

Cisco IP Model 7800 Series Phone

Dialing Instructions

- **Emergency:** dial **911**
- **Internal employee at same location:**
Dial their five-digit extension
Note: there is a 10-second delay when dialing any combination of digits that begins with 1, followed by 2 through 9
- **Outside calls:**
 - **1 + XXX-XXX-XXXX**
No need to dial 8 or 9

Feature Keys



- | | |
|----------------------------|----------------------|
| 1 - Voicemail indicator | 10 - Headset button |
| 2 - Line & Feature Buttons | 11 - Mute button |
| 3 - Display screen | 12 - Keypad |
| 4 - Softkeys | 13 - Volume control |
| 5 - Navigation pad | 14 - Directory |
| 6 - Hold button | 15 - Settings button |
| 7 - Conference button | 16 - Messages button |
| 8 - Transfer button | 17 - Handset |
| 9 - Speakerphone button | |

Placing a Call on Hold

- During a call, press the **Hold** button (or softkey)
- Press **Resume** to retrieve held call.
If multiple calls are on hold, use navigation key to select desired call with softkey

Call Waiting

- Upon hearing call waiting tone, press the **Answer** softkey
- *Current call is automatically placed on Hold. If multiple calls are on hold, use navigation key to select the desired call with softkey.*

Transferring a Call

- Press the **Transfer** button (or softkey)
- Dial number (*can pause here to talk to new party before you complete the transfer*)
- Press the **Transfer** button (or softkey) again

If called number does not answer or want transfer

- Press **End Call** softkey
- Press **Resume** softkey to return to original call

Transfer Call Directly to Voicemail

- Press the **Transfer** button or softkey
- Press * and dial either 4-Digit or 11-digit extension
- Press the **Transfer** button (or softkey) again

Conference Call

- During an active call press **Conference** or softkey
- Dial the new number (*can pause here to tell new party you are about to conference someone on*)
- Press **Conference** button (or softkey) again
- Repeat steps if want to add more parties (*max of 6 participants including initiator*)


Forward All

From Your Desk Phone

- Press the **Forward All** softkey
- Dial the number you want to forward to.
Dialing it as usual using 9 for an external number and make sure to add a 1 for a external long distance number. Example: (9) + 16095551234
- You will see confirmation on your phone that line is in a forwarded state.
- To cancel call forwarding, press **Forward Off** softkey.


SEE OTHER SIDE FOR VOICEMAIL SETUP INSTRUCTIONS →

Voicemail Setup


- Press the **Messages** key 
- When prompted enter the default PIN
246800#
- Follow Prompts to Completion
 - Set new PIN (at least 6 digits, cannot be same or consecutive digits)
 - Record name
 - Record standard greeting

Accessing Voicemail

From your Desk Phone

- Press the **Messages** key 
- When prompted enter your **voicemail PIN** then #

From another Cisco Desk Phone

- Press the **Messages** key 
- Press * **plus** your **4-digit extension** then #
- Enter your **voicemail PIN** then #

From an outside Phone

- Dial your phone number.
- Wait for Voicemail answer
- Press * **plus** your **4-digit extension** then #
- Enter your **voicemail PIN** then #

Standard Keys

When Sending, Forwarding or Replying to a Message

- 0** = Conversation Help
- *** = Exit or Cancel
- #** = Skip or Move Ahead
- ##** = Toggle between entering an extension number or spelling a subscriber's name

Basic Menu Options

- 1** = Check **New** Messages
- 2** = **Send** a Message
- 3** = Review **Saved** Messages
- 4** = **Setup** Options

Changing Setup Options

To change your PIN, change your recorded name, or re-record available greetings:

- Login to voicemail
- Press **4**
- Select the appropriate option then follow the prompts

Change PIN

- Login to voicemail
- Press 4-3-1
- Enter new PIN then #
- Enter new PIN again then #

Change Your Recorded Name

- Login to voicemail
- Press 4-3-2
- At the tone, record your name

Message Commands While Listening

- | | |
|---|--------------------------|
| 1 = Restart | 5 = Change volume |
| 2 = Save | 6 = Fast playback |
| 3 = Delete | 7 = Rewind |
| 4 = Slow playback | 8 = Pause/Resume |
| # = Forward to end | 9 = Fast forward |
| ## (in this section only) = Skip to next message, keeps current message as new | |

Message Commands After Listening

- | | |
|---|----------------------------|
| 1 = Repeat | 5 = Forward |
| 2 = Save | 6 = Mark as new |
| 3 = Delete | 7 = Rewind |
| 4 = Reply | 9 = Play msg header |
| # = Save as is | |
| ## (in this section only) = Skip to next message, keeps current message as new | |