Cisco 7800 Series IP Phone

Phone Overview

Programmable feature buttons

Handset light strip—①   ② ③—Phone screen

Handset ⑰

Messages ⑯
Applications/Settings ⑮
Contacts ⑭

Volume button ⑬

④ Softkey buttons
⑤ Navigation & selection
⑥ Hold/resume
⑦ Conference
⑧ Transfer
⑨ Speakerphone
⑩ Headset button
⑪ Mute button

⑫ Keypad

1. Handset	10. Headset button
2.Programmable buttons	11. Mute button
3. Phone screen	12. Keypad
4. Softkey buttons	13. Volume button
5. Navigation & Select button	14. Contacts (Directories)
6. Hold and resume button	15. Applications button (Settings)
7. Conference button	16. Messages button (Voice mail)
8. Transfer button	17. Handset
9. Speakerphone button	

Place a Call

NOTE: Dial **9 and all ten digits of phone number for ALL calls – internal and external**, International calls will need the country code added.

1. Lift the handset and dial the number.

2. Dial the number and then lift the handset.

3. Press a speed dial button and then lift the handset.

4. If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Answer a Call

- Lift handset.

- If you are using a headset, press the Headset button; use your individual headset instructions.

- To use the speakerphone, press the Speaker button.

End a Call

- Hang up.

- If you are using a headset, press the Headset button or the **EndCall** soft key.

- To end a speakerphone call, press the Speaker button or the **EndCall** soft key.

Redial a Number

- Lift handset, press the **Redial** soft key.

- To use the speakerphone, press the speaker-phone button, then the **Redial** soft key.

Hold/Resume a Call

Hold

- While on an active call, press the **Hold** button.

Resume

- While on hold, press the **Resume** button. .

- To retrieve a call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call

1. While on a call, press the **Transfer** button

2. Dial the "transfer to" number. You may choose to wait for user to answer and then announce caller, or you may continue on immediately.

3. Press the **Transfer** button again to transfer the call or press the **End** soft key to end the call. Press the **Resume** button to reconnect to the first caller.

Send to Voice Mail

- While receiving a call, press the **iDivert** soft key to send the call to voice mail.

Start a Conference Call

1. During a call, press the **Conference** button to open a new line and put the first caller on hold.

2. Dial the number of the next person.

3. When the call connects, press the **Conference** button again to add the new party to the existing call. Limit: 3 (including yourself)

Forward Your Phone

1. Press the **FwdAll** soft key on your phone. Unanswered forwarded calls will go to the voice mail box of the user you forwarded your calls to.

2. Enter in the number you wish to forward to (9 1+ten digits) or press the msg/voicemail button.
   - - Display will show FWD symbol � **to XXXX**

3. To remove call forwarding, click the **RemoveFWD** soft key on your phone.

The "Forwarded to" message should no longer display on your phone.

Park a Call

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager (Unified CM) system (for example, a phone at a co-worker's desk or in a conference room).

1. During a call, press the **Park** soft key. Party will be put on hold / stored for maximum of 60 seconds.

2. Make note of the Park number that is displayed on your phone screen- Ex.0256, hang up.

3. RETRIEVE parked call from another phone, dial the park number.

4. You will now be reconnected to your call.

Access Voice Mail

1. Press the [⚏] (Messages) button on your phone.

2. Enter in your voice mail PIN followed by the # key using the number pad.

3. Follow prompts or

Further instructions / help can be found at:
https://det.wi.gov/telecommunications/Pages/VoIPUserInstructions.aspx

Access Voice Mail Remotely

1. From an external phone, call your full State phone number.

2. Once you reach the voice mail greeting, press the ***** (star) button using your number pad.

3. Enter **1** plus your TEN digit phone number when prompted to enter your ID and press **#**.

4. Enter your voice mail PIN when prompted for your pin. Press **#** to continue.

You will now be in the voice mail system. Follow the prompts to manage your voice mail.

View Missed Calls

1. Press the [⚙] (Settings) button on your phone.

2. Press the round Select button to choose Call History

3. Press the Missed soft key.

4. Use the Up/Down arrows on the navigation pad to scroll through your missed calls.

5. To return the call, highlight the user you wish to call and press the Dial soft key. You MUST edit the number by adding 9 1 in front of the number that called you.

Corporate Directory

1. Press the [▯▯] (Directories) button on your phone.

2. Use the Up/Down arrows on the navigation pad to select Corporate Directory.

3. Press the round **Select** button.

4. Using the number pad, enter the first or last name of the person you wish to call. You do not need to type in the entire name.

5. Press the **Search** soft key.

6. Use the Up/Down arrows on the navigation pad to locate the user.

7. Press the **Dial** soft key to place a call to that user.

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Need assistance? Contact the DOA Help Desk
608.267-6930 or DOAHelpdesk@wi.gov