

Common Phone Tasks, Icons, and Buttons of Cisco 7800 and 8800 Series IP Phones with Multiplatform Firmware

Objective

This article will show you the most common tasks, icons and buttons on your Cisco 7800 and 8800 Series IP Phones with Multiplatform Firmware.

Applicable Devices

- Cisco IP Phone 7800 Series with Multiplatform Firmware
- Cisco IP Phone 8800 Series with Multiplatform Firmware

Introduction

The phones referenced in this article are not Enterprise phones that use a specific call controller. If you would like to compare the two different types of phones, check out [Compare & Contrast: Cisco IP MPP Phones & Cisco Unified IP Phones](#).

MPP phones require either service from an Internet Telephony Service Provider (ITSP) or an IP Private Branch Exchange (PBX) call control server. WebEx Calling, Ring Central, and Verizon are examples of an ITSP. Some examples of IP PBX services that work with Cisco MPP phones include, Asterisk, Centile, and Metaswitch platforms.

These ITSP and IP PBX call controllers are a separate system in which the phone and the call controller communicate with each other to provide services such as call park and voicemail. Since the MPP phones do not use a specific call controller, access and procedures vary.

Each call controller can follow different procedures, so we can't tell you exactly how yours will work. For information and help with your specific commands, refer to the help sites from the provider you chose. If you have an administrator, you can contact them for details and possible training.

Now that we have all that cleared up, let's get you more familiar with the basics on the Cisco Business 7800 and 8800 Series Phones.

Common Phone Tasks

Place a Call

Go off-hook before or after dialing a number.

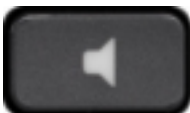
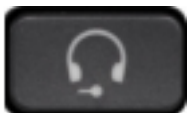
Redial a number

Press Redial.

Switch to handset during a call

Pick up the handset.

Switch to speaker or headset during a call

Press  or , then hang up the handset.

Mute and un-mute a call



Press the button.

View call history



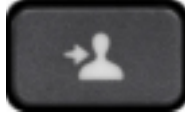
Press > **Call History**.

Hold and resume a call



Press to put a call on hold, and press it again to resume the call.

Transfer a call to new number



Press , enter the number, then press it again.

Place an intercom call

Press the **Intercom** button, then enter a number if necessary. Speak after you hear the tone.

Start a standard conference call









Press , dial the participant, then press the button again.

Silence the ring for an incoming call

Press the **Volume** button down once.


Line Buttons

 <p>Red, flashing</p>	<p>Remote line on hold.</p>
 <p>Red, steady</p>	<p>Remote line in use (shared line or line status)</p>
 <p>Amber, flashing</p>	<p>Incoming call or reverting call.</p>
 <p>Amber, steady</p>	<p>Privacy in use, one-way intercom, Do Not Disturb (DND) Active, or logged into a Hunt Group.</p>
 <p>Green, flashing</p>	<p>Held Call</p>









 <p>Green , steady</p>	<p>Active call or two-way intercom call.</p>
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Softkeys








All Calls	Lists all missed, placed, and received calls.
Answer	Answer an incoming call.
Apply	Confirm a selection.
Call	Initiate a call.
Callback	Receive notification when a busy extension becomes available.
Cancel	Cancel an action or exit a screen without applying changes.
Clear	Clear all values.
Delete	Delete an entry.
Del Call	Delete a call from Call History.
Details	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
Dial	Dial a selected number.
Divert	Send or redirect a call to voicemail or to a predetermined phone number.
Edit	Modify the highlighted entry.
EditDial	Modify a number.
Exit	Return to the previous screen.
Fwd All/Fwd OFF	Setup/cancel call forwarding.
GPickup	Answer a call that is ringing in another group or another line.
Log Out	Sign out of Personal Directory.
Meet Me	Host a Meet Me conference call.
Missed	Open the record of missed calls.
More	Display additional softkeys.
New Call	Make a new call.
OK	Confirm a selection.
OPickup	Answer a call that is ringing in an associated group.
Park	Store a call.
Play	Play ringtone or voicemail message.
PickUp	Answer a call that is ringing on another phone in your group.
Redial	Redial the most recently dialed number.
Remove	Remove a conference participant or an entry.
Save	Save the chosen settings.
Search	Search for a directory listing.
Select	Select the highlighted option.
Set	Set a ringtone.
Submit	Enter user information.
Swap	Toggle between two existing calls.
Update	Update an entry in Personal Directory.
>>	Move through entered characters.
	Backspace to delete characters.

	
	Back.



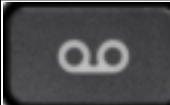
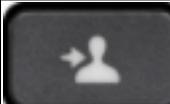
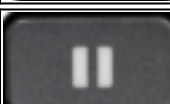



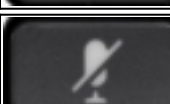
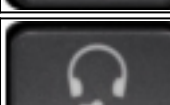

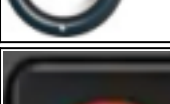
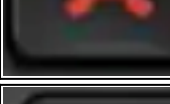
Phone Screen Icons

	Off-hook
	On-hook
	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold/ resume call

Feature Icons

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing
	Line Status indicator-monitored line is in do not disturb (DND)

Buttons

	Applications
	Contacts
	Messages
	Transfer
	Hold/Resume
	Conference
	Volume -Left: Cisco IP Phone 7800 Series -Right: Cisco IP Phone 8800 Series
	Speakerphone
	Mute
	Headset
	Select button/Navigate across menus and contacts by pressing left, right, up, and down
	End call
	Back/Exit

For more articles, click on the following links:

- [7800 Series with Multiplatform Firmware Product Page](#)
- [8800 Series with Multiplatform Firmware Product Page](#)
- [Configure a Programmable Line Key for Speed Dial on a Cisco MPP Phone](#)
- [Configure Speed Dial on a Cisco IP Phone with Multiplatform Firmware](#)