Configure Call Appearances Per Line on a Cisco IP Phone 7800 or 8800 Series Multiplatform Phone

Objective

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones comprise a set of full-featured Voice-over-Internet Protocol (VoIP) phones that provide voice communication over an IP network. The phones provide all the features of traditional business phones, such as call forwarding, redialing, speed dialing, transferring calls, and conference calling. The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones are targeted for solutions that are centered on third-party Session Initiation Protocol (SIP)-based IP Private Branch Exchange (PBX).

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones also support the configuration of multiple call appearances of the number of calls allowed on the line. This indicates the number of calls that can be placed on a single line at a time.

This article provides instructions on how to configure call appearances per line on a Cisco IP Phone 7800 or 8800 Series Multiplatform Phone.
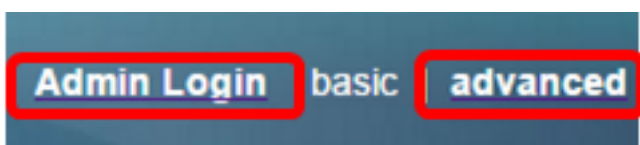
Applicable Devices | Firmware Version

- IP Phone 7800 Series | 11.0 ([Download latest](#))
- IP Phone 8800 Series | 11.0 ([Download latest](#))

Configure the Number of Call Appearances Per Line

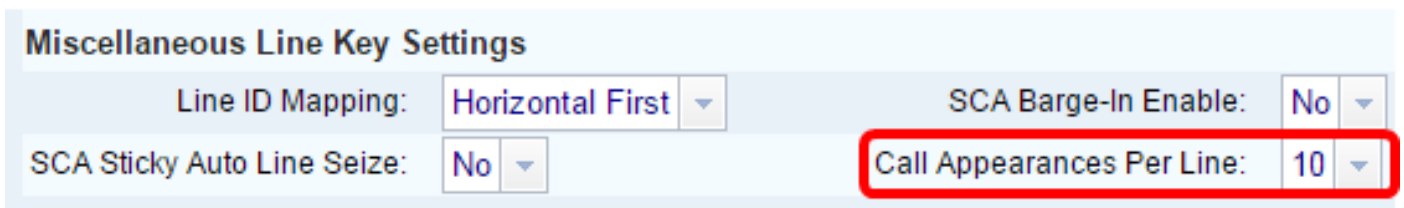### Configure Multiple Calls Per Line

Step 1. Access the web-based utility of your IP Phone then choose **Admin Login > Advanced**.
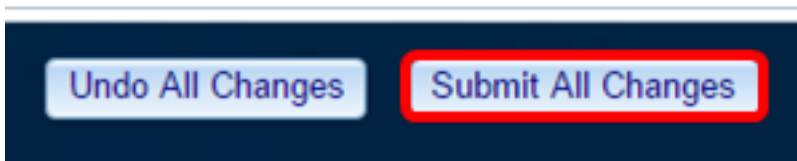

Step 2. Choose **Voice > Phone**.

Step 3. Scroll down to the Miscellaneous Line Key Settings area, then choose a number from the Call Appearances Per Line drop-down list to specify the allowed number of calls per line. By default, this value is set to 2 and has a maximum of 10 calls per line.

Note: In this example, 10 is chosen.

Step 4. Click **Submit All Changes**.

You should now have successfully configured the number of call appearances per line on your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone.

Verify the Configured Number of Calls Per Line

Step 1. Repeat the configuration steps 1 to 4 above on another Cisco 7800 or 8800 Series IP Phone.

Step 2. Place a call from Phone #1 to Phone #2. Place the call on hold and repeat this process until you have made 10 calls.

Step 3. Scroll through the active calls on the Graphical User Interface (GUI) of the IP Phone. This should work for any number configured on the call appearances per line, from two up to 10 calls.

Note: Alternatively, you may also use any number of devices to make the calls to Phone #1.

Note: In this example, the Cisco IP Phone 8861 shows 10 calls from User 15. This indicates that the configured number of calls has been successful.

You should now have verified that your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone can take the configured number of calls per line.

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