






CISCO 78XX IP Phone

Line Colors

- Amber**  — Ringing Call
- Green**  — Active Call (solid Green) or Held Call (flashing Green)
- Red**  — Shared line “in-use” on another phone

Basic Call Handling

INTERNAL DIALING

- Dial the 5-digit

EXTERNAL DIALING

- Local: **9 + Number**
- Domestic: **9 + 1 + Area Code + Number**
- International: **9 + 011 + Country Code + Number**
- Emergency Services: **9911** or **911**

ANSWERING CALLS

When the line is ringing:

- Lift the **handset**
- Press the **Speaker** button
- Press the flashing “**Amber**” line

HOLD/RESUME

To place a call on hold:

- Press the **Hold** key. 

To return to the call:

- Press the **Resume** soft key. 

CALL WAITING

During an Active call, if a second calls rings in:

You will hear a single “**beep**”

To **Answer** (ask your call to hold)...

- Press the “**flashing**” **Amber** line **Or**
- Press the **Answer** soft key.

(the original call will be placed on hold automatically)


To switch between two connected calls.

Example: Call 1 is **holding**. Call 2 is **active**. Pressing **Line 1** (where call 1 is holding), reconnects this call

Transfer

CONSULT TRANSFER (ANNOUNCED)

While on an active call:

- Press the **Transfer** key. 
- Dial the intended party.
- Wait for the party to **answer** and announce the call, press the **Transfer** key again to complete the transfer.

Note: If dialed party does not wish to take the call, press the **End Call** soft key, then press the **Resume** soft key (to reconnect to the original call).

Call Forward

To activate:

- Press the **ForwardAll** soft key.
- Dial the desired destination.

To deactivate:

- Press the **ForwardOff** soft key.

Voicemail

ID & PIN


Your “**ID**” is your “**5**” digit extension number.

Your “**PIN**” is “**12345**”

Do not change the default pin

1ST TIME ACCESS & INITIAL SETUP

From your desk

- Press the **Messages** button 
- Enter your “**temporary**” PIN, then press “**#**”

Follow the prompts to setup your mailbox

“**Record your name**”

“**Record your greeting**”

“**Change your temporary PIN**”

If you “hang up” before you have completely enrolled, you will have to repeat the setup process next time you access voicemail.