


CISCO IP 78xx



1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation Button & Select
5. Hold, Transfer, and Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Place a Call

- Lift handset
or
- For hands-free, press NEW CALL soft key  or press SPEAKER button
- Dial the number


Answer a Call

- Lift handset
or
- For hands-free, press ANSWER soft key or SPEAKER button

End a Call

- Hang up handset
or
- Press END CALL soft key

Place a call on hold



1. Press HOLD soft key or press the HOLD button 
2. Press RESUME soft key or your LINE button to resume call

Place 2nd call on hold


1. Place 1st call on hold
2. Press HOLD soft key
3. Press NEW CALL soft key or your LINE button
4. Press END CALL soft key to end 2nd call
5. Press RESUME soft key to return to 1st call

Note: Use Navigation keys to alternate between 1st and 2nd call, and press RESUME soft key.


Transfer a Call

1. Press TRANSFER soft key or 
2. Dial number
3. Announce call transfer (optional)
4. Press TRANSFER soft key or  again to complete transfer

Call Forward

1. Press the Applications/Settings button 
2. Select Call Forward All
3. Dial number to forward calls to and select Submit

To Deactivate:

1. Press the Applications/Settings button 
2. Select Call Forward All
3. Select Unforward

Note: See Web User portal or Mobile App for forwarding calls online

Volume


1. Press [+] or [-] VOLUME keys to increase or decrease volume
2. Setting is saved automatically





Check Messages

Red light on handset indicates new message.

To retrieve message(s):

1. Press MESSAGE button 
2. Follow prompts to check voice mail.

Retrieve missed, received, placed calls

1. Press the History button  (Right column of display)
2. Use Navigation to scroll through and highlight missed, received or placed calls
3. Press CALL or MORE Soft Key , then EDIT DIAL soft key to return call (Edit Dial allows extra digits to be added to the number such as 8 or 9 or 81 or 91 for an outside call)

Speed Dial

To program speed dial buttons, see Web User portal

Mute a Call

Disables microphone 


1. Press MUTE button to activate
2. Press MUTE button again to deactivate

Switch between handset & speaker

1. If on SPEAKER, lift handset
2. If on handset, press SPEAKER button and replace handset

Place a Conference Call

Up to four participants.

1. While on a call, press the CONFERENCE Button 
2. Call the next person
3. Press CONFERENCE button again to join the calls