Cisco IP Phone 7800 Series

Make a Call

Enter a number and pick up the handset.

Voice Dial

Press Voice Dial or dial “0” and say the name you wish to reach.

Setup Voicemail for the first time

1. Press the Voicemail button.
2. Enter the default temporary PIN: 147369.
3. Follow the prompts to setup your name, voice mail greeting, and personalized PIN.
4. Choose a 6-digit PIN that is easy to remember.
5. Do not use repeating digits (e.g., 111111, sequential numbers (e.g., 123456), or any part of your phone number.

To check voicemail off-campus

1. Dial your full desk phone number (xxx)-xxx-xxxx.
2. Wait until the voice mail starts and press 
3. The system will ask you for your ID – enter your 5 digit extension.
4. When prompted, enter your PIN, then press 
5. To access your mailbox, press 2.

Answer a Call

Press the flashing amber line button or pick up the handset.

Put a Call on Hold

1. Press Hold.
2. To resume a call from hold, press Hold again.

View Your Recent Calls

1. Press Applications.
2. Scroll and select Recents.
3. Select a line to view.
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Quick Start Guide

Dial On – Campus
5-digit dialing is available for FAU numbers:
Boca – dial 7–XXXX
All other campuses – dial 6–XXXX

Dial Off – Campus
For off-campus calling, dial the area code + number.
99 is no longer needed for off-campus calling.

FAU Directory
1. The Corporate Directory allows you to lookup phone numbers for coworkers.
2. The Personal Directory allows you to store a set of personal numbers.

Make a Call with a Headset
1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset.

Make a Call with the Speakerphone
1. Enter a number using the keypad.
2. Press Speakerphone.

Listen to Voice Messages
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls
1. Select a line and press Fwd all.
2. Dial the number that you want to forward to, or press Voice mail.
3. To cancel the forwarding, press Forward off.

Adjust the Volume in a Call
Press Volume up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume
Press Volume up or down to adjust the ringer volume when the phone is not in use.

Transfer a Call to Another Person
1. From a call that is not on hold, press Transfer.
2. Enter the other person’s phone number.
3. Press Transfer again.

Add Another Person to a Call
1. From an active call, press Conference.
2. Select a held call and press Yes.

Adjust the Screen Contrast
1. Press Applications.
2. Select Preferences > Contrast.
3. Press up to increase, or down to decrease, the contrast.
4. Press Save.

Adjust the Screen Backlight
1. Press Applications.
2. Select Preferences > Backlight.
3. Press On to set the backlight on or press Off to set backlight off.

Instructions specific to FAU
To report issues with the new phone, please submit a ticket https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=33826
If you have any questions, please call Support Services 561.297.6235 or 7–6235