

## BUTTON FEATURES



### Soft Key Buttons



### Transfer



### Hold



### Conference Button



### Navigation and Select Button



### Programmable Feature Buttons



### Headset Button



### Speaker



### Mute



### Volume Control



### Message Button



### Applications Button



### Contacts Button

## Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **CALL** soft key.
  - local off campus, dial 8 then 7 digit number
  - long distance, dial 8 +1 +area code + 7 digit number
  - International, dial 8 + 011 + country code + city code + number

**Note:** Use the backspace soft key to erase digits that you enter incorrectly.

## Redial a Number

- Press **Redial**
- To place a call on a specific phone line, select the line to obtain dial tone and press **Redial**

## Hold a Call

To place a call on hold while on the call:

- Press the **Hold** button

To retrieve a held call:

- Press the **Resume** soft key.

## Transfer a Call

- During a call, press the **Trnsfer** button. The call is placed on hold.
- Dial the number to which you want to transfer the call.
- Wait for the call to be answered. Announce the call to the transfer recipient. Press the **Trnsfer** button then hang up the handset.
- If the transfer fails, press the **Resume** soft key to return to the original call.

## Cancel Transfer

- To cancel your transfer call-transfer attempt:
  - Press the **EndCall** soft key.
- To reconnect to the original caller:
  - Press the **Resume** soft key.

## Call Forward All

To forward all incoming calls to another number or to Voice mail:

- Press the **FwdALL** soft key. You hear a confirmation beep.
- Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call

to that number. Remember to include locally required prefix numbers.

The phone display is updated to show that calls will be forwarded.

-Enter 6-9999 to forward to Voice Mail

## To Cancel Call Forwarding

- Press the **FwdALL** soft key.

## Conference Call

To create a three-party conference call:

- Dial the first party
- Press the **more** soft key and then the **Conf** soft key to open a new line and put the first party on hold.
- Dial the second party. When the call connects, press **Conf** again to add the new party to the call.
- To add third party to the conference:  
Press the **Conf** soft key. Current two callers will be placed on hold.

Press the **Line** button of the call you want to add to the conference.

- Press the **Conf** soft key on the Cisco Unified IP phone. All parties will connect to conference.

## End Conference Call

- Hang up the handset, or press the **EndCall** soft key.

## Call Pick Up

If your phone supports auto pick up, you are now connected to the call.

Press the **PickUp** soft key or press Answer soft key to connect the call.

## Adjust the Volume for the Current Call

- During a call, press the (+) **Up** or (-) **Down Volume** button.

## Adjust the Ring Volume

•Press the **Up** or **Down Volume** button while the handset is in its cradle and the phone is idle.

## Select the Ring Type

- Press **APPLICATIONS** button
- Scroll down using **NAVIGATION** button up or down
- Press the **PREFERENCES** button.
- Scroll down using **NAVIGATION** button up or down
- Press **1RINGTONES**
- Use the **Navigation** button to scroll through the list of ring types. Press the **Play** soft key to hear samples.

•Highlight the ring you want, and then press the **Set** soft key.

- Press the **Apply** soft key to save the setting.
  - Use the **arrow back** soft key to **EXIT** to the previous menu without changing the setting.
- Press the **Exit** soft key to go to the main directory menu.

## Adjust the Display Contrast

- Press **APPLICATIONS** button
- Scroll down using **NAVIGATION** button up or down
- Highlight option **2 Preferences**.
- Highlight **CONTRAST2**
- Use the **NAVIGATION** button up or down to change the contrast.
- Press **Save** soft key.
- Exit** soft key.
- Cancel** to exit to the previous menu without changing the setting.
- Press the **Exit** soft key to go to the main directory menu.

## Call History

- Press the **Applications** button.
- Select **1CALLHISTORY**, Press either middle of Navigation button or the 1 button on key pad
  - Press the **Exit** soft key to return to the previous directory menu.

## Clear Call History

- Press the **Applications** button.
- Select **1CALLHISTORY**, Press either middle of Navigation button or the 1 button on key pad
- Press **DELETE** soft key
- Answer “YES” to pop up question using soft keys
- EXIT** using soft key

## Manage Call Waiting

- To redirect an incoming (ringing) call while on another call, use the **Navigation** pad to highlight the incoming call, then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.
- To redirect an incoming call while not on a call, press **Divert**.
- To redirect a held call, first resume the call and then press **Divert**.

## VOICE MAIL SERVICES

### Initial Set Up

- Press the **Message** button.
- Enter a password. (**Default password is 88003#**)
- Please follow system instructions for the following:
  - Record your name.
  - Set a new password.
  - Record your greeting.
- **Please wait until you hear “You Have Finished Enrollment” then hang up.**

### To Check Messages from your telephone:

- Press the **Message** button and log on.
- New messages will start to play.
- Follow prompts to manage individual messages.

### To Check Messages from outside the office:

- On-Campus Dial 6-9999
- Off-Campus Dial 575-646-9999
- When the greeting begins to play, press \*
- Enter last 5 digits of your extension number (id), then press #
- Enter your pin then press #
- Follow prompts to listen and manage your messages

### To Change Your Recorded Name:

- Press the **Message** button and log on.
- When greeting starts, Press **4 >3 >2**.
- At the tone, **record your name**, or press \* to keep the current recording.

### To Change Your Password:

- Press the **Message** button and log on.
- Press **4 >3 >1**.
- Enter a new password and press #.
- Enter the new password again to confirm it and press #.

### To Record a Greeting:

- Press the **Message** button and log on.
- Press **4 > 1 > 1**.
- After your current greeting, press **1** to rerecord new greeting
- Press #
- Follow prompts

### To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

- Press the **Message** button and log on.
  - Press **4 >1 >1**.
  - After your current greeting, press **2** to enable or disable your alternate greeting.
- Note: When your alternate greeting is enabled, it overrides all other greetings.**

### To Reply to a Message:

- After listening to the message, press **4**.
- Record your reply.
- Press # to send the reply, or press **1** for message options.
- Follow the prompts to handle the original message.

### To Forward a Message:

- After listening to the message, press **5**.
- Follow prompts to address the forwarded message.
- Press # to forward the message as is, or press **2** to record an introduction, or press **3** for message options.
- Press # to forward the message as is, or press **1** for message options.

# Cisco Unified IP 7861 Phones Quick Reference Guide



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