Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones Frequently Asked Questions (FAQs)

Objective

This article provides answers to the frequently asked questions about the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones.

Applicable Devices

- Cisco IP Phone 7800 Series Multiplatform Phones
- Cisco IP Phone 8800 Series Multiplatform Phones

Software Version

- 11.0

Frequently Asked Questions

1. What is the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones?

The Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones provide voice communication over an Internet Protocol (IP) network. The Cisco IP Phone functions much like any digital business phone, allowing you to make phone calls and access features such as mute, hold, transfer, and more. In addition, because the phone connects to your data network, it offers enhanced IP telephony features, including access to network information and services, and customizable features and services.

2. Is it possible to deploy the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones for attendant use?

Yes, the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones can be deployed with up to three expansion modules, making your phones suitable for attendant use.

3. How can I set up speed dialing?

Speed dialing on the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800

Series Multiplatform Phones can be configured through the call manager, the web-based utility, or through the phone itself. For instructions on how to set up speed dialing through the web-based utility, click here.

4. What is Mean Opinion Score?

The Mean Opinion Score (MOS) feature is used to measure the voice quality on an extension. It ranges from 0 to 5, where 5 is the best quality. MOS is useful for monitoring the quality of the calls that occur on a particular extension. MOS is typically enabled on the web-based utility of the phone. For instructions on configuring MOS reporting, click here.

5. How can I change the softkeys that are programmed by default?

The Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones offer programmable soft keys that can be configured to make frequently used features like, new call, park, and hold, easily accessible to the user. For instructions on how to assign a soft key through the web-based utility, click here.

6. How is the Busy Lamp Field feature deployed?

The Busy Lamp Field (BLF) is the indicator light on an IP Phone which makes the status of another telephone in the network visible to a watcher, typically a front desk clerk or a secretary. The purpose of BLF is to determine the status of another extension at a glance. It is usually configured in the web-based utility of the phone. It may also be configured on the call manager when one is being used. For instructions on configuring BLF, click here.

7. How do I reset the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones to their default settings?

Resetting the Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones to default setting lets you revert all the settings of the phone to factory default settings. This is typically done when the phone needs to be rid of its settings and be configured with a new one. For example, the phone is to be deployed to another user. You can reset the phone to its default settings before putting in new ones to ensure that the configuration from the previous user is removed from the phone. For instructions on resetting your Cisco IP Phone 7800 Series Multiplatform Phones and Cisco IP Phone 8800 Series Multiplatform Phones to its default settings, click here.

8. How can I keep track of multiple calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared line:

- Flashing amber — Ringing Call
- Green (steady) — Connected call
- Green (flashing) — Held call

- Red (flashing) — Shared line on hold remotely
- Red (steady) — Shared line in use remotely

9. What is the best way to use my headset?

If you use a headset to dial or answer a call, your headset serves as the primary audio path and a headset icon is displayed in the right corner of the header bar. Once you use a headset, press Answer to automatically answer the call using the headset.

10. Where can I find a complete user guide?

The user guide for the Cisco IP Phone 8800 Series Multiplatform Phones can be found here. For the Cisco IP Phone 7800 Series Multiplatform Phones user guide, click here.