

# Cisco 7832 - Quick Start Guide

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The guide will cover the basics of your Cisco 7832 device and the steps for using your device.



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# Overview

## 1. Mute Bar

The mute bar is used to toggle the microphone on and off while on an active call.

## 2. LED Indicator

The LED indicator flashes to indicate an incoming call (red flashing light), or a new voice message (steady red light).

## 3. Softkeys

Used to enable softkey options displayed on the phone. These keys will change depending on the phone's current function. Answering a call will have different softkey options than when you are on an active call.

## 4. Volume Keys

The volume buttons allow you to adjust the handset, speaker and ringer volume of the phone.

## 5. Dialpad

Used to input numbers and characters into the phone system.

## 6. Navigation and Select Button

The navigation cluster allows you to scroll through menus, highlight and select those highlighted items.

## 7. Power Over Ethernet (PoE) Port

Allows you to power your phone as well as receive data via a Cat5/6 cable. No power adapter needed, if using this port.

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# Using Your Device

## 1. Placing Calls

To place a call, enter a valid phone number and press the **Call** softkey. To redial a number, select the **More** softkey and then press the **Redial** softkey.

## 2. Answering Calls

To answer an incoming call, press **Answer**. To decline an incoming call, press the **Decline** softkey button.

To answer an incoming call while on an active call, press the **Answer** softkey - your active call will automatically be placed on hold. To decline the incoming call while on an active call, press the **Decline** softkey - the incoming call divert to voicemail or your call forward no answer destination number.

### 3. Call Forwarding

Press the **Settings** button. Proceed to User Preferences and select **Call Preferences**. With the **Call Forwarding** option highlighted, press Ok. The call forward dialog box will appear. Make sure that call forwarding is set to On. Select either **Forward All Calls**, **Forward When Busy** or **Forward When No Answer**. Enter your valid forwarding number in the field provided. Once complete, press the **Set** softkey.

### 4. Muting a Call

While on an active call, press the **Mute** bar. Once enabled the **LED** bar will turn a solid red. To resume your call, press the **Mute** bar again, the red light turns back to a solid green.

### 5. Call Hold

To place an active call on hold, press the **More** softkey. Then press the **Privhold** softkey.

To retrieve a call that's been placed on hold, press the **Resume** softkey button.

To swap between a call on hold and an active call, press the **Swap** softkey. The calls are switched.

### 6. Conference Call

To initiate a **Conference** Call, while on an active call, press the **Conference** softkey. Enter the desired extension or phone number and press the **Call** softkey. When the called party answers, press **Conference** again to connect the three-way call.

### 7. Transfer a Call

To transfer a call immediately to another person, without talking to them privately about the caller beforehand, press the **More** softkey, then proceed to press the **Blindxfer** softkey. Enter the phone number, wait until you hear it ring, and press the **Call** button to complete the transfer.

### 8. Consulted Transfer

To talk privately about a call before transferring:

While on an active call, press the **Transfer** softkey. Enter the phone number. The first call will be automatically placed on hold and the destination party's phone will ring. When the destination party answers, you can talk privately about the call before transferring.

To complete the transfer, press **Transfer** again.

### 9. Call History

To access Call History for placed, answered, and missed calls, press the **Select** button to open the Information and settings menu. Then, select the **Recents** option. You can select either **All Calls**, **Missed**

**Calls, Received Calls** or **Placed Calls**. Once you have highlighted a heading, press the **Select** button.

To clear the Recent Calls List, press the **Select** button. Then, select the **Recents** option. Choose the list you wish to erase and press **Option** softkey. Next, select the **Delete All** option by pressing the **Select** softkey and confirm your selection by pressing the **Ok** softkey.

#### 10. Call Park / Call Retrieve

Call park places a call on hold so that other users assigned to call park service can retrieve that call from any phone in office.

To park: While on an active call, press the **Transfer** softkey and then \*68. Enter the extension where the call will be parked, and then press **#**. Your call will now be parked.

To retrieve: Pick up Handset, press the **Retrieve** softkey. Enter the extension where the call was parked then **#**.