

# TELECOM

## Operations Guide

# CISCO IP 7800 OVERVIEW

Training Videos  
Coming Soon!



## Your Phone

Cisco IP Phone 7841 shown.

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

## Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial. Buttons illuminate to indicate status:

-  Green, steady: Active call
-  Green, flashing: Held call
-  Amber, steady: Private line in use
-  Amber, flashing: Incoming call
-  Red, steady: Remote line in use
-  Red, flashing: Remote line on hold

## Place a Call

Dial 9 + 1 + Number

- Example: 9 + 1 + (619) 444 4444

## Answer a Call

Press the flashing amber line button

## Put a Call on Hold

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

## View Your Recent Calls

1. Press **Applications** 
2. Scroll and select **Recent**
3. Select a line to view

## Add Another Person to a call (7821, 7841, 7861)

1. From an active call, press **Conference** 
2. Select a hold call and press **Yes**



Use the QR Code to view the full [User Guide](#).

# CISCO IP 7800 SERIES OVERVIEW

## Transfer a Call to Another Internal Extension

1. From a call that is **NOT ON HOLD**, press **Transfer**
2. Enter the other person's **4-digit Extension**
3. Press **Transfer** again

## Transfer a Call to Another TV clinic

1. From a call that is **NOT ON HOLD**, press **Transfer**
2. Enter the clinics **specific 10-digit Extension**
3. Press **Transfer** again

## Make a Call with Headset

1. Plug in headset
2. Enter a number using the keypad
3. Press **Headset**

## Make a Call with the Speakerphone

1. Enter the number using the keypad
2. Press **Speakerphone**

## Mute Your Audio

1. Press **Mute**
2. Press **Mute** again to turn mute off

## Listen to Voice Messages

Press **Messages**  and follow the prompts.

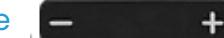
- To check messages for a specific line, press the line button first
- Detailed instructions provided in this guide

## 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.

## Change Ringtone

1. Press **Applications** 
2. Select **Preferences > Ringtone**
3. Select a line
4. Scroll through the list of ringtones and press **Play** to hear a sample
5. Press **Set** and **Apply** to save a selection

## Adjust the Screen Contrast & Backlight

1. Press **Applications** 
2. Select **Preferences > Contrast OR Backlight**
3. **Contrast:** Press up to increase, or down to decrease, the contrast **OR**
3. **Backlight:** Press **On** to set the backlight or press **Off** to set backlight as off
4. Press **Save**



## Call Park Process:

Call Park feature has been enabled for your location. Below are the steps to park and retrieve calls from other handsets versus transferring.

### Inbound Call

Staff picks up phone on an available handset.

### Park Call

Press **Park** - 3<sup>rd</sup> soft key from the left below the display screen.



### Park Call Code

A code is displayed on the phone – take note auto-generated code.

Codes range from 100 to 199 depending on number of calls parked.

### Pick Up Parked Call

Move to any other handset (new extension) and pick up phone and **dial in the Park Call Code** – call should be picked up.

## Checking Voicemail:

### During Business Hours:

#### Voicemail for extension 2295- General Voicemail

1. Press cassette button on handset, enter 029 + site number + extension number + #
  - Example: extension 2295 at site T174- final combination would be 0291742295#
2. Then enter site specific pin code+ 029 + site number followed by #
  - Example: site specific pin code (provided post install) +029174#
3. Follow prompts to listen, save, delete, etc.

Note- Locations with department voicemails will follow the same directions as above but change to the appropriate extension:

	Extension	Department
All Sites	2295	General Voicemail
All Sites	2288	After Hours Voicemails
Based on call flow	2295	Schedule or Reschedule Appointments
	2296	Glasses or Contacts
	2297	Billing or Insurance
	2298	All Other Questions Or Custom Dept

### After Business Hours:

#### Voicemail for extension 2288- After Hours Voicemail

1. Press cassette button on handset, enter 029 + site number + extension number + #
  - Example: extension 2288 at site T174- final combination would be 0291742288#
2. Then enter site specific pin code+ 029 + site number followed by #
  - Example: site specific pin code +029174#
3. Follow prompts to listen, save, delete, etc.

# ENABLING BUSINESS CLOSURE GREETING

## **Enabling Business Closure Greeting:**

This is primarily used for emergency closures (examples- weather, flooding in office, loss of power, etc.)

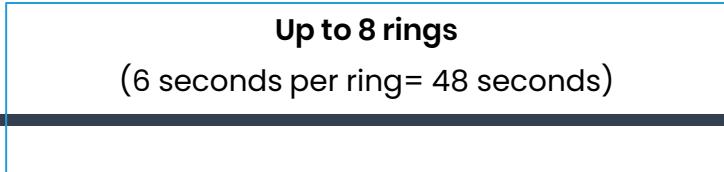
1. From a mobile or external device, dial the location temporary number and press # after recording picks up.
2. Enter 029 + site number, followed by 2294#, enter pin code 029 + site number followed by #.
3. When prompted for call handler, enter 029 + site number, followed by 2290#, then press 1 to enable/disable after hours greeting recording.
4. Same across all TeamVision clinics.

# HOW IT WORKS

**Below is an overview of the ring/call experience both during and after hours.**

**During** Business Hours:

*Call speed in clinic will be same, every 6 seconds. Note 7-line max capacity.*

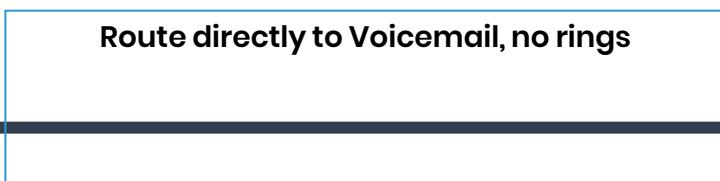


Thank you for calling [insert practice name].

Please press 1 and hold for the next available associate.

**Automated Message:**  
Associate not available,  
please leave a message.

**After** Business Hours:



Thank you for contacting [Practice Name].

You have reached our office after hours. Please hang up and dial 911 if you're experiencing an eye emergency; or press 1 to leave a message for our on-call doctor.

Thank you

**Automated Message:**  
Associate not available,  
please leave a message.

## Interactive Voice Recording (IVR) Message Examples:

- *Thank you for calling [insert practice name]. Please press 1 and hold for the next available associate.*
- *Thank you for calling [insert practice name]. Please select from the following options:*
  1. *To schedule or reschedule appt*
  2. *For questions regarding glasses or contacts*
  3. *For Insurance or Billing questions*
  4. *All other questions*

## After Hours Message Examples:

- *Thank you for contacting Coventry Eyecare. You have reached our office after hours. Please hang up and dial 911 if you're experiencing an eye emergency; or press 1 to leave a message for our on-call doctor. Thank you.*
- *Thank you for calling Coventry Eye Care & Optical Center. You have reached us after hours. For emergencies, please hang up and call 911. If you have an eye emergency during the weekend, please call Dr. Lisa DeGulio & Associates in the Warwick Mall at 401-738-9866. To leave a message, please press 1 and we will return your call the next business day. Thank you.*