



Cisco IP Conference Phone 7832 User Guide

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CHAPTER 1

The Cisco IP Conference Phone 7832

The Cisco IP Conference Phone 7832 enhances people-centric communications, combining superior high-definition (HD) audio performance and 360-degree coverage for all sizes of conference rooms and executive offices. It provides an audiophile sound experience with a full-duplex two-way wideband (G.722) audio hands-free speaker. The Cisco IP Conference Phone 7832 is a simple solution that meets the challenges of the most diverse rooms.

Figure 1: Cisco IP Phone Conference Phone 7832



The phone has sensitive microphones with 360-degree coverage. This coverage lets users speak in a normal voice and be heard clearly from up to 7 feet (2.1 m) away. The phone also features technology that resists interference from mobile phones and other wireless devices, assuring delivery of clear communications without distractions.

Phone Setup

Typically, your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

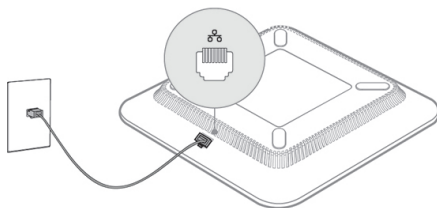
Power to Your Conference Phone

Your conference phone needs power from:

- Power over Ethernet (PoE), which your network supplies.

The following figure shows the PoE power option.

Figure 1: Conference Phone Power Options



Connect to the Network

You need to connect the phone to the telephone network.





- Wired connection—the phone is plugged into the network using an Ethernet cable.

Cisco IP Phone 7832 Buttons and Hardware

The following figure shows the Cisco IP Conference Phone 7832.

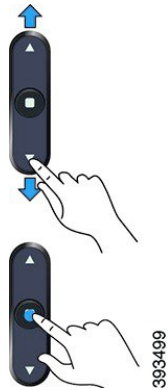
Figure 2: Cisco IP Conference Phone 7832 Buttons and Features



1	Mute bar	 Toggle the microphone on or off. When the microphone is muted, the LED bar is lit red.
2	LED bar	Indicates call states: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Softkey buttons	 Access functions and services.
4	Navigation bar and Select button	 Scroll through menus, highlight items, and select the highlighted item. When the phone is idle, press Up to access the recent calls list and press Down to access the favorites list.
5	Volume button	 Adjust the speakerphone volume (off hook) and the ringer volume (on hook). When you change the volume, the LED bar lights white to show the volume change.

Conference Phone Navigation

Use the Navigation bar to scroll through menus. Use the inner **Select** button of the Navigation bar to select menu items.



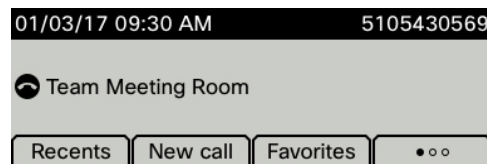
If a menu item has an index number, you can enter the index number with the keypad to select the item.

Conference Phone Softkeys

You can interact with the features on your phone with the softkeys. Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The ○○● and ●○○ softkey indicate more softkey functions are available.

Conference Phone Screen

The phone screen shows information about your phone such as directory number, active call status, and softkeys. The screen is made up of three sections: the header row, the middle section, and the footer row.



1	At the top of the screen is the header row. The header row displays the current date and time, and the phone number.
2	The middle of the phone screen displays the information associated with the calls or line.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean the Phone Screen

Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

Caution

Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Accessibility Features

The Cisco IP Conference Phone 7832 provides accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, users with disabilities can access them without any special configuration.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: <http://www.cisco.com/go/accessibility>

Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **Phone information**.
 - Step 3** (Optional) Press **Show detail** to view the active load information.
 - Step 4** Press **Exit**.
-

CHAPTER 2

Calls

Make Calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Make a Call

Use your phone just like any other phone to make a call.

Procedure

Enter a number and press **Call**.

Redial a Number

You can call the most recently dialed phone number.

Procedure

Press **Redial**.

Answer Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Procedure

Press **Answer**.

Answer Call Waiting on Your Conference Phone

When you're on an active call, you know that a call is waiting when you hear a single beep and see a message on the conference phone screen.

Procedure

Press **Answer**.

Decline a Call

You can send a ringing call to your voicemail system or to a preset phone number.

Procedure

Press **Decline**.

Do Not Disturb

You can turn on or off the do not disturb feature by dialing the respective star codes that are configured.

Application Menu Procedure

Step 1 Press **Settings**.

Step 2 Select **User preferences > Call preferences > Do not disturb**.

Step 3 Press **On** to turn on DND or press **Off** to turn off DND.

Step 4 Press to exit.

Softkey Procedure

Step 1 Press More ●○○ softkey

Step 2 Press DND softkey to turn ON, Press Clr DND to turn OFF.

* Code Procedure

Step 1 To turn on DND, dial *78.

Step 2 To turn off DND, dial *79.

Mute Your Call

While you are on a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

When you have a call muted, the LED bar lights red.

Procedure

Step 1 Press **Mute** .

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

Hold Calls

Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready.

Procedure

Step 1 Press **Hold**.

Step 2 To resume a call from hold, press **Resume**.

Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Single ring, repeating at intervals
- Flashing LED bar
- Visual notification on the phone screen

Procedure

Press **Answer** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press **Swap** to switch to the held call.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

A parked call occupies one line.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone to retrieve the call.

You can also park a call on your own phone. If so then you may not hear a recording.

You can park only one call at the call park number.

Before you begin

Your call must be active.

Procedure

Step 1 Press **Transfer**.

Step 2 Dial *62.

Your phone plays a recorded message that asks for the number of the parked call.

Step 3 Wait to hear the parking slot #.

Step 4 Hang up.

Step 5 (Optional) Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

You need the number that was used to park the call.

Procedure

Step 1 Press *66 plus the parking slot #.


Step 2 You are now connected with the caller in that parking slot #.

Forward Calls

You can forward calls from your phone to another number.

There are two ways of forwarding your calls:

- Forward all call
- Forward calls in special situations, such as when the phone is busy or there is no answer.

When a phone is forwarded, you see the Forward all  icon on the screen.

Procedure

Step 1 When the phone is inactive, press **Fwd All**.

Step 2 Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This way, you can talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

Step 1 From a call that is not on hold, press **Transfer**.

Step 2 Enter the other person's phone number.

Step 3 (Optional) Wait until you hear the line ring or until the other person answers the call.

Step 4 Press **Transfer** again.

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to. You can also swap between that call and the call that you're transferring, before you complete the transfer.

Before you begin

You have an active call that needs to be transferred.

Procedure

- Step 1** Press **Transfer**.
 - Step 2** Enter the other person's phone number.
 - Step 3** Press **Swap** to return to the held call.
 - Step 4** Press **Transfer** to complete the transfer.
-

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. When you add more than one person to a conference call, wait a few seconds between adding participants. As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call

When you are on a call, you can add someone else to your conversation.

Procedure

- Step 1** From an active call, press **Conf**.
 - Step 2** Enter a number.
 - Step 3** Press **Conf**.
-

Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.

Procedure

- Step 1** Call a new conference participant, but do not add the participant to the conference. Wait until the call is connected.
 - Step 2** Press **Swap** to toggle between the participant and the conference.
-

View and Remove Conference Participants

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

Procedure

Step 1 While you are in a conference, press **Details** to view a list of participants.

Step 2 (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.

CHAPTER 3

Recent Calls

Recent Calls List

Use the Recents list to see the 150 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

Calls in the Recents list are grouped if they are to and from the same number and are consecutive. Missed calls from the same number also get grouped.

View Your Recent Calls

Check to see who's called you recently.

Procedure

Select **Recents**.

When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.

Return a Recent Call

Procedure

Step 1 Select **Recents**.

Step 2 Select the call record that you want to dial.

Step 3 Press **Call**.

Clear the Recent Calls List

Procedure

Step 1 Select **Recents**.

Step 2 Press **Clear**.

Step 3 Press **Delete**.

Delete a Call Record

Procedure

Step 1 Select **Recents**.

Step 2 Highlight the individual record or call group that you want to delete.

Step 3 Press **Delete**.

Step 4 Press **Delete** again to confirm.

CHAPTER 4

Settings

Change the Ringtone

You can change the sound that your phone uses for incoming calls.

Procedure

Step 1 Select **Settings** > **Preferences** > **Ringtone**.

Step 2 Scroll through the list of ringtones and press **Play** to hear a sample.

Step 3 Press **Set** to use the ringtone.

Adjust the Phone Ringer Volume

If your phone ringer is too loud or too soft when you get an incoming call, you can change the ringer volume. Changes to the ringer volume do not affect the call volume you hear when you are on a call.

Procedure



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

Adjust the Volume During a Call

If the sound in your conference phone is too loud or too soft, you can change the volume while you are listening to the other person.

Procedure



Press **Volume** up or down to adjust the volume while you are on a call.