

Cisco IP Phone 7800 Series User Guide

The Cisco IP Phone 7800 Series

The Cisco IP Phones 7811, 7821, 7841, and 7861 deliver easy-to-use, highly-secure voice communications.

Figure 1: The Cisco IP Phone 7800 Series



The following table shows the major features for the Cisco IP Phone 7800 Series.

Table 1: Cisco IP Phone 7800 Series Major Features

Features	7811	7821	7841	7861
Screen	Greyscale, no backlight	Greyscale, with backlight	Greyscale, with backlight	Greyscale, with backlight
Lines	1	2	4	16
Fixed feature keys	8	9	9	9

Your phone must be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone might not have all functions available, based on the way your administrator has set it up.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features. To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

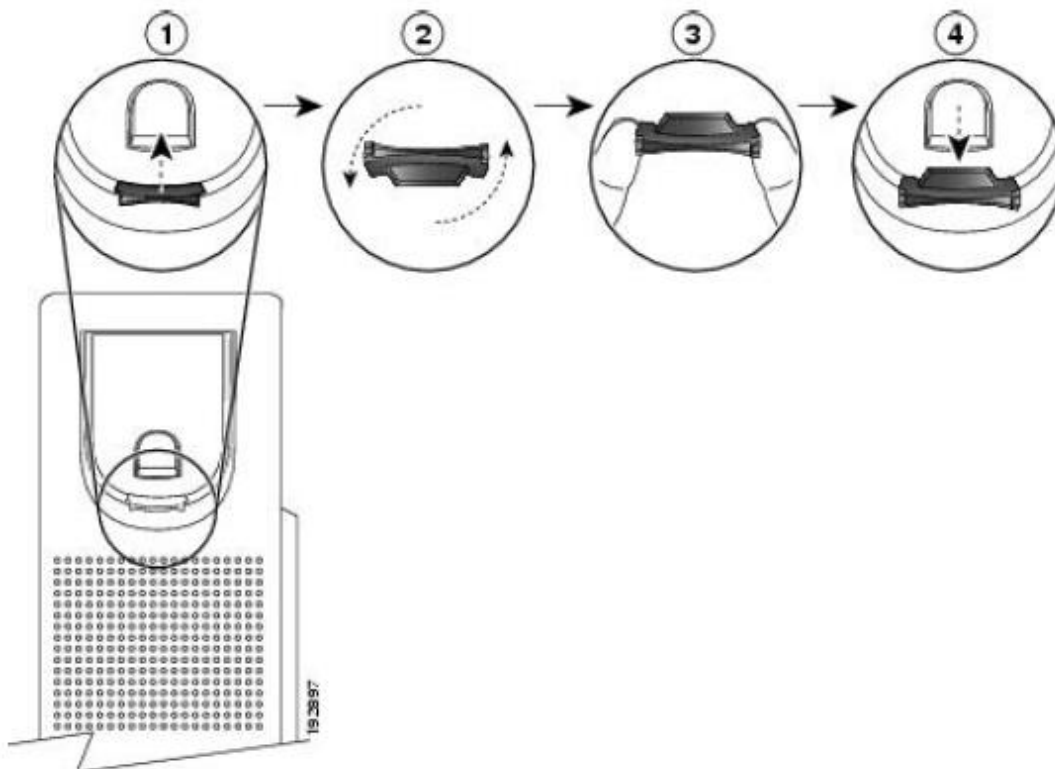
Phone Setup

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.

Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Figure 2: Adjust the Handset Rest



Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Change the Viewing Angle of Your Phone

You can change the angle of the phone, except the Cisco IP Phone 7811, to eliminate glare on the screen.

Procedure

Step 1 Unplug the phone from the network.

Step 2 Place the phone so that the keypad faces the desktop.

Step 3 Grasp one side of the footstand with one hand and place your other hand on the phone.

Step 4 Hold down the phone and pull up on the footstand.

Step 5 Turn the footstand over.

Step 6 Push the footstand back into the phone until the stand locks into place.

Step 7 Place the phone upright and plug it into the network.

Connect to the Network

You need to connect the phone to the network.

- **Wired network connection**—The phone is plugged into the network with an Ethernet cable. After connecting the phone to the network, your phone may be set up for:
- **Mobile and Remote Access Through Expressway**—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server.

Share a Network Connection with Your Phone and Computer

Both your phone and your computer must connect to your network to function. If you only have one Ethernet port, then your devices can share the network connection.

Before you begin

Your administrator must enable the PC port in Cisco Unified Communications Manager before you can use it.

Procedure

Step 1 Connect the phone SW port to the LAN with an Ethernet cable.

Step 2 Connect your computer to the phone PC port with an Ethernet cable.

Connect with Activation Code Onboarding

If your network has been configured to support this feature, then you can use Activation Code Onboarding to connect to your company's phone network.

Enter an Activation Code

Activation codes are used to set up your new phone. They can only be used once, and expire after 1 week. Contact your administrator if you don't know your code or if you need a new one.

Procedure

Step 1 Enter your activation code on the activation screen.

Step 2 Press **Submit**.

Connect to Expressway

You can use Mobile and Remote Access Through Expressway to connect into your corporate network when you are working away from your office. Because your phone does not have a TFTP address configured, the phone displays a Welcome screen to begin the sign-in process.

Before you begin

If you have been using your phone at the office or with a VPN, reset your service mode before you connect to Expressway. If you need to connect to Mobile and Remote Access Through Expressway on-premise, restart your phone and press **Select** when prompted.

Procedure

Step 1 Enter your activation code or service domain on the **Welcome** screen and press **Continue**.

Step 2 Enter your username and password.

Step 3 Press **Submit**.

Change the Service Mode

When your phone connects to the existing server, you hear a beep tone that exists for 5 seconds. You also view an alert message window which indicates that you can change the service mode to Huron.

Procedure

Step 1 To change the service mode:

- Press the **Select** key on the phone.
- Select **Settings > Admin Settings > Reset Settings > Service Mode**.

Your phone deactivates your VPN, and then restarts.

Step 2 Press **Reset** to change the service to Huron.



Step 3 Press **Cancel** to retain the existing service.

Replace Your Existing Phone with a New Phone

You can change your phone model. The change can be required for a number of reasons, for example:

- You have updated your Cisco Unified Communications Manager (Unified CM) to a software version that doesn't support the phone model.
- You want a different phone model from their current model.
- Your phone requires repair or replacement.

Limitation: If the old phone has more lines or line buttons than the new phone, the new phone doesn't have the extra lines or line buttons configured. The phone reboots when the configuration is complete.

Before you begin

Your administrator needs to set up Cisco Unified Communications Manager to enable the phone migration. You need a new phone that hasn't been connected to the network or previously configured.

Procedure

Step 1 Power off the old phone.

Step 2 Power on the new phone.

Step 3 If prompted, enter your activation code.

Step 4 Select **Replace an existing phone**.

Step 5 Enter the primary extension of the old phone.

Step 6 If the old phone had a PIN assigned, enter the PIN.

Step 7 Press **Submit**.

Step 8 If you have several devices, select the device to replace from the list and press **Continue**.

Activate and Sign In to Your Phone

You may need to activate or sign in to your phone. Activation happens once for your phone, and connects the phone to the call control system. Your administrator gives you your sign-in and activation credentials.

Sign In to Your Phone

Before you begin

Get your user ID and PIN or password from your administrator.

Procedure

Step 1 Enter your user ID in the **User ID** field.

Step 2 Enter your PIN or password in the **PIN** or **Password** field, then press **Submit**.

Sign In to Your Extension from Another Phone

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

Before you begin

Get your user ID and PIN from your administrator.

Procedure

Step 1 Press **Applications**.

Step 2 Select **Extension Mobility** (name can vary).

Step 3 Enter your user ID and PIN.

Step 4 If prompted, select a device profile.

Sign Out of Your Extension from Another Phone

Procedure

Step 1 Press **Applications** .

Step 2 Select **Extension Mobility**.

Step 3 Press **Yes** to sign out.

Sign into Extension Mobility with Your Cisco Headset

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

You plug your Cisco Headset 500 Series or Cisco Headset 730 into another phone. The headsets need to use the Y-cable to access this feature.

If your headset is not mapped to your user id, the first time you perform this procedure, phone may prompt you to map the headset to your ID and the Cisco Unified Communications Manager maps the headset to your user record. The prompt depends on configuration settings for the phone. When your headset is mapped to you, the phone gets your user ID, based on the headset serial number, and displays your ID in the Extension Mobility sign in screen.

Note

When you unplug the headset, you are signed out of Extension Mobility after a delay unless you confirm the sign-out.

You are also automatically signed out of Extension Mobility after a predetermined inactivity time.

Before you begin

A headset firmware upgrade can't be in progress.

The phone must be idle.

Procedure

Step 1 Plug your headset into the phone.

Step 2 If prompted, enter your user ID and PIN to map the headset to your user information.

Step 3 In the Extension Mobility screen, enter your user ID and PIN, and press **Submit**.

Step 4 If prompted, select a device profile.

Step 5 When finished, unplug your headset.

Step 6 Press **Sign out**.

Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager. Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password. In the Self Care portal, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.
- Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). Use the Self Care Portal to subscribe to a phone service before you access it on your phone.

The following table describes some specific features that you configure with the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

Table 12: Features Available on the Self Care Portal

Features	Description
Call forward	Use the number that receives calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.
Additional phones	Specify the additional phones such as your mobile phone that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: <ul style="list-style-type: none"> • Single number reach—Specify whether the additional phone should ring when someone calls your desk phone. • Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.
Speed dial	Assign phone numbers to speed-dial numbers so that you can quickly call that person.

Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial

9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.

A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:

- Cisco IP Phone 7811 No buttons on either side of the screen
- Cisco IP Phone 7821 Two buttons on the left side of the screen
- Cisco IP Phone 7841 Two buttons on either side of the screen
- Cisco IP Phone 7861 16 buttons at the right edge of the phone















Figure 3: Cisco IP Phone 7800 Series Buttons and Features



The following table describes the Cisco IP Phone 7800 Series buttons and hardware.

Table 13: Cisco IP Phone 7800 Series Buttons and Features



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons, on page 16 . The Cisco IP Phone 7811 does not have programmable feature buttons or line buttons.
3	Softkey buttons	 Access functions and services. For more information, see Softkey, Line, and Feature Buttons, on page 16 .
4	Navigation cluster	Navigation ring and Select  button. Scroll through menus, highlight items, and select the highlighted item.
5	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.
6	Speakerphone, Mute, and Headset	Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select Speakerphone  . The Cisco IP Phone 7811 does not have a Headset button.
7	Contacts, Applications, and Messages	Contacts  Access personal and corporate directories. Applications  Access call history, user preferences, phone settings, and phone model information. Messages  Autodial your voice messaging system.
8	Volume button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume(on hook).

Phone Keypad Characters

The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**, **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

Table 14: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? - _ & %
Zero (0)	(space) , ! ^ ' "
Asterisk (*)	+ * ~ ` < >
Pound (#)	# \$ £ □ \ () { } []

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner

Select button of the Navigation cluster 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.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- 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 **More ...** softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
- Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
- Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status.

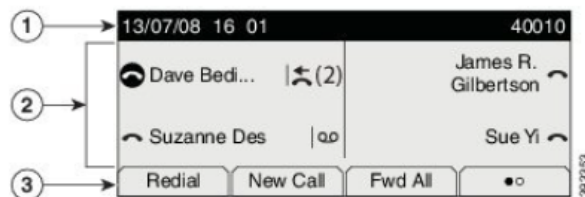
-  Green, steady LED—Active call or two-way intercom call
-  Green, flashing LED—Held call
-  Amber, steady LED—Privacy in use, one-way intercom call, or logged into a Hunt Group
-  Amber, flashing LED—Incoming call or reverting call
-  Red, steady LED—Remote line in use (shared line or Line Status) or Do Not Disturb (DND) active
-  Red, flashing LED—Remote line on hold

Your administrator can set up some functions as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

Phone Screen Features

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

Figure 4: Cisco IP Phone 7800 Screen



The following table describes the Cisco IP Phone screen components.






Table 15: Cisco IP Phone Screen Information

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.


Phone Icons


Your phone screen displays many icons. This section gives images of the common icons. Icons are in color or grayscale, depending on the screen.

Lines




Icon	Description
	Line/Directory Number
	Speed dial
	Intercom
	Held call
	Active call

Shared Lines

Icon	Description
	Incoming call on shared line.

Icon	Description
	Shared line active by another user.

Recents

Icon	Description
	Incoming call
	Outgoing call
	Missed call

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.

Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold. Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

Lost Phone Connectivity

Sometimes your phone loses its connection to the phone network. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. But, you don't have access to all normal phone features because some functions require information from the call control system. For example, your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

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 pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press **Speakerphone** .

Redial a Number

You can call the most recently dialed phone number.

Procedure

Step 1 (Optional) Select a line.

Step 2 Press **Redial**.



Speed Dial

You can assign buttons or codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal.

Depending on your setup, your phone can support these features:

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

Make a Call with a Speed-Dial Button

Each phone model has a specific number of lines available for phone features. Each feature requires one line to function so not all lines are available for speed-dial numbers. Some lines could be used for other features. If you add more speed-dial numbers than available lines, the remaining speed-dial numbers do not display on your phone.

For example, if you add 10 speed-dial numbers but your phone has 7 lines available then only 7 speed-dial numbers display on the phone.

To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

On the Cisco IP Phone 7800 Series, you can use the navigation cluster to view all your speed-dial numbers.

Use the up and down buttons in the cluster to scroll through your speed-dial numbers, then select a speed-dial number. This includes any speed-dial numbers that do not display on the phone.

Before you begin

Set up speed-dial codes in the Self Care portal.

Procedure

Press a speed-dial button .

Make a Call With a Speed-Dial Code

Before you begin

Set up speed-dial codes in the Self Care portal.

Procedure

Enter the speed-dial code and press **Speed Dial**.

Make a Call With a Fast-Dial Button

Before you begin

You need to set up the fast-dial codes in your personal directory.

Procedure

Step 1 Press **Fast Dial**.

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Fast Dials**.

Step 4 Select a fast-dial code and then press the **Dial** softkey.

Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

Procedure

Step 1 Press and hold **star (*)** for at least 1 second.

The plus (+) sign is displayed as the first digit in the phone number.

Step 2 Enter the phone number.

Step 3 Press **Call** or wait 10 seconds after the last key press to automatically place the call.



Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

Procedure

Step 1 Press **Callback** while you are listening to the busy tone or ring sound.

Step 2 Press **Exit** to exit the confirmation screen.

Step 3 When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.

Answer Calls

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

Answer a Call

Procedure

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

The Cisco IP Phone 7811 doesn't support call waiting.

Procedure

Step 1 Press the line button.

Step 2 (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

You can send a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

Procedure

Decline a call by performing one of the following actions:

- Press **Decline**.
- If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Turn On Do Not Disturb

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

If multilevel precedence and preemption (MLPP) is set up for your phone, priority calls will ring your phone with a special ringtone, even when DND is turned on.

Procedure

Step 1 Press **Do not disturb** to turn on DND.

Step 2 Press **Do not disturb** again to turn off DND.

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.



Answer Calls Automatically

If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

The Cisco IP Phone 7811 doesn't support a headset.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location that you used for the previous call.

Procedure

Step 1 Connect your headset to your phone.

Step 2 Make sure that the **Headset** button lights up.

Step 3 When your phone automatically answers the incoming call, talk to the caller using your headset.

If you don't want to use your headset anymore, then pick up the handset and you will leave headset mode.

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.

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 **Hold** again.

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 amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Procedure

Press the flashing amber line button or **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.



Swap Between Active and Held Calls on the Cisco IP Phone 7811

The Cisco IP Phone 7811 does not have line buttons. If you have a held call and an active call, you see the **Swap** softkey. If you have more than two calls, you see the **Calls** softkey.

Procedure

Press **Swap** or **Calls**.

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.

There are two ways you can park a call: call park and directed call park. You'll only have one type of call park available on your phone.

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.

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 in the call control system to retrieve the call.

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

Before you begin

Your call must be active.

Procedure

Step 1 Press **Park**, and then hang up.

Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press **Resume** to resume the call on your phone.

Step 2 (Optional) Communicate the parked number to the person who needs to answer 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

Enter the number where the call is parked to retrieve the call.

Place a Call on Hold with Assisted Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using assisted directed call park, you use a button to park an active call. Your administrator sets up the button as a speed-dial line. With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

Procedure

Press **BLF Directed Call Park** on a line that displays an idle line status indicator for an assisted directed call park.

Retrieve a Call on Hold with Assisted Directed Call Park

Procedure

Press **BLF Directed Call Park**.



Place a Call on Hold with Manual Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using manual directed call park, you transfer an active call to a directed call park number, which your administrator sets up.

Procedure

Step 1 Press **Transfer** . 

Step 2 Required: Enter the directed call park number.

Step 3 Required: Press **Transfer** again to park the call.

Retrieve a Call on Hold with Manual Directed Call Park

You can pick up a call that was parked to a dedicated call park number.

Before you begin

You need the directed call park number and the park retrieval prefix.

Procedure

Step 1 Dial the park retrieval prefix.

Step 2 Dial the directed call park number.

Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:

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

When a line is forwarded, you see the Forward all icon with the line.

Procedure

Step 1 When the line to be forwarded 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 Voicemail

You can transfer a call directly to your manager's or to a coworker's voicemail. This is a convenient way for a caller to leave a message but not disturb anyone in the office.

Before you begin

Your administrator must set up your phone system so that the * prefix before an extension means forward a call directly to voicemail.

Know your coworker's extension.

Procedure

Step 1 Press **Transfer** 

Step 2 Enter * followed by the person's extension.


Step 3 Press **Transfer** 

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. If you have multiple phone lines, you can join two calls across two lines.

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 (7811)

Procedure

Step 1 From an active call, press **Conference** . 


Step 2 Add the other person to the call by doing one of the following:

- Press **Calls**, select a held call, and press **Yes**.

- Enter a phone number and press **Conference** . 

Add Another Person to a Call (7821, 7841, 7861)

Procedure

Step 1 From an active call, press **Conference** . 

Step 2 Add the other person to the call by doing one of the following:

- Select a held call and press **Yes**.

- Enter a phone number and press **Conference** . 



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.

Intercom Calls

You can use an intercom line to place and receive one-way calls.

Note Cisco IP Phone 7811 does not support intercom.

When you place an intercom call, the recipient's phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient's speakerphone, headset, or handset, if one of these devices is active.

But sometimes intercom calls are rejected when you are on a call. This depends upon how your company's phone network is set up. Contact your administrator for additional information.

After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.

Procedure

Step 1 Press **Intercom**.

Step 2 (Optional) Enter the intercom code.

Step 3 Listen for the intercom alert tone, and then begin speaking.

Step 4 Press **Intercom** to end the call.

Answer an Intercom Call

You can answer an intercom call to talk to the other person.

Before you begin

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

Procedure

Step 1 Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.

Step 2 Press **Intercom** to end the call.

Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these have a higher priority than normal calls. The priorities range from level 1 (low) to level

5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

Your administrator sets up the priorities that you can use and determines whether you need special sign-in information.






When a high-priority call rings on your phone, you see the priority level on the phone screen and the call appears at the top of the call list. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.

If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone. When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Use call pickup to answer the call.

The following table describes the Multilevel Precedence and Preemption Priority icons and the corresponding level.

Table 16: Multilevel Precedence and Preemption Priority Levels

MLPP icon	Priority Level
	Level 1—Priority call
MLPP icon	Priority Level
	Level 2—Medium priority (Immediate) call
	Level 3—High priority (Flash) call
	Level 4—Flash Override
	Level 5—Executive Override

Make a Priority Call

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

Procedure

Step 1 Pick up the handset.

Step 2 Press **PrecLevel**.

Step 3 Select a priority level for the call.

Step 4 (Optional) Enter your credentials on the authorization screen.

Step 5 Enter the destination number.

You see the precedence level icon on the phone screen and you hear the precedence ringback tone.



Answer a Priority Call

If you hear a special ring that's faster than usual, you are receiving a priority call.

Procedure

Press the flashing amber session button when you hear the special ringtone for a precedence call.

Answer a Priority Call While on Another Call

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

Procedure

Hang up the handset.

Your call ends, and the higher priority call rings on the appropriate phone.

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

View All Calls on Your Primary Line

You can have a list of current and missed calls display on your primary line.

Use this feature if you have multiple lines and want to see all your calls—on all lines—displayed on a single screen. You can still filter for a specific line.

Your administrator sets up this feature.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer.

If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

You can also display your active calls on your primary line, which is useful if you want all your calls displayed on a single screen.

Procedure

Press **All Calls** or the session button for your primary line.

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you may be responsible for screening calls for the person you support. When you share a phone number, you can use that phone line just like any other line. Be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid green and the session button pulses green. But your coworker's line button is solid red and the session button pulses red.



Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If you try to add yourself to a call on a shared line and see a message that you cannot be added, try again.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Procedure

Step 1 Press the line button for the shared line or select the line and press **Barge**.

You need to press **Calls** to add yourself to a call on a shared line.

Step 2 (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.

Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has privacy enabled, you can make and receive calls using the shared line as usual.

Visual confirmation is displayed on your phone screen for as long as the feature is enabled.

Procedure

Step 1 Press **Privacy** to enable the feature.

Step 2 Press **Privacy** again to turn off the feature.

Voicemail

You can access your voice messages directly from your phone. Your administrator must set up your voicemail account and set up your phone before you can access the voicemail system.

The **Messages** button on your phone acts as a speed dial into the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the external phone number of the voicemail system.

Voicemail Message Indication

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.



Access Your Voicemail Messages

You can check your current voicemail messages or listen to your old messages again.

Before you begin

Each voicemail system is different so check with your administrator or IT department to find out which system your company uses. This section is for Cisco Unity Connection because most Cisco customers use that product for their voicemail system. But your company may use a different product.

Procedure

Step 1 Press **Messages** .

Step 2 Follow the voice prompts.

Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1 In the screen, press the **Audio** softkey.

Step 2 When prompted, enter your voicemail credentials.

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Dial a Contact in the Corporate Directory

Procedure

Step 1 Press **Contacts** . .

Step 2 Select **Corporate Directory**.

Step 3 Select a search criteria.

Step 4 Enter your search criteria and press **Submit**.

Step 5 Select the contact and press **Dial**.

Personal Directory

Use the personal directory to store the contact information for friends, family, or coworkers. You can add your own contacts to the personal directory. You can add special speed-dial codes for people who you often call.

You can set up your personal directory from your phone or from the Self Care portal. Use your phone to assign speed-dial codes to the directory entries.

Sign In and Out of a Personal Directory

Before you begin

Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.

Procedure

Step 1 Press **Contacts** . .


Step 2 Select **Personal directory**.

Step 3 Enter your user ID and PIN, and press **Submit**.

Step 4 To sign out, select **Log out**, press **Select**, and then press **OK**.

Add a New Contact to Your Personal Directory

Procedure

Step 1 Press **Contacts** . 

Step 2 Sign in to your personal directory.

Step 3 Select **Personal Address Book** and press **Submit**.


Step 4 Press **New**.

Step 5 Enter first name, last name, and optionally a nickname.

Step 6 Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.

Search for a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** . 

Step 2 Sign in to your personal directory.


Step 3 Select **Personal Address Book**.

Step 4 Select a search criteria.

Step 5 Enter your search criteria and press **Submit**.

Call a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** . 

Step 2 Sign in to your personal directory.

Step 3 Select your **Personal directory** and search for an entry.

Step 4 Select the personal address book entry that you want to dial.

Step 5 Select the required fast-dial code and press **Dial**.

Assign a Fast-Dial Code to a Contact

A fast-dial code makes it easier to call a contact.

Procedure

Step 1 Press **Contacts** . 

Step 2 Sign in to your personal directory.

Step 3 Select **Personal Address Book**.

Step 4 Select a search criteria.

Step 5 Enter the search criteria information and press **Submit**.

Step 6 Select the contact.

Step 7 Press **FastDial**.

Step 8 Select a number and press **Select**.

Step 9 Scroll to an unassigned fast-dial index and press **Submit**.

Call a Contact with a Fast-Dial Code

Procedure

Step 1 Press **Contacts** . 

Step 2 Sign in to your personal directory.


Step 3 Select **Personal Fast Dials** and scroll to a fast-dial code.

Step 4 Select the required fast-dial code and press **Dial**.




Edit a Contact in Your Personal Directory

Procedure

- Step 1** Press **Contacts** . 
- Step 2** Sign in to your Personal directory.
- Step 3** Select **Personal address book** and search for an entry.
- Step 4** Press **Select**, then **Edit**.
- Step 5** Modify the entry information.
- Step 6** Press **Phones** to modify a phone number.
- Step 7** Press **Update**.


Remove a Contact from Your Personal Directory

Procedure

- Step 1** Press **Contacts** . 
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book** and search for an entry.
- Step 4** Press **Select**, then **Edit**, then **Delete**.
- Step 5** Press **OK** to confirm the deletion.

Delete a Fast-Dial Code

Procedure

- Step 1** Press **Contacts** . 
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Fast Dials** and search for a fast-dial code.
- Step 4** Select the required code and press **Remove**.
- Step 5** Select the index and press **Remove**.


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


- Step 1** Press **Applications** . 
- Step 2** Select **Recents**.
- When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.
- Step 3** If you have more than one line, select a line to view.



Return a Recent Call

You can easily call someone who has called you.


Procedure

- Step 1** Press **Applications** . 
- Step 2** Select **Recents**.
- Step 3** (Optional) Select the required line.
- Step 4** Select the number that you want to dial.
- Step 5** (Optional) Press **EditDial** to edit the number.
- Step 6** Press **Call**.

Clear the Recent Calls List

You can clear the Recents list on your phone.


Procedure

- Step 1** Press **Applications** . 
- Step 2** Select **Recents**.
- Step 3** (Optional) Select the required line.
- Step 4** Press **Clear**.
- Step 5** Press **Delete**.

Delete a Call Record

You can edit Recents to remove a single call from your history. This helps preserve important contact information because Recents holds only 150 calls.

Procedure

- Step 1** Press **Applications** . 
- Step 2** Select **Recents**.
- Step 3** (Optional) Select the required line.
- Step 4** Highlight the individual record or call group that you want to delete.
- Step 5** Press **Delete**.
- Step 6** Press **Delete** again to confirm.


Settings Menu

You can control some attributes and features on your phone from the **Settings** menu.

Change the Ringtone

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

Procedure


- Step 1** Press **Applications** . 
- Step 2** Select **Settings** > **Ringtone**.
- Step 3** Select a line.
- Step 4** Scroll through the list of ringtones and press **Play** to hear a sample.
- Step 5** Press **Set** to use the ringtone.

Adjust the Contrast

You can change the contrast of your phone screen to make the screen easier to read.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.


Procedure

- Step 1** Press **Applications** . 
- Step 2** Select **Settings** > **Contrast**.
- Step 3** Select **Contrast**.
- Step 4** Enter a number between 1-10.
- Step 5** Press **Save** to set the contrast.

Adjust the Phone Screen Backlight

You can adjust the backlight to make the phone screen easier to read. Backlights are not supported on the Cisco IP Phone 7811.

Procedure


- Step 1** Press **Applications** . 
- Step 2** Choose **Preferences** > **Backlight**.
- Step 3** Press **On** to turn the backlight on or press **Off** to turn the backlight off.
- Step 4** Press **↩** to exit.

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 and down to adjust the ringer volume when the phone rings.

Phone Display Language

Your phone can display text in many languages. Your administrator sets the language the phone uses. If you want the language changed, contact your administrator.