Cisco IP Phone 7800 Series Multiplatform Phones User Guide

First Published: 2016-01-29

Last Modified: 2016-11-14

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CHAPTER 1

Your Phone

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The Cisco IP Phone 7800 Series

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

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

Features	7811	7821	7841	7861
Fixed feature keys	8	9	9	9

To use the phone, the phone needs to 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 up the phone.

New and Changed Features

New and Changed Features for Firmware Release 10.4(1)SR1

Revision	Updated Section
Added Multicast paging support	Page a Group of Phones (Multicast Paging), on page 25

New and Changed Features for Firmware Release 10.4(1)

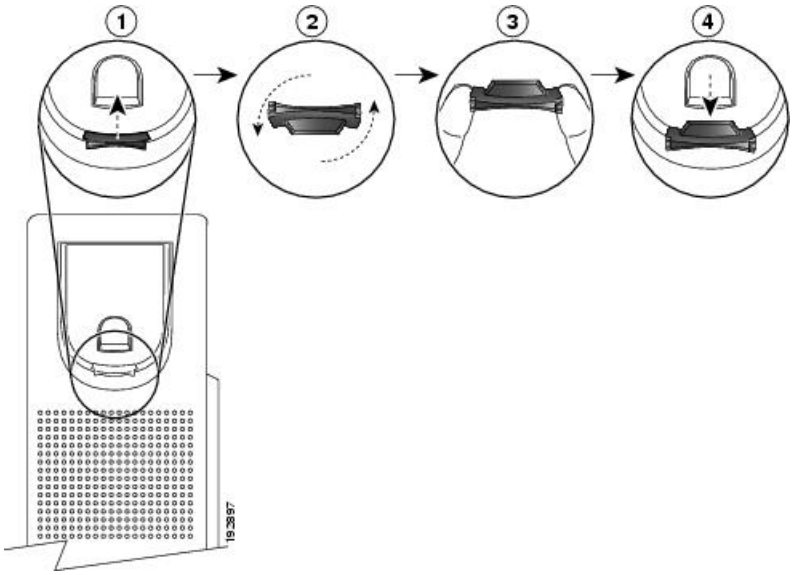
Revision	Updated Section
Added Problem Reporting Tool support	Report All Phone Issues, on page 13
Added Speed-Dial support on a line key	Configure a Speed Dial on a Line Key , on page 17 Remove a Speed Dial from a Line Key , on page 18
Added Provisioning Authority support	Sign into Your Extension from Another Phone, on page 4 Sign out of Your Extension from Another Phone, on page 5
Added Busy Lamp Field support	Monitoring a Coworker's Line, on page 5
Updated Call Park support	Call Park, on page 22 Place a Call on Hold with Call Park, on page 22 Retrieve a Call on Hold with Call Park, on page 22

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.

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.



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 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

Your phone needs to be connected to the telephone network.

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

Reset Your Network Settings

You must reset your network settings before you connect to Expressway, if your phone has been used at the office.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Admin Settings**.
Step 3 Select **Factory Reset**.
The phone resets.

Sign into Your Extension from Another Phone

You can sign into a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your personal directory number.

Procedure

Step 1 Press **Sign in**.
Step 2 Enter your username and password, then press **Sign in**.

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Monitoring a Coworker's Line

With the busy lamp field feature, you can monitor the line status of a coworker or supervisor. This feature is useful if you routinely handle calls for a colleague and need to see their ability to answer a call.

If this feature is configured on your phone, the following LED colors display on a line key:

- A green LED—Monitored line is available.
- A red LED—Monitored line is busy.
- A red fast blinking LED—A call is ringing to the monitored line.
- An amber LED—A configuration error occurred when this feature was being set up.

On your phone, you see the caller ID for the calls that you receive. For lines that you monitor, you do not see caller ID.

You can use this feature with speed dial or call pickup for even greater flexibility. You may see different icons displayed on your phone based on your combination of features. The following table shows the various busy lamp field icons based on each feature combination.

Table 2: Busy Lamp Field Icons on the Cisco IP Phone 7800 Series

	Busy Lamp Field	Busy Lamp Field and Speed Dial	Busy Lamp Field and Call Pickup	Busy Lamp Field, Speed Dial, and Call Pickup
Idle	1234567890 Available	1234567890 Available	1234567890 Available	1234567890 Available
Alerting	1234567890 Alerting	1234567890 Alerting	1234567890 Alerting	1234567890 Alerting
In call	1234567890 Busy	1234567890 Busy	1234567890 Busy	1234567890 Busy

Configuration Utility Page

You can customize some phone settings with the Configuration Utility page, which you access from your computer. Your administrator gives you the page URL, your user ID, and password.

In the Configuration Utility page, 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.

The following table describes some specific features that you configure using the Configuration Utility page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the Configuration Utility page to set up more complicated call forward functions, for example, when your line is busy.
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.

Related Topics

Speed Dial, on page 16
Forward Calls, on page 23

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 put 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.

- One 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.

Note 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 connecting to a destination using speed dial, 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 is connected, 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

The following figure shows the Cisco IP Phone 7841.

Figure 1: 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 10. 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 10.
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 or off. When the headset is on, the button is lit. 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).

Navigation

You use the outer ring of the Navigation cluster to scroll through menus. You use the inner **Select** button of the Navigation cluster to select menu items.

Each item in a menu has an index number. You can enter the index number with the keypad to select the menu 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 to view calls on a line or access features such as **Speed Dial**.
  - 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:

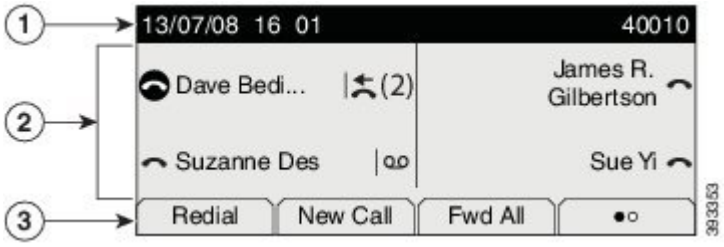
- Green—Line is idle.
- Red, steady—Line is active or in use.
- Red, flashing—Line is on hold or there is an inbound call.
- Amber, steady—Line is unregistered (cannot be used).

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 2: Cisco IP Phone 7800 Screen



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.

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. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons.
- Calls—Each line can support multiple calls. By default, your phone supports two 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.

Power Requirements

The following Cisco-approved power adaptors must be used with the Cisco IP Phone 7800 Series:

- Phihong adapter (PSC18U-480); Rating: 48 VDC 0.38A
- Delta adapter (EADP-18VB B); Rating: 48 VDC 0.375A

Energy Savings

Your administrator can reduce the amount of power that the phone screen uses when you're not using your phone. Level of energy-saving that your administrator can set up:

- Power Save—The backlight or screen turns off when the phone has been inactive for a period of time.

  You can manage the backlight.

Note The Cisco IP Phone 7811 does not support Power Save.

Related Topics

Adjust the Phone Screen Backlight , on page 46

Additional Help and Information

If you have questions about the functions available on your phone, you should contact your administrator.

The Cisco web site (http://www.cisco.com) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html

- For guides in languages other than English, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/tsd-products-support-translated-end-user-guides-list.html

- For licensing information, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-licensing-information-listing.html

Accessibility Features

Cisco IP Phones provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-technical-reference-list.html.

You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html

Troubleshooting

Sometimes you can have problems with call quality or problems such as calls that unexpectedly drop or features that suddenly do not work as expected. These issues may be related to the following scenarios:

- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.

If you experience problems, your administrator can assist in troubleshooting the root cause of the problem.

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 **Applications** .

Step 2 Select **Phone information**.

Step 3 Press **Exit** to return to the Applications screen.

Report All Phone Issues

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Phone information** > **Report**.

Step 3 Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.

Step 4 Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.

Step 5 Select **Problem description**.

Step 6 Select a description from the displayed list.

Step 7 Press **Submit**.

Lost Phone Connectivity

Sometimes, your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message to let you know that this happened.

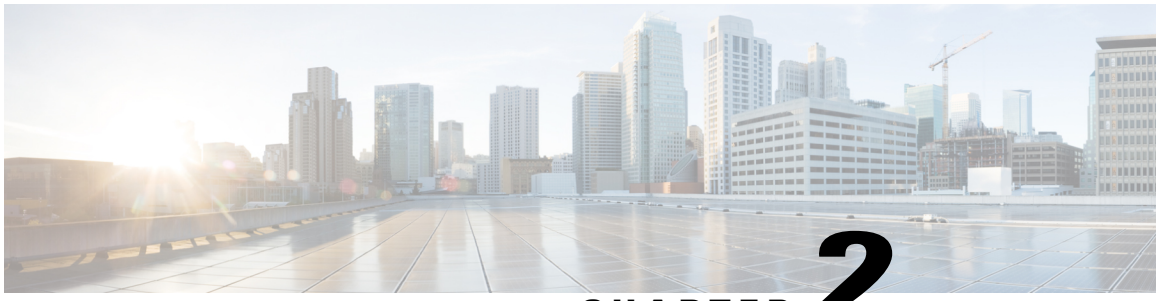
If you are on an active call when the connection is lost, the call continues. However, you do not have access to all the normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

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

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: http://www.cisco.com/go/hwwarranty.



CHAPTER 2

Calls

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- Transfer Calls, page 23
- Conference Calls and Meetings, page 24
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- Multiple Lines, page 25

Make Calls

Your Cisco IP 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** .

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press **Headset** .

Redial a Number

You can call the most recently dialed phone number.

Procedure

Step 1 (Optional) Select a line.

Step 2 Press **Redial**.

Step 3 (Optional) Select a contact from the **Placed** call list and press **Call**.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.

Related Topics

Configuration Utility Page, on page 6
Speed-Dial Numbers, on page 6

Assign a Speed-Dial Code from the Phone Screen

You can configure a speed-dial from your phone screen. You can also assign a speed-dial code from the phone Configuration Utility page.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Speed Dial**.
Step 3 Scroll to an unassigned speed-dial index.
Step 4 Press **Edit**.
Step 5 Search for the contact or type a contact for which you want to assign a speed-dial code.
Step 6 Press **Validate**.
Step 7 Press **Save** to assign a speed-dial code to the selected contact.

Make a Call with a Speed-Dial Code

Before You Begin

Set up speed-dial codes on the Configuration Utility page of your phone or from your phone's Applications menu.

Procedure

Step 1 To place a call while on-hook, enter the speed-dial code and press **Call**.
Step 2 To place a call while off-hook, enter the speed-dial code and press **Dial**.

Configure a Speed Dial on a Line Key

You can press any idle line key on your phone and set up speed dial on it. The speed-dial icon, the name, and the extension number are displayed on your phone screen next to the line key. You can also verify this change by checking the **Extended Function** field on the Configuration Utility page. After you configure the speed dial on a line key, you can press the line key to modify the speed-dial information and assign a new phone number and name.

Procedure

Step 1 Press any idle line key on your phone for at least two seconds.

Step 2 In the **Speed-Dial** window, add the speed-dial name and phone number to call when you press this line key.

Step 3 Click **Save**.

Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. You can confirm that the speed dial is removed by checking the Configuration Utility page.

Procedure

Step 1 Press a Line Key that has a speed dial configured for at least two seconds.

Step 2 Press **Delete** in the **Speed-Dial** window on the phone screen.

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. The tone stops to indicate that the * has changed to a + sign. You hear the tone if you are off-hook.

Step 2 Dial the number.
Ten seconds after the last key press, the phone dials the number.

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When you see a lock icon displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign in before you call somebody or hear a security tone played over your handset.

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 the flashing red line button.

Answer Call Waiting

When you're on an active call, you know that a call is waiting when you hear a single beep and the line button flashes red.

Procedure

Step 1 (Optional) If you have more than one call waiting, select an incoming call.

Step 2 Press the line button.

Decline a Call

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

Procedure

- Highlight the incoming call and press **Ignore**.

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 enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.

When DND is turned on, the **DND is on** is displayed below each line number.

When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from **Preferences** menu. However, you will always receive intercom and emergency calls, even when DND is turned on.

Procedure

Step 1 Press **DND** to turn on DND.

Step 2 Press **-DND** again to turn off DND.

Related Topics

Configuration Utility Page, on page 6
Turn On Do Not Disturb For a Specific Line, on page 42

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 group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **PickUp** to transfer an incoming call within your pickup group to your phone.

Step 3 (Optional) Press **Answer** to connect to the call when the call rings.

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:

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

Procedure

Press the flashing red line button or **Resume** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press the line button for the held call to resume that call and place the other call on hold automatically.

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 **Calls** softkey. Also, If you have more than two calls, you see the **Calls** softkey.

Procedure

Step 1 Press **Calls**.
Step 2 Select a call.
Step 3 Press **Resume**.

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.

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), 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 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 **Park**.
Your phone plays a recorded message that asks for the number of the parked call.
Step 2 Enter the number and press **Pound(#)**.
Step 3 (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 **Unpark**.

Step 2 (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.

Step 3 Enter the number where the call is parked followed by **Pound(#)**.
You can also enter Pound(#) to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a 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.

Verify that your calls are forwarded by looking for the **Fwd All** icon in the line label.

Procedure

Step 1 Press **Fwd All** on any idle line from which you want to forward your calls.

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.

Step 3 Press **Dial** to forward all calls to the specified number.

Related Topics

Configuration Utility Page, on page 6
Forward Calls in Specific Situations, on page 40
Turn On Call Forward for All Lines, on page 40

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 gives you an opportunity to talk privately with the other person before removing yourself from the call. If you don't want to talk, then transfer the call without waiting for the other person to answer.

You can also swap between both callers to consult with them individually before removing 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 ringing or until the other person answers the call.

Step 4 (Optional) Press the line key to return to the held call.

Step 5 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 phone number for the party you want to transfer.

Step 3 Press the line key to return to the held call.

Step 4 Press the line key to return to the transfer target phone number.

Step 5 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. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

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

Step 2 Enter the phone number for the party you want to add and press **Dial**.

Step 3 Press **Conference** .
The conference begins.

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes two-way audio between you and the phone that called you. You do not have to accept the page.

Procedure

Dial the number of the paging group.

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 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 the 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.

Shared Lines

You can share the same phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of a few 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 red and the session button pulses red. Your coworker's line button is also solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

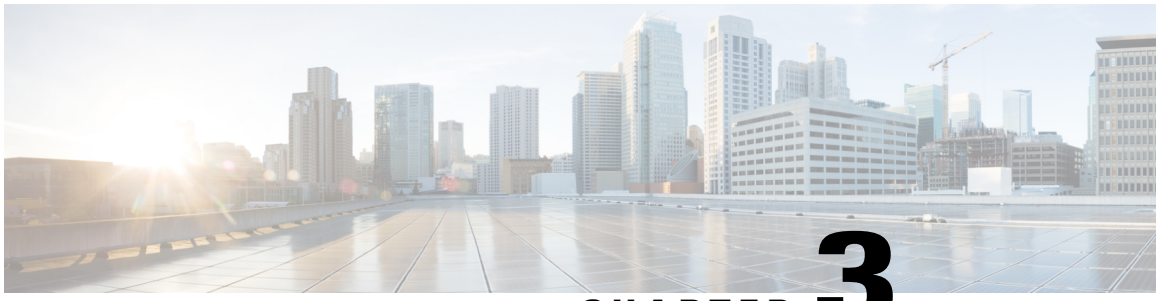
You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

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

Procedure

Step 1 Press the line button for the shared line.

Step 2 Press **Barge** or **BargeSilent**.



CHAPTER 3

Contacts

- Corporate Directory, page 27
- Personal Directory, page 31

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.

Your phone supports three types of corporate directories— Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML 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.

Step 6 Press **Dial**.

Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).

Search for a Contact in Your Broadsoft Directory (Simple Search)

Before You Begin

- Your administrator enables the Broadsoft Directory in your phone.
- You or your administrator sets up your Broadsoft Directory user group type as **Enterprise**, **Group**, or **Personal**.

Procedure

Step 1 Press **Contacts**.

Step 2 Select **Broadsoft Directory**.
You may see the name as the directory name that you have configured for your Broadsoft Directory.

Step 3 Select **Simple Search**.

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

Search for a Contact in Your BroadSoft Directory (Advance Search)

Before You Begin

Set up your Broadsoft Directory user group type as Enterprise or Group.

Procedure

Step 1 Press **Contacts**.

Step 2 Select **BroadSoft Directory**.

Step 3 Select **Advance Search**.

Step 4 Select a search criteria.
You can search a contact in the BroadSoft directory by Last Name, First Name, User ID, Number, Extension, Department, and Email.

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

Edit Your Contact Type in Your Broadsoft Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Broadsoft Directory**.
Step 3 Select **Configuration**.
Step 4 Select **Type**.
Step 5 Press **Edit** to select the contact type.
You can select Enterprise, Group, or Personal as your Broadsoft Directory contact type.
Step 6 Press **Save** to apply the change.

Edit Your BroadSoft Directory Name

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Broadsoft Directory**.
Step 3 Select **Configuration**.
Step 4 Select **Directory Name**.
Step 5 Press **Edit** to modify the entry.
Step 6 Press **Save** to apply the change.

Edit the Server Name of Your Broadsoft Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Broadsoft Directory**.
Step 3 Select **Configuration**.
Step 4 Select **Host Server**.
Step 5 Press **Edit** and modify the server entry.
Step 6 Press **Apply** to save the change.

Edit User ID of Your Broadsoft Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Broadsoft Directory**.
Step 3 Select **Configuration**.
Step 4 Select **UserID**.
Step 5 Press **Edit** and modify the user id of your Broadsoft Directory.
Step 6 Press **Apply** to save the change.

Edit Your Broadsoft Directory Password

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Broadsoft Directory**.
Step 3 Select **Configuration**.
Step 4 Select **Password**.
Step 5 Press **Edit** and modify the entry.
Step 6 Press **Apply** to save the change.

LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

Search for a Contact in Your LDAP Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **LDAP Directory**.
Step 3 Enter your search criteria.

You can search by first name and last name of a contact.

Step 4 Press **Submit**.

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 and special speed dial codes to 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.

Add a New Contact to Your Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal Directory**.

Step 3 Select **New Personal Dir Entry** or press **Add**.

Step 4 Enter first name, last name, and a number.

Step 5 Press **Save** to add an entry to your personal directory .

Search for a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal Directory**.

Step 3 Select **Search Personal Directory**

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

Call a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Personal Directory** and search for an entry.
Step 3 Select the personal address book entry that you want to dial.
Step 4 Press **Dial**.

Edit a Contact in Your Personal Directory

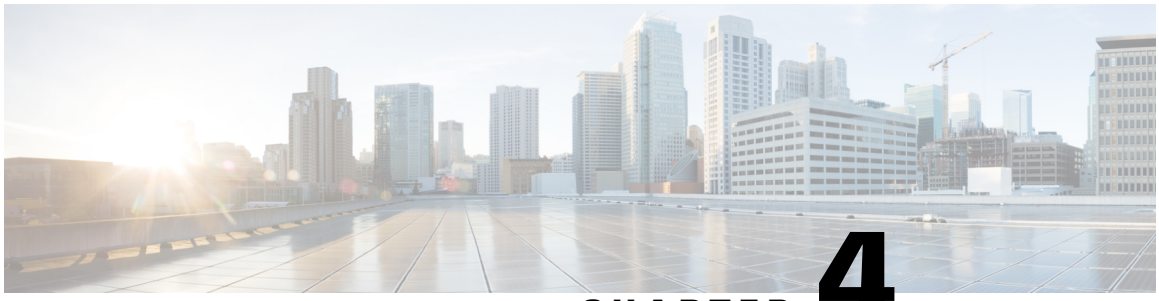
Procedure

Step 1 Press **Contacts** .
Step 2 Select **Personal Directory** and search for an entry.
Step 3 Select the entry you want to change.
Step 4 Press **Edit**.
Step 5 Modify the entry information.
Step 6 Press **Save** to modify a phone number.

Remove a Contact from Your Personal Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Personal Directory**.
Step 3 Select **Search Personal Directory**.
Step 4 Select a search criteria and press **Submit**.
Step 5 Press **Delete** to confirm the deletion.



CHAPTER 4

Recent Calls

- Recent Calls Lists, page 33
- View Your Recent Calls, page 33
- Return a Recent Call, page 33
- Clear the Recent Calls List, page 34
- Delete a Call Record , page 34

Recent Calls Lists

You use the Recents lists to see the 150 most recent individual calls and call groups.

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 Select a line to view.

Step 2 Press **Applications** .

Step 3 Scroll and select **Call History**.

Return a Recent Call

You can easily call someone who has called you.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Call History**.
Step 3 (Optional) If multiple lines exist, select **All Lines** or the required line.
Step 4 Select the call record that you want to dial.
Step 5 (Optional) Press **EditDial** to edit the call record.
Step 6 Press **Call**.

Clear the Recent Calls List

You can delete the last 150 calls on your phone by clearing Recents. This removes all of the calls on your phone.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Call History**.
Step 3 (Optional) Select **All Lines** or 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 only has the first 150 calls.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Call History**.

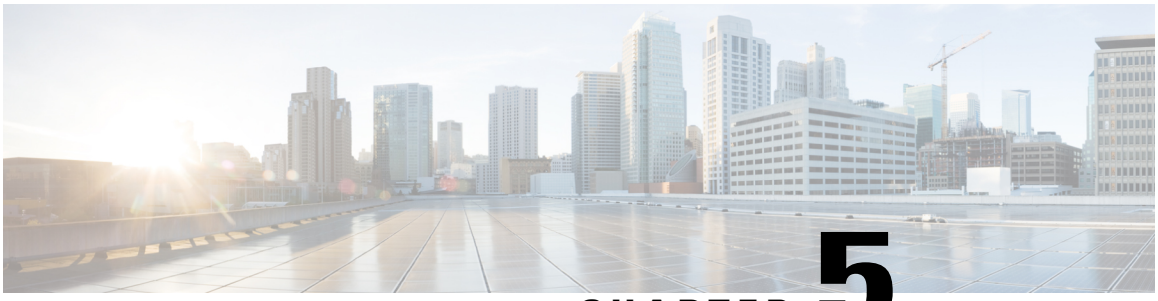
Step 3 (Optional) Select **All Lines** or the required line.

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.

Step 7 Press **Back** .



CHAPTER 5

Voicemail

- Your Voicemail Account, page 37
- Check for New Voice Messages, page 37
- Access Voicemail, page 38
- Access Audio Voicemail, page 38

Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and phone.

Because each voicemail system is different, we don't have the details about how to use your voicemail once you access it from the phone. For information about the commands that your voicemail system supports, see the voicemail system user documentation.

Check for New Voice Messages

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.

Related Topics

Configuration Utility Page, on page 6

Access Voicemail

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.

CHAPTER 6

Settings

- Change the Ringtone, page 39
- Forward Calls in Specific Situations, page 40
- Turn On Call Forward for All Lines, page 40
- Block an Anonymous Call, page 41
- Block Your Caller ID Display, page 41
- Turn On Do Not Disturb For a Specific Line, page 42
- Secure a Call, page 42
- Set Up a Auto Answer Page, page 43
- Turn On Do Not Disturb on All Lines, page 43
- Set Up the Voicemail, page 44
- Change the Time Format, page 44
- Change the Date Format, page 44
- Change the Screen Saver Mode, page 45
- Adjust the Contrast, page 45
- Adjust the Phone Screen Backlight , page 46

Change the Ringtone

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

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **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** and **Apply** to save a selection.

Forward Calls in Specific Situations

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Call Forward**.
Step 3 Select one of the parameters on a primary line:

- **CFWD All Number**: Forwards all incoming calls to a target phone number.
- **CFWD Busy Number**: Forwards all incoming calls to a target phone number when the primary line is active.
- **CFWD No Ans Number**: Forwards an incoming call that is not answered.
- **CFWD No Ans Delay**: Assigns a response delay time. You can assign such time when you select **CFWD No Ans Delay** as a call forwarding mode.

Step 4 Press **Edit** to enter a phone number to which you want to forward the calls.
Step 5 Press **Apply** to confirm the target phone number to which the calls will be forwarded.
Step 6 Press to return to the Line1 screen.
Step 7 Press **Exit** to return to the Preferences screen.

Related Topics

Forward Calls, on page 23

Turn On Call Forward for All Lines

You can set any call forward values changes on all lines or on a single line.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Call Preference** > **CFWD Global Mode**.

Step 3 Select **All Lines**.
Any change that you apply in the call forward settings, effects all other lines. The change does not effect a line with feature key sync enabled.

Step 4 Select **Per Line**.
Any change that you apply in the call forward settings, effects only the selected line and does not effect other lines.

Step 5 Press **Set** to apply the mode.

Related Topics

Forward Calls, on page 23

Block an Anonymous Call

You can block an incoming call that does not have caller information.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Call Preference** > **Block Anonymous Call**.

Step 3 Select **Yes** if you want to block the call that does not have caller information, or select **No** to allow the call.

Step 4 Press to save the change and to return to the **Call Preferences** screen.

Block Your Caller ID Display

You can hide your caller name and number from the person whom you are calling.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Call Preference** > **Block Caller ID**.

Step 3 Press **Yes** you want to block caller ID display, or press **No** to allow caller ID display.

Step 4 Press to save the change and to return to the Call Preferences screen.

Turn On Do Not Disturb For a Specific Line

Set Do Not Disturb (DND) to silence your phone and suppress incoming call notifications when you need to avoid distractions. You can suppress all incoming call notifications or you can suppress a specific caller notification.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Call Preference** > **Do Not Disturb**.

Step 3 Select a specific line from the list.

Step 4 Press **Edit**.

Step 5 Press **Yes** to turn on DND or press **No** to turn off DND.

Step 6 Press to save the change and to return to the Call Preferences screen.

Related Topics

Turn On Do Not Disturb, on page 19

Secure a Call

You can encrypt calls to protect them from eavesdroppers. You can set up the secure call feature on all outbound calls or for a specific call.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Call Preference** > **Secure Call**.
Step 3 Press **Yes** to enable the secure call feature or press **No** to disable the secure call feature.
Step 4 Press to save the change and to return to the Call Preferences screen.

Set Up a Auto Answer Page

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Call Preference** > **Auto Answer Page**.
Step 3 Press **Edit**.
Step 4 Press **Yes** to enable the Auto Answer Page or press **No** to disable Auto Answer Page.
Step 5 Press to save the change and to return to the Call Preferences screen.

Turn On Do Not Disturb on All Lines

You can suppress all incoming call notifications on all lines when you need to avoid distractions.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Call Preference** > **DND Global Mode**.
Step 3 Select **All Lines** to set DND on all lines.
Step 4 Select **Per Line** to set DND on the selected line.
Step 5 Press **Set** to apply the mode.

Set Up the Voicemail

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Voice Mail**.

Step 3 Press **Edit**.

Step 4 Enter a phone number to check voicemail.

If you press the **Messages** button, it dials the voicemail number and displays the voice message list.

Step 5 Press **Apply** to confirm the assigned number, or press **Revert** to restore the previous voicemail number.

Step 6 Press **Save** to save the change, or press **Cancel**.

Step 7 Press to return to the **Voice Mail** screen without applying the number.

Change the Time Format

You can change the current time format that the phone screen displays.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Time Format**.

Step 3 Press **Edit** to change the time format.

Step 4 Select a time format and press **Save**.

Change the Date Format

You can change the date format that you want to see on your phone screen.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Date Format**.
Step 3 Press **Edit** to change the date format.
Step 4 Select a date format and press **Save**.

Change the Screen Saver Mode

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Screen Saver Mode**.
Step 3 Select **Enable Screen Saver**.
Step 4 Press **Edit**.
Step 5 Select **Yes** to enable the screen saver, or press **No** to turn the screen saver off.
Step 6 Select **Screen Saver Wait Time**.
Step 7 Press **Edit** to change the wait time of the screen saver.
Step 8 Press **Apply**.
Step 9 Press **Screen Saver Icon**.
Step 10 Select the required icon.
Step 11 Press **Set** to confirm the selection.
Step 12 Press to return to the **Screen Saver Mode** screen.
Step 13 Select **Refresh Period**.
Step 14 Press **Edit** to set a refresh time for the screen saver and enter a time.
Step 15 Press **Apply**.
Step 16 Press to return to the **Preferences** screen.

Adjust the Contrast

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

Procedure

Step 1 Press **Applications** .
Step 2 Select **Preferences** > **Contrast**.
Step 3 Press the Navigation cluster down to decrease, or up to increase the contrast.
Step 4 Press **Save** to set the contrast.

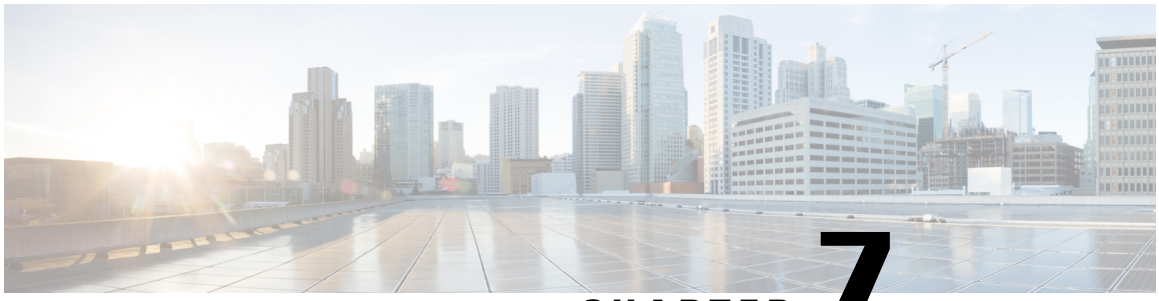
Adjust the Phone Screen Backlight

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 Select **Preferences** > **Backlight Timer**.
Step 3 Press **Edit** to change the backlight mode.
Step 4 Press **On** to turn the backlight on or press **Off** to turn the backlight off.
You can also select a time from the list to set a duration for which the backlight will remain on.
Step 5 (Optional) Select a time from the list to set a duration that the backlight remains off.
You can also select the option to set the backlight always on.
Step 6 Press **Select** to apply the selected backlight mode.



CHAPTER 7

Accessories

- Supported Accessories, page 47
- Headsets, page 47

Supported Accessories

The Cisco IP Phone 7800 Series supports both Cisco and third-party accessories.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

Table 3: Accessory Support for the Cisco IP Phone 7800 Series

Accessory	Type	Cisco IP Phone 7811	Cisco IP Phone 7821	Cisco IP Phone 7841	Cisco IP Phone 7861
Third-Party Accessories					
Headsets	Analog	-	X	X	X
	Analog Wideband	-	X	X	X
Microphone	External	-	-	-	-
Speakers	External	-	-	-	-
Wall Mount	External	X	X	X	X

Headsets

For a list of supported headsets that available for your phone, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Standard Headsets

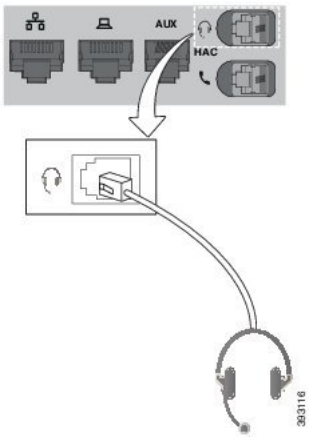
You can use a standard headset with your desk phone.

Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

Plug the headset into the jack in the back of the phone and press the cable into the cable channel.



Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

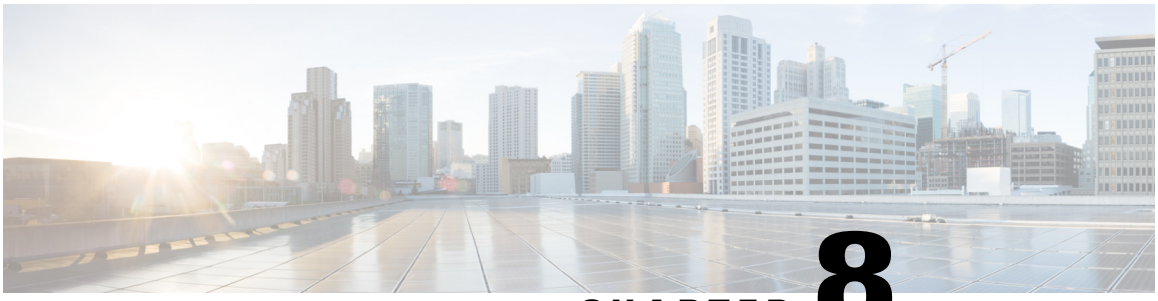
Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessories** > **Analog headset** > **Setup**.

Step 3 Press **On** or **Off** to enable or disable wideband for the analog headset.

Step 4 Press **Return** .



CHAPTER 8

Product Safety and Security

- Safety and Performance Information, page 49
- FCC Compliance Statements, page 50
- Cisco Product Security Overview, page 51
- Important Online Information, page 51

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Ways to Provide Power to Your Phone

You can provide power to your phone in one of two ways:

- Use the power cable that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at http://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: http://www.cisco.com/go/eula

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/regulatory_compliance/english/install/guide/iphrcsi3.html