



Cisco IP Phone 7811, 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0 (SIP)

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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CHAPTER

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Getting Started

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Accessibility Features

The Cisco IP Phones 7811, 7821, 7841, and 7861 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/en/US/products/ps13220/products_feature_guides_list.html

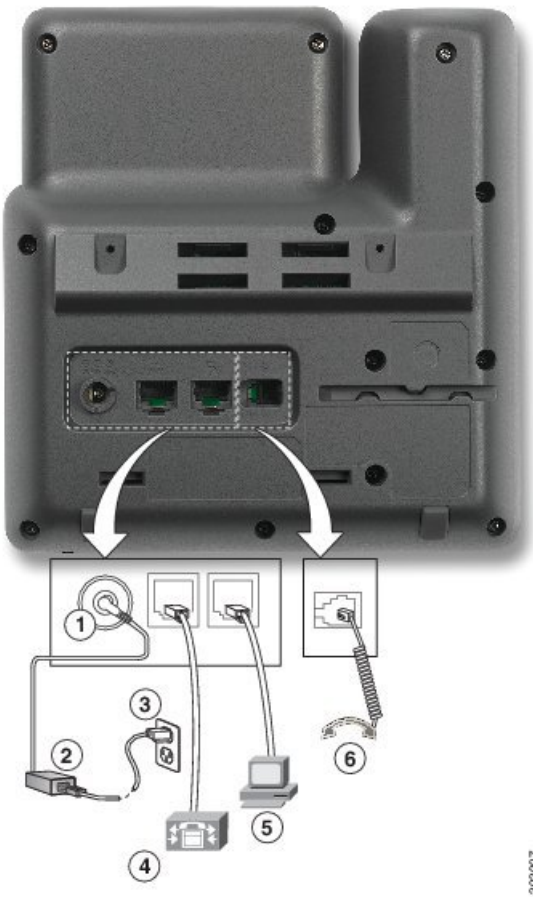
You can also find more information about accessibility at this Cisco website:

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

Cisco IP Phone 7811

Phone Connections





Connect your Cisco IP phone to your LAN using an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the Cisco IP phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.










1	DC adaptor port (DC48V).	4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.
2	AC-to-DC power supply (optional).	5	Access port (10/100 PC) connection (optional).
3	AC power wall plug (optional).	6	Handset connection.

Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Navigation ring and Select button 	Allows you to scroll through menus, highlight items and select the highlighted item.
5	Hold/Resume button 	Places an active call on hold and resumes the held call.
6	Conference button 	Creates a conference call.

7	Transfer button 	Transfers a call.
8	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
9	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
10	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
11	Volume button 	Controls the handset and speakerphone volume (off-hook) and the ringer volume (on-hook).
12	Contacts button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
13	Applications button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, accessories, subscribed phone services, and phone model information.
14	Messages button 	Autodials your voice messaging system (varies by system).
15	Handset	Phone handset. Note Cisco IP Phone 7811 supports both narrowband and wideband handsets. Both the handset produces a magnetic field that attracts small metallic objects such as pins and staples. To avoid possible injuries do not keep small metallic objects close to the handset.

Phone Screen

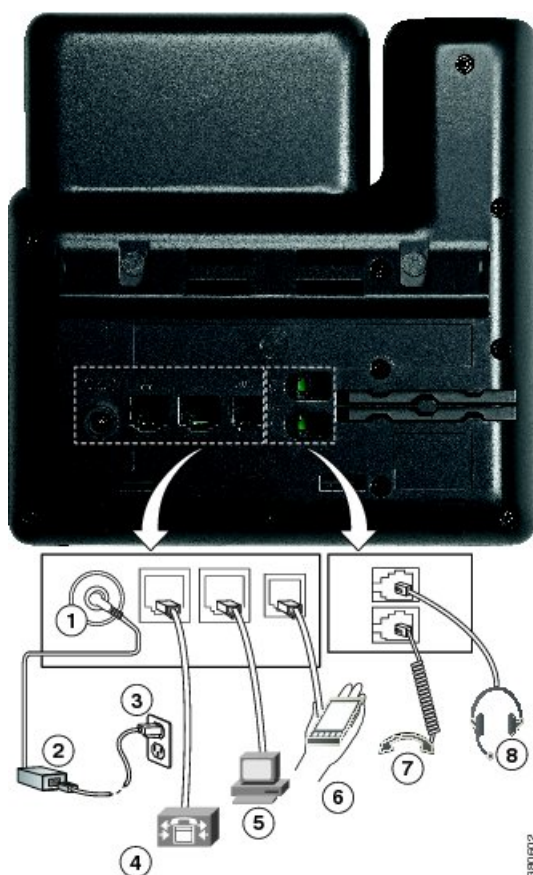


1	Header	Displays date, time, and directory number.
2	Softkey labels	Display softkeys for available features or actions.

Cisco IP Phone 7821

Phone Connections


Connect your Cisco IP phone to your LAN using an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the Cisco IP phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.















1	DC adaptor port (DC48V) (optional).	5	Access port (10/100 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional) .
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Programmable feature buttons 	Depending on how your system administrator sets up the phone, programmable feature buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold

3	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
4	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation ring and Select button 	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Hold/Resume button 	Places an active call on hold and resumes the held call.
7	Conference button 	Creates a conference call.
8	Transfer button 	Transfers a call.
9	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

14	Contacts button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, accessories, subscribed phone services, and phone model information.
16	Messages button 	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Phone Screen

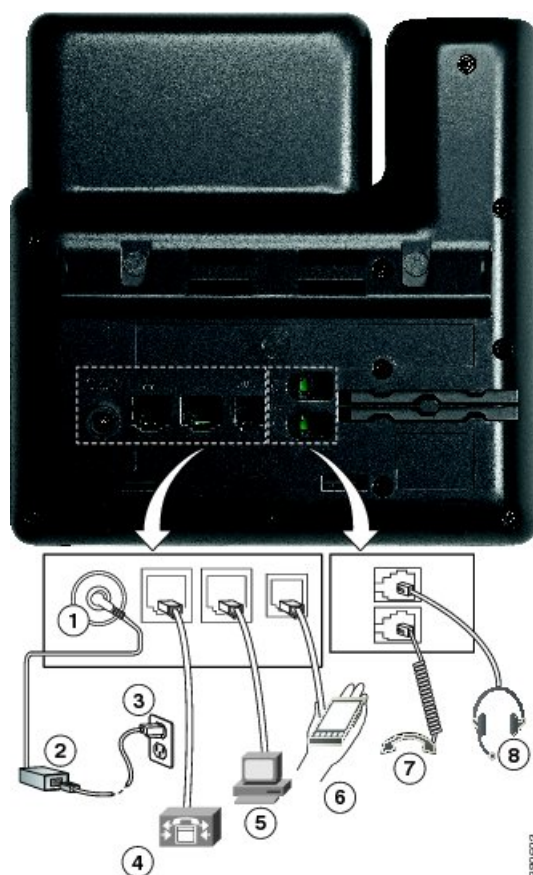


1	Header	Displays date, time, and directory number.
2	Third line details and other phone information	Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.
3	Primary line details and other phone information	Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings
4	Secondary line details and other phone information	Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.
5	Softkey labels	Display softkeys for available features or actions.

Cisco IP Phone 7841

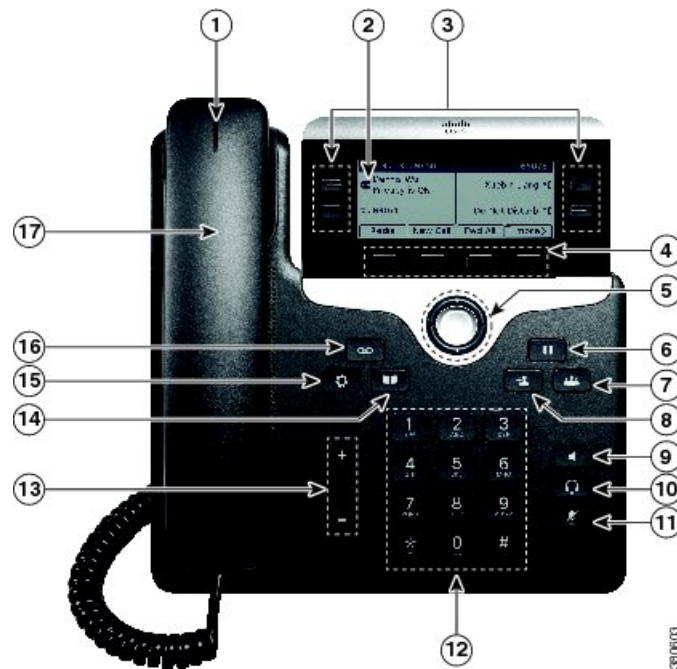
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
1	DC adaptor port (DC48V) (optional).	5	Access port (10/100/1000 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100/1000 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware

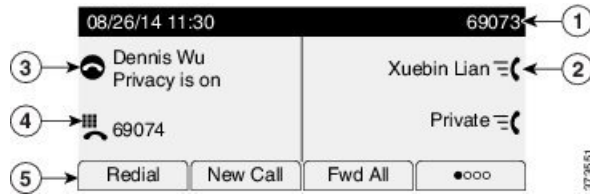


1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
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2	Programmable feature buttons 	<p>Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to:</p> <ul style="list-style-type: none"> • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
3	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
4	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation ring and Select button 	The Navigation and Select button allows you to scroll through menus, highlight items, and select the highlighted item.
6	Hold/Resume button 	Places an active call on hold and resumes the held call.
7	Conference button 	Creates a conference call.
8	Transfer button 	Transfers a call.

9	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Messages button 	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Phone Screen

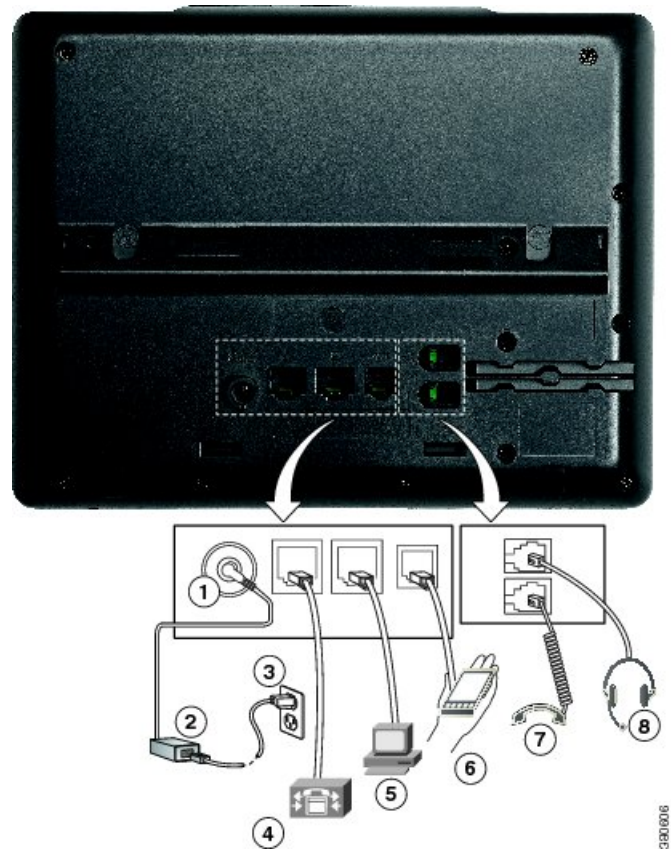


1	Header	Displays date, time, and directory number.
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4	Secondary line details and other phone information	Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.
5	Softkey labels	Display softkeys for available features or actions.

Cisco IP Phone 7861

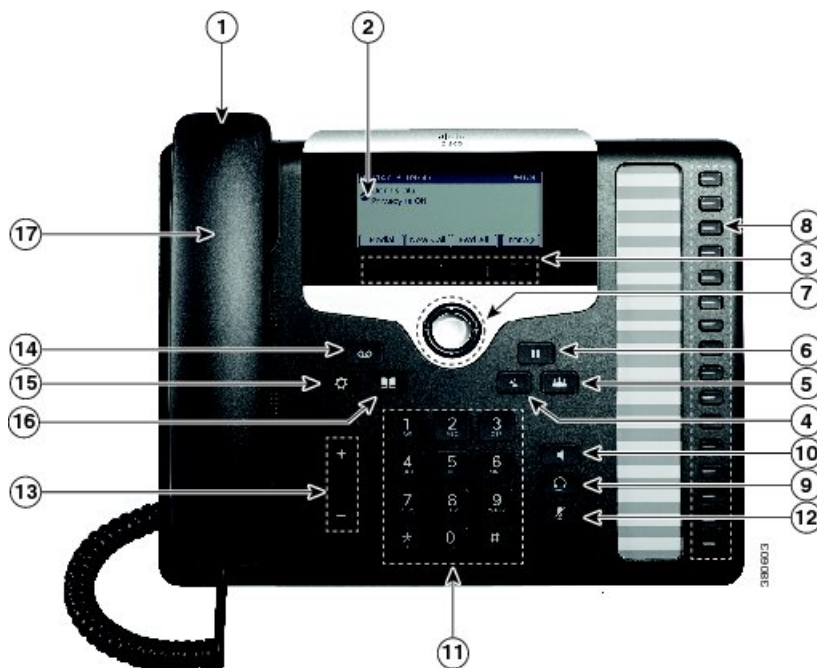
Phone Connections





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







1	DC adaptor port (DC48V) (optional).	5	Access port (10/100 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Transfer button 	Transfers a call.
5	Conference button 	Creates a conference call.
6	Hold/Resume button 	Places an active call on hold and resumes the held call.

7	Navigation ring and Select button 	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
8	Programmable feature buttons 	<p>Depending on how your system administrator sets up the phone, programmable feature buttons provide access to:</p> <ul style="list-style-type: none"> • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
9	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
12	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	Volume button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

14	Messages button 	Autodials your voice messaging system (varies by system).
15	Applications button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, accessories, subscribed phone services, and phone model information.
16	Contacts button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen



1	Header	Displays date, time, and directory number.
2	Softkey labels	Display softkeys for available features or actions.
3	Line details and other phone information	During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.

Power Requirements

The following Cisco-approved power adaptors must be used with the Cisco IP Phones 7811, 7821, 7841, and 7861:

- Phihong Adaptor (PSC18U-480); Rating: 48 VDC 0.38A

- Delta Adaptor (EADP-18VB B); Rating: 48 VDC 0.375A

Power Save and Power Save Plus

There are two levels of energy-saving modes that your system administrator can set up:

- Power Save: Backlight turns off when not in use for a period of time, reducing the power requirements.
- Power Save Plus: The phone display goes blank, turning the phone off and on at predetermined times. The power to the phone is significantly reduced.

Power Save

Depending on how your system administrator set up your phone, the phone display may go into a power-save mode (the backlight turns off).

Backlight can also be configured on or off manually from Applications button of the phone.

**Note**

The Cisco IP Phone 7811 does not support backlight.

To turn on the phone display, press any button, or pick up the handset.

Power Save Plus

Your phone supports the Cisco EnergyWise (EW) program, also known as Power Save Plus. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy. If your phone goes into the Power Save Plus mode, the Select button is lit white.

**Note**

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

Ten minutes before the scheduled sleep time, the Select button lights up and you receive a message that your phone will power off at a specific time. If enabled by your system administrator, you also hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power off, the ringtone plays four times
- At 7 minutes before power off, the ringtone plays four times
- At 4 minutes before power off, the ringtone plays four times
- At 30 seconds before power off, the ring tone plays 15 times or until the phone powers off

If your phone is inactive (idle) at the sleep time, you see a message to remind you that your phone is about to power down. To keep the phone active, you need to press OK in the message or any key on the phone. If you do not press the button or any key, your phone powers down.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before telling you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is about to power off.

After your phone goes to sleep, press Select to wake up your phone. After the phone is inactive for a period of time, a message displays to alert you that the phone is about to power down. At the configured wake time, your phone powers up.

Wake and sleep times are also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, contact your system administrator.

Additional Information

- You can access the Cisco website at this URL:

<http://www.cisco.com/>

- Cisco IP Phone 7811, 7821, 7841, and 7861 user documentation:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/tsd-products-support-series-home.html>

- Licensing information:

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

- Cisco international web sites:

Allows access to international Cisco web sites from www.cisco.com by clicking the Worldwide [change] link at the top of the web page.



Phone Setup

- [Connect Footstand, page 21](#)
- [Adjust the Handset Rest, page 21](#)

Connect Footstand

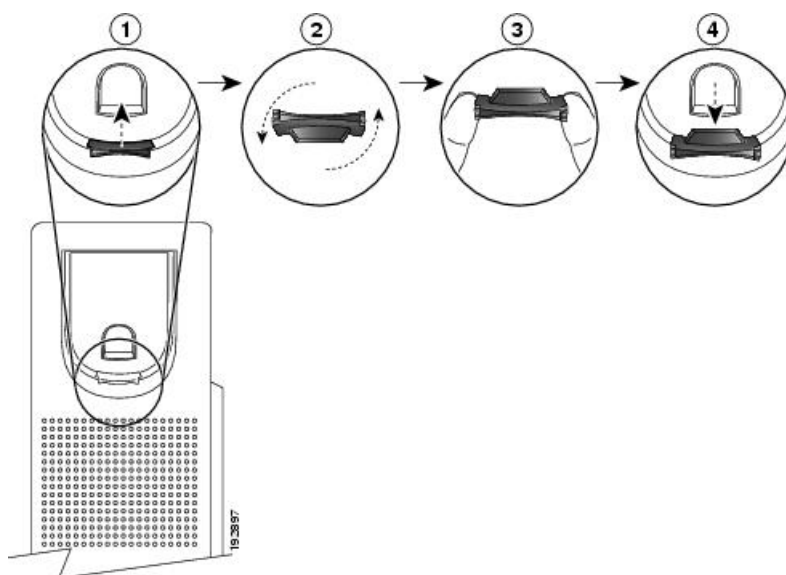
If your phone is placed on a table or desk, connect the footstand to the back of the phone.

Procedure

- Step 1** Insert the curved connectors into the lower slots.
- Step 2** Lift the footstand until the connectors snap into the upper slots.
Note Connecting and disconnecting the footstand may require a little more force than you expect.
- Step 3** Adjust the angle of the phone.
Note You cannot adjust the Cisco IP Phone 7811 footstand.
-

Adjust the Handset Rest

If your phone is wall-mounted, 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.
-



CHAPTER

3

Basic Operations

- [Clean the Phone Display, page 23](#)
- [Make Calls, page 24](#)
- [Answer Calls, page 26](#)
- [Automatically Answer Calls, page 28](#)
- [Respond to Call Waiting Notification, page 29](#)
- [Manage Calls, page 29](#)
- [Mute Phone, page 31](#)
- [Monitor and Record Calls , page 31](#)
- [Hold Calls, page 31](#)
- [Setup Call Back Notification, page 33](#)
- [Call Park, page 33](#)
- [Manage Intercom Calls, page 34](#)
- [View Phone Information, page 35](#)
- [Sign In To the Cisco Unified Communications Self Care Portal, page 36](#)

Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

Procedure

Wipe the screen with a soft, dry cloth.



Caution Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

Make Calls

Predial a Number

You can dial a number while your phone is on-hook (without hearing dial tone); this dialing action is called predial.


Procedure

- Step 1** Enter a number using the keypad.
- Step 2** Go off-hook using one of the following actions:
- Lift the handset.
 - Press **Call**.
 - Press **Handset** .
 - Press **Speakerphone** .
-

Place a Call Using the Speakerphone

Your administrator can configure your phone so that the speakerphone is disabled. If the speakerphone is disabled, the softkeys are dimmed or blank.


Procedure

- Step 1** Press **Speakerphone** .
- Step 2** Enter a number.
-

Place a Call Using a Headset

The Cisco IP Phone 7811 does not support a headset.

Procedure

- Step 1** Press **New Call**.
- Step 2** Ensure the headset button is lit. If the headset button is not lit, press **Headset** .
- Step 3** Enter a number.
-

Release a Call and Start Another Call

When you are on an active call or dialing, and want to release the call, the following actions occur:

- The active call ends.
- The phone provides dial tone.
- You can dial the new call.

Procedure

- Step 1** When you are on an active call, press **End Call**, or while dialing, press **Cancel** .
- Step 2** Enter the required number and press **Call**.
-

Dial an International Number

Plus Dialing allows you to press and hold the star (*) key for at least 1 second to insert a plus (+) sign as the first digit in a phone number for international dialing. The plus sign applies only for on-hook or off-hook calling.

When you see phone numbers with the + sign in them, you can select and dial the entry without having to add digits for international calls.

Procedure

- Step 1** Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign. You can only hear the tone in off-hook state.
- Step 2** Dial the number.
-

Redial a Number

Redial allows you to call the most recently dialed phone number.

Procedure

-
- Step 1** To place a call from any phone line, press **Redial**.
- Step 2** To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.
-

Answer Calls

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. Typically, the Answer is set up if you have multiple lines.

If you are on a call and you receive a second call, you see a notification window on the phone screen. This notification window is called a call toast. The call toast remains visible for a preset amount of time. If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded.

For more information, contact your system administrator.

Answer Call Using PickUp

Procedure

-
- Step 1** Perform one of the following actions:
- Press **PickUp** to transfer a ringing call within your pickup group to your phone.
 - If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.
- Step 2** If the call rings, press **Answer** to connect to the call.
-

Answer Call Using Group PickUp and Group PickUp Number

Procedure

-
- Step 1** Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

Step 2 Enter the group pickup number.

Step 3 If the call rings, press **Answer** to connect to the call.

Answer Call Using Group PickUp and Phone Number

Procedure

Step 1 Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

Step 2 Enter the number of the phone line with the required call.

Step 3 If the call rings, press **Answer** to connect to the call.

Answer a Call Using Other PickUp

Procedure

Step 1 Perform one of the following actions:

- Press **OPickUp** to answer a call in your pickup group or in an associated group to your phone.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **OPickUp**.

Step 2 If the call rings, press **Answer** to connect to the call.

Automatically Answer Calls

Incoming calls can be answered automatically by your phone after one ring. Your administrator sets up the Auto Answer feature to work with either your speakerphone or headset. For more information, contact your administrator.

**Note**

Because the Cisco IP Phone 7811 does not support a headset, you cannot answer a call automatically using a headset.

Incoming calls are autoanswered with the headset when the following conditions apply:

- Auto Answer with Headset is enabled by your system administrator.
- The headset is connected to the phone and the headset icon appears on the phone screen.

Otherwise, calls ring normally and you manually answer them.

If the headset icon appears on the phone screen, you can use the **Headset** button to place and end calls. Your administrator sets the headset as the default audio path for Auto Answer.

To have incoming calls autoanswered with the speakerphone, keep the handset in the cradle and ensure there is no headset icon present. Otherwise, calls ring normally and you must manually answer them.


Procedure


Step 1 When your phone is set up to autoanswer calls using your headset,

a) To answer calls automatically with a headset, prepare your phone in the following way:

- Ensure that your headset is connected to the phone.
- Ensure that the headset icon is present in the left hand side of the screen.

When you get a call, the call answers automatically and you interact with the caller using the headset.

b) To end or make calls, use the Headset button 

c) If you do not want calls to automatically answer on your headset, press the speakerphone button  to turn off the headset and use the speakerphone to make and answer calls.

Step 2 When your phone is set up to autoanswer calls using the speakerphone,

a) To answer calls automatically on the speakerphone, prepare your phone in the following way:

- Ensure that there is no headset icon present in the left hand side of the screen.
- Leave the handset in the cradle.

When you get a call, the call answers automatically and you interact with the caller using the speakerphone.

b) If you do not want calls to answer automatically on your speakerphone, contact your system administrator.

Respond to Call Waiting Notification

This feature is applicable only if your phone supports multiple lines. For more information, contact your system administrator.

**Note**

The Cisco IP Phone 7811 does not have line buttons.

Procedure

- Step 1** Perform one of the following actions to answer a waiting call:
- Press the line button to answer an incoming call (in case of one incoming call) or to list all incoming calls (in case of more than one incoming call).
 - Scroll to display the sessions if the call is on the same line but not visible.
 - Press **Select** to answer call.
- Step 2** Press the flashing amber line button.
- If only two sessions exist, your phone puts the original call on hold automatically and connects the ringing call. If more than two sessions exist, scroll to the call you want to pick up, press **Select** to answer the call. Your phone puts the original call on hold automatically and connects the selected session.

Manage Calls

Divert a Call

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number. For more information, contact your system administrator.

You can silence the incoming (ringing) call. Press Volume down once, then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).

Procedure

- Step 1** To redirect an incoming (ringing) call while on another call, highlight the incoming call, then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.
- Step 2** To redirect an incoming call while not on a call, press **Divert**.
- Step 3** To redirect a held call, press **Divert**.

Forward All Calls

Procedure

- Step 1** Press **Fwd All** on a primary line from which you want to forward your calls.
- Step 2** Enter a phone number or select an entry from the Call History list.
- Step 3** Press **Messages** to forward all calls to voicemail.
- Note** If call forward is active, a Forward All icon is displayed in the line label or the forwarding information is present in the line directory number (DN).
- Step 4** Press **Fwd Off** to cancel call forwarding.
- Note** You can set up conditional call forwarding in the Self Care Portal.
-

Related Topics



[Sign In To the Cisco Unified Communications Self Care Portal](#), on page 36

Transfer a Call to Another Number

Transfer allows you to redirect a connected call from your phone to another number.

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other without remaining on the line yourself.

Procedure

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press **Transfer** .
- Step 3** Enter the transfer recipient's phone number or press a speed-dial button.
- Step 4** Wait for the recipient to answer or skip to Step 5 while the call is ringing.
- Step 5** Press **Transfer**  again.
-

Swap Between Calls

Before completing a transfer procedure, you can press **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

Procedure

-
- Step 1** While on a call, connect to the transfer recipient.
- Step 2** To return to the original call, press **Swap**.
You can consult privately with each person before you complete the transfer.
-

Mute Phone

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Procedure

-
- Step 1** Press **Mute**  to turn Mute on.
- Step 2** Press **Mute** again to turn Mute off.
-

Monitor and Record Calls

To configure your phone to monitor and record calls, contact your system administrator.

Hold Calls

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold. Hold works with your phone handset as well as with USB headsets.

Procedure

While on an active call, press **Hold**.

Swap Between Active and Held Calls

Use the line buttons to swap between held and connected calls.

Procedure

If you have a held call and an active call, press the line button for the held call to resume that call and place the other call on hold automatically.

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

Put a Call on Hold by Answering a New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

Procedure

Press flashing amber line button or press **Answer** to answer the ringing call.

Respond to a Hold Reversion Notification

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes 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.

Determine If A Shared Line Is On Hold

If a call on a shared line has been put on hold remotely by another user, a pulsing red line button and the Remote Hold icon are displayed.

Remote Hold

When you place a call on hold while using a shared line, the line button pulses green and the phone displays the Hold icon. When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

Setup Call Back Notification

Procedure

-
- Step 1** Press **Callback** while listening to the busy tone or ring sound.
- Step 2** Press **Cancel** to deactivate the call back.
- Step 3** Press **Exit** to activate the call back.
-

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from 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:

- **Park:** Allows you to park an active call that you answered on your phone, and retrieve it from another phone in the Cisco Unified Communications Manager system.
- **Directed Call Park:** Allows you to park and retrieve an active call in two different ways:
 - **Assisted Directed Call Park:** Allows you to park an active call using a feature button.
 - **Manual Directed Call Park:** Allows you to park an active call by transferring it to a Directed Call number.

For more information, contact your system administrator.


Park a Call Using Assisted Directed Call Park

Procedure

-
- Step 1** During a call, press **BLF Directed Call Park** on a line that displays an idle Line Status indicator.
- Step 2** Retrieve the call from any other Cisco IP Phone in your network as follows:
- a) Enter the park retrieval prefix.
 - b) Dial the Directed Call number.
- Step 3** If you do not retrieve the call within the time that your system administrator has set, you receive an incoming call with notification of CallPark Reversion. At that time, you can press answer to answer the call. The other phones can no longer retrieve that call.
- Press **Resume** to resume the call on your phone.
 - Retrieve the call from another phone.

Park a Call Using Manual Directed Call Park

Procedure

-
- Step 1** During a call, press **Transfer** .
- Step 2** Enter the Directed Call number where you will park the call.
- Step 3** Press **Transfer** again to finish parking the call and then hang up.
- Step 4** Retrieve the call from any other Cisco IP Phone in your network as follows:
- Enter the park retrieval prefix.
 - Dial the Directed Call number.
- Step 5** If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:
- Press **Resume** to resume the call on your phone.
 - Retrieve the call from another phone.
-

Manage Intercom Calls

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.



Note The Cisco IP Phone 7811 does not support intercom.

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

After receiving the intercom call, the recipient can initiate two-way audio (connected mode), by pressing the line button, to allow for further conversation.

Place a Dedicated Intercom Call

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

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

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

Procedure

Step 1 Press **Intercom**.

Note Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

Step 2 Listen for the intercom alert tone, then begin speaking.

Step 3 Press **Intercom** to end the call.

Place a Dialable Intercom Call

Procedure

Step 1 Press **Intercom**.

Step 2 Enter the intercom code.

Note Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

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

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

Receive Intercom Call

When you receive an intercom call, you hear an intercom alert tone and your phone autoanswers the call. Any current call activity that you are engaged in continues simultaneously, but the intercom caller cannot hear you.

To speak to the intercom caller, press the active Intercom button.

View Phone Information

Phone Information allows you to view the following model information for your phone:


- Model Number
- MAC Address
- Active Load ID
- IP Address
- Active Server
- Stand-by-Server

- Unified Video Advantage
- Last Upgrade
- Backlight On Times
- Backlight On Duration
- Backlight Idle Time
- Days Backlight Not Active

**Note**

The Cisco IP Phone 7811 does not have model information: Backlight On Times, Backlight On Duration, Backlight Idle Time, and Days Backlight Not Active.

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Phone Information**.
- Step 3** Press **Exit** to return to the Applications screen.
-

Sign In To the Cisco Unified Communications Self Care Portal

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using portal, you must sign out.

In some cases, you can access the Cisco Unified Communications Self Care Portal without having to sign in. For more information, contact your system administrator.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

-
- Step 1** Obtain the portal URL, user ID, and default password from your system administrator. Typically, the portal URL is `http://<ip_address or hostname>/ucmuser`.

- Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the Username field.
 - Step 5** Enter your password in the Password field.
 - Step 6** Select **Login**.
 - Step 7** To sign out, select **Logout**.
-



CHAPTER 4

Contacts


- [Corporate Directory, page 39](#)
- [Personal Directory, page 40](#)
- [Fast-Dial Codes with Personal Directory, page 43](#)
- [Cisco WebDialer, page 45](#)

Corporate Directory

The Corporate Directory menu contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Dial Contact from Search

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select **Corporate Directory**.
- Step 3** Select one of the following options:
- First Name
 - Last Name
 - Number
- Step 4** Enter the search criteria information, press **Submit**, and select a contact.
- Step 5** Perform one of the following actions:
- Press **Dial**.
 - Press **EditDial** to edit contact number, then press **Dial**.

- Press a line button.

Note The Cisco IP Phone 7811 does not have a line button.

- Press **Speakerphone** .

- Press **Headset** .

Note Cisco IP Phone 7811 does not support a headset.

- Pick up the handset.

Search and Dial While on Call

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Corporate Directory**.



Step 3 Select one of the following options:

- First Name
- Last Name
- Number

Step 4 Enter the search criteria information, press **Submit**, and select a contact.

Step 5 Perform one of the following actions:

- Press **Dial**.
- Press **EditDial** to edit contact number, then press **Dial**.

Note If you are on a call, and you press **Speakerphone**  or **Headset** , you end the current call.

Note The Cisco IP Phone 7811 does not support a headset.


Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast-dialing.

You can set up your personal directory from your phone or from the Cisco Unified Communications Self Care Portal. Use your phone to assign fast-dial codes to the directory entries. For more information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html.

Add Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book**.
 - Step 4** Press **Submit**.
 - Step 5** Press **New** and enter a name and a nick name.
 - Step 6** Press **Phones** and enter the phone number along with require access codes.
 - Step 7** Press **Submit**.
-

Edit Personal Directory Entry

Procedure

- Step 1** Sign in to Personal Directory.
 - Step 2** Select **Personal Address Directory**.
 - Step 3** Press **Submit**.
 - Step 4** Select the entry.
 - Step 5** Press **Edit** to change the name or email address.
 - Step 6** Change the name and the email address.
 - Step 7** Press **Update**.
-


Delete Personal Directory Entry

Procedure

- Step 1** Sign in to Personal Directory.
- Step 2** Select **Personal Address Directory**.
- Step 3** Press **Submit** to search for an entry.
- Step 4** Select the entry.
- Step 5** Press **Edit**.
- Step 6** Press **Delete**.
- Step 7** Press **OK** to confirm the deletion.
-


Sign In and Out of Personal Directory

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select **Personal Directory**.
- Step 3** Enter the user ID and PIN, and press **Submit**.
- Step 4** Select **Log Out**, press **Select**, and then press **OK**.
-

Dial Number from Personal Directory

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to Personal Directory.
- Step 3** Select **Personal Directory**.
- Step 4** Press **Submit** to search for an entry.
- Step 5** Select the entry that you want to dial.
- Step 6** Perform one of the following actions:
- Press **Dial**.
 - Press a line button.

Note The Cisco IP Phone 7811 does not have a line button.

- Press **Speakerphone**.

- Press **Headset**.

Note The Cisco IP Phone 7811 does not support a headset.

- Pick up the handset.
-

Search for Entry in Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book**.

Step 4 Select one or all of the following:

- Last Name
- First Name
- Nickname


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

Fast-Dial Codes with Personal Directory

You manage the fast-dial codes with Personal Directory using the Contacts menu on your phone.


Assign Fast-Dial Code to Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select **Personal Directory**.
- Step 3** Select **Personal Address Book**.
- Step 4** Enter the name and press **Submit**.
- Step 5** Press **Select** and then press **FastDial**.
- Step 6** Select a number and press **Select**.
- Step 7** Scroll to an unassigned fast-dial index and press **Select**.
-


Place Call Using Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to Personal Directory.
- Step 3** Select **Personal Fast Dials** and scroll to a fast-dial code.
Note To get more fast-dial codes, press **Next**.
- Step 4** Select the required fast-dial code and press **Dial**.
-

Delete Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to the 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**.
-

Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco IP Phone to directory contacts by selecting items in a web browser.

For more information, contact your system administrator.

Use Cisco WebDialer with Another Online Corporate Directory

Procedure

-
- Step 1** In a web browser, type the address of the Cisco WebDialer-enabled page:
`https://[CUCM IP]/webdialer/Webdialer`
- Step 2** When prompted, enter your user ID and password.
Note If you are using Cisco WebDialer for the first time, review preferences on the Make Call window.
- Step 3** Choose a line or a phone.
If you have one phone with a single line, the appropriate phone and line are automatically selected.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications > Phone Information**.
- Step 4** Enter the phone number you want to dial, and select **Dial**.
- Step 5** Select **Hang up** or hang up the handset after your call completes.
-

Change Cisco WebDialer Preferences

Procedure

-
- Step 1** Initiate a call using Cisco WebDialer to access the Make Call window.
- Step 2** Select one of the following options from the Make Call window:
- Preferred language
 - Preferred device
- Step 3** Choose a line or a phone.
Note If you have one phone with a single line, the appropriate phone and line are automatically selected.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications > Phone Information**.
- Step 4** If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu.
- Step 5** Ensure that you do not select **Do not display call information** nor **Disable Auto Close**.

Note If you select **Do not display call information**, the Make Call Window is not displayed when you next use the phone. If you select **Disable auto close**, the call window does not automatically close after 15 seconds.

Sign Out of Cisco WebDialer

Procedure

- Step 1** Access the Make Call or Hang Up window.
- Step 2** Select **Sign Out**.
-



Recents

- [Recents Overview, page 47](#)
- [View Recents, page 48](#)
- [View Call Record Details, page 48](#)
- [Filter Recents, page 49](#)
- [Dial from Recents, page 49](#)
- [Edit Phone Number, page 50](#)
- [Clear Recents, page 50](#)
- [Delete Call Record , page 51](#)

Recents Overview

Recents allows you to view information about the most recent 150 calls on your phone. A call icon is displayed to indicate the type of call:



- Missed: lists the last 50 missed calls
- Received: lists the last 50 received calls
- Recents: lists the last 50 placed calls
- All: lists the last 150 calls, including Missed, Received, and Placed

A call icon is displayed to indicate the type of call. The caller ID displays with the call icon. If the caller ID is unavailable, then the phone number displays. If the phone number is unavailable, *Unknown* is displayed. All Recents items display in order by time (latest to oldest).

You can also dial a number directly from the Recents list.




View Recents

Procedure

- Step 1** Press **Applications** .
You can also see recent calls list using Recents softkey.
- Step 2** Select **Recents**.
- Step 3** If multiple lines exist, select **All Lines** or the required line.
- Step 4** Scroll and select a call record or call group if available.
- Step 5** If multiple lines exist, press **Back**  to return to the Recents screen.
- Step 6** Press **Exit** to return to the Applications screen.
-



View Call Record Details

Procedure

- Step 1** If you are on a connected call, press **Details** to show the Details screen. This screen displays single call information.
- Step 2** If you are not on a connected call, follow the steps below.
- a) Press **Applications** .
 - b) Select **Recents**.
 - c) If multiple lines exist, select All Lines or the required line.
 - d) Select a call record or group and press **Details**.
Note When you are on a call record, you can keep the Navigation pad highlighted to display the call details.
 - e) Press **Back**  to return to the Recents screen.
 - f) If multiple lines exist, press **Back**  to return to Recents screen.
 - g) Press **Exit** to return to the Applications screen.
-




Filter Recents

Procedure

- Step 1** Press **Applications**  and select **Recents**.
- Step 2** If multiple lines exist, select **All Lines** or the required line.
- Step 3** Select the required phone line and view the individual calls for that line and press **Missed** .
- Step 4** If multiple lines exist, press **Back**  to return to Recents screen.
- Step 5** Press **Exit** to return to the Applications screen.
-



Dial from Recents

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** If multiple lines exist, select **All Lines** or the required line.
- Step 4** Select the call record that you want to dial and perform one of the following:
- Press **Call**.
 - Press **EditDial**.
 - Pick up the handset.
 - Press **Details**.
 - Press **Speakerphone**  or **Headset** .
- Note** The Cisco IP Phone 7811 does not support a headset.
- Press **Select**.
 - Press the index number of the highlighted record.
-



Edit Phone Number

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** If multiple lines exist, select **All Lines** or the required line.
- Step 4** Select the call you want to edit and press **EditDial**.
Note Press >> to move the cursor to the right and press << to move the cursor to the left.
- Step 5** Press any number button to edit the number.
- Step 6** Press **Back**  to return to the Recents list.
-



Clear Recents

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** If multiple lines exist, select **All Lines** or the required line.
- Step 4** Press **Clear**.
- Step 5** Press **Delete** to delete the call history list.
- Step 6** If multiple lines exist, press **Back**  to return to Recents screen.
- Step 7** Press **Exit** to return to the Applications screen.
-

Delete Call Record

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** If multiple lines exist, select **All Lines** or the required line.
- Step 4** Highlight the individual call record or call group that you want to delete.
- Step 5** Press **Delete** to delete an individual call record or all calls in a group.
- Step 6** Press **Delete** to delete the record.
- Step 7** If multiple lines exist, press **Back**  to return to the Recents screen.
- Step 8** Press **Exit** to return to the Applications screen.
-



CHAPTER 6

Voicemail

- [Voicemail Overview, page 53](#)
- [Check for Voice Messages, page 53](#)
- [Access Voicemail, page 54](#)
- [Listen to Voice Messages, page 54](#)


Voicemail Overview

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Check for Voice Messages

Procedure

- Step 1** Look for the following visual indications:
- A solid red light on your handset. Set up the visual message waiting lamp using the Self Care Portal.
 - Message icon  on a line. If you have more than 99 new voice messages, a 99+ sign replaces the message count.
- Step 2** Listen for the stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific and you hear it only when using the line that has new voice messages. You can set up audible message waiting tones using the Self Care Portal.
-

Related Topics

[Sign In To the Cisco Unified Communications Self Care Portal](#), on page 36

Access Voicemail

Procedure



Step 1 Press **Messages** .

Step 2 Follow the voice prompts.

Listen to Voice Messages

Procedure

Step 1 To listen to voice messages, do one of the following:

- Press **Messages** .
- Press the line button, and then press the directory number of **Voicemail** .

Step 2 Follow the prompts to listen to your voice message.



Calling Features

- [Conference, page 55](#)
- [Meet Me Conference, page 57](#)
- [Speed Dial, page 58](#)
- [Multilevel Precedence and Preemption, page 60](#)
- [Do Not Disturb, page 62](#)
- [Line Status, page 63](#)
- [Malicious Call Identification, page 64](#)
- [Cisco Extension Mobility , page 64](#)
- [Mobile Connect, page 64](#)
- [Hunt Groups, page 66](#)
- [cBarge, page 67](#)

Conference

Conference allows you to talk simultaneously with multiple parties.

When you are on a call, you can use Conference to dial another party and add the party to the call. Alternately, if you have multiple phone lines, you can use Conference to combine calls across two lines.

Before you complete a conference procedure, you can press the Cancel softkey to cancel the procedure. You can also press the Swap softkey to toggle between calls and allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

Add Third Party to Conference

Procedure

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press **Conference**.
- Step 3** Enter the phone number for the party that you want to add or press a speed dial button.
- Step 4** Wait for the party to answer, or skip to step 5 while the call is ringing.
- Step 5** Press **Conference** again.
The conference begins.
- Step 6** (Optional) Repeat these steps to add more parties, if desired.
-

Combine Calls to Create Conference

Before You Begin

You require multiple phone lines to perform this task.

Procedure

- Step 1** Verify that you have two connected calls and that one of the calls is active (not on hold).
- Step 2** Press **Conference**.
- Step 3** Press the line button for the other (held) call. If there are more than one held call, a list of calls displays. For Cisco IP Phone 7811, press Calls softkey and press **Yes** to join two calls.
Because Cisco IP Phone 7811 does not have a line key, the Calls softkey acts as a line key.
The conference begins. The conference is established on the line with the active call.
-

Swap Between Calls Before Completing a Conference

You can consult privately with the conference and another person, before adding the person into the conference.

Procedure

- Step 1** Call a new conference participant, but do not add the participant to the conference.
You must wait until the call is connected.

- Step 2** Press **Swap** to toggle between the participant and the conference.
-

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press **Details** to view a list of participants.

Note When you place a call to another party and the person that you called creates a conference with a third phone, the **Details** softkey displays for every participant of conference.

Remove Conference Participant

Procedure

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

- Step 2** Highlight the participant that you want to remove, then press **Remove**.

Note The person who creates the conference can only view the **Remove** softkey.

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference.

The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host a Meet Me Conference

Procedure

-
- Step 1** Obtain a Meet Me phone number from your system administrator.
- Step 2** Distribute the Meet Me phone number to participants.
- Step 3** When you are ready to start the meeting, lift the handset to get a dial tone and press **Meet Me**.
- Step 4** Dial the Meet Me phone number.
-

Join a Meet Me Conference

Procedure

-
- Step 1** Dial the Meet Me phone number that the conference host provides.
- Step 2** If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.
-

Speed Dial

Speed Dial allows you to press a button, enter a preset code or select a select a phone screen item to place a call. Before you can use Speed Dial features on your phone, you must set up speed-dial on your Self Care Portal.

Depending on setup, the Speed Dial features that your phone supports are:

- Speed-dial buttons: Allow you to quickly dial a phone number from one or more line buttons that are set up for speed dialing.
- If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.

Related Topics

[Sign In To the Cisco Unified Communications Self Care Portal](#), on page 36

Pause in Speed Dial

You can use Speed Dial to reach destinations that require a Forced Authorization Code (FAC), Client MatterCode (CMC), dialing pauses, or additional digits (such as a user extension, a meeting access code, or

a voice mail password). When you press the configured Speed Dial, the phone establishes the call to the destination number and sends the specified FAC, CMC, and additional digits with dialing pauses inserted.

To include dialing pauses in the speed dial, include a comma (,) as part of the speed-dial string. This comma specifies a pause of 2 seconds. It also allows you to separate FAC and CMC from the other digits in the speed-dial string.

**Note**

Be aware of the following requirements when you include FAC and CMC in the speed-dial string:

- FAC must always precede CMC in the speed-dial string.
- A speed-dial label is required for speed dials with FAC and DTMF digits.
- Only one comma is allowed between FAC and CMC digits in the string.

Each comma you include represents an additional pause of 2 seconds. For example, two commas (,,) represent a pause of 4 seconds.

**Note**

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

The phone does not save the FAC, CMC, or additional digits from the speed dial in the call history. If you press Redial after connecting to a destination using the speed-dial, the phone prompts you to enter any required FAC, CMC, or DTMF digits manually.

Example 1

Consider the following requirements to access voicemail:

- Called number to access voicemail: 8000
- PIN: 123456# after announcement of 2 seconds
- Voicemail response: Enter option 3 to read latest message after a pause of 6 seconds (while the automated announcement lists the available options)

To set up the speed-dial to access this voice mailbox, specify the following speed-dial string:

8000,123456#,,,3

Example 2

Consider the following call requirements

- Called number: 95556543
- FAC: 1234
- CMC: 9876
- Automated phone system response, required 4 seconds after the call is connected: 56789#

To access this destination, specify the following speed-dial string:

95556543,1234,9876,,56789#

Place Call Using Speed-Dial Codes

Before you can use speed-dial codes on your phone, you must set up the codes on the Self Care Portal.

Procedure

-
- Step 1** To place a call using speed-dial code while on-hook, enter the speed-dial code and press **Speed Dial**.
- Step 2** To place a call using speed-dial while off-hook, perform these steps:
- Lift the handset and press **Speed Dial**.
 - Enter the speed-dial code and press **Speed Dial** again to complete the call.
-

Multilevel Precedence and Preemption

In some environments, such as military or government offices, you may need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:





- Precedence* indicates the priority associated with a call.
- Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.


If you want to choose a priority level for an outgoing call, contact your system administrator for a list of corresponding precedence numbers for calls.

If you want to make a priority call, enter the MLPP credentials provided by your system administrator, followed by the phone number.

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

Table 1: Multilevel Precedence and Preemption Priority Levels

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

MLPP	Priority Level
 Level 5	Executive Override

**Note**

MLPP icons with white/black background color indicate that the call is selected or not.

**Note**

Higher-priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal.

If you want to accept a higher priority call, answer the call as usual. If necessary, end an active call first.

If you hear a continuous tone interrupting your call, you or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through to the intended party.

When you make or receive an MLPP-enabled call, you hear special ringtones and call waiting tones that differ from the standard tones.

If you enter an invalid MLPP access number, a verbal announcement alerts you to the error.

An MLPP-enabled call retains its priority and preemptive status when you:

- Put the call on Hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using PickUp

Make Priority Call with Login Required

Procedure

- Step 1** Retrieve the handset from the cradle.
- Step 2** Press **PrecLevel**.
- Step 3** Select a priority level for the call.
- Step 4** Enter your credentials on the authorization screen. You have three opportunities to enter your login information correctly.
- Step 5** Enter the destination number.
You hear the precedence ringback tone and the precedence level icon displays on the screen.

Make Priority Call Without Login

To place a priority call without logging in, follow these steps:

Procedure

- Step 1** Retrieve the handset from the cradle.
- Step 2** Press **PrecLevel**.
- Step 3** Select the desired priority level for the call.
- Step 4** Enter the destination number.
You hear the precedence ring back tone and the precedence level icon displays on the screen.
-

Do Not Disturb

Do Not Disturb (DND) allows you to turn off one of the following incoming call indicators:

- The ringer on your phone
- The ringer and any visual notification that you have an incoming call

When DND is enabled, your incoming calls forward to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

The DND feature affects all lines on a phone. The feature does not affect intercom or 911 calls.

You can change your DND options from the Self Care Portal. For information on customizing your Do Not Disturb options, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Turn DND On and Off

Procedure

- Step 1** Press **DND** to turn on DND.
Visual confirmation displays briefly.
- Step 2** Press **DND** again to turn off DND.
Visual confirmation displays briefly.
-

Line Status

Line status indicators allow you to view the state of a phone line that is associated with a speed-dial button. For more information, contact your system administrator.


Note

Because Cisco IP Phone 7811 has only one line, the phone does not support Line Status.

Line status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing.
	Line is forwarded
	Line is on hold

Line status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

Line Status Speed Dial

Allows you to monitor the status of (and dial) a specific number on a speed-dial button. If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.

Line Status Directed Call Park

Allows you to monitor the line status of and dial a Directed Call Park number on a speed-dial button.

Call Pickup

Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your phone can play an audible alert when a call rings on the monitored line. For more information, contact your system administrator.

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace Suspicious Call

Procedure

Press **MCID** to send a silent notification message to your system administrator.
You can send a silent notification only in connected state.



When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Cisco Extension Mobility

Cisco Extension Mobility allows you to temporarily configure a Cisco IP Phone as your own. After you sign in to Cisco Extension Mobility, the phone displays the message *Resetting* and then *Registering*. The reset enables the phone to adopt your user profile, including your phone lines, features, established services, and web-based settings. For more information, contact your system administrator.

Enable Extension Mobility

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Extension Mobility** (name can vary, including EM Service).
 - Step 3** Enter your user ID and PIN (provided by your system administrator).
 - Step 4** Select a device profile if prompted.
 - Step 5** Press **Applications**  to sign out.
 - Step 6** Select **Extension Mobility**.
 - Step 7** Press **Yes** when prompted to sign out.
-

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls that are associated with your desk phone number.

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

When you enable Mobile Connect:

- Your desk phone and remote destinations (your mobile phones) receive calls simultaneously.
- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing and are disconnected, and a missed call message is shown on the other remote destinations.
- When you answer the call on one remote destination and then switch the call to a Cisco Unified device that shares lines, the Cisco Unified devices that share the same line display a **Remote In Use** message.

Enable Mobile Connect

Procedure

-
- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
-

Turn Mobile Connect On or Off for All Remote Destinations from a Desk Phone

Procedure

-
- Step 1** Press **Mobility** or **To Mobile** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
-

Switch a Desk Phone Call to a Mobile Phone

Procedure

-
- Step 1** Press **Mobility**.
- Step 2** Press **Select** to send a call to mobile phone.
- Step 3** Answer the in-progress call on your mobile phone.
- Note** You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch a Mobile Call to the Desk Phone

Procedure

- Step 1** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
 - Step 2** Press the line on your desk phone to resume the call on your desk phone within 5 to 10 seconds and start talking on the desk phone.
-

Hand Off a Call from a Mobile Phone to the Desk Phone

Procedure

- Step 1** While on your mobile phone, enter the access code for the hand off feature.
For more information, contact your system administrator.
 - Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
 - Step 3** Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone.
For more information, contact your system administrator. The Cisco Unified devices that share the same line display a `Remote In Use` message.
-

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls, and you sign out of the hunt group when you want to prevent calls from ringing on your phone.

Sign In and Out of a Hunt Group

Signing out of a hunt group does not prevent direct calls from ringing your phone.

Procedure

- Step 1** Press **Hunt Group** to sign in.
Visual confirmation displays briefly.
- Step 2** Press **Hunt Group** again to sign out.
-

Display Queue Statistics

Use the queue statistics to check the status of the hunt group queue.

Procedure

- Step 1** Press **Queue Status**.
The Queue status window appears.
- Step 2** To refresh the statistics, press **Update**.
- Step 3** To exit, press **Exit**.
-

cBarge

The cBarge feature allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line.

Join Conference on Shared Line

Procedure

Press the line button of the shared line that is in use. If Privacy is enabled, you cannot add yourself to the shared line.

Note The Cisco IP Phone 7811 does not support Privacy.



Advanced Operations

- [Call Functions, page 69](#)
- [Feature Buttons and Softkeys, page 72](#)
- [Survivable Remote Site Telephony Overview, page 74](#)
- [Mobile and Remote Access Through Expressway, page 76](#)

Call Functions

This section provides information about some of the advanced call functions that are available on Cisco IP Phones.

Agent Greeting

Agent Greeting allows you to create and update a prerecorded greeting that plays at the beginning of a call, such as a customer call, before you begin the conversation with the caller. You can prerecord a single greeting or multiple greetings as needed.

When a customer calls, both parties hear the prerecorded greeting. You can remain on mute until the greeting ends or answer the call over the greeting.

For more information, contact your system administrator.

Answer

Pressing **Answer** allows you to answer the call if there is only one incoming call. But if there are several incoming calls, pressing **Answer** will give you a list of the callers, and you can determine which one to answer. Incoming calls are given priority over Held or Park Reversion calls. The Answer button setup depends on your call-handling needs and work environment. For more information, contact your system administrator.



Note

Cisco IP Phone 7811 supports a single line.

When you get a call, you see a notification window on the phone screen, called a call toast. Actionable toast disappears for the following actions:

- the user dismisses the call
- the caller cancels the incoming call
- the call is answered by other phone

For more information, contact your system administrator.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Additional information can identify the caller details. For more information, contact your system administrator.

When you get one incoming or multiple incoming calls, you can control the incoming call alerts. You can enable the incoming call alert and can see the caller details and can answer, ignore, or decline the call based on your requirement. If required you can disable the incoming call alert. For more information, contact you system administrator.


Note

For Cisco IP Phone 7811, if there is a second incoming call while connected, the incoming call appears as a toast. With Answer, Decline, and Ignore softkeys, you can control the incoming call.

When you receive a call, the phone number that displays on the screen contains the string of digits that you can dial to contact the caller. The digit string can contain the following digits, if required:

- Code to obtain an outside line (for example, if you have to dial 9)
- Long-distance code
- Area code
- City code
- Telephone number

The phone saves the complete digit string in the call history, and you can save the number in your Personal Address Book.

Client Matter Code

Your administrator may require that you enter a Client Matter Code (CMC) after you dial a phone number. The CMC can be used for accounting or billing codes. For more information, contact your system administrator.

When you need to enter a CMC, the phone displays `Enter Client Matter Code`, the dialed number changes to `*****`, and you hear a special tone. Enter the CMC for the call using the keypad.

Related Topics

[Forced Authorization Code, on page 71](#)

Forced Authorization Code

Your administrator may require that you enter a Forced Authorization Code (FACC) after you dial a phone number. The FAC controls access to phone numbers. For more information, contact your system administrator.

When you need to enter an FAC, the phone displays `Enter Authorization Code`, the dialed number changes to “*****”, and you hear a special tone. Enter the FAC for the call using the keypad. For security reasons, the phone displays a “*” instead of the number entered.

Related Topics

[Client Matter Code](#), on page 70

Secure and Nonsecure Indication Tones

When a phone is configured as secure (encrypted and trusted), it can be given a “protected” status. After a phone is protected, it can be configured to play an indication tone at the beginning of a call.

You will hear these secure or nonsecure indication tones only on protected phones. If the overall call status changes during the call, the protected phone plays the appropriate tone.

When the Play Secure Indication Tone option is enabled (True), the following circumstances determine the type of tone the protected phone plays:

- If end-to-end secure media is established and the call status is secure, the phone plays the secure indication tone (three long beeps with pauses)
- If end-to-end nonsecure media is established and the call status is not secure, the phone plays the nonsecure indication tone (six short beeps with brief pauses)
- When the Play Secure Indication Tone option is disabled, no tone plays.

For more information, contact your system administrator.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.



Note

The Cisco IP Phone 7811 does not have a line button.

You might have a shared line if you have multiple phones and want one phone number, if you share call-handling tasks with coworkers, or if you handle calls on behalf of a manager.

For example, if you share a line with a coworker:

- When a call comes in on the shared line:
 - Your phone rings and the line button flashes amber.
 - Your coworker's phone rings and the line button flashes amber.
- If you answer the call:

- Your line button turns green.
- Your coworker's line button turns red.

When the line button is red, that line cannot be used to barge in on the call or used to make another call.

- If you put the call on hold:
 - Your line button flashes green.
 - Your coworker's line button flashes red.

When the line button flashes red, your coworker can pick up the call.

Your call history shows the status for all calls for shared lines. For example, if a call rings on a shared line and you answer the call, your coworkers who share the line will see that the call was answered remotely. Your call history identifies calls that were Placed, Received, Remote Placed, Remote Received, or Missed.

Feature Buttons and Softkeys

This table provides information about some of the features that are available on dedicated feature buttons, and some of the features that your system administrator sets up either on programmable feature buttons or softkeys.

For more information, contact your system administrator.



Note

The Cisco IP Phone 7811 does not have programmable feature buttons.

Table 2: Feature Access

Feature Name	Dedicated Feature Button	Programmable Feature Button	Softkey
cBarge			X
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	X
Call Pickup Line Status		X	
Conference	X		X

Feature Name	Dedicated Feature Button	Programmable Feature Button	Softkey
Directed Call Park		X	
Divert			X
Do Not Disturb (DND)		X	X
Group Pickup		X	X
Hold	X		X
Hunt Group		X	X
Intercom Note The Cisco IP Phone 7811 does not support Intercom.		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	X
Mobility		X	X
Mute	X		
Other Pickup		X	X
Privacy Note The Cisco IP Phone 7811 does not support Privacy.		X	
Quality Reporting Tool (QRT)		X	X
Redial		X	X
Monitoring and recording			X
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X

Survivable Remote Site Telephony Overview

If communication between your phone and the Cisco Unified Communications Manager is interrupted, you receive an alert message on your phone. If you are on an active call, the call remains established, and you enter a failover situation. The Survivable Remote Site Telephony (SRST) feature handles this failover.

While in failover, all the features of your phone are not available. The following table describes typical feature and feature availability, although not all the features may be supported on your phone. For more information, contact your system administrator.

When your phone loses connectivity, your phone may display a message like this:

Service interruption.

Table 3: Feature Support During Failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	The support is only for three way and local mixing.
Conference to Active Calls (Join)	No	
Conference List	No	
Transfer	Yes	Consult only
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indicator	Yes	

Feature	Supported	Notes
All Calls Programmable Line Key	Yes	The Cisco IP Phone 7811 does not support this feature.
Answer Programmable Line Key	Yes	The Cisco IP Phone 7811 does not support this feature.
Unified Session Presentation	Yes	Conference is the only feature supported.
Voicemail	Yes	Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.
Speed Dial	Yes	
Service IRL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey is not displayed.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey is not displayed.
Barge	No	You see the message That feature is not currently available.
Enhanced Message Waiting Indication	No	Message count badges do not appear on the phone screen. Only the Message Waiting icon is displayed.
Directed Call Park	No	The softkey is not displayed.
Line Status	Partial	Line Status feature key works like Speed Dial keys.
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey is not displayed.

Feature	Supported	Notes
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey is not displayed.

Mobile and Remote Access Through Expressway

Mobile and Remote Access Through Expressway lets you easily and securely connect into your corporate network when working away from your corporate office (off-premises). This feature is enabled by default.



Note

The marketing beta release of Mobile and Remote Access through Expressway allows customers to test and evaluate the feature, but we do not recommend that you use it in a production environment. There is no official Cisco TAC support until the feature is officially released in a future firmware load. For those users who want to provide feedback, send an email to cefeedback@cisco.com. For more information, see the release notes.

When your phone detects that it is in off-premises mode, the Mobile and Remote Access Through Expressway Sign-In window appears, and you can connect to your corporate network.

When on-premises, you can expect your phone to function as it would normally.

Sign in with Mobile and Remote Access Through Expressway



Tip

You can store your login information with User Credentials Persistent for Expressway Sign-In. Contact your administrator to enable this feature.

Before You Begin

Before you can connect to your corporate network using Mobile and Remote Access Through Expressway, you must have a valid service domain, username, and password. If you do not have this information, contact your administrator.

You must reset your Network Settings when switching between Mobile and Remote Access Through Expressway and Cisco Unified Communications Manager modes. This is to clear the Alternate TFTP Server setting. See the Basic Reset section in the "Maintenance" chapter of this book.

If the DHCP option 150 or option 66 is enabled on your network router, you may have trouble logging in to the corporate network. Disable DHCP option 150 or option 66 on your router. If you prefer not to disable these DHCP options, you can configure the static IP address directly.


Procedure

-
- Step 1** Enter your service domain in the **Service domain** field.
 - Step 2** Enter your username in the **Username** field.
 - Step 3** Enter your password in the **Password** field.
 - Step 4** Press **Submit**.
If you log in successfully, the Mobile and Remote Access Through Expressway sign-in information can be found in on the **Phone Information** screen.
-

Turn Off the Alternate TFTP Server

If you are off-premises but the Mobile and Remote Access Through Expressway sign-in window does not appear on your phone, the Alternate TFTP setting may be turned on. The Alternate TFTP setting must be set to Off. To turn off the Alternate TFTP setting, follow these steps.

Procedure

-
- Step 1** Choose **Applications** .
 - Step 2** Choose **Admin Settings > Ethernet Setup > IPv4 Setup**.
 - Step 3** Set the Alternate TFTP Setting to **Off**.
The Alternate TFTP for IPv6 must be set to Off when the phone is in dual mode.
-





Preferences

- [Change Ringtone, page 79](#)
- [Adjust Contrast, page 80](#)
- [Adjust Headset Sidetone, page 80](#)
- [Adjust Backlight, page 81](#)
- [Line Settings, page 81](#)
- [Phone Services , page 81](#)

Change Ringtone


You can customize how your phone indicates an incoming call. You can also adjust the ringer volume for your phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Choose **Preferences > Ringtone**.
- Step 3** Select the required ringtone.
- Step 4** Press **Play** to play the ringtone.
- Step 5** Press **Set** to select the ringtone.
- Step 6** Press **Apply** to confirm your selection, or press **Cancel** to go back to the Ringtone screen.
- Step 7** Press  to return to the Preferences screen.
-

Adjust Contrast

Procedure

- Step 1** Press Applications .
- Step 2** Choose **Preferences > Contrast**.
- Step 3** Use the up and down arrows on the navigation pad to adjust the contrast.
- Step 4** Press **Save** to set the contrast, or press **Cancel** to exit.
-



Adjust Headset Sidetone

If your system administrator has set the Headset Sidetone Controls feature for your phone, you can specify the volume of your headset from your phone.

**Note**



The Cisco IP Phone 7811 does not support a headset.

Procedure

- Step 1** Press Applications .
- Step 2** Choose **Preferences > Headset Sidetone**.
- Step 3** Select one of the following sidetone levels:
- High
 - Normal
 - Low
 - Off
- Step 4** Press  to return to the Preferences screen.
-

Adjust Backlight

Procedure

-
- Step 1** Press **Applications**  .
- Step 2** Choose **Preferences > Backlight**.
Note The Cisco IP Phone 7811 does not support backlight.
- Step 3** Press **On** to set backlight on or press **Off** to set backlight off.
- Step 4** Press  to exit .
-

Line Settings

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can change your line settings using the Cisco Unified Communications Self Care Portal. For information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html.


Phone Services

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must subscribe to a phone service using the Self Care Portal before you access it on your phone.

For more information, contact your system administrator.

If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu.

Select a service by using one of these feature buttons:

-  (Feature button that your system administrator sets up)



Note The Cisco IP Phone 7811 does not support feature buttons.

-  Messages
-  Applications

-  Contacts

For information on Cisco Unified Communications Self Care Portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html.



Frequently Asked Questions

- [Frequently Asked Questions, page 83](#)

Frequently Asked Questions

The following section describes the FAQs.

Why don't I see the icons shown in the documentation on my phone screen?

Many of the phone screen icons are applicable only to the Cisco IP Phone 7841.

Can I use the second line on my Cisco IP Phone 7821 as a feature button?

Yes. If you do not require two phone lines, your system administrator can set up a feature on your second line.

How do I resume a call that is on hold?

To resume a call, press the Hold button, Resume softkey or Line button.

Why does my phone not wake up?

If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. You can press the Select button to wake your phone up. See your system administrator to have the sleep and wake up times changed.

What do four rings in succession mean?

The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.

What do I do if my phone displays the message Security Error?

Your phone firmware has identified an internal error. Try unplugging the phone from the power source, wait one minute, and then plug the phone back in. If the message persists, contact your system administrator.



Troubleshooting

- [Conference Button and Softkey Unresponsive, page 85](#)
- [Meet Me Conference Busy Tone, page 85](#)
- [Cannot Sign In to Personal Directory, page 86](#)
- [No Caller ID on Remote Hold, page 86](#)
- [Security Error Message, page 86](#)

Conference Button and Softkey Unresponsive

Problem

You have set up a conference call, but the Conf softkey is not available and the Conference button is unresponsive.

Possible Cause

You have reached the maximum number of conference participants.

Solution

Ask one of the participants to drop, or drop a conference participant.

Meet Me Conference Busy Tone

Problem

You hear a busy tone after you dial into a Meet Me conference.

Possible Cause

The conference host has not yet joined the conference.

Solution

Try calling back again.

Cannot Sign In to Personal Directory

Problem

You are unable to sign in to your personal directory.

Possible Cause

- You are using your password to sign in, not your personal identification number (PIN).
- Your PIN needs to be reset.

Solution

- Use your PIN, not your password.
- Contact your system administrator.

No Caller ID on Remote Hold

Problem

You have a shared line on your Cisco IP Phone 7821 and cannot see the caller ID when the remote line is on hold.

**Note**

This is applicable to the Cisco IP Phone 7821 only.

Possible Cause

This works as designed.

Solution

None.

Security Error Message

Problem

Your phone displays `Security Error`.

Cause

Your phone firmware has identified an internal error.

Solution

If the message persists, contact your system administrator.



Product Safety and Security

- [Safety and Performance Information, page 89](#)
- [FCC Compliance Statements, page 90](#)
- [Cisco Product Security Overview, page 91](#)

Safety and Performance Information

Power Outage

Power outages and other devices can affect your Cisco IP Phone.

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before you can use the Service or Emergency Calling Service dialing.

External Devices

We recommend using good-quality external devices, such as headsets, cables, and connectors, that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.



Note

Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your endpoint.

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, Cisco recommends 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].

Power Information

Connect your Cisco IP phone to your LAN using a CAT 5e Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Cisco IP phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

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 United States and local country laws governing 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 may be found at <http://www.bis.doc.gov/policiesandregulations/ear/index.htm>.



Warranty

- [Cisco One-Year Limited Hardware Warranty Terms](#), page 93

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>.

