



Cisco IP Phone 7800 Series User Guide

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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 1

Your Phone

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The Cisco IP Phone 7800 Series

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



Table 1: Cisco IP Phone 7800 Series Major Features

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

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

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

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

New and Changed Information

New Information for Firmware Release 12.1(1)SR1

No updates were required for firmware release 12.1(1)SR1.

New Information for Firmware Release 12.1(1)

Table 2: Cisco IP Phone 7800 Series User Guide Revisions for Firmware Release 12.1(1).

Revision	Updated Section
Updated for Cisco Headset 531 and Cisco Headset 532.	Cisco Headset 500 Series, on page 60

New Information for Firmware Release 12.0(1)

No updates were required for firmware release 12.0(1).

New Information for Firmware Release 11.7(1)

No user guide updates were required for firmware release 11.7(1).

New Information for Firmware Release 11.5(1)SR1

Table 3: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.5(1)SR1.

Revision	Updated Section
Updated for MLPP and Do not disturb support	Turn On Do Not Disturb, on page 22
	Prioritized Calls, on page 34
	Answer a Priority Call, on page 35

New Information for Firmware Release 11.5(1)

This User Guide has been streamlined and restructured to improve the customer experience.

Table 4: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.5(1).

Revision	Updated Section
Added the following section for Postpone a Phone Upgrade	Phone Firmware and Upgrades, on page 12

New Information for Firmware Release 11.0

This User Guide has been streamlined and restructured to improve the customer experience.

Table 5: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.0.

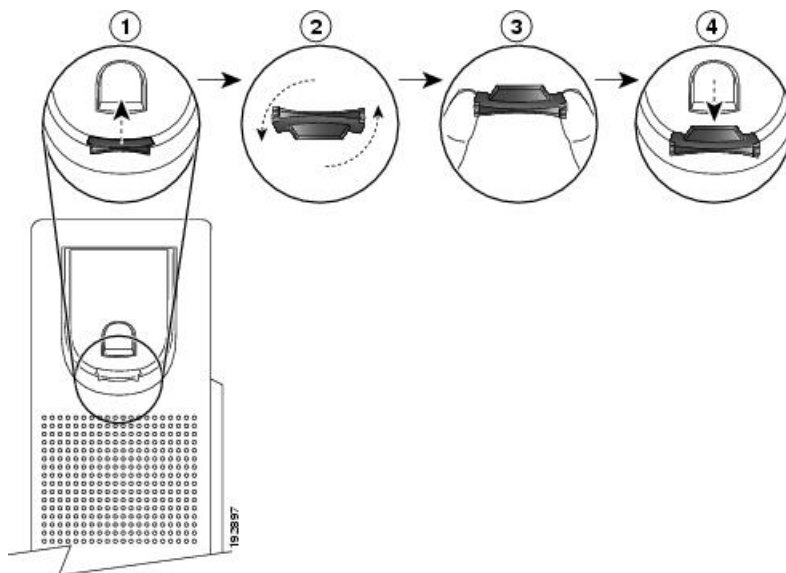
Revision	Updated Section
Added the following section for Problem Report Tool support	Report All Phone Issues, on page 15
Revised the following sections for cBarge and Barge	Shared Lines , on page 36
Revised the following sections for Do Not Disturb(DND)	Turn On Do Not Disturb, on page 22

Phone Setup

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

Adjust the Handset Rest

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



Procedure

-
- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
- Step 2** Rotate the tab 180 degrees.

- Step 3** Hold the tab between two fingers, with the corner notches facing you.
- Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
- Step 5** Return the handset to the handset rest.
-

Change the Viewing Angle of Your Phone

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

Procedure

- Step 1** Unplug the phone from the network.
- Step 2** Place the phone so that the keypad faces the desktop.
- Step 3** Grasp one side of the footstand with one hand and place your other hand on the phone.
- Step 4** Hold down the phone and pull up on the footstand.
- Step 5** Turn the footstand over.
- Step 6** Push the footstand back into the phone until the stand locks into place.
- Step 7** Place the phone upright and plug it into the network.
-

Connect to the Network

You need to connect the phone to the network.

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

Mobile and Remote Access Through Expressway—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server automatically.

Connect to Expressway

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

Before you begin

If you have been using your phone at the office or with a VPN, reset your service mode before you connect to Expressway.

If you need to connect to Mobile and Remote Access Through Expressway on-premise, restart your phone and press **Select** when prompted.

Procedure

- Step 1** Enter your activation code or service domain on the **Welcome** screen and press **Continue**.
- Step 2** Enter your username and password.
- Step 3** Press **Submit**.
-

Activate and Sign In to Your Phone

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

Sign In to Your Phone

Before you begin

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

Procedure

- Step 1** Enter your user ID in the **User ID** field.
- Step 2** Enter your PIN or password in the **PIN** or **Password** field, then press **Submit**.
-

Sign In to Your Extension from Another Phone

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

Before you begin

Get your user ID and PIN from your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility** (name can vary).
- Step 3** Enter your user ID and PIN.
- Step 4** If prompted, select a device profile.
-

Sign Out of Your Extension from Another Phone

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility**.
- Step 3** Press **Yes** to sign out.
-

Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager.

Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password.

In the Self Care portal, you can control features, line settings, and phone services for your phone.

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

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

Features	Description
Call forward	Use the number that will receive calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.
Additional phones	Specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: • Single number reach—Specify whether the additional phone should ring when someone calls your desk phone. • Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.
Speed dial	Assign phone numbers to speed-dial numbers so that you can quickly call that person.

Related Topics

[Phone Calls with Mobile Connect](#), on page 37

[Speed Dial](#), on page 18

[Forward Calls](#), on page 29

Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

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

The dial string can contain the following characters:

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

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

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



Note

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

Example

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

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.

- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

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

Related Topics

[Calls That Require a Billing Code or Authorization Code](#), on page 20

Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:

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

Figure 1: Cisco IP Phone 7800 Series Buttons and Features



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons , on page 10. The Cisco IP Phone 7811 does not have programmable feature buttons or line buttons.

3	Softkey buttons	 Access functions and services. For more information, see Softkey, Line, and Feature Buttons, on page 10 .
4	Navigation cluster	Navigation ring and Select  button. Scroll through menus, highlight items, and select the highlighted item.
5	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.
6	Speakerphone, Mute, and Headset	Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on or off. When the headset is on, the button is lit. The Cisco IP Phone 7811 does not have a Headset button.
7	Contacts, Applications, and Messages	Contacts  Access personal and corporate directories. Applications  Access call history, user preferences, phone settings, and phone model information. Messages  Autodial your voice messaging system.
8	Volume button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume(on hook).

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster to select menu items.



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

Softkey, Line, and Feature Buttons

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

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

Feature and line buttons illuminate to indicate status:

-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a 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

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

Phone Screen Features

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

Figure 2: Cisco IP Phone 7800 Screen



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

Clean the Phone Screen

Procedure

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

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

Differences Between Phone Calls and Lines

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

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

Only one call can be active at any time; other calls are automatically placed on hold.

Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

Power Requirements

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

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

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

Phone Firmware and Upgrades

Your phone comes with firmware already installed, which is specific to the call control system that your phone uses.

Occasionally, your administrator upgrades the phone firmware for you. This upgrade happens when you are not using your phone because the phone resets to use the new firmware.

Postpone a Phone Upgrade

When new firmware is available, the **Ready to upgrade** window is displayed on your phone and a timer begins a 15-second countdown. If you do nothing, the upgrade proceeds.

You can postpone your firmware upgrade for 1 hour and up to 11 times. The upgrade is also postponed if you make or receive a phone call.

Procedure

Select **Delay** to postpone a phone upgrade.

View the Progress of a Phone Firmware Upgrade

During a phone firmware upgrade, you can view the upgrade progress.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Press Applications  . |
| Step 2 | Select Phone information > Show detail . |
| Step 3 | Press Exit . |
-

Energy Savings

Your administrator can reduce the amount of power your phone screen uses when you're not using your phone.

Your administrator can set up these energy-saving levels on your phone:

- Power Save—The backlight or screen turns off when the phone is inactive for a set interval.

You can manage the backlight.

- Power Save Plus—Your phone screen turns on and off at times that are based on your work schedule. If your work hours or work days change, you can contact your administrator to reconfigure your phone.

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You see the **Select** button light up and you get a message that your phone is turning off soon. You get notifications at these intervals:

- Four rings at 10 minutes before power off
- Four rings at 7 minutes before power off
- Four rings at 4 minutes before power off
- 15 rings at 30 seconds before power off

If your phone is active, it waits until it has been inactive for a set interval before it notifies you of the pending power shutdown.

The Cisco IP Phone 7811 doesn't support Power Save or Power Save Plus.

Related Topics

[Adjust the Phone Screen Backlight](#), on page 56

Turn On Your Phone

When your phone turns off to save energy, the phone screen is blank and the **Select** button lights up.

Procedure

Press **Select** to turn your phone back on.

Additional Help and Information

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

The Cisco website (<https://www.cisco.com>) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:
<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>
- For guides in languages other than English, follow this link:
<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/tsd-products-support-translated-end-user-guides-list.html>
- For licensing information, follow this link:
<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-licensing-information-listing.html>

Accessibility Features

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

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

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

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

Troubleshooting

You may experience issues related to the following scenarios:

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

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Find Information About Your Phone

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

Procedure

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

Report Call Quality Issues

Your administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on the configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Procedure

- Step 1** Press **Report quality**.
- Step 2** Scroll and select the item that closely matches your problem.

- Step 3** Press the **Select** softkey to send the information to your system administrator.
-

Report All Phone Issues

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Phone information** > **Report**.
- Step 3** Enter the date and time that you experienced the problem in the Date of problem and Time of problem fields.
- Step 4** Select **Problem description**.
- Step 5** Select a description from the displayed list, then press **Submit**.
-

Lost Phone Connectivity

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

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

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

Cisco One-Year Limited Hardware Warranty Terms

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

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



CHAPTER 2

Calls

- [Make Calls, on page 17](#)
- [Answer Calls, on page 21](#)
- [Mute Your Call, on page 25](#)
- [Hold Calls, on page 25](#)
- [Forward Calls, on page 29](#)
- [Transfer Calls, on page 29](#)
- [Conference Calls and Meetings, on page 30](#)
- [Intercom Calls, on page 32](#)
- [Supervise and Record Calls, on page 33](#)
- [Prioritized Calls, on page 34](#)
- [Multiple Lines, on page 36](#)
- [Phone Calls with Mobile Connect, on page 37](#)

Make Calls

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

Make a Call

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

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

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

Procedure

-
- Step 1** Enter a number using the keypad.
- Step 2** Press **Speakerphone** .
-

Make a Call with a Headset

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

Procedure

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

Redial a Number

You can call the most recently dialed phone number.

Procedure

-
- Step 1** (Optional) Select a line.
- Step 2** Press **Redial**.
-

Speed Dial

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

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

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

Related Topics

[Self Care Portal](#), on page 6

[Speed-Dial Numbers](#), on page 7

Make a Call with a Speed-Dial Button

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

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

You can see all the speed-dial numbers that you add in the Self Care portal. Use the up and down buttons in the navigation cluster to scroll through your speed-dial numbers, then select a speed-dial number.

Before you begin

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

Procedure

Press a speed-dial button .

Related Topics

[Self Care Portal](#), on page 6

Make a Call With a Speed-Dial Code

Before you begin

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

Procedure

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

Related Topics

[Self Care Portal](#), on page 6

Make a Call With a Fast-Dial Button

Before you begin

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

Procedure

- Step 1** Press **Fast Dial**.
- Step 2** Sign in to Personal Directory.

- Step 3** Select **Personal Fast Dials**.
- Step 4** Select a fast-dial code and then press the **Dial** softkey.

Related Topics

[Assign a Fast-Dial Code to a Contact](#), on page 43

Dial an International Number

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

Procedure

- Step 1** Press and hold **star (*)** for at least 1 second.
- The plus (+) sign is displayed as the first digit in the phone number.
- Step 2** Enter the phone number.
- Step 3** Press **Call** or wait 10 seconds after the last key press to automatically place the call.
-

Get Notified When a Contact is Available

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

Procedure

- Step 1** Press **Callback** while you are listening to the busy tone or ring sound.
- Step 2** Press **Exit** to exit the confirmation screen.
- Step 3** When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.
-

Calls That Require a Billing Code or Authorization Code

Your administrator may require that you enter a billing code or authorization code (or both codes) after you dial a phone number. The billing code, called a Client Matter Code, is used for accounting or billing purposes. The authorization code, called a Forced Authorization Code, controls access to certain phone numbers.

When a billing code is required, the phone displays `Enter Client Matter Code`, the dialed number changes to `*****`, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`, the dialed number changes to `*****`, and you hear a special tone. For security reasons, the phone displays a `*` instead of the number entered.

When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

Related Topics

[Speed-Dial Numbers](#), on page 7

Secure Calls

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

Answer Calls

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

Answer a Call

Procedure

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

Answer Call Waiting

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

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

Procedure

-
- | | |
|---------------|---|
| Step 1 | Press the line button. |
| Step 2 | (Optional) If you have more than one call waiting, select an incoming call. |
-

Decline a Call

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

Procedure

Decline a call by performing one of the following actions:

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

Turn On Do Not Disturb

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

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

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

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

Procedure

- Step 1** Press **Do not disturb** to turn on DND.
- Step 2** Press **Do not disturb** again to turn off DND.
-

Related Topics

[Self Care Portal](#), on page 6

Answer a Coworker's Phone (Call Pickup)

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

Answer a Call Within Your Group (Pickup)

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

Procedure

- Step 1** (Optional) Press the line button.
- Step 2** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
- Step 3** Press **Answer** to connect to the call when the call rings.
-

Answer a Call from Another Group (Group Pickup)

Group pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

Procedure

- Step 1** (Optional) Press the line button.
- Step 2** Press **Group PickUp**.
- Step 3** Do one of the following actions:
- Enter the number of the phone line with the call that you want to pick up.
For example, if the call is ringing on line 12345, enter **12345**.
 - Enter the group pickup number.
- Step 4** Press **Answer** to connect to the call when the call rings.
-

Answer a Call From an Associated Group (Other Pickup)

Procedure

- Step 1** (Optional) Press the line button.
- Step 2** Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.
- Step 3** If the call rings, press **Answer** to connect to the call when the call rings.
-

Answer a Call Within Your Hunt Group

Hunt groups, also known as line groups, allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

Before you begin

You must be signed into the hunt group to receive hunt group calls.

Procedure

When a hunt group call rings on your phone, answer the call.

Sign In and Out of a Hunt Group

Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.

Procedure

- Step 1** Press **Hunt Group** to sign in.
- Step 2** Press **Hunt Group** again to sign out.
-

View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

Procedure

- Step 1** Press **Queue Status**.
- Step 2** Press **Update** to refresh the statistics.
- Step 3** Press **Exit**.
-

Answer Calls Automatically

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

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

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

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

Procedure

- Step 1** Connect your headset to your phone.

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

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

If you don't want to use your headset anymore, press the **Headset** button to turn it off, and use the handset or speakerphone instead.

Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

Procedure

Press **MCID**.

Mute Your Call

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

Procedure

Step 1 Press **Mute** .

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

Hold Calls

Put a Call on Hold

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

Procedure

Step 1 Press **Hold** .

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

Answer a Call Left on Hold for Too Long

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

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Procedure

Press the flashing amber line button or **Answer** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

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

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

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

Procedure

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

Call Park

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

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

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

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

Place a Call on Hold with Call Park

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

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

Before you begin

Your call must be active.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Press Park , and then hang up.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone. |
| Step 2 | (Optional) Communicate the parked number to the person who needs to answer the call. |
-

Retrieve a Call on Hold with Call Park

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

Before you begin

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

Procedure

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

Place a Call on Hold with Assisted Directed Call Park

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

Procedure

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

Retrieve a Call on Hold with Assisted Directed Call Park

Procedure

Press **BLF Directed Call Park**.

Place a Call on Hold with Manual Directed Call Park

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

Procedure

- Step 1** Press **Transfer** .
- Step 2** Required: Enter the directed call park number.
- Step 3** Required: Press **Transfer** again to park the call.
-

Retrieve a Call on Hold with Manual Directed Call Park

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

Before you begin

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

Procedure

- Step 1** Dial the park retrieval prefix.
- Step 2** Dial the directed call park number.
-

Forward Calls

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

There are two ways of forwarding your calls:

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

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

Procedure

-
- | | |
|---------------|---|
| Step 1 | When the line to be forwarded is inactive, press Fwd All . |
| Step 2 | Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls. |
-

Related Topics

[Self Care Portal](#), on page 6

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

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

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

Procedure

-
- | | |
|---------------|--|
| Step 1 | From a call that is not on hold, press Transfer  . |
| Step 2 | Enter the other person's phone number. |
| Step 3 | (Optional) Wait until you hear the line ring or until the other person answers the call. |
| Step 4 | Press Transfer again. |
-

Consult Before You Complete a Transfer

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

Before you begin

You have an active call that needs to be transferred.

Procedure

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

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call (7811)

Procedure

- Step 1** From an active call, press **Conference** .
- Step 2** Add the other person to the call by doing one of the following:
- Press **Calls**, select a held call, and press **Yes**.
 - Enter a phone number and press **Conference**
-

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

Procedure

- Step 1** From an active call, press **Conference** .
- Step 2** Add the other person to the call by doing one of the following:
- Select a held call and press **Yes**.
 - Enter a phone number and press **Conference**.
-

Swap Between Calls Before You Complete a Conference

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

Procedure

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

View and Remove Conference Participants

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

Procedure

- Step 1** While you are in a conference, press **Details** to view a list of participants.
- Step 2** (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.
-

Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.

Host a Meet-Me Conference

Before you begin

Get a meet-me phone number from your administrator, and distribute the number to the conference participants.

Procedure

Step 1 Lift the handset to get a dial tone and press **Meet Me**.

Step 2 Dial the meet-me phone number.

Join a Meet-Me Conference

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

Procedure

Dial the meet-me phone number that the conference host provides.

Intercom Calls

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



Note

Cisco IP Phone 7811 does not support intercom.

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

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

Make an Intercom Call

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

Procedure

- Step 1** Press **Intercom**.
- Step 2** (Optional) Enter the intercom code.
- Step 3** Listen for the intercom alert tone, and then begin speaking.
- Step 4** Press **Intercom** to end the call.
-

Answer an Intercom Call

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

Before you begin

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

Procedure

- Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.
- Step 2** Press **Intercom** to end the call.
-

Supervise and Record Calls

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.

The chaperone performs the following tasks:

- Records the call.
- Conferences in the first participant only. Other participants add people as needed.
- Ends the call.

The conference ends when the chaperone hangs up the call.

Set Up a Supervised Call

Procedure

- Step 1** Answer an incoming call.

Record is displayed if the system determines that the call must be chaperoned and recorded.

- Step 2** Press **Conference**  to create a conference call.
- Step 3** Enter the phone number for the supervisor and press **Call**.
- Step 4** Press **Conference** when the supervisor answers.
- Step 5** Press **End Call** to end the call.

Record a Call

You can record a call. You might hear a notification tone as you record the call.

Procedure

Press **Record** to start or stop recording.

Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

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

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

If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone.

When you are on a high-priority call, the priority of the call does not change when you:

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

Table 6: Multilevel Precedence and Preemption Priority Levels

MLPP icon	Priority Level
	Level 1—Priority call
	Level 2—Medium priority (Immediate) call

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

Make a Priority Call

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

Procedure

-
- Step 1** Pick up the handset.
 - Step 2** Press **PrecLevel**.
 - Step 3** Select a priority level for the call.
 - Step 4** (Optional) Enter your credentials on the authorization screen.
 - Step 5** Enter the destination number.
You see the precedence level icon on the phone screen and you hear the precedence ringback tone.
-

Answer a Priority Call

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

Procedure

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

Answer a Priority Call While on Another Call

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

Procedure

Hang up the handset.

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

Multiple Lines

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

View All Calls on Your Primary Line

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

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

Your administrator sets up this feature.

Answer the Oldest Call First

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

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

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

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

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

Procedure

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

Shared Lines

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

When you share a phone number, you can use that phone line just like any other line. Be aware of these special characteristics about shared lines:

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

Add Yourself to a Call on a Shared Line

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

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

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

Procedure

-
- Step 1** Press the line button for the shared line or select the line and press **Barge**.
- Note** You need to press **Calls** to add yourself to a call on a shared line.
- Step 2** (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.
-

Enable Privacy on a Shared Line

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

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

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

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

Procedure

-
- Step 1** Press **Privacy** to enable the feature.
- Step 2** Press **Privacy** again to turn off the feature.
-

Phone Calls with Mobile Connect

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.
- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.
- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

Related Topics

[Self Care Portal](#), on page 6

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.
-

Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

Before you begin

You need to enable Mobile Connect on your desk phone.

Procedure

-
- Step 1** Press **Mobility**.
- Step 2** Press **Select** to send a call to your mobile phone.
- Step 3** Answer the active call on your mobile phone.
-

Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

Before you begin

You need to enable Mobile Connect on your 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 within 5 to 10 seconds to resume the call on your desk phone. |
-

Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

Before you begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

-
- | | |
|---------------|---|
| Step 1 | On the mobile phone, enter the access code for the hand-off feature. |
| 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. |
-



CHAPTER 3

Contacts

- [Corporate Directory](#), on page 41
- [Personal Directory](#), on page 41
- [Cisco Web Dialer](#), on page 45

Corporate Directory

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

Dial a Contact in the Corporate Directory

Procedure

- | | |
|---------------|---|
| Step 1 | Press Contacts  . |
| Step 2 | Select Corporate Directory . |
| Step 3 | Select a search criteria. |
| Step 4 | Enter your search criteria and press Submit . |
| Step 5 | Select the contact and press Dial . |
-

Personal Directory

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

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

Related Topics

[Self Care Portal](#), on page 6

Sign In and Out of a Personal Directory

Before you begin

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

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select **Personal directory**.
- Step 3** Enter your user ID and PIN, and press **Submit**.
- Step 4** To sign out, select **Log out**, press **Select**, and then press **OK**.
-

Add a New Contact to Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book** and press **Submit**.
- Step 4** Press **New**.
- Step 5** Enter first name, last name, and optionally a nickname.
- Step 6** Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.
-

Search for a Contact in Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book**.
- Step 4** Select a search criteria.
- Step 5** Enter your search criteria and press **Submit**.
-

Call a Contact in Your Personal Directory

Procedure

-
- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select your **Personal directory** and search for an entry.
 - Step 4** Select the personal address book entry that you want to dial.
 - Step 5** Select the required fast-dial code and press **Dial**.
-

Assign a Fast-Dial Code to a Contact

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

Procedure

-
- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Address Book**.
 - Step 4** Select a search criteria.
 - Step 5** Enter the search criteria information and press **Submit**.
 - Step 6** Select the contact.
 - Step 7** Press **FastDial**.
 - Step 8** Select a number and press **Select**.
 - Step 9** Scroll to an unassigned fast-dial index and press **Submit**.
-

Call a Contact with a Fast-Dial Code

Procedure

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

Edit a Contact in Your Personal Directory

Procedure

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

Remove a Contact from Your Personal Directory

Procedure

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

Delete a Fast-Dial Code

Procedure

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

Cisco Web Dialer

You can use Cisco Web Dialer, a web browser, and your Cisco IP phone to make calls from web and desktop applications. Use your web browser and go to a website or your company directory, and then click a hyperlinked phone number to begin your call.

You need a user ID and password to make a call. Your administrator can give you this information. First-time users have to configure their preferences before a call.

For more information, see the “Cisco Web Dialer” document in <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>



CHAPTER 4

Recent Calls

- [Recent Calls List, on page 47](#)
- [View Your Recent Calls, on page 47](#)
- [Return a Recent Call, on page 48](#)
- [Clear the Recent Calls List, on page 48](#)
- [Delete a Call Record , on page 48](#)

Recent Calls List

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

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

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

View Your Recent Calls

Check to see who's called you recently.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.

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

Step 3 If you have more than one line, select a line to view.

Return a Recent Call

You can easily call someone who has called you.

Procedure

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

Clear the Recent Calls List

You can clear the Recents list on your phone.

Procedure

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

Delete a Call Record

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

Procedure

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

Step 5 Press **Delete**.

Step 6 Press **Delete** again to confirm.



CHAPTER 5

Voicemail

- [Your Voicemail Account, on page 51](#)
- [Check for New Voice Messages, on page 51](#)
- [Access Voicemail, on page 52](#)
- [Access Audio Voicemail, on page 52](#)

Your Voicemail Account

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

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

The voicemail system is not part of the phone. The voicemail system is a separate system that the phone and the call server communicate with to give you voicemail capability.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Typically, your voicemail system has a phone number that you can dial directly and then follow the prompts to log into your voice mailbox. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information and help with your voicemail commands, see the voicemail system user documentation or contact your administrator or IT department.

Check for New Voice Messages

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

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

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

Related Topics

[Self Care Portal](#), on page 6

Access Voicemail

Procedure

- Step 1** Press **Messages** .
- Step 2** Follow the voice prompts.
-

Access Audio Voicemail

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

Procedure

- Step 1** In the screen, press the **Audio** softkey.
- Step 2** When prompted, enter your voicemail credentials.
-



CHAPTER 6

Applications

- [Available Applications](#), on page 53
- [View Active Applications](#), on page 53
- [Switch to Active Applications](#), on page 53
- [Close Active Applications](#), on page 54

Available Applications

Cisco phones don't include these applications by default. But your company might have added applications such as the weather, stock information, company news, to-do lists, or similar information and services.

View Active Applications

You can easily see what applications you already have open.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Press **Exit**.
-

Switch to Active Applications

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Select a running application and press **Switch to** to open and use the selected application.

Step 4 Press **Exit**.

Close Active Applications

Procedure

Step 1 Press **Applications** .

Step 2 Select **Running applications**.

Step 3 Select a running application and press **Close app** to close the application.

Step 4 Press **Close**, then press **Exit**.



CHAPTER 7

Settings

- [Change the Ringtone, on page 55](#)
- [Adjust the Contrast, on page 55](#)
- [Adjust the Headset Feedback, on page 56](#)
- [Adjust the Phone Screen Backlight, on page 56](#)
- [Adjust the Volume During a Call, on page 57](#)
- [Adjust the Phone Ringer Volume, on page 57](#)
- [Phone Display Language, on page 57](#)

Change the Ringtone

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

Procedure

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

Adjust the Contrast

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

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

Procedure

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

Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

Headsets connect to your phone with either the USB or the auxiliary port. Depending upon your model of headset, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Settings** > **Headset sidetone**.
 - Step 3** Select a setting.
 - Step 4** Wait one minute and then reboot the phone.
-

Adjust the Phone Screen Backlight

You can adjust the backlight to make the phone screen easier to read.

Backlights are not supported on the Cisco IP Phone 7811.

Procedure

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

Adjust the Volume During a Call

If the sound in your handset, headset, or speakerphone is too loud or too soft, you can change the volume while you are listening to the other person. When you change the volume during a call, the change only affects the speaker you're using at the time. For example, if you adjust the volume while you're using a headset, the handset volume doesn't change.

Procedure



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

Adjust the Phone Ringer Volume

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

Procedure



Press **Volume** up and down to adjust the ringer volume when the phone rings.

Phone Display Language

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



CHAPTER 8

Accessories

- [Supported Accessories, on page 59](#)
- [View the Accessories Associated with Your Phone, on page 60](#)
- [Headsets, on page 60](#)

Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

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

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

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

Table 7: Accessory Support for the Cisco IP Phone 7811, 7821, 7841, and 7861

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

View the Accessories Associated with Your Phone

You can use headset jack to connect external hardware to your phone. The accessory list, by default, contains an analog headset that can be set up to enable wideband.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** (Optional) Select an accessory and press **Show detail**.
 - Step 4** Press **Exit**.
-

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

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

Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Cisco Headset 500 Series

The Cisco Headset 531 and Cisco Headset 532 are two headsets developed for Cisco IP Phones and devices. The 531 headset features a single earpiece, and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 531 and 532 can be used as standard headsets on the phones. You plug the headset into the headset port using the RJ connector.

Third Party Headsets

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.



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

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.



Note Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any headsets. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

For additional information, see https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.

**Caution**

Failure to press the cable into the channel in the phone can lead to cable damage.

Bluetooth Wireless Headsets

Cisco IP Phone 8845, 8851, 8861 and 8865 support Bluetooth. For a list of supported third party headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Bluetooth enables low-bandwidth wireless connections within a range of 66 feet (20 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. Bluetooth wireless technology operates in the 2.4 GHz band, which is the same as the 802.11b/g band. Interference issues can occur. We recommend that you:

- Use 802.11a, 802.11n, or 802.11ac that operates in the 5 GHz band.
- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.

The Cisco IP Phone uses a shared key authentication and encryption method to connect with headsets. The Cisco IP Phone can connect with up to 50 headsets, one at a time. The last connected headset is used as the default. Pairing is typically performed once for each headset.

After a device is paired, the Bluetooth connection is maintained as long as both devices (phone and headset) are enabled and within range of each other. The connection typically reestablishes itself automatically if either of the devices powers down then powers up. However, some headsets require user action to reestablish the connection.

The Bluetooth icon  indicates that Bluetooth is on, whether a device is connected or not.

Potential interference issues can occur. We recommend that you reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects. If possible, configure other 802.11 devices to use the 802.11a channels.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone. But some barriers such as walls or doors can affect the connection. Interference from other electronic devices can also affect performance.

When headsets are more than 30 feet (10 meters) away from the Cisco IP Phone, Bluetooth drops the connection after a 15- to 20-second timeout. The paired headset reconnects when it comes back into range of the Cisco IP Phone. For certain phone types that operate in power-save modes, you can wake up the headset by tapping on the operational button.

Enable the headset before you add it as a phone accessory.

The phone supports various Handsfree Profile features that allow you to use devices such as Bluetooth wireless headsets for certain tasks. For example, instead of pressing Redial on the phone, you can redial a number from the Bluetooth wireless headset by following instructions from the headset manufacturer.

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID

- Divert
- Hold and Accept
- Release and Accept

Hands-free devices have different feature activation methods. Device manufacturers may also use different terms when referring to the same feature.

**Important**

Only one headset type works at any given time. If you use both a Bluetooth headset and an analog headset that are attached to the phone, enabling the Bluetooth headset disables the analog headset. To enable the analog headset, disable the Bluetooth headset. Plugging a USB headset into a phone that has Bluetooth headset enabled disables both the Bluetooth and analog headset. If you unplug the USB headset, you can either enable the Bluetooth headset or disable the Bluetooth headset to use the analog headset.

For information about how to use your Bluetooth wireless headset, see:

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 User Guide for Cisco Unified Communications Manager*
- User Guides provided with your headset

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported wireless headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Refer to your wireless headset documentation for information about connecting the headset and using the features.

Standard Headsets

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connector.

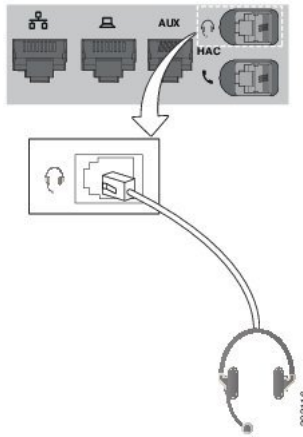
Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

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

Figure 3: Standard Headset Connection



Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Set Up a Wideband Standard Headset

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

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories > Analog headset > Setup**.
- Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
- Step 4** Press **Return** .

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Refer to your wireless headset documentation for information about connecting the headset and using its features.

Enable an E-Hookswitch Headset

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, you enable it on the Cisco Unified Communications Manager.

Procedure

- Step 1** Press **Applications** .
- Step 2** Navigate to **Settings > E-Hookswitch connected**.
- Step 3** Select **Yes**.
-

Swap Headsets While on a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device. The Bluetooth headset takes priority over wired headset, so audio is sent or received from Bluetooth headset and there will be no audio on wired headset.
- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
-



CHAPTER 9

Product Safety and Security

- [Safety and Performance Information, on page 67](#)
- [Compliance Statements, on page 68](#)
- [Cisco Product Security Overview, on page 71](#)
- [Important Online Information, on page 71](#)

Safety and Performance Information

Power Outage

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

External Devices

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

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

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

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

**Caution**

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

Ways to Provide Power to Your Phone

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

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

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

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect 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

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.



EU Authorized Representative:
Edgard Vangeel
Cisco Systems Belgium
De Kleetlaan 6A
B 1831 Diegem
Belgium

390226

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Avis de Conformité Canadien

Ce dispositif est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement de ce dispositif est autorisé sous réserve des deux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Compliance Statement for Argentina

Advertencia

No utilizar una fuente de alimentación con características distintas a las expresadas ya que podría ser peligroso.

Compliance Information for Brazil

Art. 6º - 506

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

For more information, go to this URL: <http://www.anatel.gov.br>

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Site Anatel: <http://www.anatel.gov.br>

Compliance Information for China

Class A Warning Statement

This statement applies to the Cisco IP Conference Phone 8832NR.

声明：此为A级UC系统产品附件(中国大陆)，在生活环境中，该产品可能会造成无线电干扰，在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Compliance Information for Mexico

IFETEL: RCPCICP18-0445



Approval: NYCE/CT/0125/18/TS

CP-8832-K9 and CP-8832-W-K9

Compliance Information for Russia

Eurasia Customs Union Mark (Russia, Belarus, Kazakhstan)



FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

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

Cisco Product Security Overview

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

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/7800-series/regulatory_compliance/RCSI-0312-book.pdf

