Cisco IP Phone 7800 Series Multiplatform Phones User Guide

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C O N T E N T S

Your Phone

The Cisco IP Phone 7800 Series

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

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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 Features

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User, on page 70
Updated the topic with the new **Display recents from** option to support XSI call logs improvement	View Your Recent Calls, on page 49
Added a new topic to support XSI call logs improvement	View Calls Logs from BroadWorks XSI Server, on page 50
Updated the topic with the new **Missed** softkey to support XSI call logs improvement	Return a Recent Call, on page 51
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call, on page 28
Updated the topic with icons for call forwarding and DND to support DND and call forward indication for a non-selected line	Forward Calls, on page 33 Turn On Do Not Disturb, on page 29
Updated the topic to support XSI caller ID blocking	Block Caller ID , on page 62
Added a new topic to support username and password collection on HTTP authentication challenge	Set Up Profile Account, on page 69
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone, on page 59
Added a new topic to support audio equalizers to customize audio for handset and headset (acoustic audio)	Specify an Audio Device for a Call, on page 68

Revisions	New or Changed Sections
Updated the topic to support screen saver type lock removal	Change the Screen Saver, on page 64 Configure the Screen Saver with the Phone Web Page, on page 65

New and Changed for Firmware Release 11.1(2)

Feature	New or Changed Sections
Emergency Call Support	Make an Emergency Call, on page 24
Reverse Name Lookup	Administrators enable and disable this feature. For information about this feature, see Reverse Name Lookup for Incoming and Outgoing Calls, on page 48.

New and Changed for Firmware Release 11.1(1)

Revision	Updated Section
Adjust Contrast with a slider	Adjust the Phone Screen Contrast, on page 67
Call Recording Support	Record a Call, on page 36
Instant Message and Presence Contacts Presence	Instant Message and Presence Contacts, on page 36 Presence, on page 37 Make a Call to an IM and Presence Contact, on page 37 Change Your Presence State, on page 37
Call Center Support	Call Center Features, on page 39
XSI Call Logs - Server All Calls menu	View Your Recent Calls, on page 49

New and Changed Features for Firmware Release 11.0(1)

Revision	Updated Section
Configure a line key to perform a speed dial either with a VID or without a VID	Use the Line in Focus for Speed-Dial Calls, on page 26
Perform a check to confirm whether the call is made with the current focusing line	Use the Line in Focus to Check Speed-Dial Calls, on page 27
A star code is added to Conference hard key from the phone web page	Conference with a Star Code, on page 35
Logo can be added as phone background	Add a Logo as a Phone Background, on page 66

New and Changed Features for Firmware Release 11.0

Revision	Updated Section
Added voicemail setup on Your Phone.	Set Up Voicemail on Your Phone, on page 55
Added viewing customization state on the phone	View the Customization State on the Phone, on page 18
Added DND Star Code support	Turn On or Turn Off DND Using a Star Code, on page 29
Added guest sign-in support	Sign in to a Phone as a Guest, on page 9
Added creating a contact from a call history record	Create a Contact From a Recents Record, on page 52
Added adding a user password	Set a Password on Initial Phone Boot Up, on page 8
Added change display mode	Change the Display Mode, on page 63
Added forwarding a call in specific situations in configuration utility	Forward a Call in Specific Situations with the Phone Web Page, on page 33
Added forwarding calls in specific situations from your phone	Forward Calls in Specific Situations from Your Phone, on page 60
Added set up voicemail on your phone	Set Up Voicemail on Your Phone, on page 55
Added viewing line status	View the Line Status, on page 20
Added viewing network status	View the Network Status, on page 19
Added viewing phone status	View the Phone Status, on page 19
Added viewing profile rule	Set the Profile Rule on the Phone, on page 10
Added viewing reboot history	View the Reboot History, on page 21
Added viewing the transaction status	View the Transaction Status, on page 20
Added support for adding a new contact in personal directory in configuraiton utility page	Add a New Contact to Your Personal Address Book with Phone Web Page, on page 47
Added assigning ringtone with Configuration Utility	Assign a Ring Tone to an Extension with the Phone Web Page, on page 60
Updated call forward feature	Forward Calls, on page 33

Revision	Updated Section
Updated personal address book with additional features	Personal Address Book, on page 46 Add a New Contact to Your Personal Address Book, on page 46 Search for a Contact in Your Personal Address Book, on page 47 Call a Contact in Your Personal Address Book, on page 47 Edit a Contact in Your Personal Address Book, on page 47 Remove a Contact from Your Personal Address Book, on page 48
Updated enhancement of BroadSoft Directory editing	Edit Your Contact Type in Your Broadsoft Directory, on page 44 Edit Your BroadSoft Directory Name, on page 44 Edit the Server Name of Your BroadSoft Directory, on page 45 Edit User ID of Your BroadSoft Directory, on page 45 Edit Your BroadSoft Directory Password, on page 45
Updated voicemail support	Check for New Voice Messages
Updated Shared Line support	Shared Lines, on page 39
Updated Enhanced Line Mode support	Softkey, Line, and Feature Buttons, on page 14 Navigation, on page 14 Differences Between Phone Calls and Lines, on page 16
Updated call history support	Recent Calls List, on page 49
Updated screensaver support	Change the Screen Saver, on page 64
Updated Problem Report Tool support	Report All Phone Issues, on page 21
Updated DND support	Turn On Do Not Disturb, on page 29 Turn on Do Not Disturb for a Specific Line, on page 61

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

Revision	Updated Section
Added Multicast paging support	Page a Group of Phones (Multicast Paging), on page 38

New and Changed Features for Firmware Release 10.4(1)

Revision	Updated Section
Added Speed-Dial support on a line key	Configure a Speed Dial on a Line Key, on page 26 Remove a Speed Dial from a Line Key, on page 26
Added Provisioning Authority support	Sign into Your Extension from Another Phone (Extension Mobility), on page 8 Sign out of Your Extension from Another Phone, on page 9
Added Busy Lamp Field support	Monitor a Coworker's Line, on page 10

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.
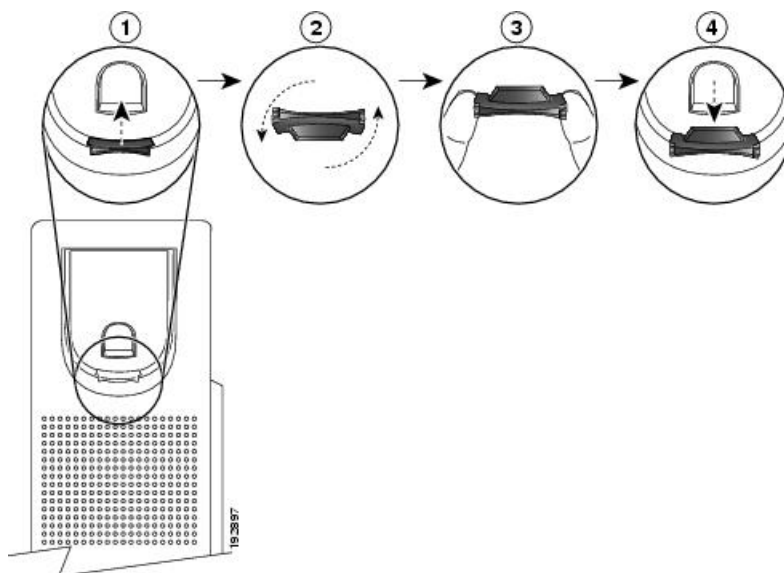
Procedure

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 telephone network.

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

Set a Password on Initial Phone Boot Up

The first time your phone boots up, you may be prompted to set a password. If you are not prompted, your administrator has created a password for you.

Procedure

Step 1 Enter your password in the **New password** and **Reenter new password** fields.

Step 2 Press **Save**.

Sign into Your Extension from Another Phone (Extension Mobility)

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

Before you begin

Your administrator configures provisioning authority.

Procedure

Step 1 Press **Sign in**.

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

The password field allows two input methods: alphanumeric and numeric. While you type in the password, you see the **Options** softkey on the phone. Use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry. Your administrator configures the password input method on the phone web page.

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign in to a Phone as a Guest

Your phone has a guest account when your administrator enables hoteling on your phone. You can then sign in to a different phone in your network as a guest.

Procedure

Step 1   Press **Sign in**.

Step 2   Enter your user ID and password.

The password field uses two types of input methods; alphanumeric and numeric. While you type in the password, you see **Options** softkey on the phone. You can use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry.

Step 3   Press **Save**.

Note   An administrator can set up a phone to make emergency calls. Whenever you sign in as a guest to a registered phone, the phone transfers a request to obtain the location of the phone. The location is sent to the emergency services when you make an emergency call.

Sign Out of a Phone as a Guest

Procedure

Step 1   Press **Guest Out**.

Step 2   Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1	Press **Applications** ⚙ .
Step 2	Select **Device administration** > **Profile rule**.
Step 3	Press **Resync**.

Monitor a Coworker's Line

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

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

- A green LED—Monitored line is available.

- A red LED—Monitored line is busy.

- A red fast blinking LED—A call is ringing to the monitored line.

- An amber LED—A configuration error occurred when this feature was being set up.

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

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

Table 2: Busy Lamp Field Icons

	Busy Lamp Field	Busy Lamp Field and Speed Dial	Busy Lamp Field and Call Park	Busy Lamp Field and Call Pickup	Busy Lamp Field, Speed Dial, and Call Pickup	Busy Lamp Field, Speed Dial, and Call Park	Busy Lamp Field, Call Pickup, and Call Park	Busy Lamp Field, Speed Dial, Call Pickup, and Call Park
Idle	○	○	○	📞	⁼📞	⁼📞	📞	⁼📞
Alerting	●	⁼📞	●	📞	📞	⁼📞	📞	📞
In use	●	⁼📞	●	📞	⁼📞	⁼📞	📞	⁼📞

	Busy Lamp Field	Busy Lamp Field and Speed Dial	Busy Lamp Field and Call Park	Busy Lamp Field and Call Pickup	Busy Lamp Field, Speed Dial, and Call Pickup	Busy Lamp Field, Speed Dial, and Call Park	Busy Lamp Field, Call Pickup, and Call Park	Busy Lamp Field, Speed Dial, Call Pickup, and Call Park
Call parked	-	-	☎	-	-	☎	☎	☎
Error	✖	✖	✖	✖	✖	✖	✖	✖

Phone Web Page

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

In the phone web page, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.

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

The following table describes some specific features that you configure using the phone web page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the phone web page to set up more complicated call forward functions, for example, when your line is busy.
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.
Ringtone	You assign a ringtone to a specific line.
Personal directory contact	You add a contact to your personal directory with phone web page.

Related Topics

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#**.

Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:

- Cisco IP Phone 7811 No buttons on either side of the screen

- Cisco IP Phone 7821 Two buttons on the left side of the screen

- Cisco IP Phone 7841 Two buttons on either side of the screen

- Cisco IP Phone 7861 16 buttons at the right edge of the phone

The following figure shows the Cisco IP Phone 7841.

Figure 1: Cisco IP Phone 7800 Series Buttons and Features

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions. For more information, see SoftKey, Line, and Feature Button on page 13. 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 Button on page 13.
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 between lines. Use the inner **Select** button of the Navigation cluster to select 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 initiate or answer a call or resume a held call. You can also use a line key to open and close the call session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

- Green—Line is idle.

- Red, steady—Line is active or in use.

- Red, flashing—Line is on hold or there is an inbound call.

- Amber, steady—Line is unregistered (cannot be used).

Some functions can be set up 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.
	When you select a line which has more than two registered lines, a black box highlight around the selected line is displayed. There will be no highlight for an active call.
	Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when line is inactive.

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.

- Calls—Each line can support multiple calls. By default, your phone supports two connected calls per line, but your administrator can adjust this number according to your needs.

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

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

Power Requirements

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

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

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

Energy Savings

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

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

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

Related Topics

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/
  ip-phone-7800-series-multiplatform-firmware/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/
  ip-phone-7800-series-multiplatform-firmware/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/
  ip-phone-7800-series-multiplatform-firmware/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 **Status** > **Product Information**.

You can view the following information:

Product name— Model number of the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

Software version—Version number of the Cisco IP Phone firmware.

Hardware version—Version number of the Cisco IP Phone hardware.

Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.

Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.

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

View the Customization State on the Phone

After the RC download from the EDOS server completes, you can view the customization state of a phone on the screen.

Here are the descriptions of the remote customization states:

- Open—The phone has booted for the first time and is not configured.

- Aborted—Remote Customization is aborted due to other provisioning, for example, DHCP options.

- Pending—The profile has been downloaded from the EDOS server.

- Custom-Pending—The phone has downloaded a redirect URL from the EDOS server.

- Acquired—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.

- Unavailable—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was `200 OK`.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Product information** > **Customization**.

Step 3   Press **Back**.

View the Network Status

Procedure

Step 1   Press **Applications** .

Step 2   Select **Status** > **Network Status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Netwrok (LAN) connection that the phone uses.

- **Network status**—Indicates if the phone is connected to a network.

- **IPv4**—IP address of the phone. You can see information on IP address, VLAN ID, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

- **IPv6**—IP address of the phone. You can see information on IP address, VLAN ID, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

- **MAC address**—Unique Media Access Control (MAC) address of the phone.

- **Host name**—Displays the current host name assigned to the phone.

- **Domain**—Displays the network domain name of the phone. Default: cisco.com

- **Switch port link**—Status of the switch port.

- **Switch port config**—Indicates speed and duplex of the network port.

- **PC port config**—Indicates speed and duplex of the PC port.

- **PC port link**—Indicates speed and duplex of the PC port.

View the Phone Status

Procedure

Step 1   Press **Applications** .

Step 2   Select **Status** > **Phone Status** > **Phone Status**.

You can view the following information:

- **Elapsed time**—Total time elapsed since the last reboot of the system

- **Tx (Packets)**—Transmitted packets from the phone.

• **Rx (Packets)**—Received packets from the phone.

View the Status Messages on the Phone

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Status messages**.

You can view a log of the various phone statuses since provisioning was last done.

Note   Status messages reflect UTC time and are not affected by the timezone settings on the phone.

Step 3   Press **Back**.

View the Line Status

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Phone status** > **Line status**.

You can view the status of each line on the phone.

View the Transaction Status

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.

You can view the following information:

• **Transaction status**

• **Protocol**

View the Reboot History

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Reboot history**.

You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.

Report All Phone Issues

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Status** > **Report problem**.

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

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

Step 5   Select **Problem description**.

Step 6   Select a description from the displayed list.

Step 7   Press **Submit**.

Factory Reset the Phone from Phone Web Page

You can restore your phone to its original manufacturer settings from the phone web page. After you reset the phone, you can reconfigure it.

Procedure

Enter the URL in a supported web browser and click **Confirm Factory Reset**

Identify Phone Issues with a URL in the Phone Web Page

When the phone doesn't work or doesn't register, a network error or any misconfiguration might be the cause. To identify the cause, add a specific IP address or a domain name to the phone admin page. Then, try to access so that the phone can ping the destination and display the cause.

Procedure

In a supported web browser, enter a URL that consists of your phone IP address and the destination IP that you want to ping. Enter the URL using the format:

`http:/<Phone IP>/admin/ping?<ping destination>`, where:

<Phone IP> = actual IP address of your phone.

/admin = path to the access admin page of your phone.

<ping destination> = any IP address or domain name that you want to ping.

The ping destination allows only alphanumeric characters, '-', and "_" (underscores). Otherwise the phone shows an error on the web page. If the *<ping destination>* includes spaces, the phone uses only the first part of the address as the pinging destination.

For example, to ping the 192.168.1.1 address:

`http://<Phone IP>/admin/ping?192.168.1.1 cisco.com`

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.

Calls

Make Calls

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

Make a Call

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

Procedure

Enter a number and 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.

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** 🎧.

Make an Emergency Call

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.

Note   If your call disconnects, the emergency services can call you back.

Before you begin

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Procedure

Enter the emergency number and lift the handset.

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

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

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

Related Topics

Assign a Speed-Dial Code from the Phone Screen

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

Procedure

Step 1	Press **Applications** ⚙ .
Step 2	Select **Speed dial**.
Step 3	Scroll to an unassigned speed-dial index.
Step 4	Press **Edit** and do one of the following:
	• Enter the name and number.
	• Select **Option** > **Select from contact** to select a contact from the address book.
Step 5	Press **Save**.

Make a Call with a Speed-Dial Code

Before you begin

Set up speed-dial codes on the phone web page or from your phone screen.

Procedure

Enter the speed-dial code and press **Call**.

Configure a Speed Dial on a Line Key

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

Before you begin

Go to the web page and disable the line key that will become the speed dial key.

Procedure

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

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

Step 3 Click **Save**.

Remove a Speed Dial from a Line Key

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

Procedure

Step 1 Press a line key that has a speed dial configured for at least two seconds.

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

Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line.

If a line key is configured without VID, you can configure a speed-dial key to use the line in focus.

Procedure

Step 1 Configure a speed-dial key without using VID.

Step 2 Change the focus to the line that you prefer.

Step 3 Press the speed-dial key to make a call.

The call is made with the line in focus.

If the existing number of calls on the line in focus is equal to the value set in the **Call Appearances Per Line** field in the phone web page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus.

Procedure

Step 1   Configure a speed-dial key without using VID.

Step 2   Change the focus to the line that you prefer.

Step 3   Press the speed-dial key to make a call.

The call is made with the line in focus.

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.

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

Press the flashing red line button.

Answer Call Waiting

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

Procedure

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

Step 2 Press the line button.

Decline a Call

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

Procedure

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**.

Silence an Incoming Call

You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call.

Before you begin

Your administrator configures the **Ignore** softkey on your phone.

Procedure

Silence the incoming call by any of the methods:

- Press the **Ignore** softkey. When you press this softkey the softkey disappears from the phone screen, and, is restored again during the next incoming call.

- Press the Volume button down. If you press this button again, the ringer volume decreases.

The ringer volume is restored during the next incoming call.

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

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

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

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

When a line key has both feature key sync and DND enabled, the icon is displayed next to the line key label.

Procedure

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

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

Related Topics

Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the phone web page.

Procedure

Step 1   To turn on DND, dial the star code provided by your administrator.

Step 2   To turn off DND, dial the star code provided by your administrator.

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.

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

Use the:

- Flashing red line button
- Flashing message indicator on the handset
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

Press **Hold** ⏸ or **Resume** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press the line button for the held call, then press **Resume** to resume that call and place the other call on hold automatically.

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

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

Procedure

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

Call Park

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

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

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

Before you begin

Your call must be active.

Procedure

Step 1	Press **Park**. Your phone plays a recorded message that asks for the number of the parked call.
Step 2	(Optional) If you have call park configured on a key expansion module, press the call park line key.
Step 3	Enter the number and press **Pound (#)**.
Step 4	(Optional) Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

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

Before you begin

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

Procedure

Step 1	Press **Unpark**.
Step 2	(Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.
Step 3	(Optional) If you have call park configured on a key expansion module, press the call park line key.
Step 4	Enter the number where the call is parked followed by **Pound (#)**. You can also enter **Pound (#)** to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.

Forward Calls

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

If a line is enabled with feature key sync and call forward on it, the call forward ⚊ icon is displayed next to the line key label.

There are two ways of forwarding your calls:

- Forward all calls

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

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

Procedure

Step 1	Press **Fwd All** on any idle line from which you want to forward your calls.
Step 2	Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
Step 3	Press **Dial** to forward all calls to the specified number.

Related Topics

Phone Web Page, on page 11
Forward Calls in Specific Situations
Turn On Call Forward for All Lines

Forward a Call in Specific Situations with the Phone Web Page

Use the phone web page to set up your phone to forward all calls during specific situations, such as when your phone is busy.

You can also set up call forward from your user preferences.

Procedure

Step 1	On the phone web page, click **User Login** > **Voice** > **User**.
Step 2	Under **Call Forward** section, set the **Cfwd Settings** to **Yes** and enter a phone number for each of the call forwarding services that you want to enable:

- **Cfwd All Dest**—Forwards all calls.

- **Cfwd Busy Dest**—Forwards calls only if the line is busy.

- **Cfwd No Ans Dest**—Forwards calls only if the line is not answered.

• **Cfwd No Ans Delay**—Assigns a response delay time.

If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 3   Click **Submit All Changes.**

Related Topics

Settings, on page 59

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before 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   (Optional) Press the line key to return to the held call.

Step 5   Press **Transfer** again.

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to.

Before you begin

You have an active call that needs to be transferred.

Procedure

Step 1	From a call that is not on hold, press **Transfer** .
Step 2	Enter the phone number for the party you want to transfer.
Step 3	When the other person answers, you can talk to them.
Step 4	(Optional) Press the line key to return to the held call.
Step 5	(Optional) Press the line key to return to the transfer target phone number.
Step 6	Press **Transfer** again.

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

Step 1	From an active call, press **Conference** .
Step 2	Enter the phone number for the party you want to add and press **Dial**.
Step 3	Press **Conference**.

Conference with a Star Code

Press the **Conference** button only once to combine many active calls into a conference and talk to several people in a single call.

Before you begin

Your administrator has added a star code to the **Conference** button from the phone web page.

Procedure

Step 1	Make a call from a line and wait for an answer.
Step 2	Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.
Step 3	Press **Conference** only once.

All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active calls.

Record a Call

When you're on an active call, you can record it. You might hear a notification tone as you record the call.

During a recording, you see different icons in different recording state. You see the icons on the Calls screen and also on the line key on which you are recording a call.

During a recording, you see different recording icons on the Calls screen. The icon depends on the recording state:

Table 3: Recording Icons

Icon	Meaning
◉	Recording in progress
◉	Recording in (7811)
◉	Recording paused
◼◉	Recording paused (7811)

Before you begin

Your administrator enables your phone with call recording.

Procedure

Step 1	Press **Record** while on an active call.
Step 2	(Optional) While recording is in progress, you can press **PauseRec** to pause the recording.
Step 3	(Optional) Press **ResumeRec** to resume the recording.
Step 4	(Optional) Press **StopRec** to stop the recording.
Step 5	Press **End Call** to end the call.

Instant Message and Presence Contacts

Instant message and presence (IM&P) contacts display their presence information. You can see if the person is available, busy, or unavailable, or if the person does not want to be disturbed.

You use the UC-One Communicator to manage your lists of contacts. Your phone gets your lists of contacts from the UC-One Communicator server.

When you use the phone, the phone sends status information to the UC-One Communicator.

Presence

Your company may use the "UC-One Communicator" service and integrate it with the phone. You can use this service to display the status of your contacts.

On the phone, your status is displayed on the status line of the phone. You see one of the following:

- Available
- Away
- Do Not Disturb
- Offline

For more information on the "UC-One Communicator" service, see the Broadsoft documentation.

Make a Call to an IM and Presence Contact

When you call someone on your IM&P contacts, their presence state is displayed in your call history.

Procedure

Step 1	Press **Contacts** 📖.
Step 2	Select **IM&P**.
Step 3	Select a directory.
Step 4	Select an entry.
	The entry shows the status of your contact.
Step 5	(Optional) Press **Detail** to view the contact details and press **Back** to return to the contacts list.
Step 6	Press **Call**.

Change Your Presence State

Because the phone is always available, you need to set your presence manually on the phone.

Procedure

Step 1	Press **Contacts** 📖.
Step 2	Press **Presence**.
Step 3	Select your presence from the list.

- Available—You can take a call.
- Away—You have stepped away from the phone for a short time.

  - Do not disturb—You don't want to take a call.
  - Offline—You are not available to take calls. Typically, you use this presence when you leave the phone for long periods of time.

Page a Group of Phones (Multicast Paging)

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

Procedure

Dial the number of the paging group.

Multiple Lines

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

View All Calls on 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.

Shared Lines

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

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

Add Yourself to a Call on a Shared Line

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

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

Call Center Features

Your administrator configures your phone as a call center phone.

Sign In as a Call Center Agent

When you're ready to start your work as a call center agent, you sign into the phone and set your status.

Procedure

Step 1	Press **AgtSgnIn**.
Step 2	Press **Agt status**.
Step 3	Highlight the **Available** status.

Step 4   Press **Select**.

Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to **Wrap-up**.

Procedure

Press **AgtSgnOut**.

Change Your Status as a Call Center Agent

From time to time, you may need to take a brief break. To do that, change your status so that calls will not ring on your phone.

Procedure

Step 1   Press **Agt status**.
Step 2   Highlight the **Unavailable** status.
Step 3   Press **Select**.
Step 4   Press **Agt status**.
Step 5   Highlight the **Available** status.
Step 6   Press **Select**.
Step 7   Highlight the **Wrap-up** status.
Step 8   Press **Select**.

Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone are ready to accept call center calls. Before you answer a call, you see information about the call.

Procedure

Step 1   When you receive a call, you will see the call information page, press **Back** to exit and then press **Answer** to accept it.
Step 2   Press **Call Info** to see the call details.

Step 3   At the end of the call, press **End call**.

Hold an Agent Call

When you are on a call center call, you can put the caller on hold and return to the call. While the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

Procedure

Step 1   Press **Hold**.

Step 2   When you are ready to return, select the held call and press **Resume**.

Set a Disposition Code While on a Call Center Call

You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed.

Before you begin

Your administrator enables your phone to add a disposition code.

Procedure

Step 1   Press **Disp code**.

Step 2   Press **Ok**.

Trace a Call

You can trace an active call and the last incoming call in any agent status.

Before you begin

Your administrator enables your phone to trace a call.

Procedure

From an active call or after a call, press **Trace**.

Escalate a Call to a Supervisor

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller.

Before you begin

Your administrator enables emergency escalation on your phone.

Procedure

Step 1	From an active call, press **Emergency**.
Step 2	In the **Emergency Escalation** window, click **OK**.

You can enter preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.

C H A P T E R 3

Contacts

Corporate Directory

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

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

Dial a Contact in the Corporate Directory

Procedure

Step 1   Press **Contacts** ▮▮.

Step 2   Select the directory name that you have defined.

Step 3   Select a search criteria.

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

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

Broadsoft Directory

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

Search for a Contact in Your BroadSoft Directory

Before you begin

Your administrator set the **Directory Type** as Enterprise, Group, or Personal on the phone Configuration Utility page.

Procedure

Step 1 Press **Contacts** ▥.

Step 2 Select **BroadSoft directory**.

Step 3 Select a search criteria.

- In BroadSoft Enterprise or Group directory, you can search a contact by Last Name, First Name, User ID, Number, Extension, Department, or Email address.

- In BroadSoft Personal directory, you can search a contact by Name or Number.

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

Edit Your Contact Type in Your Broadsoft Directory

Procedure

Step 1 Press **Contacts** ▥.

Step 2 Select the **Broadsoft directory**.

Step 3 Press **Option**.

Step 4 Select **Edit settings**.

Step 5 Select the **Type** field.
You can select Enterprise, Group, or Personal as your Broadsoft Directory contact type.

Step 6 Press **Save** to apply the change.

Edit Your BroadSoft Directory Name

Procedure

Step 1 Press **Contacts** ▥.

Step 2 Select the **Broadsoft directory**.

Step 3 Press **Option**.

Step 4 Select **Edit Settings**.

Step 5 Edit the **Directory Name** field.

Step 6   Press **Save** to apply the change.

Edit the Server Name of Your BroadSoft Directory

Procedure

Step 1   Press **Contacts** .

Step 2   Select the **Broadsoft directory**.

Step 3   Press **Option**.

Step 4   Select **Edit Settings**.

Step 5   Select **Host Server**.

Step 6   Press **Edit** and modify the server entry.

Step 7   Edit the **Host Server** field.

Step 8   Press **Save** to apply the change.

Edit User ID of Your BroadSoft Directory

Procedure

Step 1   Press **Contacts** .

Step 2   Select the **Broadsoft directory**.

Step 3   Press **Option**.

Step 4   Select **Edit Settings**.

Step 5   Select **UserID**.

Step 6   Press **Edit** and modify the user id of your Broadsoft Directory.

Step 7   Press **Apply** to save the change.

Step 8   Edit the **User ID** field.

Step 9   Press **Save** to apply the change.

Edit Your BroadSoft Directory Password

Procedure

Step 1   Press **Contacts** .

Step 2   Select the **Broadsoft directory**.

Step 3   Press **Option**.

Step 4   Select **Edit Settings**.

Step 5 Select **Password**.

Step 6 Press **Edit** and modify the entry.

Step 7 Press **Apply** to save the change.

Step 8 Edit the **Password** field.

Step 9 Press **Save** to apply the change.

LDAP Directory

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

Search for a Contact in Your LDAP Directory

Procedure

Step 1 Press **Contacts** [ ].

Step 2 Select **LDAP directory**.

Step 3 Enter your search criteria.
You can search by first name and last name of a contact.

Step 4 Press **Submit**.

Personal Address Book

Add a New Contact to Your Personal Address Book

Procedure

Step 1 Press **Contacts** [ ].

Step 2 Select **Personal address book**.

Step 3 Press **Add** or you can press the **Select** button.

Step 4 Enter a name and at least one phone number.

Step 5 Select a custom ringtone for the contact.

Step 6 Press **Save** to add the entry to your personal directory.

Add a New Contact to Your Personal Address Book with Phone Web Page

Procedure

Step 1 On the phone web page, select **User Login** > **Personal Directory**.

Step 2 Click **Add to Personal Directory**.

Step 3 Add name, work number, mobile number, and home number.

Step 4 Click **Submit All Changes**.

Search for a Contact in Your Personal Address Book

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal address book**.

Step 3 Select **Option** > **Search**.

Step 4 Enter the address entry to search for, and press **Submit**.

You can only search by name (case insensitive). Search by number is not supported.

Call a Contact in Your Personal Address Book

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal address book** and search for an entry.

Step 3 Select the personal address book entry that you want to dial.

Step 4 Press **Call**.

Edit a Contact in Your Personal Address Book

Procedure

Step 1 Press **Contacts** .

Step 2   Select **Personal address book** and search for an entry.

Step 3   Select the entry you want to change.

Step 4   Press **Edit**.

Step 5   Modify the entry information.

Step 6   Press **Save** to modify a phone number.

Remove a Contact from Your Personal Address Book

Procedure

Step 1   Press **Contacts** .

Step 2   Select **Personal address book**.

Step 3   Select **Search address entry**.

Step 4   Select the address entry and press **Option** > **Delete** to delete the entry.

Reverse Name Lookup for Incoming and Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transfer call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts. Reverse name lookup needs a valid LDAP Directory or XML Directory configuration.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts

2. Call History

3. LDAP Directory

4. XML Directory

Recent Calls

Recent Calls List

Use the Recents list to see the 180 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.

View Your Recent Calls

Check to see who's called you recently.

Note

Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1   Select a line to view.

Step 2   Press **Applications** ⚙.

Step 3   Select **Recents**.

Step 4   Press **Select**.

Step 5   Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

To view calls in the **Display recents from** option, see .

Step 6   Press **Select**.

View Calls Logs from BroadWorks XSI Server

You can view a separate list for the BroadWorks XSI server call logs and for the local call logs, depending on your selection.

Before you begin

Your administrator adds the **Display recents from** menu on your phone.

Procedure

Step 1   Select a line to view.

Step 2   Press **Applications** ⚙.

Step 3   Select **Recents**.

Step 4   Select **Display recents from** and choose one of the options.

- **Server**: Displays call logs stored on and transferred from the server.
- **Phone**: Displays call logs stored on the phone.

Step 5   Click **Set**.

You can view all calls, missed calls, received calls, and placed calls list.

Return a Recent Call

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Recents**.
Step 3	Select the call record that you want to dial.
	If there is a missed call on a line, you can use the **Missed** softkey to access the **Missed calls** screen.
Step 4	(Optional) Press **Edit call** to edit the call record.
Step 5	Press **Call**.

Clear the Recent Calls List

Procedure

Step 1	Select a line to view.
Step 2	Press **Applications** ⚙.
Step 3	Select **Recents**.
Step 4	Press **Select**.
Step 5	Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

Step 6	Press **Select**.
Step 7	Press **Delete list**.
Step 8	Press **Delete**.

Create a Contact From a Recents Record

Procedure

Step 1   Display a Recents record.

Step 2   Press **Option**.

Step 3   Press **Add to address book**.

Delete a Call Record

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   Press **Select**.

Step 4   Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

Step 5   Press **Select**.

Step 6   Highlight the individual record or call group that you want to delete.

Step 7   Press **Delete entry**.

Step 8   Press **Delete** again to confirm.

Delete All Call Records

You can delete all call history records on your phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   Select **Option** > **Delete all**.

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

Delete All Call Records

Voicemail

Your Voicemail Account

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

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

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

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

Set Up Voicemail on Your Phone

If your administrator has not set up your voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1   Press **Applications**.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Enter your voicemail phone number in **Voice mail**.

Step 4   Press **Set**.

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.

- An exclamation mark (!) indicates urgent voicemail messages.

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

Access 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.

Phone Behavior with Voicemail Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to Voicemail.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED Off	-
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

Phone Behavior with Voicemail and Missed Call Configuration Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to **Voicemail, Missed Call**.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone.
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User interacts with the phone and calls the voicemail to retrieve a message.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	No event	LED Off	-

Settings

Change the Ringtone

You can set a ringtone for an incoming call.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Ringtone** > **Ext (n) - Ring tone**, where n= extension number.

Step 3   Scroll through the list of ringtones and press **Play** to hear a sample.

Step 4   Press **Select** softkey and then **Set** softkey to save a selection.

Assign a Ring Tone to an Extension with the Phone Web Page

Procedure

Step 1   On the phone web page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension.

Step 2   Under **Call Feature Settings**, use the **Default Ring (n)** drop-down list box to specify one of the following:

- No Ring

- Choose one of the available ring tones

Step 3   Click **Submit All Changes**.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy.

Before you begin

Call forwarding must be enabled on your phone before you can forward your calls in specific situations.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Select **On** to enable call forwarding.

Step 4   Enter a phone number for each of the call forwarding services that you want to enable:

- **Forward all number**—Forwards all incoming calls to a target phone number.
- **Forward busy number**—Forwards all incoming calls to a target phone number when the primary line is active.
- **Forward no answer number**—Forwards an incoming call that is not answered.
- **Fwd no answer delay**—Assigns a response delay time.

  If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 5   Press **Set**.

Turn on Do Not Disturb for a Specific Line

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

Procedure

Step 1   Press **Applications** ⚙.

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

Step 3   Select a specific line from the list.

Step 4   Press **On** to turn on DND or press **Off** to turn off DND.

Step 5   Press **Set** to save the setting.

Turn on DND from the Phone Web Page

Procedure

Step 1   On the phone web page, select **User Login** > **Voice** > **User**.

Step 2   Under **Supplementary Services**, set **DND Settings** to **Yes**.

Step 3   Click **Submit All Changes**.

Block an Anonymous Call

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Block anonymous call**.

Step 3   Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.

Step 4   Press **Set** to save the setting.

Block Caller ID

You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy.

Before you begin

Your administrator enables Block CID feature on your phone.

Your administrator enables Block CID feature on the XSI BroadWorks server.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Select **Block caller ID**.

Step 4   Press **Select** to toggle caller ID blocking on or off.

If your administrator enables the block caller ID feature on the XSI Broadwords server, your phone retrieves the value from the server and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone.

Step 5   Press **Set** to save the change.

Secure a Call

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Secure Call**.

Step 3   Select **On** to enable secure call feature or select **Off** to disable the secure call feature.

Step 4   Press **Set** to save the setting.

Set Up an Auto Answer Page

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Auto answer page**.

Step 3   Press **On** to enable the Auto answer page or press **Off** to disable Auto answer page.

Step 4   Press **Set** to save the changes.

Set Up Voicemail

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Call preferences** > **Voice mail**.

Step 3   Enter a phone number to check voicemail.

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

Step 4   Press **Set** to confirm the assigned number.

Change the Display Mode

This feature is supported on Cisco IP Phone 7821, 7841, and 7861.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Attendant console preferences** > **Display mode**.

The following options are available:

- **Name**

- **Ext**

- **Both**

Step 3   Choose the display mode and press **Set**.

Change the Time Format

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Date/Time** > **Time format**.

To set daylight savings, select **Device administration** > **Date/Time** > **Daylight savings**. Press **On** to turn on the daylight savings and press **Off** to turn it off.

Step 3   (Optional) Select **Device administration** > **Date/Time** > **Time zone**.

Step 4   Select a time format and press **Set** to apply the changes.

Change the Date Format

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Date/Time** > **Date format**.

Step 3   Select a date format and press **Set** to apply the changes.

Change the Screen Saver

You can enable your phone screen saver, and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Screen preferences**.

Step 3   Select **Screen saver**, and press **Select** to toggle the screen saver on or off.

Step 4   Select **Screen saver settings** to choose the settings:

- **Screen saver type**—Choose one of the following options:

    - **Clock**—Displays a rounded clock with the wallpaper in the background.

    - **Download Picture**—Displays a picture pushed from the phone web page.

    - **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the pone web page.

- **Trigger interval**—Enter the number of seconds that the phone remains idle before the screen saver turns on.

- **Refresh interval**—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

Step 5   Press **Set**.

Configure the Screen Saver with the Phone Web Page

You can configure a screen saver for the phone. When the phone is idle for a specified time, it enters screen saver mode.

Any button press returns the phone to normal mode.

Procedure

Step 1   On the phone web page, select **Voice** > **User**.

Step 2   In the **Screen** section, set up the fields as described in the following table.

Parameter	Description
Screen Saver Enable	Select **Yes** to enable a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode. Default: No
Screen Saver Type	Types of screen saver. Options you can choose: • **Clock**—Displays a digital clock on a plain background. • **Download Picture**—Displays a picture pushed from the phone webpage. • **Logo**: Displays a logo on the phone screen. Add a logo image in the **Logo URL** field.

Parameter	Description
Screen Saver Wait	Amount of idle time before screen saver displays. Enter the number of seconds of idle time to elapse before the screen saver starts. Default: 300
Picture Download URL	URL locating the (.png) file to display on the phone screen background. If you select picture as as screensaver type, this image displays as a screensaver on the phone screen. When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.
Logo URL	Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.

Step 3   Click **Submit All Changes**.

Add a Logo as a Phone Background

To add a logo icon as your phone screen background, add it from phone web page.

Procedure

Step 1   On the phone web page, select **User Login** > **Voice** > **User**.

Step 2   In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved.

Step 3   Click **Submit All Changes**.

After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear.

Adjust the Phone Screen Contrast

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User preferences** > **Screen preferences** > **Contrast level**.
Step 3	Press the Navigation cluster up or down to increase or decrease the brightness.
Step 4	Press **Save**.

Adjust the Phone Screen Backlight

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

Backlights are not supported on the Cisco IP Phone 7811.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User preferences** > **Backlight timer**.
Step 3	Press **Edit** to change the backlight mode.
Step 4	Press **On** to turn the backlight on or press **Off** to turn the backlight off. You can also select a time from the list to set a duration for which the backlight will remain on.
Step 5	(Optional) Select a time from the list to set a duration that the backlight remains off. You can also select the option to set the backlight always on.
Step 6	Press **Select** to apply the selected backlight mode.

Adjust the Backlight Timer from Phone Web Page

You can save energy by disabling the backlight on each phone at a preset time. The phone's desktop remains visible, even with the backlight off.

Procedure

Step 1	On the phone web page page, select **User Login** > **Advanced** > **Voice** > **User**.
Step 2	Under **Screen**, select a duration for the **Back Light Timer** parameter.

Step 3   In the **LCD Contrast** field, enter a number for the desired brightness.

Specify an Audio Device for 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 time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **User preferences** > **Audio preferences** > **Preferred audio device**.

Step 3   Press **Select** to choose one of the options:

- **None**—Selects the last used audio device.
- **Speaker**—Selects the speakerphone as the audio device.
- **Headset**—Selects a headset as the audio device.

Step 4   Press **Set** to save the selection.

Set Language

Depending upon how your phone is configured, you may be able to change the language used by your phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Device administration** > **Language**.

Step 3   Select a language from the list of available languages.

Step 4   Select **Save**.

Set Password

Reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Before you begin

You must have your existing password.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Device administration** > **Set password**.
Step 3	Enter your current password in the Old password field.
Step 4	Enter your new password in the New password and the Reenter new password fields.
Step 5	Select **Save**.

Set Up Profile Account

You can collect the authentication credentials for provisioning when the phone encounters HTTP or HTTPS 401 authentication error for the first time. You use the **Profile account setup** screen to collect the credentials.

There are two ways to trigger the **Profile account setup** screen. The screen can be triggered when there is a HTTP or HTTPS 401 authentication error for the first time. If the user misses or ignores the automatically popup screen, it can also be triggered through the phone LCD menu.

When the phone fails to sign in, contact your administrator.

Before you begin

Your administrator enables the profile account feature on your phone.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Device administration** > **Profile account setup**. Your username and password are displayed. These fields are blank if your username and password are not added before.
Step 3	Press **Sign in** to save your user name and password.
	Note If any of the username field or the password field is empty phone displays a grey **Sign in** softkey. The user can't press the softkey in such case.
Step 4	(Optional) Enter a new user name and password if you want to login with another set of credentials.

Add Multiple Locations for a BroadWorks XSI User

You can add multiple locations to your phone extension. This allows an incoming call to seamlessly be moved from your phone to other mobile phones or desk phones that are added to your extension.

Before you begin

Your administrator has enabled the Anywhere feature on the extension.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **User preferences** > **Call preferences**.
Step 3	Select **Anywhere**.
Step 4	(Optional) Select a line if BroadWorks Anywhere is configured on multiple lines.
Step 5	Add contact number and name in the **Locations** screen. Maximum length of a name that you can enter is 25. You can also keep the **Name** field empty. Maximum length of a number that you can enter is 20.
Step 6	Enable or disable the location.
Step 7	Press **Save** to add the locations to the **Locations** list.

Accessories

- Supported Accessories, on page 71
- Headsets, on page 71

Supported Accessories

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

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

Table 4: Accessory Support for the Cisco IP Phone 7800 Series

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

Headsets

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.

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 connecter.

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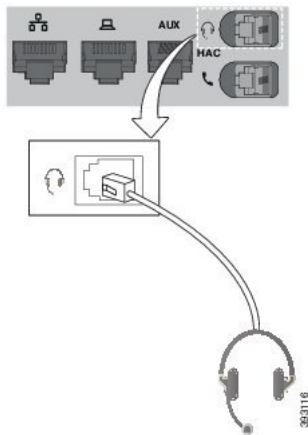
Caution	Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

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.

Swap Headsets While on a Call

You can connect an analog headset or a wireless headset to you phone. You cannot connect both the headsets simultaneously to your phone.

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 wireless headset to the phone, you can make your wireless headset the preferred audio device.

- When you connect only an analog headset to the phone, you can 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.

Product Safety and Security

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

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

Compliance Statements

Compliance Statements for the European Union

CE Marking

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

CE

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

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 caracteristícas 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

NOM NYCE

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