



## QUICK START



## Cisco IP Phone 7811, 7821, 7841, and 7861

- 1 Dial
- 2 Answer
- 3 Hold
- 4 Transfer
- 5 Conference
- 6 Mute
- 7 Voicemail
- 8 Decline
- 9 Forward All
- 10 Call History
- 11 Directories
- 12 Shared Lines
- 13 Settings
- 14 Navigation
- 15 Tips



**Note** For best results, print on 8.5 x 14" (legal-sized) paper.

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



## 1 Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

### Redial the Last Number

To redial on your primary line, press **Redial**. To redial on a secondary line, press the line button and then press **Redial**.


### Dial On-Hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, **Call**, Headset , Speakerphone , or the Select button.

### Speed Dial

Enter a speed-dial item number and press **SpeedDial**. Or, press the **down** arrow on the Navigation ring when the phone is idle, scroll to a speed-dial item, and press the **Select** button or **Call**. You may also have speed dials assigned to some buttons on your phone.

## 2 Answer

The new call indicators are: a flashing amber line button, an animated icon  and caller ID, and a flashing red light on your handset.




To answer the call, lift the handset. Or, press the flashing amber line button, **Answer**, the unlit headset button, or the speakerphone button.

### Answer with Multiple Lines


If you are on a call when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

Your administrator sets up your phone to support one call per line or multiple calls per line.

## 3 Hold


1. Press **Hold** . The hold icon  appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold** .

## 4 Transfer


1. From an active call (not on hold), press **Transfer** .
2. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or softkey before or after the recipient answers. The transfer completes.

### Transfer Across Lines

You can transfer a call from one line to another without remaining on the call yourself. The Cisco IP Phone 7811 does not support transfer across lines.

1. From an active call (not on hold), press **Transfer** .
2. Press the line button for the other (held) call. The transfer completes.


## 5 Conference

1. From an active call (not on hold), press **Conference** .
2. Make a new call.
3. Press the **Conference** button or softkey before or after the party answers. The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

### Conference Across Lines

You can combine two calls on two lines into a conference. You are included in the conference. The Cisco IP Phone 7811 does not support conference calls on separate lines.


1. From an active call (not on hold), press **Conference** .

2. Press the line button for the other (held) call.

### View and Remove Participants

During a conference, press **Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.


## 6 Mute

1. On an active call, press **Mute** . The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

## 7 Voicemail

New message indicators are: a solid red light on your handset, a stutter dial tone (if available), and the "New Voicemail" message and icon.


### Listen to Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

## 8 Decline

Press **Decline** when the call is ringing, active, or on hold. Decline redirects an individual call to voicemail or to another number set up by your system administrator.

## 9 Forward All




1. To forward calls received on your primary line to another number, press **Fwd All**.
2. Enter a phone number or press **Messages**  to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd Off**.

To set up forwarding remotely or on a secondary line, access your Cisco Unified Communication Manager Self Care portal or User Options web pages. Contact your system administrator for details.

# 10 Call History

Your phone displays the last 150 missed, placed, and received calls.

## View Your Call History

1. Perform one of the following actions:
  - When the phone is idle, press **Recents**.
  - Press **Applications**  and choose **Recents**.
2. Choose a line to view.
3. To view details for a call, scroll to the call, press **more**, and then press **Details**.
4. To return to your call history, press **Back** .
5. To exit the Applications menu, press **Applications** .

## View Your Missed Calls

1. View your call history.
2. Press **Missed**.


## View All Calls

When the phone is idle and all menus closed, press the **up** arrow on the Navigation ring.

## Dial From Your Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button or the **Select** button.  
To edit a number before dialing, press **more** > **EditDial**.

# 11 Directories

1. Press **Contacts** .
2. Choose a directory.
3. Use your keypad to input search criteria.
4. Press **Submit**.
5. To dial, scroll to a listing and press **Dial**.

# 12 Shared Lines

If you share a line with a coworker, the line button indicates call activity on the shared line:

- Flashing amber: There is an incoming call on the shared line. You or your coworker can answer the call.
- Solid red line button: Your coworker is talking on the shared line.
- Flashing red line button: Your coworker put a call on hold on the shared line. You or your coworker can resume the call.


# 13 Settings

## Volume


The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time. Pressing multiple times lowers the ringer volume.

## Ringtone

1. Press **Applications** .
2. Choose **Preferences** > **Ringtone**.
3. (Optional) Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

## Screen contrast

1. Press **Applications** .
2. Choose **Preferences** > **Contrast**.
3. Press the Navigation ring up or down to adjust the contrast.
4. Press **Save**.

# 14 Navigation

## Where Are My Line Buttons?

Line buttons on the Cisco IP Phone 7821, 7841, and 7861 are located on both sides of the phone screen. The Cisco IP Phone 7811 does not have line buttons.

Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

## Where Are My Softkeys?

Four softkey buttons are located below the phone screen. You can press ... (when available) to reveal additional softkeys.

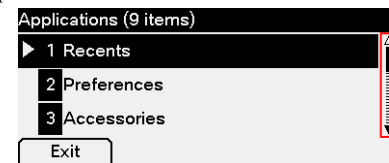


## How do I scroll in a list or menu?

Press **up** or **down** on the Navigation ring.



A scroll bar on the screen indicates your relative position within a list.




## How Do I Select an Item?

With the item highlighted, press the Select button. Or, use your keypad to enter the corresponding item number.



## How Do I Exit a Menu?

To close a menu from any level, press the corresponding feature button.

To go back one level in a menu, press **Exit** or **Back** .


# 15 Tips

## How Can I Manage Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls:

- Ringing call: Flashing amber
- Connected call: Solid green
- Held call: Flashing green
- Shared line in-use remotely: Solid red
- Shared line on hold remotely: Flashing red

## How Do I Use My Headset?

If you handle a lot of calls and wear a headset, keep the headset button  lit and use softkeys to go on- and off-hook. With the headset button lit, your headset serves as the primary audio path instead of the speakerphone or handset.

The Cisco IP Phone 7811 does not support a headset.

## What Does the Swap Softkey Do?

**Swap** allows you to toggle between calls and consult privately with each party before completing a transfer or conference.

## How Do I Set Up Speed Dials?

To set up speed dials and customize a variety of features and settings for your phone, use a web browser on your computer to access your Cisco Unified Communications Manager Self Care portal or User Options web pages.

## Where Can I Find the User Guide?

[http://www.cisco.com/en/US/products/ps13220/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps13220/products_user_guide_list.html)

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