Cisco IP Phone 7800 Series User Guide

First Published: 2015-11-25

Last Modified: 2021-04-01

CONTENTS

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.

Figure 1: The Cisco IP Phone 7800 Series

The following table shows the major features for the Cisco IP Phone 7800 Series.

Table 1: Cisco IP Phone 7800 Series Major Features

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

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

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

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

New and Changed Information

New and Changed Information for Firmware Release 14.0(1)

Table 2: New and Changed Information

Feature	New or Changed
Hunt Group Enhancements	Recent Calls List, on page 55
New Menu Setting for the Cisco Headset 500 Series	Change Your Headset Ringer Settings, on page 78
Headset Upgrade Progress Indicator	Update Your Cisco Headset Firmware With a Cisco IP Phone, on page 78

New and Changed Information for Firmware Release 12.8(1)

The following table shows the changes made for Firmware Release 12.8(1).

Table 3: Cisco IP Phone 7800 Revisions for Firmware Release 12.8(1)

Feature	New or Changed Content
Simplify Extension Mobility Login with a Cisco Headset 500 Series	Sign into Extension Mobility with Your Cisco Headset, on page 11 Associate Your Headset with Your User Information
Phone Data Migration	Replace Your Existing Phone with a New Phone, on page 9

New and Changed Information for Firmware Release 12.7(1)

The following table shows the changes made for Firmware Release 12.7(1).

Table 4: Cisco IP Phone 7800 User Guide Revisions for Firmware Release 12.7(1)

Revision	Updated Section
Updated for Select Key LED and Energy Savings.	Energy Savings, on page 20 Turn Off the Select Key LED for Energy Save Mode, on page 62
Updated for E-hook.	Enable Electronic Hookswitch Control on Your Phone, on page 79
Updated for hunt group calls on Call Alert	Answer a Call Within Your Hunt Group, on page 30
Cisco Headset 500 Series Firmware Release 1.5 Change	Erase All Bluetooth Pairings, on page 77
General changes	In certain circumstances, users who dialed a number that was busy received the reorder tone. With this release, the user hears the busy tone. New section Phone Icons, on page 17

New and Changed Information for Firmware Release 12.6(1)

The following table shows the changes made for Firmware Release 12.6(1).

Table 5: Cisco IP Phone 7800 User Guide Revisions for Firmware Release 12.6(1)

Revision	Updated Section
Added a section about sharing a network connection between phone and computer.	Share a Network Connection with Your Phone and Computer, on page 7

New and Changed Information for Firmware Release 12.5(1)SR3

All references into Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

The following table shows the changes made for Firmware Release 12.5(1)SR3.

Table 6: Cisco IP Phone 7800 User Guide Revisions for Firmware Release 12.5(1)SR3

Revision	Updated Section
Added support for Reset Headset Settings	Reset Cisco Headset Settings from Your Phone, on page 78
New topic	Phone Keypad Characters, on page 15
New topic	Share a Network Connection with Your Phone and Computer, on page 7

New and Changed Information for Firmware Release 12.5(1)SR2

No user guide updates were required for Firmware Release 12.5(1)SR2.

Firmware Release 12.5(1)SR2 replaces Firmware Release 12.5(1) and Firmware 12.5(1)SR1. Firmware Release 12.5(1) and Firmware Release 12.5(1)SR1 have been deferred in favor of Firmware Release 12.5(1)SR2.

New and Changed Information for Firmware Release 12.5(1)SR1

All references into Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

The following table shows the changes made for Firmware Release 12.5(1)SR1.

Table 7: Cisco IP Phone 7800 User Guide Revisions for Firmware Release 12.5(1)SR1

Revision	Updated Section
Connect with Activation Code Onboarding	Connect with Activation Code Onboarding, on page 8
Cisco Headset 561 and 562 Multibase	Cisco Headset 561 and 562 with Multibase, on page 72

New and Changed Information for Firmware Release 12.5(1)

All references into Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

The following table shows the changes made for Firmware Release 12.5(1).

Table 8: Cisco IP Phone 7800 User Guide Revisions for Firmware Release 12.5(1)

Revision	Updated Section
Whisper Paging on Cisco Unified Communications Manager Express	Intercom Calls, on page 39
Disable handset so audio path can be kept on headset	Audio Path Selection, on page 23
Cisco Headset 561 and 562	Cisco Headset 500 Series, on page 67

New and Changed Information for Firmware Release 12.1(1)SR1

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

New and Changed Information for Firmware Release 12.1(1)

The following table shows the changes made for Firmware Release 12.1(1).

Table 9: Cisco IP Phone 7800 Series User Guide Revisions for Firmware Release 12.1(1).

Revision	Updated Section
Updated for Cisco Headset 531 and Cisco Headset 532.	Cisco Headset 500 Series, on page 67

New and Changed Information for Firmware Release 12.0(1)

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

New and Changed Information for Firmware Release 11.7(1)

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

New and Changed Information for Firmware Release 11.5(1)SR1

The following table shows the changes made for Firmware Release 11.5(1)SR1.

Table 10: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.5(1)SR1.

Revision	Updated Section
Updated for MLPP and Do not disturb support	Turn On Do Not Disturb, on page 28 Prioritized Calls, on page 41 Answer a Priority Call, on page 42

New and Changed Information for Firmware Release 11.5(1)

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

The following table shows the changes made for Firmware Release 11.5(1).

Table 11: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.5(1).

Revision	Updated Section
Added the following section for Postpone a Phone Upgrade	Phone Firmware and Upgrades, on page 19

New and Changed Information for Firmware Release 11.0

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

The following table shows the changes made for Firmware Release 11.0(1).

Table 12: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.0(1).

Revision	Updated Section
Added the following section for Problem Report Tool support	Report All Phone Issues , on page 22

Revision	Updated Section
Revised the following sections for cBarge and Barge	Shared Lines , on page 44
Revised the following sections for Do Not Disturb(DND)	Turn On Do Not Disturb, on page 28

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

Phone Setup

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.

Figure 2: Adjust the Handset Rest
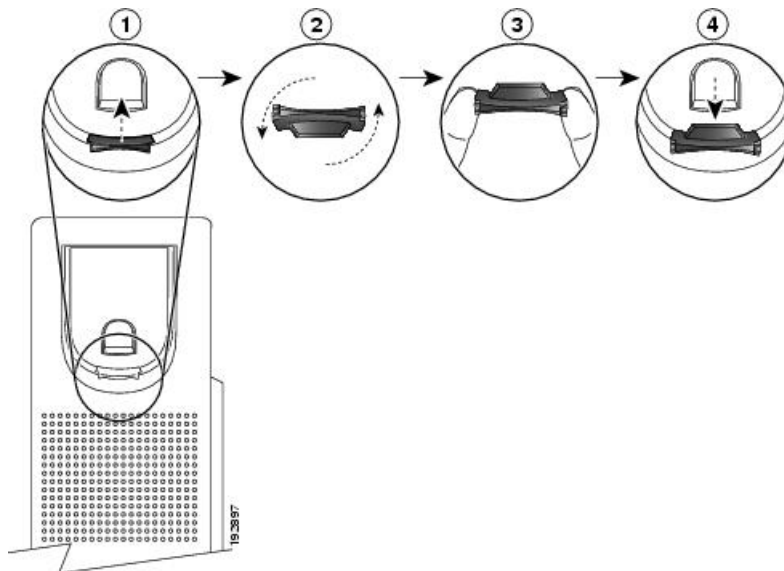
Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Change the Viewing Angle of Your Phone

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

Procedure

Step 1 Unplug the phone from the network.

Step 2 Place the phone so that the keypad faces the desktop.

Step 3 Grasp one side of the footstand with one hand and place your other hand on the phone.

Step 4 Hold down the phone and pull up on the footstand.

Step 5 Turn the footstand over.

Step 6 Push the footstand back into the phone until the stand locks into place.

Step 7 Place the phone upright and plug it into the network.

Connect to the Network

You need to connect the phone to the network.

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

After connecting the phone to the network, your phone may be set up for:

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

Share a Network Connection with Your Phone and Computer

Both your phone and your computer must connect to your network to function. If you only have one Ethernet port, then your devices can share the network connection.

Before you begin

Your administrator must enable the PC port in Cisco Unified Communications Manager before you can use it.

Procedure

Step 1   Connect the phone SW port to the LAN with an Ethernet cable.

Step 2   Connect your computer to the phone PC port with an Ethernet cable.

Connect with Activation Code Onboarding

If your network has been configured to support this feature, then you can use Activation Code Onboarding to connect to your company's phone network.

Enter an Activation Code

Activation codes are used to set up your new phone. They can only be used once, and expire after 1 week. Contact your administrator if you don't know your code or if you need a new one.

Procedure

Step 1   Enter your activation code on the activation screen.

Step 2   Press **Submit**.

Connect to Expressway

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

Before you begin

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

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

Procedure

Step 1   Enter your activation code or service domain on the **Welcome** screen and press **Continue**.

Step 2   Enter your username and password.

Step 3   Press **Submit**.

Change the Service Mode

When your phone connects to the existing server, you hear a beep tone that exists for 5 seconds. You also view an alert message window which indicates that you can change the service mode to Huron.

Procedure

Step 1 To change the service mode:

- Press the **Select** key on the phone.
- Select **Settings** > **Admin Settings** > **Reset Settings** > **Service Mode**.

Your phone deactivates your VPN, and then restarts.

Step 2 Press **Reset** to change the service to Huron.

Step 3 Press **Cancel** to retain the existing service.

Replace Your Existing Phone with a New Phone

You can change your phone model. The change can be required for a number of reasons, for example:

- You have updated your Cisco Unified Communications Manager (Unified CM) to a software version that doesn't support the phone model.

- You wants a different phone model from their current model.

- Your phone requires repair or replacement.

Limitation: If the old phone has more lines or line buttons than the new phone, the new phone doesn't have the extra lines or line buttons configured.

The phone reboots when the configuration is complete.

Before you begin

Your administrator needs to set up Cisco Unified Communications Manager to enable the phone migration.

You need a new phone that hasn't been connected to the network or previously configured.

Procedure

Step 1 Power off the old phone.

Step 2 Power on the new phone.

Step 3 If prompted, enter your activation code.

Step 4 Select **Replace an existing phone**.

Step 5 Enter the primary extension of the old phone.

Step 6 If the old phone had a PIN assigned, enter the PIN.

Step 7 Press **Submit**.

Step 8 If you have several devices, select the device to replace from the list and press **Continue**.

Activate and Sign In to Your Phone

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

Sign In to Your Phone

Before you begin

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

Procedure

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

Sign In to Your Extension from Another Phone

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

Before you begin

Get your user ID and PIN from your administrator.

Procedure

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

Sign Out of Your Extension from Another Phone

Procedure

Step 1	Press **Applications** ⚙.

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

Sign into Extension Mobility with Your Cisco Headset

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

You plug your Cisco Headset 500 Series into someone else's phone. The headsets need to use the Y-cable to access this feature.

If your headset is not mapped to your user id, the first time you perform this procedure, phone may prompt you to map the headset to your ID and the Cisco Unified Communications Manager maps the headset to your user record. The prompt depends on configuration settings for the phone. When your headset is mapped to you, the phone gets your user ID, based on the headset serial number, and displays your ID in the Extension Mobility sign in screen.

Note   If the headset is upgrading or you're on a call, the association can't be made. Wait until the upgrade is finished or the call is finished before you perform this procedure.

When you unplug the headset, you are signed out of Extension Mobility after a delay unless you confirm the sign-out.

You are also automatically signed out of Extension Mobility after a predetermined inactivity time.

Before you begin

A headset firmware upgrade can't be in progress.

The phone must be idle.

Procedure

Step 1	Plug your headset into the phone.
Step 2	If prompted, enter your user ID and PIN to map the headset to your user information.
Step 3	In the Extension Mobility screen, enter your user ID and PIN, and press **Submit**.
Step 4	If prompted, select a device profile.
Step 5	When finished, unplug your headset.
Step 6	Press **Sign out**.

Related Topics

Associate Your Headset with Your User Information

Self Care Portal

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

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

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

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

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

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

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

Table 13: Features Available on the Self Care Portal

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

Related Topics

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.

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

Example

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

- You need to dial **9** for an outside line.

- You want to call **5556543**.

- You need to input the authorization code **1234**.

- You need to input the billing code **9876**.

- You must wait for 4 seconds.

- After the call connects, you must dial the extension **56789#**.

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

Related Topics

Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:

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

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

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

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

Figure 3: Cisco IP Phone 7800 Series Buttons and Features

The following table describes the Cisco IP Phone 7800 Series buttons and hardware.

Table 14: Cisco IP Phone 7800 Series Buttons and Features

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons, on page 16. The Cisco IP Phone 7811 does not have programmable feature buttons or line buttons.
3	Softkey buttons	Access functions and services. For more information, see Softkey, Line, and Feature Buttons, on page 16.

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. When the headset is on, the button islit. To leave headset mode, you pick up the handset or select **Speakerphone** 🔈. 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).

Phone Keypad Characters

The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**), **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

Table 15: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? -_ & %
Zero (0)	(space) , ! ^ ' " |
Asterisk (*)	+ * ~ ` < >

Keypad Key	Special Characters
Pound (#)	# $ £ □ \ ( ) { } [ ]

Navigation

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

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

Softkey, Line, and Feature Buttons

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

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.

- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.

   - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.

   - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status.

- Green, steady LED—Active call or two-way intercom call

- Green, flashing LED—Held call

- Amber, steady LED—Privacy in use, one-way intercom call, or logged into a Hunt Group

- Amber, flashing LED—Incoming call or reverting call

- Red, steady LED—Remote line in use (shared line or Line Status) or Do Not Disturb (DND) active

- Red, flashing LED—Remote line on hold

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

Phone Screen Features

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

Figure 4: Cisco IP Phone 7800 Screen
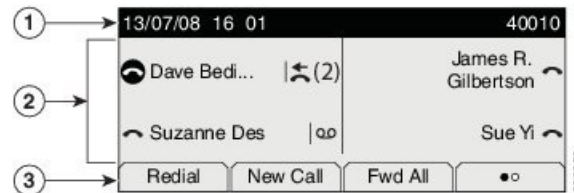
The following table describes the Cisco IP Phone screen components.

Table 16: Cisco IP Phone Screen Information

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

Phone Icons

Your phone screen displays many icons. This section gives images of the common icons

Icons are in color or grayscale, depending on the screen.

Lines

Icon	Description
	Line/Directory Number
	Speed dial
	Intercom
	Held call

Icon	Description
	Active call

Shared Lines

Icon	Description
	Incoming call on shared line.
	Shared line active by another user.

Recents

Icon	Description
	Incoming call
	Outgoing call
	Missed call

Clean the Phone Screen

Procedure

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

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

Differences Between Phone Calls and Lines

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

- Lines—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.

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

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

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

Power Requirements

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

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

Phone Firmware and Upgrades

Your phone comes pre-installed with firmware that is specific to the call control system.

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

Postpone a Phone Upgrade

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

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

Procedure

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

View the Progress of a Phone Firmware Upgrade

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

Procedure

Step 1 Press **Applications** .

Step 2 Select **Phone information** > **Show detail**.

Step 3 Press **Exit**.

Energy Savings

Your administrator can reduce the amount of power your phone screen uses with the following options:

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

- You can manage the backlight.

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

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

- Four rings at 10 minutes before power off

- Four rings at 7 minutes before power off

- Four rings at 4 minutes before power off

- 15 rings at 30 seconds before power off

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

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

Related Topics

Turn On Your Phone

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

Procedure

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

Additional Help and Information

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

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

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

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

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

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

• For licensing information, follow this link:

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

Accessibility Features

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

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

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

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

Troubleshooting

You may experience issues related to the following scenarios:

• Your phone cannot communicate with the call control system.

• The call control system has communication or internal problems.

• Your phone has internal problems.

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

Find Information About Your Phone

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

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **Phone information**.

Step 3 (Optional) Press **Show detail** to view the active load information.

Step 4 Press **Exit**.

Report Call Quality Issues

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

- Immediately report an audio problem on a current call.

- Select a general problem from a list of categories and choose reason codes.

Procedure

Step 1	Press **Report quality**.
Step 2	Scroll and select the item that closely matches your problem.
Step 3	Press the **Select** softkey to send the information to your system administrator.

Report All Phone Issues

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

Procedure

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

Lost Phone Connectivity

Sometimes your phone loses its connection to the phone network. 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. But, you don't have access to all normal phone features because some functions require information from the call control system. For example, 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

Audio Path Selection

When you make or receive a call, the audio path goes to the last device used by you, either the handset, the headset, or the speakerphone. The following list describes each scenario:

- Pick up the handset when you make or answer a call, and all of your calls are routed to your handset until you select **Headset** or **Speakerphone** .

- Select **Headset** when you make or answer a call, and all of your calls are routed to your headset until you pick up the handset or select **Speakerphone** .

  If your administrator sets your headset as the audio path on your phone, then you can remove the handset and use your headset. This is ideal for anyone who prefers the convenience of a headset. But you must still select **Headset** the first time you handle a call.

- Select **Speakerphone** when you make or answer a call, and all of your calls are routed to your speakerphone until you pick up the handset or select **Headset** .

Make Calls

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

Make a Call

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

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

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

Procedure

Step 1   Enter a number using the keypad.

Step 2   Press **Speakerphone** .

Make a Call with a Standard Headset

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

Procedure

Step 1   Plug in a headset.

Step 2   Enter a number using the keypad.

Step 3   Press **Headset** .

Redial a Number

You can call the most recently dialed phone number.

Procedure

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

Speed Dial

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

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

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.

- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

Related Topics

Self Care Portal, on page 12
Speed-Dial Numbers, on page 13

Make a Call with a Speed-Dial Button

Each phone model has a specific number of lines available for phone features. Each feature requires one line to function so not all lines are available for speed-dial numbers. Some lines could be used for other features. If you add more speed-dial numbers than available lines, the remaining speed-dial numbers do not display on your phone.

For example, if you add 10 speed-dial numbers but your phone has 7 lines available then only 7 speed-dial numbers display on the phone.

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

On the Cisco IP Phone 7800 Series, you can use the navigation cluster to view all your speed-dial numbers. Use the up and down buttons in the cluster to scroll through your speed-dial numbers, then select a speed-dial number. This includes any speed-dial numbers that do not display on the phone.

Before you begin

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

Procedure

Press a speed-dial button.

Related Topics

Self Care Portal, on page 12

Make a Call With a Speed-Dial Code

Before you begin

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

Procedure

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

Related Topics

Self Care Portal, on page 12

Make a Call With a Fast-Dial Button

Before you begin

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

Procedure

Step 1   Press **Fast Dial**.

Step 2   Sign in to Personal Directory.

Step 3   Select **Personal Fast Dials**.

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

Related Topics

Assign a Fast-Dial Code to a Contact, on page 51

Dial an International Number

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

Procedure

Step 1   Press and hold **star** (*) for at least 1 second.

The plus (+) sign is displayed as the first digit in the phone number.

Step 2   Enter the phone number.

Step 3   Press **Call** or wait 10 seconds after the last key press to automatically place the call.

Get Notified When a Contact is Available

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

Procedure

Step 1   Press **Callback** while you are listening to the busy tone or ring sound.

Step 2   Press **Exit** to exit the confirmation screen.

Step 3   When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.

Calls That Require a Billing Code or Authorization Code

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

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

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

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

Related Topics

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

Answer a Call

Procedure

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

Answer Call Waiting

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

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

Procedure

Step 1   Press the line button.

Step 2   (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

You can send a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

Procedure

Decline a call by performing one of the following actions:

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

Turn On Do Not Disturb

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

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

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

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

Procedure

Step 1 Press **Do not disturb** to turn on DND.

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

Related Topics
  Self Care Portal, on page 12

Answer a Coworker's Phone (Call Pickup)

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

Answer a Call Within Your Group (Pickup)

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

Procedure

Step 1 (Optional) Press the line button.

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

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

Answer a Call from Another Group (Group Pickup)

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

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **Group PickUp**.

Step 3 Do one of the following actions:

  • Enter the number of the phone line with the call that you want to pick up.

    For example, if the call is ringing on line 12345, enter **12345**.

  • Enter the group pickup number.

Step 4   Press **Answer** to connect to the call when the call rings.

Answer a Call From an Associated Group (Other Pickup)

Procedure

Step 1   (Optional) Press the line button.

Step 2   Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.

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

Answer a Call Within Your Hunt Group

Hunt groups allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign into a hunt group when you want to receive calls. You sign out of the group when you want don't want calls to ring on your phone.

The feature configuration determines if you see your hunt group name or pilot number displayed on your Incoming Call Alert.

Before you begin

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

Procedure

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

Sign In and Out of a Hunt Group

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

Procedure

Step 1   Press **Hunt Group** to sign in.

Step 2   Press **Hunt Group** again to sign out.

View the Call Queue in a Hunt Group

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

- The phone number used by the hunt group

- Number of queued callers on each hunt group queue

- Longest waiting time

Procedure

Step 1   Press **Queue Status**.

Step 2   Press **Update** to refresh the statistics.

Step 3   Press **Exit**.

Answer Calls Automatically

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

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

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

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

Procedure

Step 1   Connect your headset to your phone.

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

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

You don't want to use your headset anymore, then pick up the handset and you will leave headset mode.

Trace a Suspicious Call

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

Procedure

Press **MCID**.

Mute Your Call

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

Procedure

Step 1	Press **Mute** [icon].
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** [icon].
Step 2	To resume a call from hold, press **Hold** again.

Answer a Call Left on Hold for Too Long

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

• Single ring, repeating at intervals

• Flashing amber line button

• Flashing message indicator on the handset

• Visual notification on the phone screen

Procedure

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

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

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

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

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

Procedure

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

Call Park

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

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

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

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

Place a Call on Hold with Call Park

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

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

Before you begin

Your call must be active.

Procedure

Step 1	Press **Park**, and then hang up.
Step 2	(Optional) Communicate the parked number to the person who needs to answer the call.

Retrieve a Call on Hold with Call Park

You can set up call park in two different ways:

- The parked call displays on the phone where the user can pick it up.

- The user must dial the displayed number to pick up the call.

You set the field Dedicate one line for Call Park in Cisco Unified Communications Manager to enable or disable the feature. By default, the feature is enabled.

Before you begin

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

Procedure

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

Place a Call on Hold with Assisted Directed Call Park

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

Procedure

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

Retrieve a Call on Hold with Assisted Directed Call Park

Procedure

Press **BLF Directed Call Park**.

Place a Call on Hold with Manual Directed Call Park

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

Procedure

Step 1	Press **Transfer** ![icon].
Step 2	Required: Enter the directed call park number.
Step 3	Required: Press **Transfer** again to park the call.

Retrieve a Call on Hold with Manual Directed Call Park

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

Before you begin

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

Procedure

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

Forward Calls

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

There are two ways of forwarding your calls:

- Forward all calls

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

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

Procedure

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

Related Topics

Self Care Portal, on page 12

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Voicemail

You can transfer a call directly to your manager's or to a coworker's voicemail. This is a convenient way for a caller to leave a message but not disturb anyone in the office.

Before you begin

Your administrator must set up your phone system so that the * prefix before an extension means forward a call directly to voicemail.

Know your coworker's extension.

Procedure

Step 1	Press **Transfer**
Step 2	Enter * followed by the person's extension.
Step 3	Press **Transfer**

Transfer a Call to Another Person

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

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

Procedure

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

Consult Before You Complete a Transfer

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

Before you begin

You have an active call that needs to be transferred.

Procedure

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

Conference Calls and Meetings

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

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

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

Add Another Person to a Call (7811)

Procedure

Step 1	From an active call, press **Conference** .
Step 2	Add the other person to the call by doing one of the following:

- Press **Calls**, select a held call, and press **Yes**.
- Enter a phone number and press **Conference**

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

Procedure

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

Step 2   Add the other person to the call by doing one of the following:

- Select a held call and press **Yes**.
- Enter a phone number and press **Conference**.

Swap Between Calls Before You Complete a Conference

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

Procedure

Step 1   Call a new conference participant, but do not add the participant to the conference.

Wait until the call is connected.

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

View and Remove Conference Participants

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

Procedure

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

Step 2   (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.

Scheduled Conference Calls (Meet Me)

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

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

Host a Meet-Me Conference

Before you begin

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

Procedure

Step 1	Lift the handset to get a dial tone and press **Meet Me**.
Step 2	Dial the meet-me phone number.

Join a Meet-Me Conference

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

Procedure

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

Intercom Calls

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

Note   Cisco IP Phone 7811 does not support intercom.

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

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

Make an Intercom Call

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

Procedure

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

Answer an Intercom Call

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

Before you begin

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

Procedure

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

Supervise and Record Calls

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

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

The chaperone performs the following tasks:

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

The conference ends when the chaperone hangs up the call.

Set Up a Supervised Call

Procedure

Step 1	Answer an incoming call.
	Record is displayed if the system determines that the call must be chaperoned and recorded.
Step 2	Press **Conference** 🏢 to create a conference call.
Step 3	Enter the phone number for the supervisor and press **Call**.
Step 4	Press **Conference** when the supervisor answers.
Step 5	Press **End Call** to end the call.

Record a Call

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

Procedure

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

Prioritized Calls

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

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

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

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

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

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

The following table describes the Multilevel Precedence and Preemption Priority icons and the corresponding level.

Table 17: Multilevel Precedence and Preemption Priority Levels

MLPP icon	Priority Level
	Level 1—Priority call
	Level 2—Medium priority (Immediate) call
	Level 3—High priority (Flash) call
	Level 4—Flash Override
	Level 5—Executive Override

Make a Priority Call

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

Procedure

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

Answer a Priority Call

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

Procedure

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

Answer a Priority Call While on Another Call

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

Procedure

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

Multiple Lines

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

View All Calls on Your Primary Line

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

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

Your administrator sets up this feature.

Answer the Oldest Call First

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

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

View All Calls on Your Phone

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

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

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

Procedure

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

Shared Lines

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

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

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

Add Yourself to a Call on a Shared Line

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

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

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

Procedure

Step 1 Press the line button for the shared line or select the line and press **Barge**.

You need to press **Calls** to add yourself to a call on a shared line.

Step 2 (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.

Enable Privacy on a Shared Line

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

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

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

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

Procedure

Step 1   Press **Privacy** to enable the feature.

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

Phone Calls with Mobile Connect

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

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

When you enable additional phones:

   • Your desk phone and your additional phones receive calls simultaneously.

   • When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.

   • When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.

   • You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

Related Topics

   Self Care Portal, on page 12

Enable Mobile Connect

Procedure

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

Step 2   Press **Select** to change the status.

Move a Call from Your Desk Phone to Your Mobile Phone

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

Before you begin

You need to enable Mobile Connect on your desk phone.

Procedure

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

Move a Call from Your Mobile Phone to Your Desk Phone

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

Before you begin

You need to enable Mobile Connect on your desk phone.

Procedure

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

Transfer a Call from Your Mobile Phone to Your Desk Phone

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

Before you begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

Step 1	On the mobile phone, enter the access code for the hand-off feature.
Step 2	Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 3	Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone.

Voicemail

You can access your voice messages directly from your phone. Your administrator must set up your voicemail account and set up your phone before you can 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 external phone number of the voicemail system.

Note   This document has limited voicemail information because voicemail is not part of your phone. It is a separate component with a server and firmware that are purchased by your company. For information on setting up and using your voicemail, see the *User Guide for the Cisco Unity Connection Phone Interface* at https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html.

Voicemail Message Indication

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

- The light strip on your handset is solid red.

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

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

Related Topics

   Self Care Portal, on page 12

Access Your Voicemail Messages

You can check your current voicemail messages or listen to your old messages again.

Before you begin

Each voicemail system is different so check with your administrator or IT department to find out which system your company uses. This section is for Cisco Unity Connection because most Cisco customers use that product for their voicemail system. But your company may use a different product.

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.

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.

Dial a Contact in the Corporate Directory

Procedure

Step 1	Press **Contacts** [icon].
Step 2	Select **Corporate Directory**.
Step 3	Select a search criteria.
Step 4	Enter your search criteria and press **Submit**.
Step 5	Select the contact and press **Dial**.

Personal Directory

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

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

Related Topics

Self Care Portal, on page 12

Sign In and Out of a Personal Directory

Before you begin

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

Procedure

Step 1   Press **Contacts** .

Step 2   Select **Personal directory**.

Step 3   Enter your user ID and PIN, and press **Submit**.

Step 4   To sign out, select **Log out**, press **Select**, and then press **OK**.

Add a New Contact to Your Personal Directory

Procedure

Step 1   Press **Contacts** .

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book** and press **Submit**.

Step 4   Press **New**.

Step 5   Enter first name, last name, and optionally a nickname.

Step 6   Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.

Search for a Contact in Your Personal Directory

Procedure

Step 1   Press **Contacts** .

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book**.

Step 4   Select a search criteria.

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

Call a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to your personal directory.

Step 3 Select your **Personal directory** and search for an entry.

Step 4 Select the personal address book entry that you want to dial.

Step 5 Select the required fast-dial code and press **Dial**.

Assign a Fast-Dial Code to a Contact

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

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to your personal directory.

Step 3 Select **Personal Address Book**.

Step 4 Select a search criteria.

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

Step 6 Select the contact.

Step 7 Press **FastDial**.

Step 8 Select a number and press **Select**.

Step 9 Scroll to an unassigned fast-dial index and press **Submit**.

Call a Contact with a Fast-Dial Code

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to your personal directory.

Step 3 Select **Personal Fast Dials** and scroll to a fast-dial code.

Step 4 Select the required fast-dial code and press **Dial**.

Edit a Contact in Your Personal Directory

Procedure

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

Remove a Contact from Your Personal Directory

Procedure

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

Delete a Fast-Dial Code

Procedure

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

Cisco Web Dialer

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

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

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

Recent Calls

Recent Calls List

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

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

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

> • If your phone is part of a broadcast hunt group, calls picked up by other members of the hunt group display in your call history as a Received call.

View Your Recent Calls

Check to see who's called you recently.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

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

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

Return a Recent Call

You can easily call someone who has called you.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   (Optional) Select the required line.

Step 4   Select the number that you want to dial.

Step 5   (Optional) Press **EditDial** to edit the number.

Step 6   Press **Call**.

Clear the Recent Calls List

You can clear the Recents list on your phone.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   (Optional) Select the required line.

Step 4   Press **Clear**.

Step 5   Press **Delete**.

Delete a Call Record

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Recents**.

Step 3   (Optional) Select the required line.

Step 4   Highlight the individual record or call group that you want to delete.

Step 5 Press **Delete**.

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

Delete a Call Record

Applications

Available Applications

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

View Active Applications

You can easily see what applications you already have open.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Running applications**.

Step 3   Press **Exit**.

Switch to Active Applications

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Running applications**.

Step 3   Select a running application and press **Switch to** to open and use the selectedapplication.

Step 4   Press **Exit**.

Close Active Applications

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Running applications**.

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

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

Settings

Settings Menu

You can control some attributes and features on your phone from the **Settings** menu.

Change the Ringtone

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

Procedure

Step 1   Press **Applications** [icon].

Step 2   Select **Settings** > **Ringtone**.

Step 3   Select a line.

Step 4   Scroll through the list of ringtones and press **Play** to hear a sample.

Step 5   Press **Set** to use the ringtone.

Adjust the Contrast

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

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

Procedure

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

Adjust the Phone Screen Backlight

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

Backlights are not supported on the Cisco IP Phone 7811.

Procedure

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

Turn Off the Select Key LED for Energy Save Mode

You can turn off the **Select** button LED when in Power Save mode. This reduces visual distractions in your workplace.

The **Select** button is in the middle of the Navigation cluster on your phone. The **Select** button LED is on by default when you are in Power save mode.

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Choose **Settings** > **Power save indicator**.
Step 3	Press **Off** to turn off the LED.
Step 4	At the warning window, press **Ok**.

Adjust the Volume During a Call

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

Procedure

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

Adjust the Phone Ringer Volume

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

Procedure

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

Phone Display Language

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

Accessories

Supported Accessories

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

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

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

The following table describes the accessories supported on the Cisco IP Phone 7800 Series.

Table 18: Accessory Support for the Cisco IP Phone 7811, 7821, 7841, and 7861

Accessory	Type	7811	7821	7841	7861
Cisco Accessory					
Wall Mount Kit		Supported	Supported	Supported	Supported
Cisco Headset 531 and Cisco Headset 532	Analog	Not supported	Supported	Supported	Supported
Cisco Headset 561 and Cisco Headset 562	Wireless with the base station	Not supported	Supported	Supported	Supported
Silicone Case		Supported	Supported	Supported	Supported

Accessory	Type	7811	7821	7841	7861
Third-Party Accessories					
Headsets	Analog	Not supported	Supported	Supported	Supported
Headsets	Analog Wideband	Not supported	Supported	Supported	Supported
Microphone	External	Not supported	Not supported	Not supported	Not supported
Speakers	External	Not supported	Not supported	Not supported	Not supported

View the Accessories Associated with Your Phone

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

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Accessories**.

Step 3   (Optional) Select an accessory and press **Show detail**.

Step 4   Press **Exit**.

Check Your Phone Model

It is important to know your phone model because each phone supports a different set of accessories.

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Select **Phone information**. The **Model number** field shows your phone model.

Headsets

There are a number of Cisco and third party headsets available for use on your Cisco IP Phones and devices. For additional information about Cisco headsets, see https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html.

Important Headset Safety Information

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

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

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

Cisco Headset 500 Series

The following Cisco headsets are available:

- Cisco Headset 521—A headset with a single earpiece that comes with an inline USB controller.

- Cisco Headset 522—A headset with a dual earpiece that comes with an inline USB controller.

- Cisco Headset 531—A headset with a single earpiece that can be used as either a standard headset or a USB headset with the USB adapter.

- Cisco Headset 532—A standard headset with a dual earpiece that can be used as either a standard headset or a USB headset with the USB adapter.

- Cisco Headset 561—A wireless headset with a single earpiece that comes with a base.

- Cisco Headset 562—A wireless headset with a dual earpiece that comes with a base.

Cisco Headset 521 and 522

The Cisco Headset 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline USB controller is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The controller is an easy way answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

Phone Firmware Release 12.1(1) and later is required for these headsets to function properly.

Figure 5: Cisco Headset 521

Figure 6: Cisco Headset 522

Cisco Headset 531 and 532

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

The Cisco Headset USB Adapter is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The adapter converts the Cisco Headset 531 and 532 into a USB headset, and it gives you a few extra features. It provides a convenient way to handle calls, to test your microphone, and to customize your bass and treble, gain, and sidetone settings.

Phone Firmware Release 12.1(1) and later is required for the headsets to function properly.

Figure 7: Cisco Headset 531

Figure 8: Cisco Headset 532

Cisco Headset 561 and 562

Cisco Headset 561 and 562 are two wireless headsets that have been developed for use in today's office. The Cisco Headset 561 features a single earpiece for extended wear and comfort. Cisco Headset 562 features two earpieces for use in a noisy workplace.

Both headsets come with either the Standard base or the Multibase for charging your headset, and for monitoring the headset power level with the LED display. Both bases also displays your call status, such as incoming call, active call, and calls on mute. If your headset is upgrading the firmware, then the LEDs show the upgrade progress.

The base connects to the phone using the included Y cable, which plugs into the AUX and headset ports of the phone.

An AC plug is included for connecting the base to a power outlet. You have to install the power clip for your region before you can plug in the power adapter.

Occasionally a tone is played over your Cisco Headset 561 or 562. Some of these tones alert you when you perform an action, such as pressing a button. Other tones warn you that the headset requires attention, such as when the battery needs recharging, or when you are too far from the base station.

Phone Firmware Release 12.5(1) or later and the defaultheadsetconfig.json file for the Cisco Headset 561 and 562 to function properly with Cisco Unified Communications Manager 12.5(1) or earlier.

Figure 9: Cisco Headset 561

Cisco Headset 500 Series Support

The Cisco IP Phone 7811 is the only phone in the Cisco IP Phone 7800 Series that does not support a headset. The Cisco IP Phone 7821, 7841, and 7861 use an RJ-style connector to connect with a headset or base.

Related Topics

Cisco Headset 561 and 562 Buttons and LED

Your headset buttons are used for basic call features.

Figure 11: Cisco Headset 561 and 562 Headset Buttons
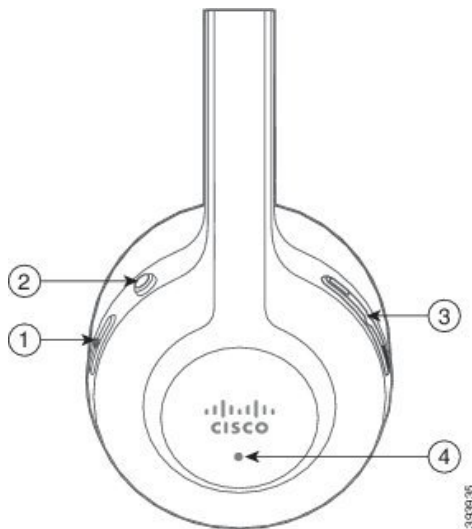
The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 19: Cisco Headset 561 and 562 Headset Buttons

Number	Name	Description
1	Power and Call button	Use to power the headset on and off. Press and hold for 4 seconds to power on and off the headset. Incoming and active call management depends upon if you have one call or multiple calls. One call: • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve a call from hold. • Press twice to reject an incoming call. • Press and hold to end an active call. Multiple calls: • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold. Press again to resume a call, or press and hold for 2 seconds to end the current call and to resume a held call. • Press and hold to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2	Mute button	Toggle the microphone on and off. The Mute [icon] on the phone lights when Mute on the headset is enabled.
3	Volume button	Adjust the volume on your headset.
4	LED	Shows the headset status: • Blinking red—Incoming call. • Steady red—Active call. • Blinking white—Firmware upgrade is in progress.

Standard Base for Cisco Headset 561 and 562

The Cisco Headset 561 and 562 come with a standard base to charge your headset. The base's LED display shows the current battery level, and your call state. In addition to the call control buttons on the headset, you can also answer and end calls when you lift or set down your headset on the base.

The connection between the base and the headset is made with Digital Enhanced Cordless Telecommunications (DECT).

Figure 12: LED Display on the Standard Base for Cisco 561 and 562 Headset
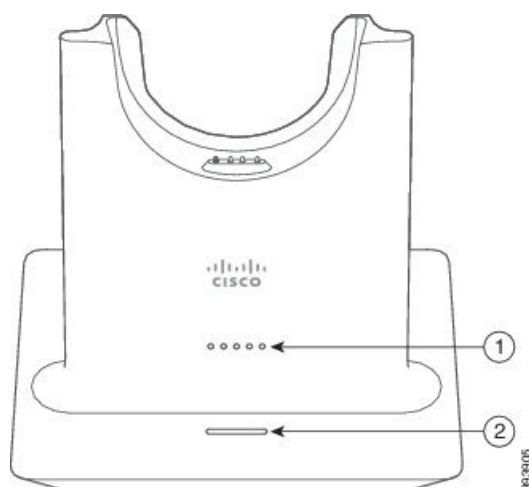
The following table describes the standard base for Cisco 561 and 562 Headset.

Table 20: Standard Base for Cisco 561 and 562 Headset

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge.
2	Call Status LED	Alerts you to the call state: • Incoming call—Blinking green. • Active call—Steady green. • Muted call—Steady red.

Cisco Headset 561 and 562 with Multibase

The multibase can connect up to three call sources through Bluetooth, the USB connector, or the Y-cable. The multibase can save up to four Bluetooth devices. You can switch between call sources using the buttons on the multibase. You use the call control buttons on the headset to answer and end calls. When your headset is in the base, you automatically answer the call when you remove the headset from the base. You can return the headset to the base to end the call.

The multibase comes with the following connector cables:

• USB to USB Cable: for Cisco IP Phones with USB connectivity

- USB Y-Cable: for Cisco IP Phones without a USB port

- Mini USB Cable: for PC or Mac.

- Mini USB to USB-C cable: available separately for PC or Mac devices.

Figure 13: Multibase LEDs
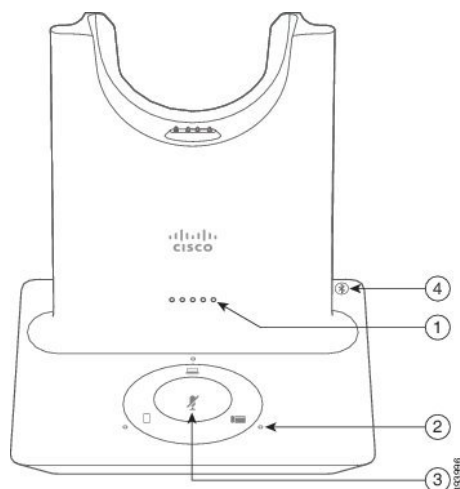
The following table describes the Cisco Headset 560 Series Multibase multibase LEDs.

Table 21: Multibase LEDs

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge and base status: • Headset battery strength—LEDs blink and change to solid as the battery charges • Headset update in progress—LEDs blink in sequence, left to right • Headset and base not paired—All LEDs blink • Power save mode—Middle LED shows solid The base enters power save mode when there is no call source connectivity after 10 minutes.
2	Call Status LEDs	Alerts you to the call state of each source: • Active Source—Steady white • Incoming call on a selected source—Blinks green • Incoming call on an unselected source—Blinks green • Active call—Steady green • Call on an inactive source—Pulses green

Number	Name	Description
3	Mute Status LED	Alerts you when your headset is muted.
4	Bluetooth Status LED	Alerts you to the Bluetooth status: • Paired with a call source—Steady white • Pairing mode—Blinking white • Searching for a call source—Pulse white • Bluetooth is Off—LED is off

You use the source control buttons on the base to control the active source. Each source button corresponds with a specific connection on the multibase.

Even if you are connected to a source, the LED may not be lit. The source LED only lights when the source is selected or has an active call. For example, you may be properly connected to a Cisco IP Phone, your PC, and your mobile phone through Bluetooth. However, the respective source LED is only lit when it is selected, has an active call, or has an incoming call. Press the source button to check if a source is properly connected. The source LED flashes three times if there is no connection.

You can alternate between active call sources.

Note Place an active call on hold before you change to a different call source. Calls on one call source aren't automatically put on hold when you switch to a different call source.

Third Party Headsets

Cisco performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors. Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

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

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

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

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

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP

Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

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

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

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

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

For a list of suggested headsets and other audio accessories, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Audio Quality

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

Cisco doesn't recommend or test any third-party headsets with their products. For information about third-party headset support for Cisco products, go to the manufacturer's web site.

Cisco does test the Cisco headsets with the Cisco IP Phones. For information about Cisco Headsets and Cisco IP Phone support, see https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html.

Wired Headsets

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

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

⚠

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

Wireless Headsets

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

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

Connect a Headset to Your Phone

Each type of wired headset, adapter, or base connects to a phone using a different port and a different type of connector and cable. Common types include an RJ connector, a USB connector, and a Y-cable.

Connect a Standard Headset

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

Figure 14: Standard Headset Connection
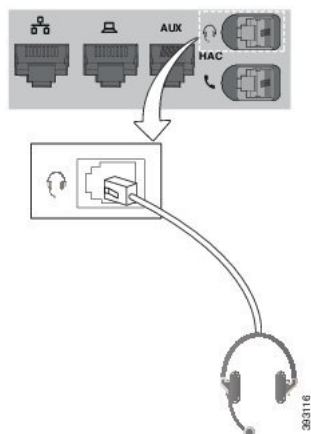
⚠ **Caution**   Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Procedure

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

Connect a Cisco Standard Base with the Y-Cable

You can connect the standard base to your phone with the included Y-cable. But note that the Y-cable has two RJ-type connectors - one for the auxiliary or AUX port, and one for the headset port. You can distinguish between the two connectors by their size, as the AUX port connector is slightly larger than the headset port connector.

⚠ **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.

Procedure

Step 1   Plug the smaller connector into the headset jack that is located on the back of the phone. Press the cable into the cable channel.

Step 2   Plug the larger cable into the AUX port located next to the headset port.

Connect the Multibase to a Bluetooth Device

The Cisco Headset 560 Series Multibase can connect to Bluetooth devices such as a mobile phone or tablet. The headset base appears on your call device as **Cisco Headset** followed by the last three digits on your headset serial number.

Note   You can find your headset serial number in the lower right corner on the underside of your base.

The multibase can store up to four different paired Bluetooth devices. If you already have four paired devices, the base will replace the device which has not been used in the longest time.

Procedure

Step 1   Press the **Bluetooth** button on the back of the base twice to start pairing.

Step 2   Select your headset from the **Settings** menu on your device.

The Bluetooth LED lights white when pairing is successful.

Disconnect the Multibase from a Bluetooth Device

You can disconnect your Multibase from its paired Bluetooth call device.

Procedure

Step 1   Press the **Bluetooth button** on the back of the base once. The LED may take a moment to turn off.

Step 2   Press the **Bluetooth button** again to reconnect to the same call device.

Erase All Bluetooth Pairings

You can erase all saved Bluetooth device pairings.

Procedure

Press and hold the **Bluetooth** button on the back of the multibase for four seconds to clear the memory.

Change Your Headset Ringer Settings

You can change your headset ringtone behavior on Cisco IP Phones with Phone Firmware 14.0 or later. The setting is saved on the phone and will apply to any Cisco Headset 500 Series that connects.

Procedure

Step 1 Press **Applications** ⚙ .

Step 2 Select **Preferences** > **Headset ringer**.

Step 3 Select a ringer setting.

By default, your phone follows the behavior of the phone ringer settings. Select **On** if you want to always hear the phone ring when you have an incoming call. If you select **Off**, you won't hear any ring through your headset when there is an incoming call.

Step 4 Select **Set** to apply your settings.

Update Your Cisco Headset Firmware With a Cisco IP Phone

You can update your headset software on any supported Cisco IP Phone. During a headset firmware upgrade, you can view the progress on your phone screen.

Procedure

Step 1 Connect your headset to a Cisco IP Phone.

Step 2 If the headset does not automatically begin to update, restart the phone. The phone downloads the latest headset version file when the phone restarts and uploads it to the headset.

Configure a Headset on the Phone

After you have connected the headset, you may have to configure it on your phone.

Reset Cisco Headset Settings from Your Phone

You can reset your Cisco headset to remove your custom settings. This action returns the headset to the original configuration set by your administrator.

Your phone must be running Firmware Release 12.5(1)SR3 or later for this feature to function.

Before you begin

Connect your headset to the phone:

- Cisco Headset 520 Series: Connect with the USB adapter
- Cisco Headset 530 Series: Connect with the USB cable

• Cisco Headset 560 Series: Connect the standard base or multibase with the USB or Y-cable.

Procedure

Step 1 On the phone, press **Applications** ⚙.

Step 2 Select **Accessories** > **Setup** > **Reset settings**.

Step 3 At the warning window, select **Reset**.

Adjust the Headset Feedback

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

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Select **Settings** > **Headset sidetone**.

Step 3 Select a setting.

Set Up a Wideband Standard Headset

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

Procedure

Step 1 Press **Applications** ⚙.

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

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

Step 4 Press **Return** ↰.

Enable Electronic Hookswitch Control on Your Phone

If your administrator has enabled **Admin settings** on your Cisco IP Phone, you can enable or disable electronic hookswitch control to connect with a Cisco Headset 560 Series base. Electronic hookswitch control is enabled by default.

Note This feature is available on Cisco IP Phone Firmware Release 12.7(1) and later.

Procedure

Step 1   On your phone, press **Applications** ⚙.

Step 2   Navigate **Admin settings** > **Aux port**.

Step 3   Select **Connect e-hook headset** to enable electronic hookswitch control.

Swap Headsets While on a Call

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 only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

Step 1   Before you make or answer a call, press **Headset**.

Step 2   (Optional) If you place a call, dial the number.

Troubleshoot Your Cisco Headset

Try the following basic troubleshooting steps if you have trouble with your Cisco headset.

- Restart your headset.

- Make sure that all cords are properly plugged in and functioning properly.

- Test a different headset with your device to determine if the problem is with your wireless headset or your device.

- Make sure that your phone firmware is the latest release.

Confirm that Your Headset Is Registered

Procedure

Check to see if your headset is registered with the phone.

Step 1   Press **Applications** ⚙

Step 2   Navigate to **Accessories**. Select **Show detail**.

No Sound in Headset

Problem

There is little or no sound coming through the headset.

Solution

Check the volume level on your headset by pressing the volume controls to adjust the sound level. If the problem continues, use the following work flow to troubleshoot your problem.

Figure 15: No Audio Workflow
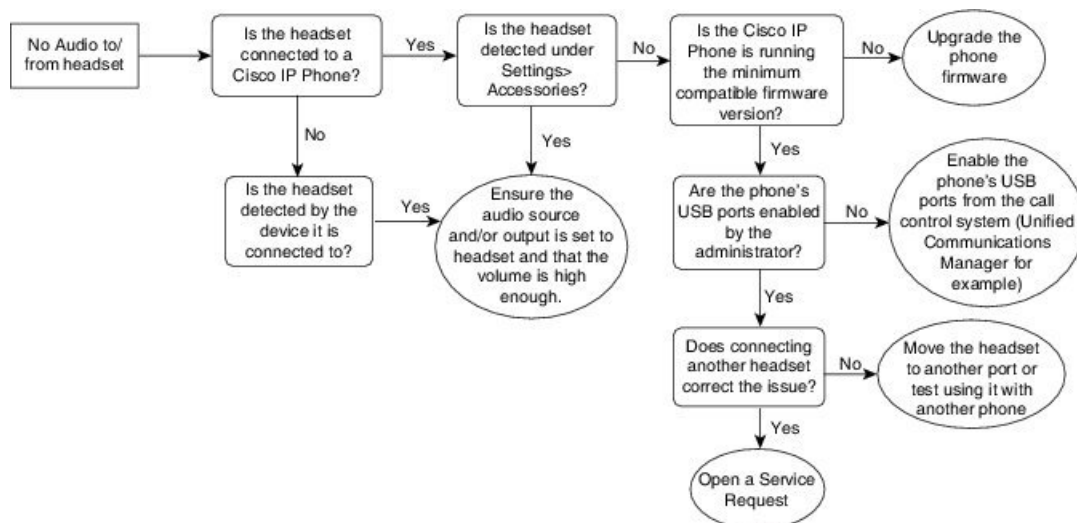
Poor Audio

Problem

Your headset is functioning, but the audio quality is poor.

Solution

Use the following work flow to troubleshoot your problem.

Figure 16: Poor Audio
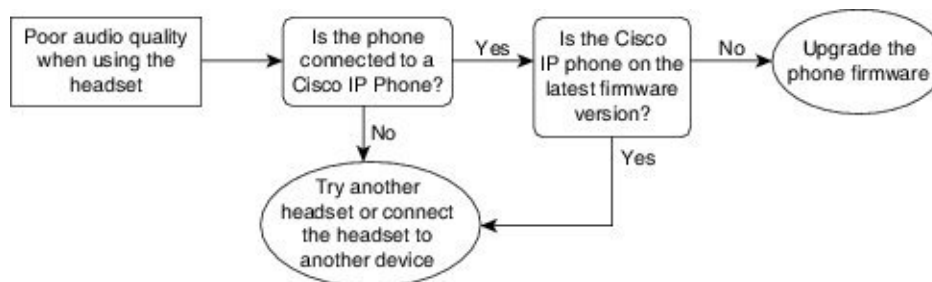
Microphone Not Picking up Sound

Problem

You cannot be heard when using your headset.

Solutions

- Check to make sure your microphone is not muted. Press the mute button on your headset to mute and unmute your microphone.

- Make sure that the microphone boom has been lowered. For optimal sound, keep the headset microphone no further than 1 in or 2.5 cm from your face.

- Make sure that your headset is properly plugged into your device.

- For the Cisco Headset 560 Series, check that you are not taking your headset too far from the headset base. The headset has an effective range of approximately 100 feet or 30 meters.

Headset Not Charging

Problem

Your Cisco Headset 561 and 562 is not charging when placed on the base.

Solution

- Check that your base is plugged into a reliable power source.

- Make sure that your headset is properly seated on the base. When the headset is properly seated, the LED shows solid white. When charging, the LEDs on the base light up in sequence from left to right. When the headset is fully charged, all five battery indicator LEDs show solid white.

Figure 17: Cisco Headset 561 and 562 Headset Placement
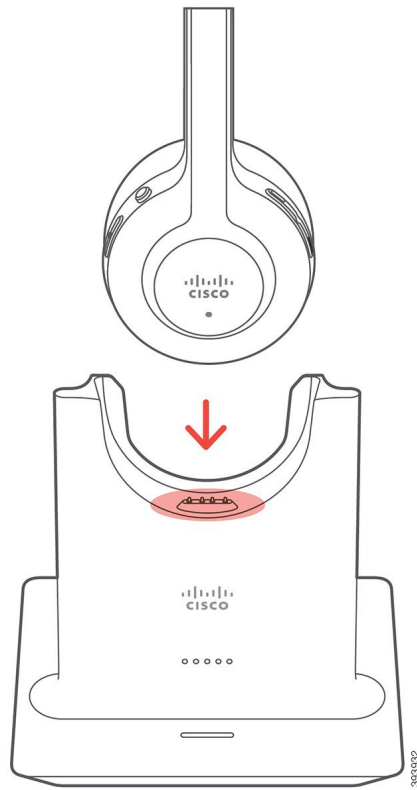
Headset Battery Not Holding a Charge

Problem

The wireless headset is not holding a full charge.

Solution

Your Cisco Headset 561 and 562 holds a charge for up to 8 hours of continuous use. If your headset battery seems weak or defective, contact Cisco support.

Silicone Covers

You can use the Cisco IP Phone Silicone Cover to protect your desk phone and handset.

The case offers the following benefits:

- Hypoallergenic
- Resistant to wear from a variety of cleaning agents.

✎

| Note | Use a low-strength cleaning agent to prolong the life and look of the case. |

• Reduces damage when the handset is dropped.

For part numbers and other additional information, refer to the phone model data sheet. The Cisco IP Phone 8800 Series data sheets can be found here https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-listing.html. The Cisco IP Phone 7800 Series data sheets can be found here https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/datasheet-listing.html.

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

Table 22: Silicone Covers

Cisco IP Phone	Cisco IP Phone Silicone Cover	Notes
Cisco IP Phone 7821	• 10 pack of Silicone Covers for 7821 Desktop Phone Series (CP-7821-COVER=) • 10 pack of Silicone Covers for 7821 Desktop Phone Series and Handset (CP-7821-COVER-BUN=)	
Cisco IP Phone 7841	• 10 pack of Silicone Covers for 7841 Desktop Phone Series (CP-7841-COVER=) • 10 pack of Silicone Covers for 7841 Desktop Phone Series and Handset (CP-7841-COVER-BUN=)	
Cisco IP Phone 8811, 8841, 8851, 8851NR, 8861, and 8861NR	• 10 pack of Silicone Covers for 88X1 Desktop Phone Series (CP-88X1-COVER=) • 10 pack of Silicone Covers for 88X1 Desktop Phone Series and Handset (CP-88X1-COVER-BUN=)	**Note** The silicone cover doesn't protect the Key Expansion Module.

Cisco IP Phone	Cisco IP Phone Silicone Cover	Notes	
Cisco IP Phone 8845, 8865, and 8865NR	• 10 pack of Silicone Covers for 88X5 Desktop Phone Series (CP-88X5-COVER=) • 10 pack of Silicone Covers for 88X5 Desktop Phone Series and Handset (CP-88X5-COVER-BUN=)	**Note**	The silicone cover doesn't protect the Key Expansion Module.
Cisco IP Phone Handset	• 10 pack of Silicone Covers for Desktop Phone Handsets (CP-HS-COVER=)		

Install the Cisco IP Phone Silicone Cover

The silicone cover helps prolong the life of your Cisco IP Phone and make it easier to keep the buttons and number pad clean.
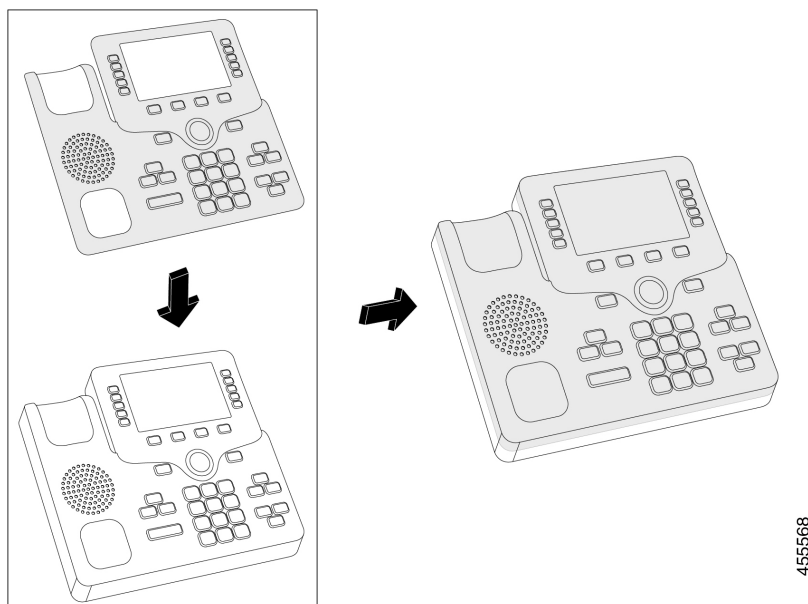
455568

Procedure

Step 1   Position the phone facing you.

Step 2   Remove the handset from the cradle.

Step 3   Align the cover over the phone with the handset on the left.

Step 4 Secure the cover around the corners and side of the phone. The cover should fit securely over the phone without much resistance.

Step 5 Place the handset back on the cradle.

Install the Cisco IP Phone Handset Cover

A silicone cover helps to protect your handset from damage and reduces the spread of germs.
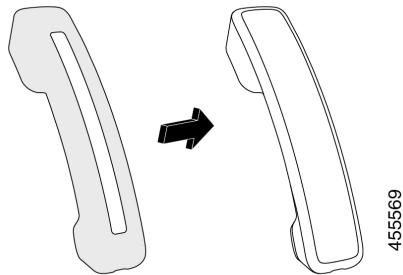
Procedure

Step 1 Remove the handset from the phone cradle.

Step 2 Disconnect the cable from the handset.

Step 3 Slide the silicone cover over the handset until the ear cup is completely inside the cover.

Step 4 Pull the cover over the other end of the handset.
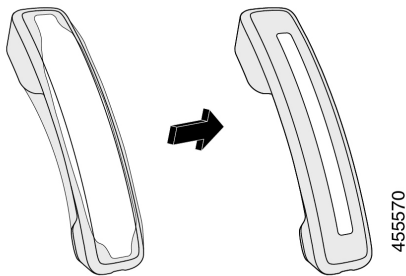
Step 5 Make sure the cover is flush against the handset and that the cable port is unobstructed.

Step 6 Reconnect the handset to the phone and return it to the cradle.

Clean the Silicone Cover

Clean your cover if you are worried about dirt and grime. A regular cleaning also prevents the spread of bacteria or germs.

Procedure

Step 1	Remove the silicone cover.
Step 2	Clean the cover.
	Note Use a low-strength cleaning agent to prolong the life and look of the case.
Step 3	Dry the cover thoroughly. Don't put it back on the phone until it is completely dry.
Step 4	Put the cover back on the phone.

Clean the Silicone Cover

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 these 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 audio 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.

EnergyStar

The following phones have EnergyStar certification:

- Cisco IP Phone 7811
- Cisco IP Phone 7841

Any phone model that isn't listed in the above list isn't certified.

Product Label

The product label is located on the bottom of the device.

Compliance Statements

Compliance Statements for the European Union

CE Marking

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

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. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Spark NZ has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the

product by Spark NZ, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark NZ network services.

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

Model	Certificate Number
7811	0897-15-1086
7821	3844-13-1086
7841	3842-13-1086
7861	3844-13-1086

Compliance Information for Japan

VCCI Compliance for Class B Equipment

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