



## Your Phone

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## The Cisco IP Phone 7800 Series

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



**Table 1: Cisco IP Phone 7800 Series Major Features**

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

To use the phone, the phone needs to 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 up the phone.

## New and Changed Information

### New Information for Firmware Release 11.7(1)

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

### New Information for Firmware Release 11.5(1)SR1

*Table 2: 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	<a href="#">Turn On Do Not Disturb</a>
	<a href="#">Prioritized Calls</a>
	<a href="#">Answer a Priority Call</a>

### New Information for Firmware Release 11.5(1)

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

*Table 3: 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	<a href="#">Phone Firmware and Upgrades, on page 12</a>

### New Information for Firmware Release 11.0

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

**Table 4: Cisco IP Phone 7800 User Guide revisions for Firmware Release 11.0.**

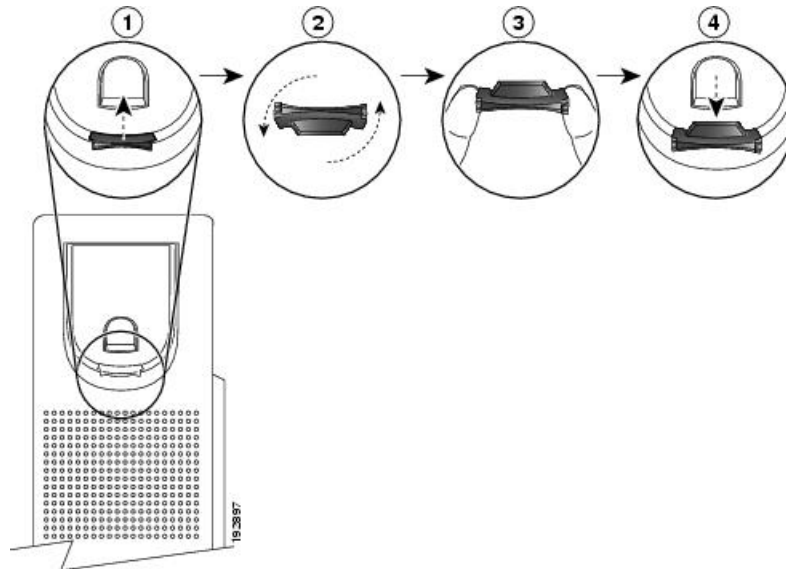
Revision	Updated Section
Added the following section for Problem Report Tool support	<a href="#">Report All Phone Issues, on page 16</a>
Revised the following sections for cBarge and Barge	<a href="#">Shared Lines</a>
Revised the following sections for Do Not Disturb(DND)	<a href="#">Turn On Do Not Disturb</a>

## Phone Setup

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

### Adjust the Handset Rest

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



### Procedure

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- 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.
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## Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen.

### Procedure

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- 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.
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## Connect to the Network

Your phone needs to be connected to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.
- Mobile and Remote Access through Expressway—After the phone is connected to the network, it is set up to automatically connect to the Expressway server.

### Connect to Expressway

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

This allows you to connect into your corporate network using Mobile and Remote Access Through Expressway.

### 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

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- Step 1** Enter your activation code or service domain on the **Welcome** screen.
  - Step 2** Enter your username and password.
  - Step 3** Press **Submit**.
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## Activate and Sign In to Your Phone

You may need to activate your phone 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

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- Step 1** Enter your user ID in the **User ID** field.
  - Step 2** Enter your PIN or password in the **PIN** or **Password** field.
  - Step 3** Press **Submit**.
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### Sign In to Your Extension from Another Phone


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

#### Before You Begin

Get your user ID and PIN from your administrator.

### Procedure


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- 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.
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## Sign Out of Your Extension from Another Phone

### Procedure

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

You can customize some phone settings with the Self Care portal web site, which you access from your computer. Your administrator gives you the Self Care portal URL, 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). You must subscribe to a phone service using the Self Care portal before you access it on your phone.

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

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. You can use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.

Features	Description
Additional phones	<p>You specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up the following features:</p> <ul style="list-style-type: none"> <li>• Single number reach—You specify if the additional phone should ring when someone calls your desk phone.</li> <li>• 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.</li> </ul>
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.

### Related Topics

[Phone Calls with Mobile Connect](#)

[Speed Dial](#)

[Forward Calls](#)

## 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 put 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.
- One comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

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

**Note**

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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 connecting to a destination using speed dial, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

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**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 is connected, you must dial the extension 56789#.

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

**Related Topics**

[Calls That Require a Billing Code or Authorization Code](#)

## Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:




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













The following figure shows the Cisco IP Phone 7841.

**Figure 1: Cisco IP Phone 7800 Series Buttons and Features**



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see <a href="#">Softkey, Line, and Feature Buttons, on page 11</a> .  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 <a href="#">Softkey, Line, and Feature Buttons, on page 11</a> .
4	Navigation cluster	Navigation ring and <b>Select</b>  button. Scroll through menus, highlight items, and select the highlighted item.

5	<b>Hold/Resume, Conference, and Transfer</b>	<p><b>Hold/Resume</b>  Place an active call on hold and resume the held call.</p> <p><b>Conference</b>  Create a conference call.</p> <p><b>Transfer</b>  Transfer a call.</p>
6	<b>Speakerphone, Mute, and Headset</b>	<p><b>Speakerphone</b>  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p><b>Mute</b>  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p><b>Headset</b>  Toggle the headset on or off. When the headset is on, the button is lit.</p> <p>The Cisco IP Phone 7811 does not have a <b>Headset</b> button.</p>
7	<b>Contacts, Applications, and Messages</b>	<p><b>Contacts</b>  Access personal and corporate directories.</p> <p><b>Applications</b>  Access call history, user preferences, phone settings, and phone model information.</p> <p><b>Messages</b>  Autodial your voice messaging system.</p>
8	<b>Volume</b> button	 <p>Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume(on hook).</p>

## Navigation

You use the outer ring of the Navigation cluster to scroll through menus. You use the inner **Select** button of the Navigation cluster to select menu items.









Each item in a menu has an index number. You can enter the index number with the keypad to select the menu 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 to view calls on a line or access features such as **Speed Dial**.
  - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status:

-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or Line Status)
-  Red, flashing—Remote line on hold

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

## Phone Screen Features

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

**Figure 2: Cisco IP Phone 7800 Screen**



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

## Clean the Phone Screen

### Procedure

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

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

## Differences Between Phone Calls and Lines

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

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

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

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

## Power Requirements

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

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

## Phone Firmware and Upgrades

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

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

## Postpone a Phone Upgrade

When new firmware is available, the **Ready to upgrade** window displays 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

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- Step 1** Press **Applications** .
  - Step 2** Select **Phone information** > **Show detail**.
  - Step 3** Press **Exit** to return to the Applications screen.
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## Energy Savings

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

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

- **Power Save**—The backlight or screen turns off when the phone is inactive for a set interval.  
You can manage the backlight.
- **Power Save Plus**—Your phone screen turns on and off at times that are based on your work schedule.  
If your work hours or work days change, you can contact your administrator to reconfigure your phone.

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

- Four rings at 10 minutes before power off
- Four rings at 7 minutes before power off
- Four rings at 4 minutes before power off

- 15 rings at 30 seconds before power off

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

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

#### Related Topics

[Adjust the Phone Screen Backlight](#)

## 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, you should contact your administrator.

The Cisco web site (<http://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:  
<http://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:  
<http://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:  
<http://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

Sometimes you can have problems with call quality or problems such as calls that unexpectedly drop or features that suddenly do not work as expected. These issues may be 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 assist in troubleshooting 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

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- 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** to return to the Applications screen.
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### Report Call Quality Issues

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

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

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- Step 1** Press **Applications** .
  - Step 2** Select **Phone information > Report**.
  - Step 3** Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
  - Step 4** Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
  - Step 5** Select **Problem description**.
  - Step 6** Select a description from the displayed list.
  - Step 7** Press **Submit**.
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## Lost Phone Connectivity

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

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

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

## Cisco One-Year Limited Hardware Warranty Terms

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

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