



Your Phone

- [The Cisco IP Phone 7800 Series, on page 1](#)
- [New and Changed Features, on page 2](#)
- [Phone Setup, on page 10](#)
- [Sign into Your Extension from Another Phone \(Extension Mobility\), on page 14](#)
- [Sign in to a Phone as a Guest, on page 14](#)
- [Set the Profile Rule on the Phone, on page 15](#)
- [Coworker Line Status, on page 15](#)
- [Add a Menu Shortcut to a Line Key, on page 19](#)
- [Remove the Menu Shortcut from a Line Key, on page 19](#)
- [Service Interruption Message on Home Screen, on page 20](#)
- [Phone Web Page, on page 20](#)
- [Buttons and Hardware, on page 22](#)
- [Power Requirements, on page 26](#)
- [Energy Savings, on page 26](#)
- [Additional Help and Information, on page 26](#)

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

Features	7811	7821	7841	7861
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 **Status > Product Information**. The **Model number** field shows your phone model.

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 service provider or administrator.

New and Changed Features

New and Changed for Firmware Release 12.0(4)

Revision	New and Changed Sections
Updated the topics to support one call per line	Transfer Calls Consult Before You Complete a Transfer

New and Changed for Firmware Release 12.0(3)

Revisions	New and Changed Sections
Added a new topic to mention the support password setup after factory reset.	Create User Password on Phone, on page 13
Added a new topic to support factory reset from server	Factory Reset from Server, on page 32
Added new topics to support invoking XML applications from multicast paging	XML Application and Multicast Paging View XML Application Details

New and Changed for Firmware Release 12.0(2)

Revisions	New and Changed Sections
A new topic added for the task to manage participant list in Ad Hoc conference as a host	View the Participants List as a Host in Ad Hoc Conference
A new topic added for the task to manage participant list in Ad Hoc conference as a participant	View the Participants List as a Participant
A new topic added for the task to remove participant list in Ad Hoc conference as a host	Remove a Participant as a Host in Ad Hoc Conference

New and Changed for Firmware Release 12.0(1)

Revision	New and Changed Sections
Added a new topic for Site Survivability Gateway (SGW)	Service Interruption Message on Home Screen, on page 20
Added a new task to view Webex call log duration	View Webex Call Logs Duration

New and Changed for Firmware Release 11.3(7)

Revision	New and Changed Sections
Added the topic to support spam indication for Webex calls	Spam Indication for Webex Calls
Updated the topic for Webex calls	View your Recent Calls
Updated the topic to add VPN connection	Phone Web Page, on page 20
Added the topics for the new feature VPN connection	VPN Connection Settings Set Up a VPN Connection Enable a VPN Connection Disable a VPN Connection Set Up a VPN Connection from the Phone Web Page View the VPN Status
Updated the topic to remove a prerequisite related the line key	Configure Monitoring of an Individual Line, on page 17
Added the task on how to view call statistics on the phone	View Call Records in Call Statistics, on page 30
Updated the topic to mention how to set password in phone web page	Set Password

Revision	New and Changed Sections
Added the task on how to set password from phone web page	Set Password from Phone Web Page
Updated the topic to add <code>HTTP proxy</code>	Phone Web Page , on page 20
Added the topics for the feature <code>HTTP proxy</code>	HTTP Proxy Settings Set Up a Proxy Server with the Auto Proxy Mode Set Up a Proxy Server with the Manual Proxy Mode Set Up a Proxy Server from the Phone Web Page
Added a new topic for Webex directory support	Webex Directory Search for a Contact in Your Webex Directory Search for a Webex Contact in All Directory Edit the Webex Directory Name
Updated topic for Webex call log support	View your Recent Calls View Calls Logs from Server

New and Changed for Firmware Release 11.3(6)

Revision	New and Changed Sections
Updated the topics for the new feature <i>Permission Only for the Call Forward All Service Setup</i>	Forward Calls
Updated the topic for the new feature <i>Permission Only for the Call Forward All Service Setup</i> to add a reference link	Forward Calls with the Phone Web Page
Updated the topics for the new feature <i>Permission Only for the Call Forward All Service Setup</i>	Activate Call Forward All with Feature Activation Code Synchronization
Updated the topics for the new feature <i>Permission Only for the Call Forward All Service Setup</i>	Forward Calls from Your Phone
Updated several steps for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i>	Search for a Contact in the All Directories Screen
Updated the topic to add related topic links for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i>	Search for a Contact in Your LDAP Directory
Added the new task for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i>	Call a Contact in Your LDAP Directory

Revision	New and Changed Sections
Added the new task for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i>	Edit a Contact Number in Your LDAP Directory
Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i>	XML Directory
Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i>	Call a Contact in Your XML Directory
Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i>	Edit a Contact Number in Your XML Directory
Added a new task topic on how to control the ringer volume	Control Ringer Volume
Updated the task topic on non-availability of Continue softkey	Auto Provision Your Phone with Short Activation Code, on page 12 Onboard Your Phone with Activation Code, on page 12
Updated the task topic on non-availability of Save softkey	Create a Contact from a Recents Record
Updated the task topic on non-availability of Sign in softkey	Set up the Profile Account

New and Changed for Firmware Release 11.3(5)

Revision	New and Changed Sections
Added the task about how to check the MIC Cert Status	Find Information about MIC Cert Refresh Status, on page 34
Updated the topic to support STIR/SHAKEN	Recent calls list
Updated the topic to introduce the new icons to support STIR/SHAKEN	View your Recent Calls
Added the task to find license type used for single step migration of MPP phones to enterprise phone	Find the Transition License Type , on page 34

New and Changed for Release 11.3(4)

This release has no impact on this user guide.

New and Changed for Firmware Release 11.3(3)

Revision	New and Changed Sections
Updated the step on how to add contacts in the topic	Search for a Contact in the All Directories Screen
Updated the topic with one prerequisite and another method to add contacts in the personal address book	Add a New Contact to Your Personal Address Book
Added the topic about how to add, edit, and delete the contacts in the BroadSoft Personal directory	Manage Your Contacts in the BroadSoft Personal Directory
Updated the topic with the new steps to add a contact	Create a Contact from a Recents Record
Updated the topic to block an anonymous call on the phone	Block an Anonymous Call
Added the topic to enable anonymous call blocking from the phone web page	Enable Anonymous Call Blocking from the Phone Web Page
Added the topic to enable call waiting on the phone	Enable Call Waiting
Added the topic to enable call waiting from the phone web page	Enable Call Waiting from the Phone Web Page
Updated the topic to mention the new menu text box Unavailability	Change Your Status as a Call Center Agent
Updated the topic for the new softkeys of the calls history list	View your Recent Calls
Updated to topic to add the new menu item	Find Information About Your Phone, on page 27

New and Changed for Firmware Release 11.3(2)

Revision	New and Changed Sections
Added the topics for adding and removing menu shortcuts on line keys	Add a Menu Shortcut to a Line Key, on page 19 Remove the Menu Shortcut from a Line Key, on page 19
Added the topic for user authentication control on phone menus	User Authentication Control, on page 14
Added the topic for Activation Code Sync	Activate Call Forward All with Feature Activation Code Synchronization
Updated the existing task to include information on reverse name lookup with local directory	View Calls Logs from Server

Revision	New and Changed Sections
Added the topic to include the information on parking calls in a dedicated call park extension and call park status	Call Park Extension and Status
Added the overview description for phone settings	Phone Settings Overview
Updated the directory-related tasks	Search for a Contact in the All Directories Screen Add a New Contact to Your Personal Address Book Add a New Contact to Your Personal Address Book with Phone Web Page Call a Contact in Your Personal Address Book Edit a Contact in Your Personal Address Book Remove a Contact from Your Personal Address Book
Updated the tasks for the directory enhancement feature	Search for a Contact in the All Directories Screen Search for a Contact in Your BroadSoft Directory Edit Your Contact Type in Your BroadSoft Directory Edit Your BroadSoft Directory Name Edit the Server Name of Your BroadSoft Directory Edit Credentials of Your BroadSoft Directory Search for a Contact in Your LDAP Directory Make a Call to an IM and Presence Contact Change Your Presence State Add a New Contact to Your Personal Address Book Add a New Contact to Your Personal Address Book with Phone Web Page Search for a Contact in Your Personal Address Book Call a Contact in Your Personal Address Book Edit a Contact in Your Personal Address Book Remove a Contact from Your Personal Address Book
Updated the tasks of forwarding a call	Forward Calls with the Phone Web Page Forward Calls from Your Phone
Updated the topic title	Your Personal Voicemail Account Find out if you have new voicemail messages Your Personal Access Your Personal your voicemail Access Your Personal Audio Voicemail

Revision	New and Changed Sections
Added the topics for the monitored voicemail with PLK	Voice Messages States of Monitored Voicemail Accounts Access Monitored Voicemail Account Messages
Add the topic to edit user credentials to access the LDAP directory	Edit Credentials of Your LDAP Directory
Updated the task with a new step to include information on the different user credentials	Edit Credentials of Your LDAP Directory
Updated the task to include user credentials	Search for a Contact in Your LDAP Directory
Update the topics to introduce or mention the LDAP cache mechanism	LDAP Directory Search for a Contact in Your LDAP Directory
Updated the existing topic to include ACD status synchronization	Call Center Features
Updated the topic to check the status of a call center agent.	Sign In as a Call Center Agent

New and Changed Features for Firmware Release 11.3(1)

Revisions	New and Changed Sections
Added new task to support Auto Provisioning with Short Activation Code.	Auto Provision Your Phone with Short Activation Code, on page 12
Updated an existing task to support display UDI feature on phone screen	Find Information About Your Phone, on page 27
Added a task to support Serviceability Enhancement Messages for Provisioning Failure	Get More Information When Your Phone Displays a Provisioning Failure Message, on page 33
Added a task to support One-Button Call Park.	Park and Unpark a Call with One Line Key

New and Changed for Firmware Release 11.2(3)SR1

Revision	New or Changed Sections
Added new task to support Activation Code Onboarding.	Onboard Your Phone with Activation Code, on page 12
Added new topic to support Phone Keypad Characters.	Phone Keypad Characters, on page 23

New and Changed for Firmware Release 11.2(3)

Revisions	New and Changed Sections
Added a new task on contact search in multiple directories	Search for a Contact in the All Directories Screen
Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials	Set up the Profile Account
Update the topic to support monitoring phone lines for coworkers	Coworker Line Status, on page 15
Added a new task to support activating and deactivating the monitoring of BLF list	Activate or Deactivate Monitoring of the BLF List, on page 17
Added a new task to support the configuring the monitoring of an individual line	Configure Monitoring of an Individual Line, on page 17
Added a new task to support removing the feature that is configured on a Line Key	Remove the Feature Configured on a Line Key, on page 19

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User
Updated the topic with the new Display recents from option to support XSI call logs improvement	View your Recent Calls
Added a new topic to support XSI call logs improvement	View Calls Logs from Server
Updated the topic with the new Missed softkey to support XSI call logs improvement	Return a recent call
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call
Updated the topic with icons for call forward and DND to support DND and call forward indication for a non-selected line	Forward Calls Turn On Do Not Disturb
Updated the topic to support XSI caller ID blocking	Block Caller ID
Added a new topic to support username and password collection on HTTP authentication challenge	Set up the Profile Account

Revisions	New or Changed Sections
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone
Added a new topic to support audio equalizers to customize audio for handset and headset (acoustic audio)	Specify an Audio Device for a Call
Updated the topic to support screen saver type lock removal	Change the Screen Saver Configure the Screen Saver with the Phone Web Interface

New and Changed for Firmware Release 11.1(2)

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

New and Changed for Firmware Release 11.1(1)

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

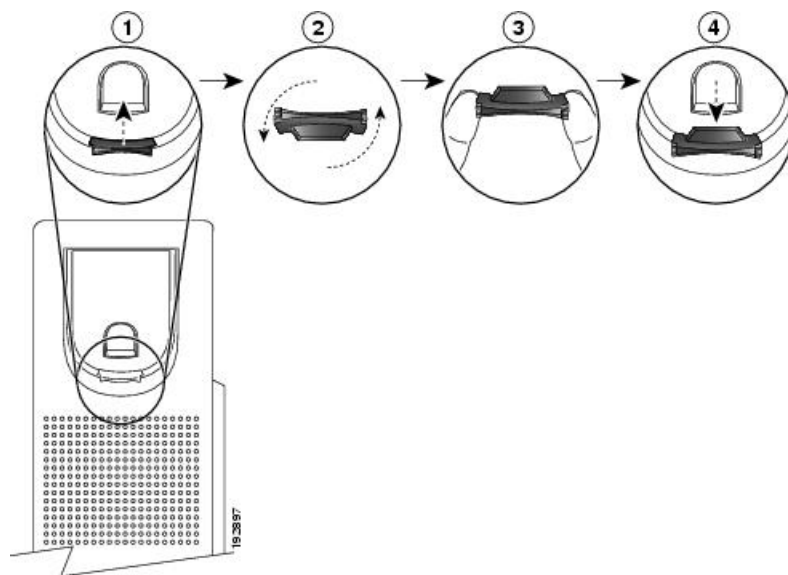
Phone Setup

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 1: 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 telephone network.

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

Onboard Your Phone with Activation Code

After your phone boots up, you will see a welcome screen where you can enter the activation code. If you don't have an activation code, contact your administrator.

Before you begin

Your administrator provides you with a 16-digit activation code in the form xxxx-xxxx-xxxx-xxxx.

Procedure

- Step 1** Enter your activation code in the field that is provided on the Welcome screen. You don't need to input the hyphen (-) character when entering the code.
- Step 2** Press **Continue**.
- Note** The **Continue** softkey appears only when you enter either valid 16-digit activation code or the valid first three digits of it followed by a # key. The **Delete** softkey appears only when you enter the first digit of the activation code in the **Enter activation code** box.
- The phone completes the onboarding process automatically.
- Step 3** If an error message displays, enter the code again or contact your administrator for a new code.
-

Auto Provision Your Phone with Short Activation Code

After your phone boots up, you see a welcome screen where you can enter the activation code. If you don't have the activation code, contact your administrator.

Before you begin

Your administrator provides your activation code:

Procedure

- Step 1** Press pound (#), and enter your activation code in the field that is provided on the Welcome screen.

Step 2 Press **Continue**.

Note The **Continue** softkey doesn't appear until you enter first three digits of the valid activation code followed by a # key. The **Delete** softkey appears only when you enter the first digit of activation code in the **Enter activation code** box.

The phone completes the provisioning process automatically.

Step 3 If an error message displays, enter the code again or contact your administrator.

Set a Password on Initial Phone Boot Up

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

Procedure

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

Step 2 Press **Save**.

Create User Password on Phone

Your administrator enables your phone to prompt for **Set password** notification screen when your phone reboots after every factory reset. This feature enhances the security of your phone.

Procedure

Step 1 Perform one of the following:

- After factory reset, your phone reboots and you see the **Set password** prompt on the phone.
- Press
 - a. Select **Status > Issues**. If the phone has no user password that is created, you see a message **No user password provided** and you see the **Select** softkey which lets you access the **No user password provided** screen.

If the phone has user password, the value of the **Issues** menu is displayed as **None**.
 - b. Press **Create**.

Step 2 In the **Set password** screen, set the new password in the **New password** box.
After you create a new password, an unlock icon appears on the phone screen.

User Authentication Control

Your administrator can configure if you require authentication to access phone menus. Your administrator can also customize and turn off the authentication to allow access to all phone menus.

With this feature, whether any phone menu needs authentication is controlled by your administrator. If your administrator configures authentication to access the menu, you need to provide the password and sign in to access the menu.

Sign into Your Extension from Another Phone (Extension Mobility)

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

Before you begin

Your administrator configures provisioning authority.

Procedure

Step 1 Press **Sign in**.

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

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

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign in to a Phone as a Guest

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

Procedure

Step 1 Press **Sign in**.

Step 2 Enter your user ID and password.

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

Step 3 Press **Save**.



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

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Profile rule**.

Step 3 Enter the profile rule using the phone keypad.

Step 4 Press **Resync**.

Coworker Line Status

You can set up line keys on your phone to monitor coworkers' lines. This feature is useful if you routinely handle calls for coworkers and need to see if they are available to answer calls. The monitoring line keys

function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line.

The following table describes the LED status:

Table 2: BLF Key LED Status

LED Color	Meaning
Green	The monitored line is available.
Red	The monitored line is busy.
Blinking red	The monitored line is ringing.
Amber	Error in BLF key configuration.

Your administrator performs the necessary setup on the server and for the phone to allow you to monitor the desired lines.

















You can configure monitoring on your phone in two ways:

- You can configure monitoring of an individual user's line.
- If your administrator has set up a BLF list for you, you can activate or deactivate monitoring of the entire list. The BLF list is the list of users whose lines you can monitor. The phone monitors each user on a separate line key. The phone assigns available line keys for monitoring, automatically.

With the appropriate configuration, you can use the BLF keys to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).

When the configuration is complete, the icon in the BLF key label indicates the combination of features configured on the key:

Table 3: Busy Lamp Field Icons

	BLF	BLF and Speed Dial	BLF and Call Pickup	BLF, Speed Dial, and Call Pickup
Idle				
Alerting				
In use				
Error				

Activate or Deactivate Monitoring of the BLF List

If your administrator has configured a Busy Lamp Field (BLF) list for you, you can activate or deactivate monitoring of the entire BLF list. The phone monitors each user on a separate line key. When you activate monitoring, the phone assigns available line keys in sequence to monitor the BLF list entries.

The BLF list keys function in the same way as individual BLF keys. See [Coworker Line Status, on page 15](#) for details. When you activate monitoring, the phone starts showing the status of the monitored lines on the BLF list keys. You can use each BLF list key to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).



Note The sequential order of the users in the BLF list is set by your administrator. The corresponding BLF list keys always maintain this sequential order. You can choose to configure another feature such as speed dial on a BLF list key at any time. However, it renders the line key unavailable for the BLF list.


Whenever you make any change to line key configurations, the phone redoes the BLF list key assignment taking the change into account. The phone only assigns available line keys, and in the same sequential order, every time. This can result in changes in the positions of BLF list keys.

The phone monitors as many users as possible with the available line keys. You can make more line keys available for monitoring the list by removing features configured on line keys. See [Remove the Feature Configured on a Line Key, on page 19](#) for details.

Before you begin

Your administrator configures the BLF list.

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Attendant console preferences > BLF list**.
- When **BLF list** is set to **Show**, monitoring is activated. The phone shows the status of the monitored lines on the BLF list keys.
 - When **BLF list** is set to **Hide**, monitoring is deactivated.
- Step 3** Press **Set**.
-

Configure Monitoring of an Individual Line

You can configure a line key to monitor a coworker's line status. When you add speed dial to the configuration, you can use the line key to call the monitored line. When you add call pickup to the configuration, you can use the line key to answer incoming calls to the monitored line. The line key functions as a Busy Lamp Field (BLF) key. See [Coworker Line Status, on page 15](#) for details.

You can select any available line key to configure this feature. You can also select any line key that is functioning as a speed-dial key or as a BLF key. Your configuration will override any existing configuration for the key.

If your administrator has configured a BLF list for you, you can only monitor the lines of people who are in the list.

Your phone may already be monitoring the entire list. See [Activate or Deactivate Monitoring of the BLF List, on page 17](#) for details. You can still configure an individual key to monitor a line. However, the phone will then no longer monitor the line automatically as part of the list. If you remove the individual BLF key configuration, the phone resumes monitoring the line automatically as part of the list. Note that the phone adjusts the BLF list key assignment every time it has to add or remove a line for automatic monitoring. This results in changes in the positions of BLF list keys.

Before you begin

- Your administrator performs the necessary setup to allow you to monitor the concerned line.
- Your administrator allows configuring the BLF feature options on line keys.

Procedure

Step 1 Press and hold down the line key for two seconds.

Step 2 On the **Select feature** screen, select one of these options:

- If you just want to use the key to monitor a line, select **BLF presence**.
- If you want to use the key to monitor a line and also speed-dial the monitored line, select **BLF + Speed dial**.
- If you want to use the key to monitor a line and also answer incoming calls to the monitored line, select **BLF + Call pickup**.
- If you want to use the key for all the three functions, select **BLF + Speed dial + Call pickup**.

Step 3 Enter the user ID of the person whose line you want to monitor, in the **User ID** field.

Note You must enter the user ID. The user ID may not be the person's name or extension. Consult your administrator if you need assistance.

If your administrator has configured a BLF list for you, you can select the user whose line you want to monitor from the list:

a) Select **Search BLF list**.

Users whose names appear in grey in the list are ones that your phone is already monitoring on individually configured BLF keys.

b) Select the user whose line you want to monitor.

The user ID appears in the **User ID** field.

If you select a user who is already monitored on an individually configured key, the new configuration overrides the previous configuration to monitor the user.

Step 4 Press **Save**.

Remove the Feature Configured on a Line Key

You can remove the feature configured on a line key.

If your phone is monitoring a Busy Lamp Field (BLF) list, removing the feature configured on a line key makes the line key available for monitoring the BLF list. This can change the positions of BLF list keys. See [Activate or Deactivate Monitoring of the BLF List, on page 17](#) for details.



Note You cannot remove some features configured by your administrator.

Procedure

- Step 1** Press and hold down the line key for two seconds.
- Step 2** On the **Select feature** screen, select **None**.
- Step 3** When prompted to confirm, press **OK**.

Add a Menu Shortcut to a Line Key

After you configure a line key with a menu shortcut, you can open the menu with a simple press on the line key.

Before you begin

Your administrator must enable this feature on your phone.

Procedure

- Step 1** Press and hold a line key for two seconds. The available feature list is displayed.
- Step 2** Select **Menu shortcut** from the list. The available menu list is displayed.
- Step 3** Scroll the list and select the menu you want to add to the line key and press **Set**.

Remove the Menu Shortcut from a Line Key

Procedure

- Step 1** Press and hold the line key for two seconds. The available feature list is displayed.

Step 2 Select **None** from the list and press **Set**.

Service Interruption Message on Home Screen

When Webex cloud server is not available, you will see **Service interruption** notification on the phone home screen and the line status shows the survivability icon. During this situation, phone gets connected to the Site Survivability Gateway (SGW) so that you can use at least basic calling features. SGW services are deployed within your local network, hence, the phone supports only basic calling features. If you check the line status, it shows **Interrupted**. To view the line status, see [View the Line Status, on page 30](#).

When you experience this issue, your administrator can help troubleshoot.

Phone Web Page

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

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

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forward, visual and audio message indicators, ring patterns, and other line-specific settings.

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

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

Related Topics

[Forward Calls with the Phone Web Page](#)

[Speed Dial](#)

[Assign a Ring Tone with the Phone Web Page](#)

[Add a New Contact to Your Personal Address Book with Phone Web Page](#)

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

[Phone Keypad Characters](#), on page 23

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 2: Cisco IP Phone 7800 Series Buttons and Features



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Button on page 13.
3	Softkey buttons	 Access functions and services. For more information, see Softkey, Line, and Feature Button on page 13.
4	Navigation cluster	Navigation ring and Select  button. Scroll through menus, highlight items, and select the highlighted item.

5	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.
6	Speakerphone, Mute, and Headset	Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on or off. When the headset is on, the button is lit.
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 4: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? - _ & %
Zero (0)	(space) , ! ^ ' "
Asterisk (*)	+ * ~ ` < >
Pound (#)	# \$ £ □ \ () { } []

Navigation

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







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

Softkey, Line, and Feature Buttons

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

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
 - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
 - Line buttons—Used to initiate or answer a call or resume a held call. You can also use a line key to open and close the call session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

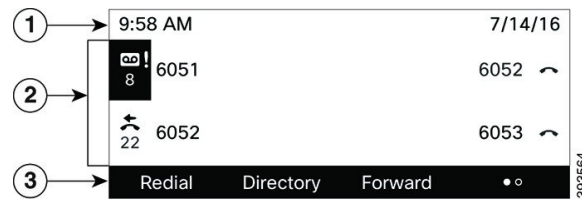
-  Green—Line is idle.
-  Red, steady—Line is active or in use.
-  Red, flashing—Line is on hold or there is an inbound call.
-  Amber, steady—Line is unregistered (cannot be used).

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

Phone Screen Features

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

Figure 3: 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	<p>The middle of the phone screen displays the information associated with the line and feature buttons on the phone.</p> <p>When you select a line which has more than two registered lines, a black box highlight around the selected line is displayed. There will be no highlight for an active call.</p> <p>Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when line is inactive.</p>
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean your phone screen

Procedure

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

Caution Don't use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Differences Between Phone Calls and Lines

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

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

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

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

Power Requirements

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

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

Energy Savings

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

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

Related Topics

[Adjust the Phone Screen Backlight](#)

Additional Help and Information

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

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

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

Accessibility Features

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

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

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

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

Troubleshooting

You may experience issues related to the following scenarios:

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

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

Find Information About Your Phone

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

The phone contains all unique device identifier (UDI) information. The UDI is composed of three data elements associated with the phone. The data elements are:

- Product Identifier (PID)
- Version Identifier (VID)
- Serial Number (SN)

You can also find the information about your phone by going to **Info > Status > Product Information** on the phone web interface.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Product Information**.

You can view the following information:

Product name—Name that represents the Cisco IP Phone.

Serial number—Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

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

Configuration version—Version number of the Cisco IP Phone configuration. This information shows when your administrator has enabled it.

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

VID—Version ID of the Cisco IP Phone.

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

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

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

View the Customization State on the Phone

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

Here are the descriptions of the remote customization states:

- **Open**—The phone has booted for the first time and is not configured.
- **Aborted**—Remote Customization is aborted due to other provisioning, for example, DHCP options.
- **Pending**—The phone can not download the profile from the EDOS server.
- **Custom-Pending**—The phone has downloaded a redirect URL from the EDOS server.
- **Acquired**—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- **Unavailable**—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Product information > Customization**.
- Step 3** Press **Back**.
-

View the Network Status

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Network status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.
- **Network status**—Indicates if the phone is connected to a network.
- **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

- **IPv6 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
 - **VLAN ID**—VLAN ID of the phone.
 - **MAC address**—Unique Media Access Control (MAC) address of the phone.
 - **Host name**—Displays the current host name assigned to the phone.
 - **Domain**—Displays the network domain name of the phone. Default: cisco.com
 - **Switch port link**—Status of the switch port.
 - **Switch port config**—Indicates speed and duplex of the network port.
 - **PC port config**—Indicates speed and duplex of the PC port.
 - **PC port link**—Indicates speed and duplex of the PC port.
-

View the Phone Status

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Phone status > Phone status**.

You can view the following information:

- **Elapsed time**—Total time elapsed since the last reboot of the system
 - **Tx (Packets)**—Transmitted packets from the phone.
 - **Rx (Packets)**—Received packets from the phone.
-

View the Status Messages on the Phone

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Status messages**.


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

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

- Step 3** Press **Back**.
-

View the Line Status

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Phone status > Line status**.
You can view the status of each line on the phone.
-

View Call Records in Call Statistics

Each call record contains additional information that you might want to check, follow the procedure provided in this topic to view the detailed information of your recent call records.

Before you begin

Sign in to the phone so you can access to access the **Call statistics** menu.

If a lock icon displays in the upper-right corner of the main screen, this means that you don't sign in to the phone yet.

Procedure

- Step 1** Select **Status > Phone status > Call statistics**.
- Step 2** (Optional) If prompted, enter your password and press **Sign in**.
If you cannot sign in to the phone, contact your administrator.
- Step 3** Highlight a call statistics entry from the list, and press **Select**.
You can also press the **Select** button of the Navigation cluster to shows details of the highlighted entry.
You can view the following information:
- **Call type**—An outbound or inbound call.
 - **Peer name**—The name of the person who made or answered the call.
 - **Peer phone**—The phone number of the person who made or answered the call.
 - **Encode codec**—The method used to compress the outgoing audio.
 - **Decode codec**—The method used to decompress the incoming audio.
 - **Call time**—The time a call was made or answered.
 - **Call ID**—An identifier of the caller.

The call statistics may contain additional information such as counter, statistics, and voice-quality metrics. Use this information for troubleshooting.

Related Topics

[Sign into Your Extension from Another Phone \(Extension Mobility\)](#), on page 14

[Sign in to a Phone as a Guest](#), on page 14


[Sign In as a Call Center Agent](#)

[Set up the Profile Account](#)

[Set Password](#)


View 802.1X Transaction Status

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.
- You can view the following information:
- **Transaction status**
 - **Protocol**
-

View the Reboot History

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Reboot history**.
- You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.
-

Report all phone issues for your Cisco MPP device

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

Before you begin

Your administrator enables web server for the phone.

Procedure

-
- Step 1** Press **Applications** .

- Step 2** Press **Settings**.
- Step 3** Select **Status > Report problem**.
- Step 4** Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
- Step 5** Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
- Step 6** Select **Problem description**.
- Step 7** Select a description from the displayed list.
- Step 8** Press **Submit**.
- Note** If your administrator disables web server for the phone, the phone fails to upload the problem report to the server. In addition, the phone screen shows **Error: 109 Or Report Problem** together with an unavailable download link. Contact your administrator to help you resolve the issue.

Factory Reset the Phone from Phone Web Page

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

Procedure

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

You can enter URL in the format:

`http://<Phone IP>/admin/factory-reset`

where:

Phone IP = actual IP address of your phone.

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

factory-reset = command that you need to enter in the phone web page to factory-reset your phone.

Factory Reset from Server

You can restore your phone to its original manufacturer settings when your administrator factory reset it from the server. After you reset the phone, you can reconfigure it.

When your administrator factory reset your phone, you will observe the following notifications on the phone screen.

- If the phone is idle and has no active call or the phone is not upgrading, it shows a message, **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.
- If the phone is busy with an active call or the phone is upgrading, it shows a message, **Phone will factory reset when idle as per request from administrator**. After the phone becomes idle, it shows **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.

Identify Phone Issues with a URL in the Phone Web Page

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

Procedure

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

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

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

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

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

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

For example, to ping the 192.168.1.1 address:

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

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.

For more information on phone registration, please visit [Manual phone registration](#).

Get More Information When Your Phone Displays a Provisioning Failure Message

If your phone displays the message `Verify your provisioning settings or contact your service provider.`, you have a configuration problem. This message will display only immediately after the phone boots up. You will not see this message after the phone is registered to a call server.

This message applies to all MPP Phones.

Procedure

Step 1

Press one of these options:

- **Details**—display a list of status messages.

- **Cancel**—return to the main phone screen.

Note If you cancel a provisioning alert, the phone doesn't show another provisioning alert until the phone has rebooted.

Step 2 Highlight the relevant status message from the list, and press one of these options:

- **Details**—display the entire status message.
- **Clear**—delete the complete message list.

Step 3 Contact your administrator to help you resolve the issue. If your administrator has given you access, you can also view the messages on the phone web page.

On the phone web page, go to **Info > Download Status > Provisioning Status**

Find the Transition License Type

Your administrator may ask for information about the type of license used to migrate to multiplatform firmware.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Product Information**.

Step 3 In the **Transition Authorization Type** field, view the license type used.

Find Information about MIC Cert Refresh Status

You can view the renewal status and related information on the phone web page to check if the Manufacture Installed Certificate (MIC) renewal is completed. Your administrator might ask you about this information during the phone troubleshooting.

Before you begin

- Your administrator has given you the access to the phone web page.
- Your administrator activates the Manufacture Installed Certificate (MIC) renewal on your phone.

Procedure

Step 1 On the phone web page, click **Info > Download Status**.

Step 2 Find the information from the **MIC Cert Refresh Status** section.

- **MIC Cert Provisioning Status:** This field includes the date and time of the performed certificate renewal, the HTTP request URL, and result messages.

- **MIC Cert Info:** This field shows the overall status of the certificate renewal procedure. Typically, it shows whether the MIC certificate of your phone is renewed successfully.

For more information, contact your administrator.

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 at: [Product Warranties](#).

