Cisco IP Phone 7811

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

Dial On-Hook
1. Enter a number when the phone is idle and press Call.
2. Or, press New Call or Speakerphone and enter the phone number. Lift the handset to complete the call.

Redial Last Number
Press Redial to redial the last number.

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

View Call History
To view missed, placed and received calls:
1. Press Applications.
2. Scroll and select Recents.
3. Select a line to view. Your phone displays placed and received calls.
4. To view details for a call, scroll to the call, press More, and then press Details.

View Missed Calls Only
1. Open your call history.
2. Press Missed.

Dial from Call History
1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Call.
3. To edit a number before dialing, press More > EditDial.

Answer a Call
New calls display a flashing red indicator on the handset and plays a new call tone.

To answer the call, lift the handset. Or, press Answer, or the Speakerphone button.

Use Hold and Resume
When a call is on Hold, the person at the other end hears hold music.

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

Use Mute
1. While on a call, press Mute. The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

Transfer a Call
1. From an active call, press the Transfer button, or the Transfer softkey.
2. Enter the transfer recipient’s extension or telephone number.
3. Press Transfer again either before or after the party answers to complete the transfer.

Forward Calls
1. To forward calls on your primary line to another number, press the Fwd All softkey.
2. Enter a phone number or press the Messages button to forward all calls to your voicemail.

To turn off forwarding, press the Fwd Off softkey.

Create a Conference Call
1. From an active call, press Conference.
2. Make a new call.
3. Press Conference again either before or after the party answers.
4. Repeat these steps to add additional participants.

The conference call ends when all participants hang up.
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Navigating the Phone

Softkeys
Softkeys are feature buttons that dynamically change to reflect current options. Four softkey buttons are located below the phone screen. The More softkey reveals additional softkeys.

Scrolling
To scroll through a menu or list, press up, down, left or right on the four-way Navigation cluster.

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

Manage Voicemail
A new voicemail message is indicated by:
- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- “New Voicemail” message on your phone display

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

Press the Divert softkey when a call is ringing, active, or on hold to send it directly to voicemail.