


# 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.

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