The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits 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 in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

<table>
<thead>
<tr>
<th>Features</th>
<th>7811</th>
<th>7821</th>
<th>7841</th>
<th>7861</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen</td>
<td>Greyscale, no</td>
<td>Greyscale, with</td>
<td>Greyscale, with</td>
<td>Greyscale, with</td>
</tr>
<tr>
<td></td>
<td>backlight</td>
<td>backlight</td>
<td>backlight</td>
<td>backlight</td>
</tr>
<tr>
<td>Lines</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>16</td>
</tr>
</tbody>
</table>
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>
<thead>
<tr>
<th>Revision</th>
<th>Updated Section</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Turn On Do Not Disturb, on page 22</td>
</tr>
<tr>
<td></td>
<td>Prioritized Calls, on page 34</td>
</tr>
<tr>
<td></td>
<td>Answer a Priority Call, on page 35</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Revision</th>
<th>Updated Section</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Phone Firmware and Upgrades, on page 12</td>
</tr>
</tbody>
</table>

#### New Information for Firmware Release 11.0

This User Guide has been streamlined and restructured to improve the customer experience.
### 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.
## Change the Viewing Angle of Your Phone

You can change the angle of the phone 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

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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Enter your activation code or service domain on the <em>Welcome</em> screen.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Enter your username and password.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Submit.</td>
</tr>
</tbody>
</table>

---

**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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Enter your user ID in the <em>User ID</em> field.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Enter your PIN or password in the <em>PIN</em> or <em>Password</em> field.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Submit.</td>
</tr>
</tbody>
</table>

---

**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

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.

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.

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call forward</td>
<td>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.</td>
</tr>
</tbody>
</table>
### Additional phones

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:

- **Single number reach**—You specify if 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

You assign phone numbers to speed-dial numbers so that you can quickly call that person.

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional phones</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• Single number reach—You specify if the additional phone should ring when someone calls your desk phone.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td>Speed dial</td>
<td>You assign phone numbers to speed-dial numbers so that you can quickly call that person.</td>
</tr>
</tbody>
</table>

### Related Topics

- Phone Calls with Mobile Connect, on page 38
- Speed Dial, on page 18
- Forward Calls, on page 29

### 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**

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.

**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, on page 21

---

**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

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset and Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).</td>
</tr>
<tr>
<td>2</td>
<td>Programmable feature buttons and line buttons</td>
<td>Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons, on page 11. The Cisco IP Phone 7811 does not have programmable feature buttons or line buttons.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Access functions and services. For more information, see Softkey, Line, and Feature Buttons, on page 11.</td>
</tr>
<tr>
<td>4</td>
<td>Navigation cluster</td>
<td>Navigation ring and Select button. Scroll through menus, highlight items, and select the highlighted item.</td>
</tr>
</tbody>
</table>
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.

   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**  
- **Volume**  
  Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

### 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.

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—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
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.

The middle of the phone screen displays the information associated with the line and feature buttons on the phone.

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**

1. Press Applications.
2. Select Phone information > Show detail.
3. Press Exit to return to the Applications screen.

**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, on page 56

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:

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

• For licensing information, follow this link:

Accessibility Features

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


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**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Phone information.</td>
</tr>
<tr>
<td>Step 3</td>
<td>(Optional) Press Show detail to view the active load information.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Exit to return to the Applications screen.</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Report quality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Scroll and select the item that closely matches your problem.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press the Select softkey. The information is sent to your system administrator.</td>
</tr>
</tbody>
</table>
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 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.

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.
Calls

- Make Calls, page 17
- Answer Calls, page 21
- Mute Your Call, page 25
- Hold Calls, page 26
- Forward Calls, page 29
- Transfer Calls, page 29
- Conference Calls and Meetings, page 30
- Intercom Calls, page 32
- Supervise and Record Calls, page 33
- Prioritized Calls, page 34
- Multiple Lines, page 36
- Phone Calls with Mobile Connect, page 38

Make Calls

Your Cisco IP 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 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 6
Speed-Dial Numbers, on page 7

Make a Call with a Speed-Dial Button

You can see all the speed-dial numbers that you add in the Self Care portal. Use the up and down buttons in the navigation cluster to scroll through your speed-dial numbers, then select a speed-dial number.

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 6

Make a Call With a Speed-Dial Code

Before You Begin
Set up speed-dial codes on the Self Care portal.

Procedure

Enter the speed-dial code and press Speed Dial.

Related Topics

Self Care Portal, on page 6

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 43

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 Dial the number.
Ten seconds after the last key press, the phone dials the number.

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 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, 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
   Speed-Dial Numbers, on page 7

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When you see a lock icon displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign in before you call somebody or hear a security tone played over your handset.

Answer Calls

Your Cisco IP 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're 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 an active or ringing call to your voicemail system or to a preset phone number.

**Procedure**

Decline a call by performing one of the following actions:

- 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 6

---

**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 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 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, also known as line 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 in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Hunt Group to sign in.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Hunt Group again to sign out.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Queue Status.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Update to refresh the statistics.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Exit.</td>
</tr>
</tbody>
</table>
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 you used for the previous call.

**Procedure**

**Step 1** Connect your headset to your phone.

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

**Step 3** When your phone automatically answers the incoming call, talk to the caller using your headset. If you don't want to use your headset anymore, press the Headset button to turn it off, and use the handset or speakerphone instead.

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.

**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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Hold</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Hold</td>
<td></td>
</tr>
<tr>
<td>Step 3</td>
<td>To resume a call from hold, press Hold again.</td>
<td></td>
</tr>
</tbody>
</table>

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.

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), 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.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

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 pick up a parked call from anywhere in your network.

Before You Begin

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

Procedure

Enter the number where the call is parked to 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**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Transfer</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Enter the directed call park number.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press <strong>Transfer</strong> again to park the call.</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Dial the park retrieval prefix.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Dial the directed call number.</td>
</tr>
</tbody>
</table>
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 with the line.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>When the line to be forwarded is inactive, press Forward all.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>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.</td>
</tr>
</tbody>
</table>

Related Topics

Self Care Portal, on page 6

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

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

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

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>From a call that is not on hold, press Transfer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Enter the other person's phone number.</td>
</tr>
<tr>
<td>Step 3</td>
<td>(Optional) Wait until you hear the line ring or until the other person answers the call.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Transfer again.</td>
</tr>
</tbody>
</table>
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 Press Swap to return to the held call.
Step 3 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 created a conference, you can view the details of the last 16 participants who joined 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 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**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift the handset to get a dial tone and press <strong>Meet Me</strong>.</td>
<td>Dial the meet me phone number.</td>
</tr>
</tbody>
</table>

**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 place and receive one-way calls using an intercom line.

**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.
**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:

- Record the call.
- Conference in the first participant only; Other participants add people as needed.
- End 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 displays 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 being very important, and thus 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 if 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 is 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
• Answer the call using call pickup
Table 5: Multilevel Precedence and Preemption Priority Levels

<table>
<thead>
<tr>
<th>MLPP icon</th>
<th>Priority Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Priority Icon] (Level 1)</td>
<td>Level 1—Priority call</td>
</tr>
<tr>
<td>![Medium Priority Icon] (Level 2)</td>
<td>Level 2—Medium priority (Immediate) call</td>
</tr>
<tr>
<td>![High Priority Icon] (Level 3)</td>
<td>Level 3—High priority (Flash) call</td>
</tr>
<tr>
<td>![Flash Override Icon] (Level 4)</td>
<td>Level 4—Flash Override</td>
</tr>
<tr>
<td>![Executive Override Icon] (Level 5)</td>
<td>Level 5—Executive Override</td>
</tr>
</tbody>
</table>

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 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 the 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 might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should 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. |
| Note | 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 displays on your phone screen for as long as the feature is enabled.
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 6

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Mobility.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press Select to send a call to your mobile phone.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Answer the active call on your mobile phone.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On the mobile phone, enter the access code for the hand-off feature.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Answer on your desk phone within 10 seconds and start talking on the desk phone.</td>
</tr>
</tbody>
</table>
Transfer a Call from Your Mobile Phone to Your Desk Phone
Contacts

- Corporate Directory, page 41
- Personal Directory, page 41
- Cisco Web Dialer, page 45

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Corporate Directory.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select a search criteria.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Enter your search criteria and press Submit.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select the contact.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press Call.</td>
</tr>
</tbody>
</table>

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 and special speed dial codes to 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 6

---

### 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**

1. **Step 1** Press `Contacts`.
2. **Step 2** Select `Personal directory`.
3. **Step 3** Enter your user ID and PIN, and press `Submit`.
4. **Step 4** To sign out, select `Log out`, press `Select`, and then press `OK`.

---

### Add a New Contact to Your Personal Directory

**Procedure**

1. **Step 1** Press `Contacts`.
2. **Step 2** Sign in to your personal directory.
3. **Step 3** Select `Personal Address Book`.
4. **Step 4** Press `Submit`.
5. **Step 5** Press `New`.
6. **Step 6** Enter first name, and a last name.
7. **Step 7** (Optional) Enter a nickname.
8. **Step 8** Press `Phones` and enter the phone number along with any required access codes.
9. **Step 9** 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

You can make it easier to 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 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.
Step 5 Press Edit.
Step 6 Modify the entry information.
Step 7 Press Phones to modify a phone number.
Step 8 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.
Step 5  Press Edit.
Step 6  Press Delete.
Step 7  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.

Recent Calls

- Recent Calls Lists, page 47
- View Your Recent Calls, page 47
- Return a Recent Call, page 47
- Clear the Recent Calls List, page 48
- Delete a Call Record, page 48

Recent Calls Lists

You use the Recents lists to see the 150 most recent individual calls and call groups. 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.

View Your Recent Calls

Check to see who's called you recently.

Procedure

2. Step 2: Select Recents.
3. Step 3: 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) If multiple lines exist, select **All Lines** or the required line.

**Step 4** Select the call record that you want to dial.

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

**Step 6** Press **Call**.

---

**Clear the Recent Calls List**

You can delete the last 150 calls on your phone by clearing Recents. This removes all of the calls on your phone.

**Procedure**

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

**Step 2** Select **Recents**.

**Step 3** (Optional) Select **All Lines** or 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 only has the first 150 calls.

**Procedure**

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

**Step 2** Select **Recents**.

**Step 3** (Optional) Select **All Lines** or 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
Voicemail

- Your Voicemail Account, page 51
- Check for New Voice Messages, page 51
- Access Voicemail, page 52
- Access Audio Voicemail, page 52

Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and set up your phone to access the voicemail system.

The Messages button on your phone acts as a speed dial into the voicemail system.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Check for New Voice Messages

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 6
Access Voicemail

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Follow the voice prompts</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>In the screen, press the Audio softkey.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>When prompted, enter your voicemail credentials.</td>
</tr>
</tbody>
</table>
Applications

- Available Applications, page 53
- View Active Applications, page 53
- Switch to Active Applications, page 54
- Close Active Applications, page 54

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Running applications.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select a running application and press Switch to to open and use the selected application.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Exit.</td>
</tr>
</tbody>
</table>

Close Active Applications

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Running applications.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select a running application and press Close app to close the application.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Close.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press Exit.</td>
</tr>
</tbody>
</table>
Settings

• Change the Ringtone, page 55
• Adjust the Contrast, page 55
• Adjust the Headset Feedback, page 56
• Adjust the Phone Screen Backlight, page 56
• Adjust the Volume During a Call, page 57
• Adjust the Phone Ringer Volume, page 57

Change the Ringtone

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

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications</th>
<th>Step 2</th>
<th>Select Settings &gt; Ringtone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 3</td>
<td>Select a line.</td>
<td>Step 4</td>
<td>Scroll through the list of ringtones and press Play to hear a sample.</td>
</tr>
</tbody>
</table>

Adjust the Contrast

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

Step 1 Press Applications.
Step 2 Select Settings > Contrast.
Step 3 Select Contrast.
Step 4 Press the Navigation cluster down to decrease, or up to increase the contrast.
Step 5 Press Save to set the contrast.

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.

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

Procedure

Step 1 Press Applications.
Step 2 Select Settings > Headset sidetone.
Step 3 Select a setting.
Step 4 Wait one minute and then reboot the phone.

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.
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 volume while you are on a call.

Adjust the Phone Ringer Volume

If your phone ringer is too loud or too soft when you have an incoming call, you can change the ringer volume. When you change the ringer volume, it does not affect the volume of the sound that you hear when you are on a call.

Procedure

Press Volume up and down to adjust the ringer volume when the phone rings.
Adjust the Phone Ringer Volume
Accessories

- Supported Accessories, page 59
- View the Accessories Associated with Your Phone, page 60
- Headsets, page 60

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.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

*Table 6: Accessory Support for the Cisco IP Phone 7811, 7821, 7841, and 7861*

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Type</th>
<th>7811</th>
<th>7821</th>
<th>7841</th>
<th>7861</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Accessory</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Wall Mount Kit</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Third-Party Accessories</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headsets</td>
<td>Analog</td>
<td>-</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Analog Wideband</td>
<td>-</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Microphone</td>
<td>External</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Speakers</td>
<td>External</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
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.

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Standard Headsets

You can use a standard headset with your desk phone.

Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

Plug the headset into the jack in the back of the phone and press the cable into the cable channel.
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.
Product Safety and Security

• Safety and Performance Information, page 63
• FCC Compliance Statements, page 64
• Cisco Product Security Overview, page 65
• Important Online Information, page 65

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 two ways:

• Use the power cable 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 Cisco IP Phone voice and video quality, 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

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

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 http://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: http://www.cisco.com/go/eula

Regulatory Compliance and Safety Information
