














The following figure shows the Cisco IP Phone 7841.

Figure 1: Cisco IP Phone 7800 Series Buttons and Features



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

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

Navigation

Use the outer ring of the Navigation cluster to scroll through menus. 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



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

Clean the Phone Screen

Procedure

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

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

Differences Between Phone Calls and Lines

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

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. 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.