

Cisco® 7811 Quick Reference Guide



Dial Plan

Internal Hospital Calls: Dial 5-digit extension

External Calls:

Domestic: 1 Area Code + Number

International: 011+Country Code + Number







Emergency: 911 or 333

Your Phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume
9. Speaker
10. Headset
11. Mute
12. Keypad
13. Volume
14. Contacts
15. Applications
16. Voicemail
17. Handset

Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials
Session buttons (right side): resuming calls or answering a call

-  Green, steady: Active call
-  Green, flashing: Held call
-  Amber, steady: Shared line in use
-  Amber, flashing: Incoming call
-  Red, steady: Shared line in use
-  Red, flashing: Shared line on hold

Place a Call



- Enter a number and lift the handset.

OR

- Press **Redial** softkey.

OR

- Press **New Call**, **Speaker** or **Headset** and dial.

Answer a Call



- Press the flashing amber button.

OR

- Lift the handset.

OR

- Press the **Speaker** or **Headset** button or **Answer** softkey.

Put a Call on Hold

- Press **Hold**.

Resume a Held Call

- Press **Hold** again or **Resume** softkey.

Call Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey.
- Dial the intended party.
- Announce caller when line is picked up.
- Press the **Transfer** button.

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Call Forward

To forward all incoming calls:

- Select a line and press **Forward all** softkey.
- Dial the number.

To forward to voicemail:

- Press the **Forward ALL** softkey.
- Press the **Messages** button.

To receive calls again:

- Press the **Forward Off** softkey again.

Conference

Ad Hoc Conference (Up to X Parties)

While on an active call:

- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.

- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.

To rejoin conference if party is not available:

- Press **EndCall** softkey.
- Press **Resume** softkey to be connected with conference in progress.

View Conference Participants

- Press the **Show detail** softkey.
- To refresh the screen, press **Update** softkey.

Remove Conference Participants

- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the **Navigation** button.
- Press the **Remove** softkey.

Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Press **Calls**, select a held call, and press **Yes**.

Call Park

To put a call on hold and retrieve from any phone in system:

- During a call, press **Park** softkey, then hang up.

Note: Call Park number is displayed on screen.

To retrieve parked call:

- Lift the Handset.
- Dial the **Call Park** number.

Note: Call rings back to phone that parked call if not retrieved in two minutes.

Decline

Sending an Active or Ringing Call to Voicemail

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey.

To redirect an incoming call while not on a call:

- Press **Decline** softkey.

To redirect a held call:

- First resume the call and then press the **Decline** softkey.

Do Not Disturb (DND)

- Press **DND** softkey to turn on or off the ringer on the phone.

Directories

Corporate Directory

- Press **Contacts** button.
- Select **Corporate Directory**.
- Perform a search by name or extension.
- Press **Search** softkey.
- Scroll to a listing and press the **Select** button in the Navigation pad.
- Press **Select** button again.

To Exit:

- Press the **Exit** softkey.

Call History



- Press **Applications** button.
- Select **Recents**.
- Select line to view.

Note: You can view approximately 150 missed or all calls..

Voicemail



Setting up Voicemail

- Press the **Messages** button.
- Enter your default PIN **135246#**
- Record your **Name**.
- Record your **Greeting**.
- Change your **Temporary PIN**.
- Confirm your **PIN**.
- Press **#** to confirm **Directory Listing**.

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Voicemail Access

From your phone:

- Press **Messages** button.
- Enter your PIN, **#**

Voicemail access from another phone:

- Press **Messages** button, ***** key.
- Enter your 5-digit extension, PIN, **#**.

External Voicemail Access

- Dial your direct number.
- Press ***** key
- Enter 5-digit extension, **#**
- Enter your PIN, **#**

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press ***** + 5-digit extension.

Check Messages

To check for messages after logging in:

- Press **1** to listen to new messages.
- Press **3**, then **1** to review saved messages.
- Press **3**, then **2**, then **1** to listen to deleted messages.

The following options can be used while listening to your mail:

- | | |
|-----------------|--------------------|
| 1 Restart | 6 Fast Playback |
| 2 Save | 7 Rewind |
| 3 Delete | 8 Pause or Resume |
| 4 Slow Playback | 9 Fast forward-End |
| 5 Change Volume | # Skip Message |
| | ## Keep Msg. New |

After listening to messages:

- | | |
|-----------|----------------------|
| 1 Replay | 6 Mark As New |
| 2 Save | 7 Skip Back |
| 3 Delete | 9 Msg. Properties |
| 4 Reply | * Cancel Playing Msg |
| 5 Forward | 0 Help |