

Cisco 7861 Handset User Guide




Call features

How to place a call


Using the Handset

- Pick up the handset
- Enter the number and press the **Call** soft key

OR Using the Speakerphone:

- With the Headset on-hook, press 
- Enter the number, then touch the **Call** soft key

OR Using the Headset:


- With the headset connected, press  to activate the headset mode
- Enter the number, then press **Send** soft key

How to end a call

Using the Handset:

- Hang up the handset, or press the **Cancel** soft key

OR Using the speakerphone:

- Press the  or the **Cancel** soft key

OR Using the Headset:

- Press the **Cancel** soft key

How to answer a call

Using the Handset:

- Pick up the handset

OR Using the Headset:

- Press 



OR Using the speakerphone:

- Press the  or the Answer soft key



How to place a call on hold

- Press Hold 
- To resume a call from hold, press Hold again

How to create a conference call

- From an active call, press Conference 
- Dial the number you would like to add to the conference call
- Press Conference again 
- This will bring all three callers together


How to transfer a call

- From an active call, press transfer 
- Dial the number you would like to transfer the call to
- Press the **call** button
- Press Transfer  again

Listen to voice messages

- Press Messages  and follow the voice prompts



Call History

- Press Applications 
- Scroll and select Recents
- Select a line to view



Customising your phone

Volume Adjustment


Adjust the Volume in a Call

Press Volume   up or down to adjust the handset, headset, or speakerphone volume when the phone is in use

Adjust the Ringtone Volume

Press Volume   up or down to adjust the ringer volume when the phone is not in use

Ring tones

- Press Applications 
- Select User Preferences > Audio Preferences
- Select a line
- Scroll through the list of ringtones and press Play to hear a sample
- Press Set and Apply to save a selection



Download the Xelion apps

Scan this QR code to download the latest Xelion Apps (mobile and softphone) direct from their website



Watch a demo

Scan this QR code to see a demo video of this handset

If you need any assistance with your handset or Xelion package, please call our support team on 0121 311 1010 or email support@connaughtltd.co.uk