Cisco 7841

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Note For best results, print on 8.5" x 14" (legal-sized) paper.

1 Dial

To dial, lift the handset and enter a number. Or:

- Press a line button.
- Press the **New Call** softkey.
- Press the headset button or speakerphone button

Within District: Dial 4-digit extension

Domestic: Dial 8 + 1 + 10-digit number

International: Dial 8 + 011 + number

Speed Dial

Enter a speed-dial code while on-hook (no dial tone), then press the **Speed Dial** softkey.

Use the **CCM User Training Guide** to setup Speed Dials at the below website.

https://phone.district205.org/ucmuser

2 Hang up

To end a call, replace the handset. Or:

- Press the **End Call** softkey.
- Press the headset button or speakerphone button.

3 Divert

Use the Divert softkey to redirect a ringing or active call to voicemail.

4 Answer

To answer a ringing call, lift the handset. Or:

- Press the flashing amber line button.
- Press the headset button. speakerphone button.

Call Waiting

If you get a second call while the first call is active, the second line displays.

To connect the second call and put the first call on hold automatically, press the flashing amber line button.

Multiple lines

If you use multiple lines, press the **All Calls** softkey to see all calls on all lines (oldest first). Otherwise, your phone displays calls that are on the selected line only.

To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

5 Mute

Press the Mute button to toggle Mute on and off. When Mute is on, the Mute button glows.

6 Hold

1. Press the Hold button.
   The hold icon displays and the line button pulses green.
2. To resume the highlighted call, press the pulsing green button, the **Resume** softkey, or the Hold button again.

7 Call Park

To Park a call and then retrieve from another phone:

1. During a call, press **Park** softkey, then hang up.
   Your phone displays the number where the system parked the call. (7000 - 7019)
2. From another phone, enter the number where the call is parked to retrieve the call.

8 Do Not Disturb

Press the DND button (if available) to toggle DND on or off.

When on, Do Not Disturb (DND) mutes the ringer and may block visual notification for new calls.

9 Conference (max of 16)

1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button (before or after the party answers).
   The conference begins and the phone displays "Conference" instead of caller ID.
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

"Conference in" a held call

1. From a connected call (not on hold), press the Conference button.
2. Press the pulsing green line button for the held call that you want to add.
   Or, if the held call is on another line, press the **Active Calls** softkey, choose a call from the list, and press the Conference button.

The conference ends when all participants hang up.

View & remove conference participants

During a conference, press the **View Details** softkey. To remove a participant from the conference, highlight a name and press Remove.

CDW PEOPLE WHO GET IT

10 Transfer

1. From a connected call 📞 (not on hold), press the Transfer button 👤.
2. Call the transfer recipient.
3. Press the Transfer button (before or after the party answers).

The transfer is complete. Confirmation displays on your phone screen.

11 Call History

Press the Applications button ⚙ and select Call History.

The last 150 calls display:

- Missed calls ↰
- Placed calls ↱
- Received calls ↲

To dial, scroll to a call and press the Select button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More** > **Details**.

View new missed calls

1. View your call history.
2. Press the **Missed Calls** softkey.

12 Directories

1. Press the Contacts button 📖 and select a directory.
2. Enter search criteria and press Submit.
3. To dial, scroll to a listing and press the Select button in the Navigation pad or the **Dial** softkey.

13 Shared Lines

If you share a line with a coworker or an administrative assistant:

- Either you or your coworker can answer a ringing call on the shared line.
- When your coworker has a call on the shared line, your shared line button ▬ is solid red and the call displays on your screen.
- When your coworker puts a call on hold, the line button ▬ on your phone pulses red. You or your coworker can resume the call.

14 Voicemail

First-time voicemail enrollment

1. Press the Messages button 📼
2. Enter the first time enrollment password **1234**
3. Follow voice prompts to setup voicemail

New message indicators:

- A solid red light on your handset.
- A voicemail icon ✉ next to the line button (may include message count).

Listen to messages

Press the Messages button 📼 and follow the voice prompts.

Access voicemail from an outside phone

1. Dial 1-708-225-5050 and Press the * key when your greeting begins
2. Enter in your 4-digit extension followed by the # key
3. Enter your passcode followed by the **#** key

Basic voicemail controls

1	Hear new message	4	Setup options
2	Send new message	*	Cancel or backup
3	Hear old messages	#	Skip or move ahead

During Playback		After Playback	
1	Restart	1	Repeat
2	Save	2	Save
3	Delete	3	Delete
4	Slow Playback	4	Reply
5	Change Volume	5	Forward message
6	Fast Playback	6	Save as new
7	Rewind	7	Rewind
8	Pause or Resume	9	Play Summary
9	Fast Forward		

15 Ringtones

1. Select Applications ⚙ > Preferences > Ringtone, then select a line and press Open.
2. Select a ringtone and press Play, then press Set.
   Use the Applications > Preferences screen to change other phone settings like screen brightness.