

Cisco 7841 IP Phone | Quick Reference Guide

- 1 **Handset Light**- Indicates whether you have an incoming call (flashing red) or a new voice message (steady red)
- 2 **Select**- Scroll through menus, highlight items and select highlighted item
- 3 **Voicemail**- Autodial your voice messaging system
- 4 **Applications**- Access call history, user preferences and phone settings
- 5 **Contacts**- View and search the Corporate directory
- 6 **Volume**- Adjust handset, headset and speakerphone volume (off hook) and ringer volume (on hook)
- 7 **Hold**- Place a call on hold, press again to activate call
- 8 **Transfer**- Answer call press transfer, dial number and press transfer
- 9 **Conference**- Answer call, place on hold, dial number and press conference
- 10 **Speaker**- Push and hang up handset to hear caller



- 11 **Mute**- Press to mute caller
- 12 **Headset**- Plug compatible headset into the back of the phone and press button to activate

Line and Features

Softkeys

On-Screen Icons

	Off-Hook
	On-Hook
	Connected Call
	Incoming Call
	Missed Call
	Received Call
	Placed Call
	Call on Hold / Resume Call

Line and Feature Buttons

Use line and feature buttons to view calls on a line or access Speed Dial

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

Internal Dialing – 5-digit extension or 11-digit phone number (Ex. 1-314-953-5000)

External Dialing – 10-digit (local) or 11-digit number (long distance) with area code. (Ex. 1-203-606-1922)

Emergency Services – Dial 911

Handling Incoming Calls

When you receive an incoming call, three (3) options will appear on the screen for managing the call:

- **Answer** – accepts the incoming call
- **Decline** – immediately sends the call to voicemail
- **Ignore** – silences the ringing of the incoming call and gracefully sends it to voicemail

Making Calls


- To make an internal call, dial your parties' 5 digit extension or full 11-digit phone number.
- To make an external call, dial '1' followed by the 11 digit number
- For emergencies, dial 911.

Placing Calls on Hold


- During an active call, press the **Hold** softkey or the **Hold** button on the right-side of the phone.
- To resume, press the **Hold** button or the **Resume** softkey.

Note: You do not need to place call on hold when you are transferring or conferencing. The phone will automatically place the call on hold once you press the transfer or conference keys.


Muting a Call

- To mute a call, use the **Mute** button  located on the right-side of your phone. The Mute button will illuminate 'red' when in use.
- To unmute, press the **Mute** button again. The light will turn off once the call is unmuted.

Transferring Calls

- During an active call, press the **Transfer** softkey or the **Transfer** button  on the right-side of the phone.
- Dial the number you wish to transfer the call to.
- To complete the Transfer, you must press the **Transfer** key again.
 - If you press Transfer **before** the second call is answered, you are invoking a *Cold/Direct Transfer*.
 - If you press Transfer **after** the second call is answered, you are invoking a *Warm Transfer* and you will be able to speak to the person you are transferring to *before* completing the transfer.

Ad-Hoc Conferencing

- During an active call, press the **Conference** softkey or the **Conference** button  on the right-side of the phone.
- Dial the number you wish to conference into the call or select the **Active Call** softkey, if joining existing calls together.
- To complete the Conference, you must press the **Conference** key again.
 - If you press Conference **before** the second call is answered, you are invoking a *Cold Conference*.
 - If you press Conference **after** the second call is answered, you are invoking a *Warm Conference* and you will be able to speak to the person you are conferencing in *before* completing the conference.

Note: The maximum number of attendees per ad-hoc conference is **six (6)**, including yourself.

Accessing Voicemail

Initial Voicemail Setup

Note – The default voicemail PIN is **724665**.

- Press the **Voicemail** button.
- You will be prompted to begin the Self Enrolment Process to set your voicemail box up.
- Follow the recorded instructions:
 - Record name and press #
 - Record standard greeting and press #
 - Enter a new password and press #

Checking Voicemails Remotely

- Dial your phone number.
- When you hear your greeting press * (star).
- When prompted, enter your PIN (voicemail password) and press #.
- Follow prompts to listen to your messages.

Forwarding Calls

- Press the **Forward All** softkey.
 - For *internal*, dial the internal extension. Then, press **Forward all**.
 - For *external*, dial the '91' plus the 10-digit number. Then, press **Forward all**.
- You may also forward all calls to voicemail by pressing the **Forward All** softkey. Then, pressing the *Voicemail* button on the phone.
- To turn off forward all, press **Forward off**.

Note: You may be required to press ... to display the *Forward all* softkey.

Call History

- To view Call History, press the down arrow at the bottom of the **Navigation** pad on your phone.