

7841 Cisco IP Phone










Quick Reference Guide













7841 Phone Layout and Key Descriptions



7841 Phone Descriptions

1	Handset Light Strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Programmable Feature Buttons 	Depending on how your system administrator sets up the phone, programmable feature buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status • speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: <ul style="list-style-type: none">  Green, steady: Active call or two-way intercom call  Green, flashing: Held call  Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into 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
3	Phone Screen	Shows information about your phone such as directory number, call and line status, softkey options, speed dials, placed calls, and phone menu listings.
4	Softkey Buttons 	Depending on how your system administrator sets up the phone, enabled softkey options display on your phone screen.
5	Navigation Ring and Select Button 	The navigation ring and select button allows you to scroll through, highlight, and select items.

6	Hold / Resume Button 	Places an active call on hold or resumes the held call.
7	Conference Button 	Creates a conference call.
8	Transfer Button 	Transfers a call.
9	Speakerphone Button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset Button 	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute Button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume Button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts Button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications Button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Messages 	Autodials your voice messaging system (varies by system).
17	Handset	The handset contains the primary mic and speaker.

7841 Phone Quick Task Guide

DIALING AND ANSWERING

To make a call:

- Lift the handset and dial a number.
- Press **Speakerphone** or **Headset** and dial a number if using speakerphone/headset.
- **For internal calls** - enter the 4 digit extension number.
- **For external calls** - dial 9 + the number (add 1 + area code for long distance calls).

To answer a call on your primary line:

- Lift the handset.
- If you are using the speakerphone, press **Speakerphone** button.
- If you are using the headset, press **Headset** button.

To end a call:

- Hang up handset.
- If you are using the speakerphone, press **Speakerphone** button or **End-Call** softkey.
- If you are using the headset, press the **Headset** button or **End-Call** softkey.

DECLINE

To immediately decline a call:

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

To send call to voicemail:

- Press **Volume** down once to silence the incoming call, then wait for the call go to voicemail.

HOLD AND RESUME

To place a call on hold:

- Press the **Hold / Resume** button.

To resume a call:

- Press the **Resume** softkey or the **Hold / Resume** button.

DND (DO NOT DISTURB)

When you don't want your phone to ring:

- Press **DND** softkey to enable.
- Your phone will not ring, but the call will still flash on screen, and is available to pick up.
- Press **DND** softkey to disable.

FORWARD

To forward calls:

1. At idle phone, press **Forward All** softkey.
2. Dial the destination number.

To cancel forwarding:

- Press **Forward Off** softkey.

TRANSFER

To transfer a call to another extension:

- Press **Transfer** button.
- At dial tone, dial desired number.
- Press **Transfer** button again.

To retrieve the call if no one answers:

- Press **Cancel** softkey.

VOICE MAIL ACCESS

To access voice mail on your phone:

1. Press the **Voice Mail** key for the **box of the first extension's box**.
 - a. If it's a **voice mail box for another line** on the phone, press said **line's button** and then press the **voice mail key**.
2. The voice mail system will prompt for the **PIN for the box**. Enter the PIN.
 - a. If you forget the PIN, contact your system administrator and they can reset the PIN for you.
3. Unread/unheard voice mail messages will be played first.
4. Listen to the prompts to delete, save or forward a voicemail message.

CORPORATE DIRECTORY

Look up subscribers by first name, last name or extension number:

1. Press the **Contacts** Button.
2. Scroll to and select **Corporate Directory**.
3. Fill in search criteria and press **Submit** softkey.
4. Highlight desired contact and press **Dial (or Call)** softkey.

CONFERENCE (AD-HOC)

To conference in participants:

1. During a connected call, press **Conference** button.
2. Select a held call and press **Yes**.
3. **OR** dial the desired number and press **Conference** button again.

To end a conference call:

- Hang up handset.
- Press **Cancel** softkey.

To view conference participants:

- Press **Details** softkey.

VOLUME

To adjust the handset, headset, or speakerphone volume:

- During the call, press **Volume** button up or down.

To adjust the ringer volume:

- At an idle phone, press **Volume** button up or down.

USER PREFERENCES

To adjust user preferences:

1. Press **Applications** button.
2. Scroll to and select **Preferences** option.

To change the ring tone:

1. Select **Ringtone** from **Preferences**.
2. Scroll through ring type options.
3. Press **Play** softkey to sample ring.
4. Press **Set** softkey to make choice.
5. Press **Apply** softkey to finalize choice.

To change contrast:

1. Select **Contrast** from **Preferences**.
2. Use **Navigation** ring to adjust contrast.
3. Press **Save** softkey to save contrast settings.

CALL HISTORY

To view call history:

1. Press Applications button.
2. Scroll to and select Call History option.
3. Select All Lines or the line that you want to view.
4. Select a call record and press Details softkey.