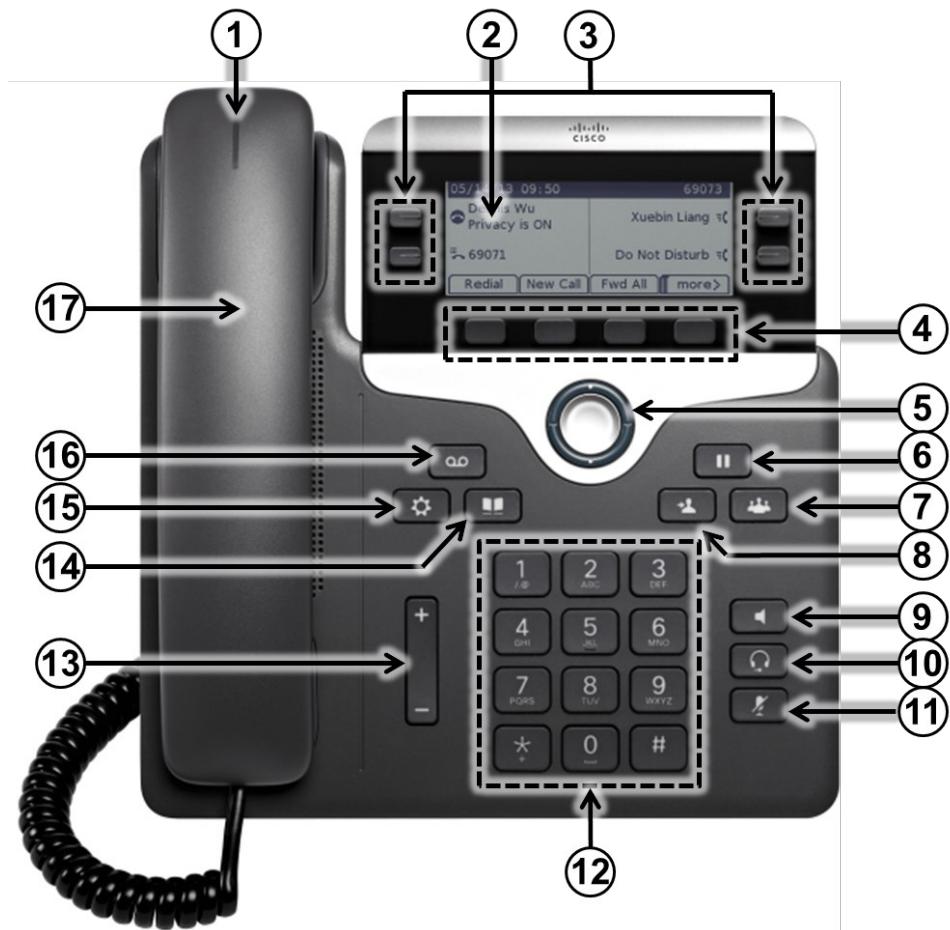


Cisco 7841 IP Phone Quick Reference

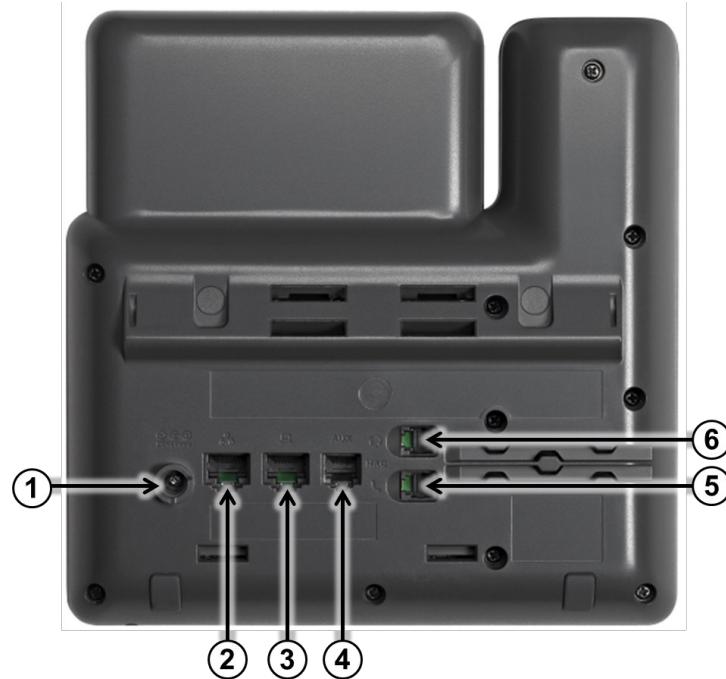
V 1.0



1. Handset Light Strip
2. Phone Screen
3. Programmable Feature Buttons
4. Soft Key Buttons*
5. Navigation and Select Button
6. Hold / Resume Button
7. Conference Button
8. Transfer Button
9. Speaker Button
10. Headset Button
11. Mute Button
12. Keypad
13. Volume Button
14. Contacts Button
15. Applications Button
16. Messages Button
17. Handset

* Soft Key labels change with different phone states.

Anytime	0 Help * Cancel, exit, or back up.
Retrieve Messages	During Message <ul style="list-style-type: none"> 1 Restart 2 Save 3 Delete 4 Slow Playback 5 Change Volume 6 Fast Playback 7 Rewind Message 8 Pause/Resume Msg 9 Fast-Forward # Fast-Forward to end # # Skip Msg, Save as is After Message <ul style="list-style-type: none"> 1 Repeat 2 Save/Restore as saved* 3 Delete 4 Reply (Record Message, then use options below) 5 Forward Message 6 Save as new / Restore as new 7 Rewind Message 9 Play message properties # Save as is
Send Message	Step 1: Record Message (Follow Prompts) Step 2: Address Message (Follow Prompts) Enter the extension or spell the name of the recipient. Press # # to toggle between spelling name or entering extension number.
2 Send	<ul style="list-style-type: none"> 1 Urgent 2 Return Receipt 3 Private 4 Future Delivery 5 Review 6 Rerecord 7 Add to Msg 9 1 Add a Name 9 2 Hear All Names / Delete Names 9 5 Copy Yourself # Send
Change Preferences	<ul style="list-style-type: none"> 1 Greetings 1 1 Record Greeting 1 2 Alternate Greeting on/off 1 3 Edit Greetings 1 4 Hear All Greetings 2 Message Settings 2 1 Change Msg Notification 2 1 1 Pager 2 1 2 Home Phone 2 1 3 Work Phone 2 1 4 Mobile Phone
4 Setup Options	<ul style="list-style-type: none"> 2 3 Change Menu Style 2 3 1 Select Full or Brief 2 4 Edit Private Lists 2 4 1 Hear Lists 2 4 2 Change Names on list 3 Preferences 3 1 Change PIN 3 2 Change recorded name 3 3 Change directory listing 3 3 1 Change listing status 4 Transfer settings



1. Power port (optional)
2. Network port (connects to the wall or network switch – Yellow Cable)
3. Computer port (connects to a computer or laptop device)
4. Auxiliary Port
5. Handset port
6. Analog Headset port

TO PLACE A CALL

- Dial Tone — Lift Handset, press the **Speaker**  button, **Line**  button, **Headset**  button, or the **New Call** softkey then dial number.
 - Pressing the **New Call** softkey activates the speaker if the speaker was previously used or the headset if the headset was previously used (headset icon displayed on top left of display).
- Pre-Dial — Dial number you wish to call then lift Handset, press the **Speaker**  button, **Headset**  button, or the **Call** softkey.
- Internal Calls — Dial the 7-digit extension number.
- External Calls — Dial **8** + telephone number
 - Local — 8 + 7-digit number
 - Inter-Island — 8 + 1 + 808 + 7-digit number
 - Long Distance — 8 + 1 + 10-digit number
- Emergency Calls — Dial 911 or 8 + 911
- **To leave a message directly in a voicemail box (does not ring phone), dial * + extension**



VOICEMAIL

VOICEMAIL ACCESS

From Your Phone

1. Press the **Messages**  button.
2. Follow prompts

From Another Phone

1. Press the **Messages**  button.
2. At the greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

From Off Property (Cell Phone / Home Phone)

1. Dial your 7-digit number
2. At the greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

VOICEMAIL SETUP

To Enroll with Voicemail (first use)

1. Log into voicemail.
2. Enter the first time enrollment initial PIN = **97531**, followed by #.
3. Follow the prompts to enroll:
 - Record your name - press # after stating your name
 - Record your Standard Greeting - press # after recording your greeting
 - Set a new PIN number. The minimum length is 4 digits. You can not use your last PIN. Your PIN expires in 365 days (1 year).

Notes:

- Your Deleted mail is discarded after three days.
- You will be locked out of your mailbox with 5 consecutive invalid attempts.
- If you are locked out, your mailbox will be locked for 10 minutes.
- Trivial (easy) PIN numbers are not allowed. The system will notify you if your selected PIN is accepted or not.

VOICEMAIL INDICATIONS

1. Handset light strip will be solid red.
2. **Messages**  icon displayed next to a line key.



CALL HISTORY (MISSED, RECEIVED, PLACED)

1. Press the **Applications**  button.
2. Use the **Navigation**  button to scroll and select **Call History (1)**.
3. Use the **Navigation**  button to scroll through entries, press the **Call** softkey or pickup the handset to dial the selected number.
 - **Missed** softkey— Displays only the Missed Calls
 - **All Calls** softkey—Displays all calls (Missed, Placed, & Received)
 - **Details** softkey—Displays call details
 - **Edit Dial** softkey—Allows you to edit the number displayed
 - **Clear** softkey—Clears the entire log
 - **Delete** softkey—Deletes the current entry

CORPORATE DIRECTORY

1. Press the **Contacts**  button.
2. Use the **Navigation**  button to scroll and select **Corporate Directory**.
3. Use the keypad to enter the appropriate information and press the **Search** softkey.
4. Use the **Navigation**  button to scroll through the search results and press the **Dial** softkey or pickup the handset to place the call.

VOLUME SETTINGS

Ring

1. With your phone idle, press the **Volume** button to adjust the ring volume.
2. When the ring times out, the setting will be saved automatically.

Handset, Speaker, & Headset

1. With the handset Off-Hook, Speaker enabled, or Headset enabled, press the **Volume** button to adjust the handset volume, then disconnect.
2. The volume is now saved for all future calls.

SETTINGS

1. Press the **Applications**  button.
2. Use the **Navigation**  button to scroll and select **Preferences (2)**.
 - Use the **Navigation**  button to scroll and select **Ringtone (1)**.
 - Use the **Navigation**  button to scroll and select **Contrast (2)**.
 - Use the **Navigation**  button to scroll and select **Headset Sidetone (3)**.
 - Use the **Navigation**  button to scroll and select **Backlight (4)**.
3. Use the **Navigation** button to scroll through the various options.
4. Press the **Set** softkey to apply selected ring tone.
5. Press the **Play** softkey to listen to the ring tone.
6. Press the **On / Off** softkey to turn setting on or off.
7. Press the **Save** softkey to save the setting.
8. Press the **Exit** softkey to return to the **Applications** screen.
9. Press the **Cancel** softkey to return to the **Settings** screen.



ANSWER A CALL

1. While your phone is ringing, Lift Handset, press the **Speaker**  button, **Line**  button, **Headset**  button, or the **Answer** softkey.

Note: Flashing amber button identifies the ringing line.

ANSWERING AN ADDITIONAL CALL

While on a call you will hear a call waiting beep indicating a new incoming call. Press the flashing amber **Line**  button to automatically put the first call on hold and answer the incoming call.

Note: The Caller ID information displays on the screen for a few seconds.

PLACE A CALL ON HOLD

1. During a call, press the **Hold**  button.
2. To return to the held call, press the **Resume** softkey, or **Hold**  button.
3. If multiple calls are on hold, use the **Navigation**  button to select a call then press the **Resume** softkey to return to the held call.

ENDING A CALL

1. To disconnect from a call, place the Handset in the cradle, press the **Speaker**  button, **Headset**  button, or the **End Call** softkey.

CALL TRANSFER

Redirect a single call to a number you specify

1. With a call in progress, press the **Transfer**  Button or **Transfer** softkey. The current caller is placed on hold.
2. Dial the number/extension to which you want to transfer the call.
3. Then perform one of the following:
 - Blind Transfer — when you hear ringing press the **Transfer**  Button, **Transfer** softkey, or disconnect from the call to complete the transfer.
 - Supervised Transfer — announce call to called party then press the **Transfer**  Button, **Transfer** softkey, or disconnect from the call to complete the transfer.
 - Toggle between Calls — press the **Swap** softkey to toggle between the two calls.
 - Cancel the transfer — press the **Cancel** softkey to cancel the transfer feature. Then press the **Resume** softkey to return to the held call.
 - Disconnect from called number and return to original call—press the **End Call** softkey to disconnect from the called party. Press the **Resume** softkey to return to the held call.
4. **To transfer a caller directly to a voicemail box, dial * + extension**



CONFERENCE CALL

Add another party to an existing call

1. With a call in progress, press the **Conference**  button or **Conf** softkey. The current caller(s) is/are placed on hold.
2. Dial the number/extension of the party you wish to add to the call.
3. Then perform one of the following:
 - Add Party to the call — Inform called party then press the **Conference**  Button or **Conf** softkey to add this part to the conference.
 - Toggle between Calls — press the **Swap** softkey to toggle between the two calls.
 - Cancel the conference setup — press the **Cancel** softkey to cancel the conference feature.
 - Disconnect from called number and return to original call—press the **End Call** softkey to disconnect from the called party. Press the **Resume** softkey to return to the held call.

4. Repeat steps 1 - 3 to add more parties (max **8** people in conference).

Notes:

- Only the initiator can add additional parties to the conference.
- If the initiator disconnects, there must be at least one internal party on the conference call to keep the call up, or else the call will disconnect.

CONFERENCE LIST

1. While on a conference call, press the **Details** softkey. The conference participants are displayed on your screen.
2. Press the **Update** softkey to update the conference list. The list does not automatically update as participants get added / removed.
3. The initiator can remove a party from the conference by highlighting a party then pressing the **Remove** softkey.
4. Press the **Back** softkey to exit the display.

CALL FORWARD

1. Press the **Fwd All** softkey.
2. Enter the number to which you want to forward all of your calls.
3. To remove call forwarding, press the **Fwd Off** softkey.

Notes:

- There are two visual indications identifying your extension is forwarded:
 - A Forward All Icon in the line label.
 - The forwarding information in the line label
 - Fwd Off softkey is displayed
- Enter the number exactly as you would if you were placing a call from your phone (include a **8** for an outside line).
- To forward your calls to voicemail, press the **Forward All** softkey followed by the **Messages**  button.

LAST NUMBER REDIAL

Get dial tone and press the **Redial** softkey, or simply press the **Redial**

1. softkey to activate the speaker or headset (if headset icon is displayed).

CALL PARK

1. While on an active call press the **Park** softkey. Your caller is put on hold in the system. Take note of the park number displayed in the display screen.
2. To retrieve the parked call:
 - Remote phone: get dial tone and dial the park number.
 - Park Phone: press the **Resume** softkey.
3. The call will be parked for **120** seconds. After this threshold is met, the call is alerted on the phone that parked the call.

CALL PICKUP

To pick up a ringing extension in your pickup group

1. With a phone extension ringing in your pickup group, press the **PickUp** softkey.
2. The ringing call is directed to your phone.
3. Lift Handset or press the **Answer** softkey to answer the call. If the call is not answered, the call is returned to the original called party.

SPEED DIAL

Using a Speed Dial button

1. Get dial tone and press a Speed Dial button (programmable button that displays the  icon). Call is placed to the speed dial destination.

BUSY LAMP FIELD / SPEED DIAL

1. Get dial tone and press a Busy Lamp Field /Speed Dial button (programmable button that displays the  icon). Call is placed to the speed dial destination.
2. Line Status Indicator— Shows the state of a line associated with a Busy Lamp Field button:
 - Line In Use (Red)

Divert (Sends an incoming call to voicemail)

1. While phone is ringing, press the **Divert** softkey. Call is forwarded to your voicemail.