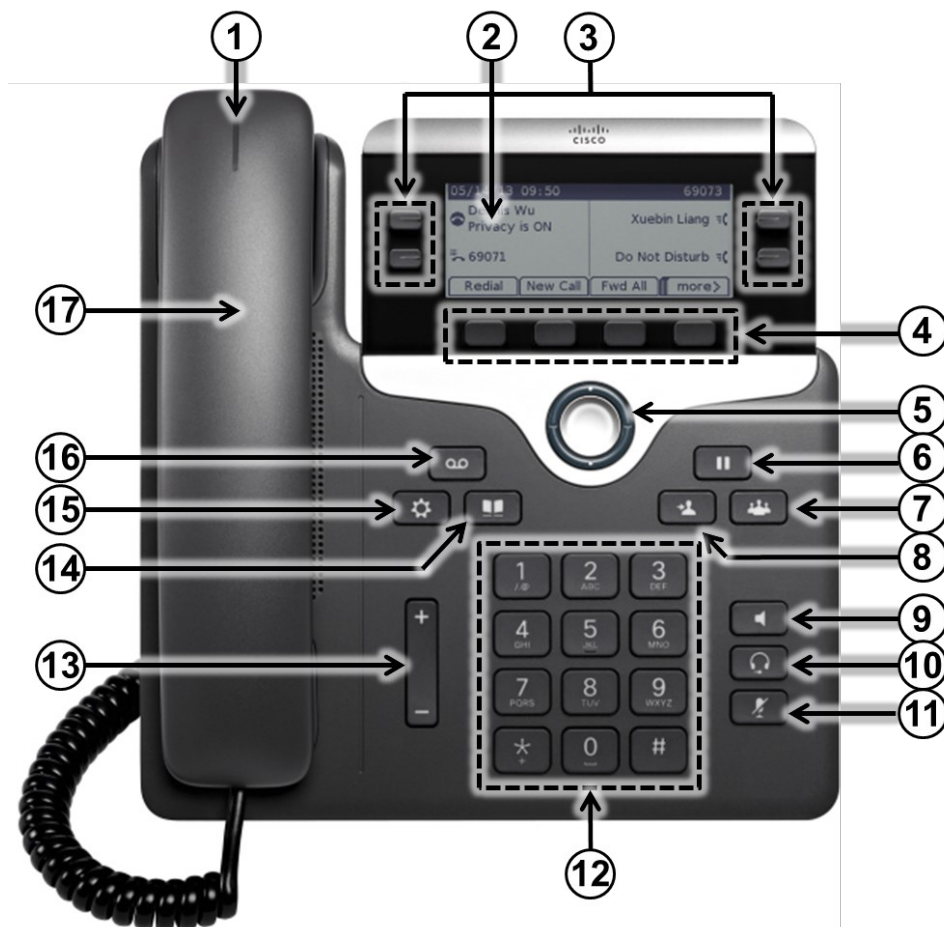


# Cisco 7841 IP Phone

## Quick Reference

V 1.0

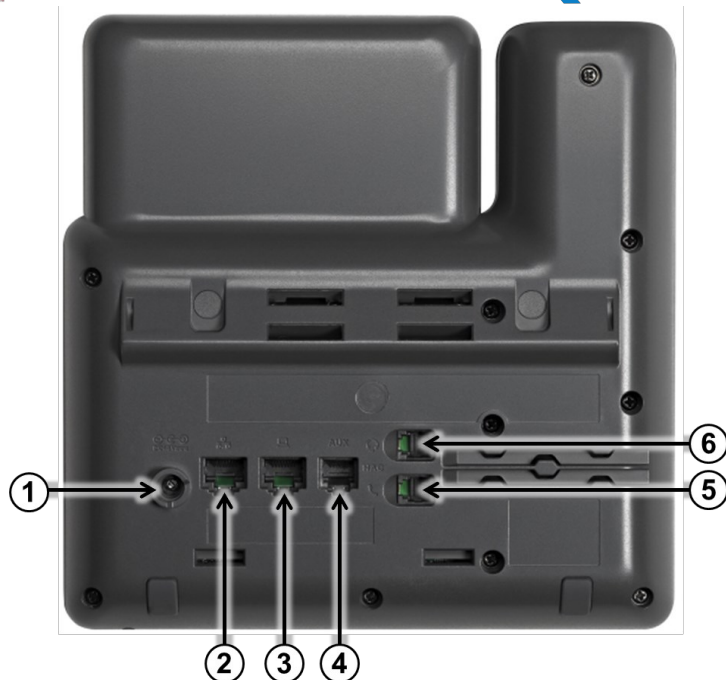
Anytime	<b>0</b> Help <b>*</b> Cancel, exit, or back up.	
Retrieve Messages	<b>During Message</b> <b>1</b> Restart <b>2</b> Save <b>3</b> Delete <b>4</b> Slow Playback <b>5</b> Change Volume <b>6</b> Fast Playback <b>7</b> Rewind Message <b>8</b> Pause/Resume Msg <b>9</b> Fast-Forward <b>#</b> Fast-Forward to end <b># #</b> Skip Msg, Save as is	<b>After Message</b> <b>1</b> Repeat <b>2</b> Save/Restore as saved* <b>3</b> Delete <b>4</b> Reply ( <b>Record Message, then use options below</b> ) <b>5</b> Forward Message <b>6</b> Save as new / Restore as new <b>7</b> Rewind Message <b>9</b> Play message properties <b>#</b> Save as is
Send Message	<b>Step 1: Record Message</b> (Follow Prompts) <b>Step 2: Address Message</b> (Follow Prompts)  Enter the extension or spell the name of the recipient. Press <b># #</b> to toggle between spelling name or entering extension number.	<b>1</b> Urgent <b>2</b> Return Receipt <b>3</b> Private <b>4</b> Future Delivery <b>5</b> Review <b>6</b> Rerecord <b>7</b> Add to Msg <b>9 1</b> Add a Name <b>9 2</b> Hear All Names / Delete Names <b>9 5</b> Copy Yourself <b>#</b> Send
Change Preferences	<b>1</b> Greetings <b>1 1</b> Record Greeting <b>1 2</b> Alternate Greeting on/off <b>1 3</b> Edit Greetings <b>1 4</b> Hear All Greetings <b>2</b> Message Settings <b>2 1</b> Change Msg Notification <b>2 1 1</b> Pager <b>2 1 2</b> Home Phone <b>2 1 3</b> Work Phone <b>2 1 4</b> Mobile Phone	<b>2 3</b> Change Menu Style <b>2 3 1</b> Select Full or Brief <b>2 4</b> Edit Private Lists <b>2 4 1</b> Hear Lists <b>2 4 2</b> Change Names on list <b>3</b> Preferences <b>3 1</b> Change PIN <b>3 2</b> Change recorded name <b>3 3</b> Change directory listing <b>3 3 1</b> Change listing status <b>4</b> Transfer settings



- Handset Light Strip
- Phone Screen
- Programmable Feature Buttons
- Soft Key Buttons\*
- Navigation and Select Button
- Hold / Resume Button
- Conference Button
- Transfer Button
- Speaker Button
- Headset Button

- Mute Button
- Keypad
- Volume Button
- Contacts Button
- Applications Button
- Messages Button
- Handset

\* Soft Key labels change with different phone states.



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.