7841 Cisco IP Phone

Quick Reference Guide

7841 Phone Layout and Key Descriptions

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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: • 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: 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.

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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.

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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.

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FORWARD

To forward calls:

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

To cancel forwarding:

- Press **Fwd 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.

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 (up to six 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.

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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.

MEET-ME CONFERENCE CALL

To establish a Meet-Me conference:

1. Lift the handset
2. Press **Meet Me** softkey and dial the Meet-Me conference number (Contact the helpdesk to receive a conference number).

To participate in a Meet-Me conference:

- Dial the Meet-Me conference number (provided by the conference initiator).

To end a Meet-Me conference:

- Hang up or press **Cancel** softkey.

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.

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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.

To dial a number in the call history:

1. Scroll to a listing in the call log, and press Dial.

To edit a number in a call log:

1. Highlight the desired number.
2. Press EditDial softkey.

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