Cisco 7841 Quick Reference Guide

This phone supports 2 lines, with dedicated feature buttons for Voice Mail, Hold, Transfer and Conference. Other features are available via softkeys. It also features a dedicated headset jack.

Buttons and Features

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<td>Handset and Handset light strip</td>
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<th>Num</th>
<th>Program</th>
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<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing) or a new voice message</td>
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<tr>
<td>2</td>
<td>Programmable feature</td>
<td>Access your phone lines, features, and call sessions</td>
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<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Access functions and services</td>
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<td>4</td>
<td>Navigation cluster</td>
<td>Navigation ring and select button. Scroll through menus, highlight items, and select the highlighted items</td>
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<td>5</td>
<td>Hold/Resume</td>
<td>Place an active call on hold, resume the held call</td>
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<tr>
<td>6</td>
<td>Speakerphone</td>
<td>Toggle speaker phone on and off. When speakerphone is on, button is lit</td>
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<td>7</td>
<td>Messages</td>
<td>Autodial voicemail messaging system</td>
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<td>8</td>
<td>Volume button</td>
<td>Adjust the handset, and speaker volume(off hook) and the ringer volume(on hook)</td>
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</table>

Dialing

- Dialing On-Hook: Enter a number, then go off-hook to complete the call by pressing speaker or lifting the handset.
- Redial: Press the Redial softkey to redial the last number called on your primary line. To redial on a secondary line, press the line button first.
- Speed Dial: TBD

Answering

- There are several ways to answer calls: lift the handset, press the flashing amber line button, press the Answer softkey, or press the headset or speakerphone button.
Hold and Resume a Call

- Dialing On-Hook: Enter a number, then go off-hook to complete the call by pressing speaker or lifting the handset.
- To resume the highlighted call, do one of these:
  - Press the flashing green session button
  - Press the Resume softkey
  - Press the Hold button

Transfer Calls

- Start with an active call, not on hold.
- Press the Transfer button or the Transfer softkey and enter the destination number.
- Press the Transfer button or the Transfer softkey again to complete the transfer immediately – or wait until the destination answers to announce the transfer, then press the button.
- NOTE: to transfer a call directly to another Cisco user's voice mailbox, enter * plus the user's extension as the destination number - i.e. *81234 .

Forwarding Calls

- Press the Forward All softkey.
- Do one of the following:
  - Enter a phone number (including 7 if an off-campus number)
  - Press the Voicemail button to forward all incoming calls to voice mail
- To verify that your calls are forwarded, look for:
  - A forward-all icon on the line label
  - Forwarding information on the upper left main screen
- To cancel call forwarding, press the Forward Off softkey.

Conferencing

- Start with an active call, not on hold.
- Press the Conference button and enter the phone number for the party to be added and press the Call softkey.
- When party answers, announce the conference.
- Press the Conference button to tie parties together.
- Repeat these steps to add more participants.

Silence a Call

- Silence an incoming ringing call by pressing the Volume button down once.

Setting Ringtones

- Press the Applications button.
- Use the circular Navigation Pad to highlight Settings, then press Select.
- Select Ringtone.
- Select the line for which the ringtone should be set.
- Scroll through the ringtone options using the Navigation Pad. You can hear ringtones by pressing the Play softkey on a highlighted ringtone.
- Press the Set softkey to apply the desired ringtone.
- Press the Exit softkey to return to the main screen.

Directory of University Contacts (Coming Soon)

- Searching for a contact
  - Press the Contacts button.
  - Press the down arrow on the circular navigation pad until Lehigh Directory is highlighted and press the Select button.
  - Select any criteria to search for a coworker: first name, last name, or (10-digit) number.
- Directory Dial a contact
  - Enter the criteria, press the Search softkey, and select the contact.
  - To dial, press the Dial softkey, press the Select button, or press the Speakerphone button.

Call History

- View
  - Press the Application button, then select item 1: Recents.
  - The screen will display call history.
  - Press the Exit softkey twice to return to the main screen.
While in the call history list, press the Down Arrow on the navigation pad until the person or number you want to call is highlighted.
Press the Call softkey to place the call.