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

<table>
<thead>
<tr>
<th>Num</th>
<th>Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset and Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing) or a new voice message</td>
</tr>
<tr>
<td>2</td>
<td>Programmable feature and line buttons</td>
<td>Access your phone lines, features, and call sessions</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Access functions and services</td>
</tr>
<tr>
<td>4</td>
<td>Navigation cluster</td>
<td>Navigation ring and select button. Scroll through menus, highlight items, and select the highlighted items</td>
</tr>
<tr>
<td>5</td>
<td>Hold/Resume</td>
<td>Place an active call on hold, resume the held call</td>
</tr>
<tr>
<td></td>
<td>Conference Call</td>
<td>Create a conference call</td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td>Transfer a call</td>
</tr>
</tbody>
</table>
6  | Speakerphone  | Toggle speaker phone on and off. When speakerphone is on, button is lit
    | Mute          | Toggle the microphone on or off. When the microphone is muted, the button is lit
    | Headset       | Toggle the headset on or off. When the headset is on, the button is lit

7  | Messages      | Autodial voicemail messaging system
    | Applications  | Access call history, user preferences, phone settings, and phone model information
    | Contacts      | Access personal and corporate directories (Coming Soon)

8  | Volume button | Adjust the handset, and speaker volume (off hook) and the ringer volume (on hook)

Line Button Status

<table>
<thead>
<tr>
<th>Num</th>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Solid Green: Connected call or outgoing call not yet connected.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flashing Green: Held call. Pressing button resumes call.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Solid Amber: Private line in use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flashing Amber: Incoming call. Pressing button answers call.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Solid Red: Shared line in use remotely.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flashing Red: Shared Line call put on hold remotely.</td>
<td></td>
</tr>
</tbody>
</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:
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 9 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.
- Dial
  - 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.