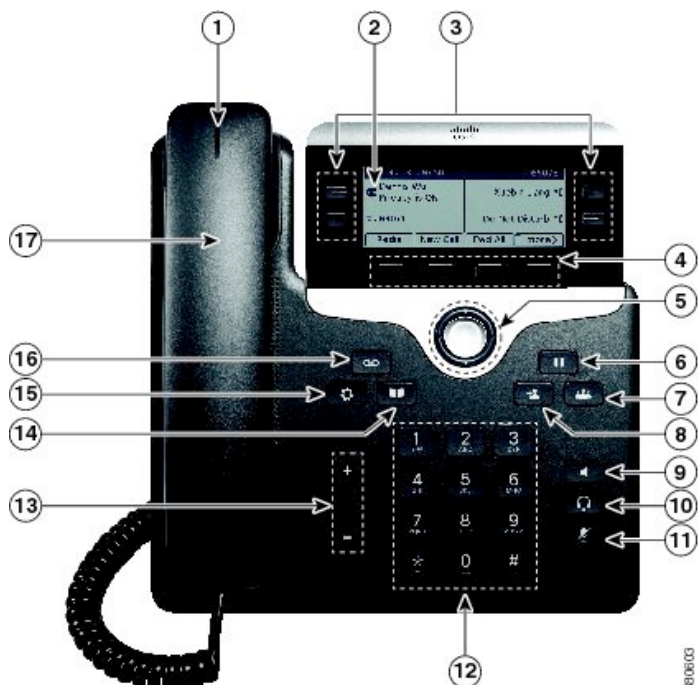


Cisco 7841 IP Phone Quick Reference Card



- 1 **Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).
- 2 **Phone screen** – Displays status, feature and call information.
- 3 **Programmable Line** and **Feature** buttons
Solid green: Active call. **Flashing amber:** Incoming call.
Flashing green: Held call. **Solid red:** Shared line in use.
- 4 **Softkey** buttons – Engages the associated feature in the display.
- 5 **Navigation pad** and **Select** button – Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, pressing the up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.
- 6 **Hold** – Places a call on hold and retrieves a held call.
- 7 **Conference** – Initiates a conference call.


- 8 **Transfer** – Initiates a call transfer.
- 9 **Speakerphone** – Activates (solid green) and deactivates the speakerphone.
- 10 **Headset** – Activates (solid green) and deactivates the user-provided headset.
- 11 **Mute** – Deactivates (solid red) and reactivates the microphone.
- 12 **Keypad** – Allows you to dial phone numbers, enter letter and select menu items that are numerically numbered.
- 13 **Volume** – Adjusts the phone's ringer volume while on-hook and the handset, speakerphone and headset volumes while off-hook.
- 14 **Contacts** –Corporate Directory look-up access.
- 15 **Applications** – **Recents** (view by All calls *or* Missed), **Preferences** (program Ringtone, Contrast, Headset sidetone, and Backlight), **Accessories** (configure analog headset).
- 16 **Messages** – Auto-dial access to voicemail.
- 17 **Handset** – Phone Handset.

PLACING CALLS


To place a call using the handset:

- Lift the handset
- Dial the number

To place a call using the speakerphone:

- Press the **Speaker**  button *or*
 Press the **New call** softkey *or*
 Press a line button
- Dial the number

To place a call using a headset:

- Press the **Headset**  button
- Dial the number

To call a University extension number:

- Dial # then 5-digit extension number

To call an external telephone number:

- Dial the 10-digit telephone number

To call Emergency Services:

- Dial 911

To redial the last number called:




- Press the **Redial** softkey

To place a second call on the same line:

- Press the **Hold** button
- Press the **New Call** softkey
- Dial the number

ENDING CALLS

To end a call:


- Replace the handset *or*
 Press the **Speaker**  button *or*
 Press the **Headset**  button *or*
 Press the **End call** softkey *or*
 Press the **Release**  button

ANSWERING CALLS

To answer an incoming call using the handset:

- Lift the handset

To answer an incoming call using the speakerphone:

- Press the **Speaker**  button or
Press the **Answer** softkey or
Press flashing line button

To answer an incoming call using a headset:

- Press the **Headset**  button

To answer a second incoming call:

- Press the flashing line button

To answer a call on a shared line:

- Press the flashing line button

DECLINE

To immediately forward a ringing call to voicemail:

- Press the **Decline** softkey

CALL HOLD

To place a call on hold:

- Press the **Hold**  button

To retrieve a held call:

- Press the **Hold**  button or
Press the **Resume** softkey or
Press the flashing line button

To toggle between two held calls on the same line:

- Press the flashing line button

To toggle between three or more held calls on the same line:



- Press the flashing line button
- Using the navigation pad, navigate to the held call
- Press the **Resume** softkey

To toggle between held calls on shared lines:

- Press the flashing line button

CALL TRANSFER

To transfer a call:

- Press the **Transfer**  button or softkey
- Dial the extension or telephone number*
- *Option: Announce the caller*
- Press the **Transfer**  button or softkey or hang up


If no answer or the line is busy:

- Press the **Cancel** softkey
- Press the **Resume** softkey or the flashing line button



To toggle between calls:

- Press the **Swap** softkey

To transfer two calls on the same line to one another:

- While connected to an active call, press the **Transfer**  button or softkey
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To transfer a call directly to a voice mailbox:

- Press the **Transfer**  button or softkey
- Dial * then 5-digit extension
- Press the **Transfer**  button or softkey or hang up

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:

- While on-hook, press the **Fwd All** softkey
- Dial the extension or telephone number* or
Press the **Messages**  button to forward calls to voicemail

To deactivate call forwarding:

- Press the **Forward off** softkey

CONFERENCE CALLING


To place up to an 8-way conference call:

- While connected to an active call, press the **Conference**  button or softkey
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference**  button or softkey

To add additional participants:

- Repeat the above steps

To add an incoming caller to an existing call or conference:

- While connected to the incoming call, press the **Conference**  button or softkey
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the conference

To view conference participants:

- Press the **Details** softkey

To remove a conference participant:

- Using the navigation pad, navigate to the participant to remove
- Press the **Remove** softkey

CALL PICKUP*

To answer a ringing call on a call pickup group members phone:

- Go off-hook
- Press the **PickUp** softkey

