

Cisco 7841 IP Desk Phone | User Guide

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Handset Light - Indicates whether you have an incoming call (flashing red) or a new voice message (steady red)

2

Navigation Cluster – Navigation ring and Select button. Used to scroll through on- screen menu options.

3

Voicemail - Autodial your voice messaging system. To access your voicemail from an outside line, dial: 480-425-6888 (56888)

4

Applications - Access call history, user preferences and phone settings

5

Contacts - View and search the Corporate directory

6

Volume - Adjust handset, headset and speakerphone volume (off hook) and ringer volume (on hook)



On-Screen Icons

	Off-Hook
	On-Hook
	Connected Call
	Incoming Call
	Missed Call
	Received Call
	Placed Call
	Call on Hold / Resume Call

7

Hold - Place a call on hold, press again to activate call

8

Transfer - Answer call press transfer, dial number and press transfer

9

Conference - Answer call, place on hold, dial number and press conference

10

Speaker - Push and hang up handset to hear caller

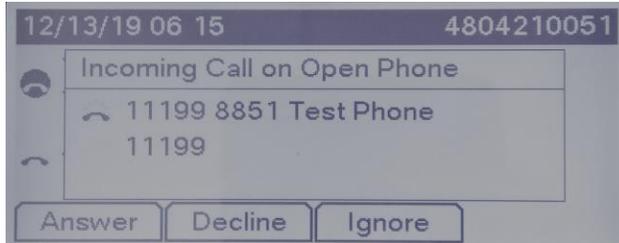
11

Headset - Plug compatible headset into the back of the phone and press button to activate

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Mute - Press to mute caller

Handling Incoming Calls



When you receive an incoming call, three (3) options will appear on the screen for managing the call:

- **Answer** – accepts the incoming call
- **Decline** – immediately sends the call to voicemail
- **Ignore** – silences the ringing of the incoming call and gracefully sends it to voicemail

Making Calls

- To make an internal call within your MCC Organization, dial your parties' 5-digit extension manually or through a directory search.
- To make an outbound call, dial '9' followed by the country code and 10-digit number. Example: 9-1-Area Code-Number

Placing Calls on Hold

- During an active call, press the **Hold** softkey or the **Hold** button on the right side of the phone.
- To resume, press the **Hold** button or the **Resume** softkey.

Note: You do not need to place call on hold when you are transferring or conferencing. The phone will automatically place the call on hold once you press the transfer or conference keys.

Muting a Call

- To mute a call, use the **Mute** button  located on the right-side of your phone. The Mute button will illuminate 'red' when in use.
- To unmute, press the Mute button again. The light will turn off once the call is unmuted.

Transferring Calls

- During an active call, press the **Transfer** softkey or the **Transfer** button  on the right side of the phone.
- Dial the number you wish to transfer the call to.
- To complete the transfer, you must press the **Transfer** key again.
 - If you press Transfer **before** the second call is answered, you are invoking a *Cold/Direct Transfer*.
 - If you press Transfer **after** the second call is answered, you are invoking a *Warm Transfer* and you will be able to speak to the person you are transferring to *before* completing the transfer.



Accessing Voicemail

Initial Voicemail Setup

- Press the **Voicemail** button. Or to access your voicemail from an outside line, dial: 480-425-6888 (56888)
- Enter your PIN when prompted. Your default PIN is 12345.
- You will then be prompted to begin the Self Enrollment Process to set up your voicemail box.
- Follow the recorded instructions:
 - Record name and press #
 - Record standard greeting and press #
 - Enter a new password and press #

Ad-Hoc Conferencing

- During an active call, press the **Conference** softkey or the **Conference** button  on the right-side of the phone.
- Dial the number you wish to conference into the call or select the **Active Call** softkey, if joining existing calls together.
- To complete the conference, you must press the **Conference** key again.
 - If you press Conference **before** the second call is answered, you are invoking a *Cold Conference*.
 - If you press Conference **after** the second call is answered, you are invoking a *Warm Conference* and you will be able to speak to the person you are conferencing in *before* completing the conference.

Note: The maximum number of attendees per ad-hoc conference is four (4).

Forwarding Calls

- Press the **Forward All** softkey.
 - *For internal*, dial the MCC organization extension. Then, press **Forward All**.
 - *For external*, dial the full number starting with 9 (ex. 9-1-area code - number). Then, press **Forward All**.
- You may also forward all calls to voicemail by pressing the **Forward All** softkey. Then, pressing the *Voicemail* button on the phone.
- To turn off Forward All, press **Forward Off**.

Note: You may be required to press ... to display the *Forward All* softkey.

Call History

- To view call history, press the down arrow at the bottom of the **Navigation** pad on your phone.

