![CISCO](cisco logo)

7841

The Cisco Unified IP Phone

1 Placing a call

To Dial to another extension on campus:

- Dial four digit extension.

To make a local call:

- Dial 9 + phone number.

To make a long distance call:

- Dial 9 + 1 + area code + number.

2 Answering a Call

• Lift the handset.
• If you are using the speakerphone, press **Speaker.**

To end a call:

• Hang up.
• If you need to end a speakerphone call, press **Speaker** button or **EndCall** soft key.

What is a softkey?

There are four feature buttons across the bottom of the display. These buttons will change based on what you are doing on the phone.

3 Could you hold, please?

To put a call on hold, press the **Pause** button . The hold icon appears and the line button flashes green.

To retrieve a call from hold, press the flashing green button or the **Resume** softkey.
Keep in mind:

- Pressing the **Answer** softkey to connect a new call puts an existing connected call on hold automatically.

- Before using **Resume**, make sure the appropriate call window is active (the active window is darker). If necessary, navigate to it.

4 Let me transfer you

To transfer a call:

1. Press the button.
2. Dial "transfer to" number.
3. Wait for answer and announce caller.
4. Press Transfer button to transfer the call

5 We (all) need to talk

To create a conference call:

1. Start from a connected call (not on hold).
2. Press the **Conference** button to open a new line and put first party on hold.
3. Enter a participant's phone number.
4. At any time after the call starts ringing, press **Conference** again to add new party to existing call with first party.
5. Repeat these steps to add participants.

6 Call Forwarding

To forward a call:

1. Press **Fwd All** soft key.
2. Dial the number to which you want to forward all calls.
3. Press the **Fwd Off** soft key to cancel call forwarding.

7 Tips & hints

Can I use my existing headset?
Yes you can! If you prefer to us the amplifier then plug your handset into the amplifier. To use the headset simply lift the receiver.
To use the built in amplifier unplug the existing amplifier and plug the headset directly into the headset jack on the back of the phone.

How do I use my phone with a headset?
Keep the headset button lit and use softkeys to place and end calls.
Note: This does not apply if you are connecting the headset directly to the handset with an amplifier.

Where can I find a complete User Guide?
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/7821_7841_7861/10_1/english/user_guide/PA2D_BK_UB7EF0F0_00_user-guide-7821-7841-7861.pdf

Where can I find an online video tutorial?
http://www.cisco.com/c/dam/assets/swa/flash/ip_phone_78xx/index.html

How do I access Voice Mail?
Press the messages button to access the login page or dial ext. **7777**. The initial password is 12345. you will be walked through the initial configuration of your voicemail including setting up a new password and recording your voice prompt.