

# Cisco 7841 Quick Reference Guide

## Make Calls

**Obtain Dial Tone:** Choose one of the following and enter the desired phone number

- Lift the handset
- Press an unlit **Line Button**  (activates speaker phone)
- Press the **New Call** soft key  (activates speaker phone)
- Press the (unlit) **Headset Button**  (activates headset)
- Press the **Speakerphone Button**  (activates speaker phone)

**Total INTERNATIONAL CALLS: 9011-xxx-xxx-xxxx**

### Dial from the Call History

As you dial a phone number, phone numbers display from your call history.

Scroll to the desired number and choose **one** of the following:

- Press the **Select Button** (middle silver button) in the **Navigation pad** .
- Press the **Call** soft key.
- Pick up the handset.

### Redial Numbers

- Press the **Redial** soft key. Your phone calls the last number you dialed.

## End Calls

Note: You must resume a held call in order to end the call.

**Choose one of the below based on current use of handset, speaker phone or headset**

- Hang up the receiver
- Press the **Speakerphone Button** 
- Press the **Headset Button** 
- Press the active **Line Button** 

## Answer Calls

There are several different ways of answering calls on your phone.

Note: To silence a ringing call, press the Volume Button down once.



**To answer a ringing call** , choose one of the following:

- Lift handset
- Press the **Answer** soft key (activates speaker phone)
- Press the **Speakerphone Button**  (activates speaker phone)
- Press the **Headset Button**  (activates headset)
- Press the **flashing amber Line Button**  (activates speaker phone)

### Call Waiting (double beep)

- To answer second call press, the **flashing line button.** 
  - Active call is placed on hold and ringing (or held) call is connected.
- Note: You may also flip flop between two held calls by pressing flashing line button.

## Pickup

- Lift handset
- Press **Pickup** soft key
- Press **Answer** soft key

## Place Call on Hold

**Hold** 

- With call in progress, press the **Hold Button** 
- **Line Button**  flashes with green light

<p><b>Resume Held Call</b> </p>	<p><b>Choose one of the following:</b></p> <ul style="list-style-type: none"> <li>• Press the <b>flashing green Line Button</b> </li> <li>• Press the <b>Hold Button</b> </li> <li>• Press the <b>Resume soft key</b></li> </ul>
<p><b>Transfer Calls</b></p> <p></p> <p>You may perform a Blind Transfer (call is NOT announced) or a Warm Transfer (call is announced)</p>	<ul style="list-style-type: none"> <li>• With call in progress, press the <b>Transfer Button</b> </li> <li>• Note: This puts call on hold and provides dial tone</li> <li>• Dial desired destination (Optional: Announce the call)</li> <li>• Press the <b>Transfer Button</b>  to complete transfer</li> </ul> <p><b>To Cancel A Transfer (before completion)</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Cancel soft key</b> (cancels connection to transferee)</li> <li>• Press the <b>Resume soft key</b> or press the <b>flashing green Line Button</b>  to return to caller</li> </ul>
<p><b>Shared Lines</b></p>	<p>If you share a line (extension appears on multiple phones)</p> <ul style="list-style-type: none"> <li>• Either you or your co-worker may answer a ringing call</li> <li>• When co-worker is using the shared line, the shared <b>Line Button</b> is lit red</li> <li>• When co-worker has a call on hold, the shared <b>Line Button</b> will flash red</li> </ul>
<p><b>Conference Call</b></p> <p></p> <p>Maximum of 8 participants</p>	<ul style="list-style-type: none"> <li>• With call in progress, press the <b>Conference Button</b>  Call is automatically placed on temporary hold and dial tone is heard</li> <li>• Dial the desired internal or external number and announce the conference call</li> <li>• Press the <b>Conference Button</b>  to create the conference</li> <li>• Repeat above steps to add additional participants</li> </ul>
<p><b>Park</b></p> <p>Allows the call to be retrieved from another Cisco phone</p>	<ul style="list-style-type: none"> <li>• With call in progress, press the <b>Park</b> soft key</li> <li>• Note the <b>Call Park Code</b> (i.e. XXXXX) displayed on the screen</li> <li>• Hang up receiver</li> </ul>
<p><b>Park Retrieve</b></p> <p>From any Cisco phone</p>	<ul style="list-style-type: none"> <li>• Lift receiver and dial assigned <b>Call Park code</b></li> <li>• Converse</li> </ul>
<p><b>Mute Call</b></p> <p></p> <p>Applies to all modes: handset, headset, and speaker</p>	<ul style="list-style-type: none"> <li>• With call in progress, press the <b>Mute Button</b> </li> <li>• Red light indicates call is muted</li> </ul>
<p><b>Divert to Voice Mail</b></p>	<ul style="list-style-type: none"> <li>• Hear incoming call</li> <li>• <b>Without</b> answering call, press the <b>Divert</b> soft key</li> <li>• Call is immediately diverted to voice mail</li> </ul> <p><b>Divert Call while in an existing conversation (call is sent to voice mail):</b></p> <ul style="list-style-type: none"> <li>• Hear call waiting tone</li> <li>• Press <b>Navigation Button</b>  down to highlight incoming call</li> <li>• Press the <b>Divert soft key</b></li> </ul>
<p><b>Forward Calls</b></p> <p>Forwards prime/first line on phone</p>	<ul style="list-style-type: none"> <li>• Press the <b>FwdAll soft key</b> (no dial tone)</li> <li>• Enter the desired forwarding number <b>or</b> press the <b>Message/Voice Mail Button</b>  to forward your calls to voice mail</li> </ul> <p><b>Cancel Call Forwarding</b></p> <ul style="list-style-type: none"> <li>• Press the <b>FwdOFF soft key</b></li> </ul>

<b>Contacts</b>  - <b>Corporate Directory</b>	<ul style="list-style-type: none"> <li>• Press the <b>Contacts Button</b> </li> <li>• Scroll to <b>Corporate Directory</b></li> <li>• Press the <b>Select Button</b>  (middle silver button)</li> <li>• Enter desired first and/or last name (use Navigation button to move between fields)</li> <li>• Press the <b>Search soft key</b> to see matching results</li> <li>• Scroll to desired name and lift receiver to dial</li> </ul>						
<b>Call History</b> 	<ul style="list-style-type: none"> <li>• Press the <b>Applications Button</b> </li> <li>• Press <b>1</b> on key pad for Call History</li> <li>• Use <b>Navigation Button</b> to scroll to desired number</li> <li>• Icons below indicate whether call was missed, received or placed</li> </ul> <table border="1" data-bbox="565 541 805 730"> <tr> <td></td> <td>Missed call</td> </tr> <tr> <td></td> <td>Received call</td> </tr> <tr> <td></td> <td>Placed call</td> </tr> </table> <ul style="list-style-type: none"> <li>• Soft keys provide the following options: <ul style="list-style-type: none"> <li>○ <b>Call:</b> Dials highlighted number</li> <li>○ <b>Details:</b> View call information</li> <li>○ <b>Clear:</b> Clears entire Call History</li> <li>○ <b>Edit Dial:</b> Make change to listed number</li> <li>○ <b>Delete:</b> Delete highlighted number from Call History</li> </ul> </li> <li>• Press the <b>Exit soft key</b> to exit Call History</li> </ul> <p><b>Place call using Call History</b></p> <ul style="list-style-type: none"> <li>• Scroll to/highlight the desired number</li> <li>• Lift receiver or press <b>Call soft key</b></li> </ul>		Missed call		Received call		Placed call
	Missed call						
	Received call						
	Placed call						
<b>Change Ringtone</b> 	<ul style="list-style-type: none"> <li>• Press the <b>Applications Button</b> </li> <li>• Press <b>2</b> on keypad for <b>Preferences</b></li> <li>• Press <b>1</b> on keypad for <b>Ringtones</b> (list of ring tones appear on screen)</li> <li>• Scroll to desired <b>ringtone</b> and press the <b>Play soft key</b> to hear it</li> <li>• With desired ringtone highlighted, press the <b>Set soft key</b></li> <li>• Press the <b>Apply soft key</b> (selection has a check mark next to it)</li> </ul>						
<b>Button Color Status</b>	<ul style="list-style-type: none"> <li>• Green steady – active call in progress</li> <li>• Green flashing – call you placed on hold</li> <li>• Amber flashing – incoming call</li> <li>• Red steady – shared line in use</li> <li>• Red flashing – shared line on hold</li> </ul>						

**Help Desk: 415-514-4100**

**Online tutorial:**

**[http://www.cisco.com/c/dam/assets/swa/flash/ip\\_phone\\_78xx/index.html](http://www.cisco.com/c/dam/assets/swa/flash/ip_phone_78xx/index.html)**

# Cisco 7841 Overview

**Handset Light Strip**  
Flashes to indicate an incoming call, or solid to indicate new voice mail messages(s).

**Display Area**  
During a call, displays details for an active line.

**Programmable Buttons**  
Buttons can be configured as Shared Lines, Busy Lamp Field (BLF) Button lights when active or flashes when on hold or ringing.

**Soft Keys**  
Displays available features or actions.

**Voice Mail Button**  
Autodials voice mail system.

**Applications Menu Button**  
Opens/Closes menu

**Contacts Button**  
Directories menu

**Volume Control Button**

**Navigation Pad**  
Provides 4-way navigation. Center Select button.

**Hold Button**

**Conference Button**

**Transfer Button**

**Speaker Phone**

**Headset Button**

**Mute Button**

