**Cisco IP Phone 7841**

**1 Dial**
To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

**Redial the last number**
Press the Redial softkey to redial on your primary line. To redial on a secondary line, press the line button first.

**Dial on-hook**
1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the Call softkey, the headset button, the speakerphone button, or the round Select button in the Navigation bar.

**2 Answer**
New call indicators:
- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber line button, the Answer softkey, or the unlit headset or speakerphone button.

**3 Hold**
1. Press the Hold button. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, Resume or Hold.

**4 Transfer**
1. From a connected call (not on hold), press the Transfer button.
2. Enter the transfer recipient’s phone number.
3. Press the Transfer button or the Transfer softkey (before or after the recipient answers).

The transfer completes.

**Transfer across lines**
You can transfer together two calls on two lines without remaining on the call yourself:
1. From a connected call (not on hold), press the Transfer button.
2. Press the line button for the other (held) call.

The transfer completes.

**5 Conference**
1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers).

The conference begins and the phone displays “Conference.”
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

**View and remove participants**
During a conference, press the Details softkey. To remove a participant from the conference, scroll to the participant and press the Remove softkey.

**6 Mute**
1. While on a call, press the Mute button. The button glows to indicate that Mute is on.
2. Press Mute again to turn Mute off.

**7 Voicemail**
New message indicators:
- A solid red light on your handset
- “New Voicemail” message on the screen

**Listen to messages**
Press the Messages button and follow the voice prompts. To check messages for a specific line, press the line button first.

**8 Forward All**
*Previously 1411 to activate and 14111 to deactivate
1. To forward calls received on your primary line to another number, press the Fwd All softkey.
2. Enter a phone number or press the Messages button to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press Fwd OFF.
9 Call History

View your call history
1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and round Select button to scroll and select.)
3. Select a line to view.
   Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call and press the more softkey, then press Details.
5. To return to your call history, press the Back softkey. To exit the Applications menu, press the Applications button.

View your missed calls only
1. View your call history.
2. Press the Missed softkey.

View your placed calls only
Press the up arrow on the Navigation bar when the phone is idle, with all menus closed.

Dial from your call history
1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button or the Select button.
   To edit a number before dialing, press these softkeys: more > EditDial.

10 Settings

Volume
The Volume bar is located to the left of the keypad.
• To adjust the handset, headset, or speakerphone volume, press the Volume bar when the phone is in use.
• To adjust the ringer volume, press the Volume bar up or down.
• To silence the phone when ringing, press the Volume bar down one time (pressing multiple times lowers the ringer volume.)

Ringtone
1. Press the Applications button.
2. Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
3. Select Ringtone.
4. Select a line.
5. Scroll through the list of ringtones and press Play to hear a sample.
6. Press Set and Apply to save a selection.

Screen contrast
1. Press the Applications button.
2. Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
3. Select Contrast.
4. Press the Navigation bar up or down.
5. Press the Save softkey.

11 Tips

How can I keep track of multiple calls?
Line button colors indicate call states and can help you stay oriented when handling multiple calls:
• Ringing call—Flashing amber
• Connected call—Solid green
• Held call—Flashing green
• Shared line in-use remotely—Solid red
• Shared line on hold remotely—Flashing red

How can I personalize various features and phone settings?
You can personalize your setting via the personal portal at: http://myiptel
If Mobility and Do not Disturb are listed as unavailable, it can be requested.

Did you know?
• Call selection (previously 87) — is now a button
• Call mobile phones 63xxxx
• 6464 call by saying the name