

QUICK START GUIDE



Cisco IP Phone 7841

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

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**

