

## Voicemail

- First Time Enrollment:
  - Press the Messages button on your phone.
  - Enter your default password: 13579
  - Follow the prompts to enroll your voicemail box. You will be asked to record your name, record a personal message, and select a new password.
  - New password should be 4 digits.
  - Passwords cannot be trivial.
- Check Messages from your phone:
  - Press the Messages button.
  - Enter your password.
- Check Messages from another phone:
  - Press the Messages button.
  - Press the asterisk \* button
  - Enter your user id (extension).
  - Enter your password.

## Settings

- Ringtones:
  - Select the applications button.
  - Select User Preferences.
  - Select Ringtones
  - Select the line you want to set up the ringtone for.
  - You are able to play samples of the ringtones. Press the Save softkey when you have found the ringtone you would like to use.
- Contrast:
  - Select the applications button.
  - Select User Preferences.
  - Select Contrast.
  - Use the Navigation Pad to adjust the contrast up and down.
  - Press the Save softkey when you have found the contrast that you would like.

## Cisco 7841 Phone Handout



- 1 Handset Light Strip
- 2 Line Buttons
- 3 Phone Screen
- 4 Softkey Buttons
- 5 Navigation & Select
- 6 Hold Button
- 7 Conference Button
- 8 Transfer Button
- 9 Speakerphone Button
- 10 Headset Button
- 11 Mute Button
- 12 Keypad
- 13 Volume Button
- 14 Contacts Button
- 15 Applications Button
- 16 Messages Button
- 17 Handset

## Basics

- Dial 9 to get an outside line.
- All internal extensions will be 4 digits.
- 911 or 9911 for emergency.

## Softkeys

- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these softkeys for options as you utilize different features on your phone.

## Place, Answer, End Calls

- Pick up or hang out the handset.
- Activate the headset or speaker phone.
- Use the softkeys: Redial, New Call, Dial, Answer, or End Call where appropriate.

## Hold

- While on a call, press the Hold softkey or the Hold button.
- To return to the call, press the Resume softkey or the Hold button on the phone again.

## Switching Between Multiple Calls

Switch from a connected call to answer a ringing call

- Press the line button
- The first active call is placed on hold

Switch between calls

- You can toggle between calls by pressing the line button again
- Or press the more softkey then the swap softkey

## Transferring Calls

- Press the Transfer button or the Transfer softkey, this places the call on hold and opens a new line.
- Dial the number you want to transfer to. Your phone will now connect to this number.
- Press the Transfer button or the Transfer softkey again. This connects the caller to the transfer recipient. \*Hanging up without pressing Transfer the second time places the call on hold. You will have to pick up the call to try the transfer again.
- You cannot transfer a call from hold.
- Types of Transfers:
  - Blind Transfer: Press Transfer, dial number, press Transfer, hang up.
  - Announced Transfer: Press Transfer, dial number, wait on the line, announce call, press Transfer, hang up.
  - Direct to Voicemail: Press Transfer, press Asterisk \* (star) key, dial number, press Transfer, hang up.

## Forwarding Calls

- Press the CFwdAll softkey. You will hear two beeps.
- Dial the internal extension to which you would like to forward the calls or press the Message button to forward your calls to voicemail.
- To cancel, press the CFwdAll softkey again.

## Do Not Disturb

- Press the DND softkey to toggle this feature on and off.
- Silences the ringer.

## Divert

- Press the Divert softkey when you have an incoming call.
- The call will automatically be sent to voicemail.

## Conference Calls

- During a call, press the Conference button. Your phone will automatically put your original call on hold and open a new line.
- Dial the number you want to add to the conference.
- When you have the new caller on the line, press the Conference button again. The calls will be connected into a conference.
- Repeat to add additional callers.
- Max number of callers on a conference: 4

## Call History / Directory

- Call History:
  - Press the Applications button.
  - Select Call History.
  - You are able to see your recent Missed, Placed, and Received calls.
  - You can dial directly from the call log by selecting the number you want to call and either picking up the handset or pressing the Dial softkey.
- Directory
  - Press the Director button.
  - Select Corporate Directory.
  - Search by first name, last name, or extension.
  - You can also dial directly from here.