


## CONFERENCE CALLS

- When on a call, press the **More** soft-key and then the **Conference** soft-key or press the  **CONFERENCE** button. The original call is placed on hold.
- Place a call to add another party. When the party answers, press the **Conference** soft-key again to add the new party to the call.
- Any Cisco phone user can add up to a maximum of 8 members.

### To view the members of the conference call:

- Press the **More** soft-key.
- Press the **Details** soft-key.
- Use the Navigation Bar to scroll through the list.



### The conference initiator can remove any member:

- Highlight the member you would like to remove.
- Press the **Remove** soft-key.

## JOIN (Calls must be on the same line)

Allows you to join two callers into a conference call.

While one caller is on **hold** and the other call is **active**:

- Press the **More** soft-key until you see a **Conference** soft-key or press the  **CONFERENCE** button.
- Press the **Active Calls** soft-key.
- Choose a call from the list.
- Press the  **CONFERENCE** button to join calls.

## FORWARD ALL CALLS

### To forward to another extension:

- Press the **Forward All** soft-key. You will hear two beeps.
- Enter extension number of where you wish to forward your calls. You will hear a beep and a right arrow will appear in upper-right corner of display. The LCD will also display the number to which your calls are being forwarded.

### To forward directly to your voicemail:

- Press the **Forward All** soft-key, then press the  **MESSAGE** key.

### To cancel call forwarding:

- Press the **Forward All** soft-key again.

### To forward a line other than your first line:

- Press the line you want to forward.
- Press the **Forward All** soft-key.
- Press the **MESSAGE** key or dial the number to forward to.




## CALL PARK

Allows you to place a call on hold in the system so that it can be retrieved from any phone in your office.

- To park a call, press the **Park** soft-key (You may have to press the **More** soft-key to see the **Park** soft-key) **(Remember the park extension number shown in the display)**
- To retrieve the call from any phone, dial the park extension.
- To retrieve the call from the same phone, press the **Resume** soft-key.

## CALL HISTORY

To view and/or call the last 150 calls placed, answered or missed for all lines.

- Press the **APPLICATIONS**  button OR press **UP** on the Navigation button.
- Press 1 for **Recent**
- **Scroll through the list of calls. Meaning of icons:**
-  Incoming Calls
-  Outgoing Calls
- Or press the **Missed** soft-key.

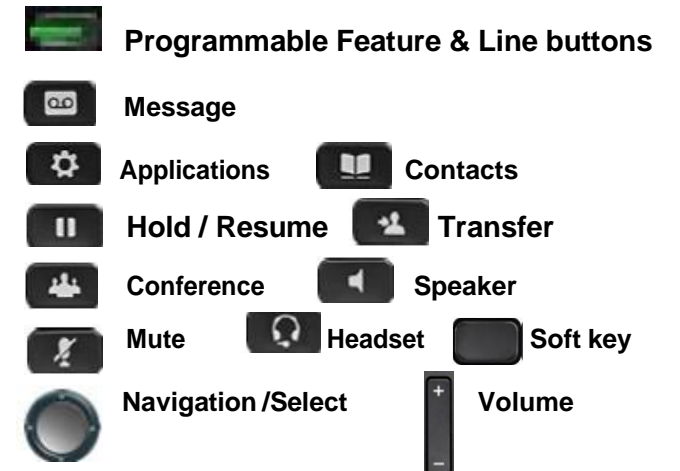
**Note** – You might need to use the **EditDial** soft-key to add a “9” or “9 1” to the front of the number before pressing the **Call** soft-key.

## Online Interactive Training

- From your web browser click below [Phone Training](#)

# Cisco 7841 IP Phone

## User Guide



## DIALING INSTRUCTIONS

Within your site: New 6-digit extension  
Local calls: 8 + telephone number  
Long Distance: 8 + 1 + telephone number  
International: 8 + 011 + telephone num.  
Emergencies: 911 or 8 + 911

*If you accidentally dial 911, please stay on the line to tell them not to come to the site.*


## SOFT KEYS

These are the 4 keys under the bottom of the display. The feature that they activate will appear in a tab above them in the display. The available options will change depending upon the status of your phone. The **⋮** soft key is a **more** button to show additional features.

To return “back” a screen, press the **Exit** or **↶** soft key.

## CHANGING THE LCD CONTRAST or BACKLIGHT

Press the **APPLICATIONS**  button.

- Choose **Preferences**  **Contrast or Backlight**
- Press up or down on the **Navigation Button** to change the brightness to be lighter or darker.
- Press **Save** to set the contrast or backlight **OR** press **Cancel** to exit.

## CHANGING HANDSET / HEADSET / SPEAKER VOLUME

- Press the **Up** or **Down VOLUME** button when the *handset, headset* or *speaker* is in use.
- Press the **Save** soft-key to save volume setting for future calls.

## CHANGING THE RINGER VOLUME

- While the phone is idle press the **Up** or **Down VOLUME** button to adjust to desired level. The ringer volume is automatically saved.

## LINE KEYS (meaning of line key colors)

**Yellow** = New incoming call



**Green** = Active call

**Red** = Active call on a shared line on another phone


## MUTING A CALL

- To mute a call, press the **MUTE** button (the mute light will turn red when activated).
- To disengage mute, press the **MUTE** button again or lift the handset.  
**Note** – If you are using the mute feature with the speakerphone, lifting the handset will disengage mute.

## CHANGING THE RING TONE

- Press the **Applications**  button.
- Choose **Preferences**  **Ringtone**
- **Select** a ringtone.
- Press the **Play** soft-key to hear the ringtone.
- Press the **Set** soft-key to apply the ringtone.
- Press the **Apply** soft-key to save.

## PLACING A CALL


- Lift the handset, **or**
- Press the **Speaker**  button, **or**
- Press a **Line/Extension** button, **or**
- Press the **New Call** soft-key below the display **or**
- Predial a number then press the **Call** soft-key to place the call.
- To make a second call while on an active call, press the **Hold** soft-key, then press the **New Call** soft-key.

## LAST NUMBER REDIAL

- To redial the last called number, press the **Redial** soft-key
- To view calls you dialed other than the last call, press **UP** on the Navigation button and scroll through your calls. You can press the **Dial** soft-key to dial the highlighted number.

## ANSWERING AND ENDING A CALL (A new incoming call will flash yellow)

**Answering a call:**

- Lift the handset **or**
- Press the **Speaker**  button **or**
- Press the **Answer** soft-key key if using a headset
- If a second call comes in while on a call, press the **Answer** soft-key. A list of incoming calls will be displayed. Scroll to the call you want to answer and press the **Select** soft-key to choose a call to answer. The first call will automatically be placed on hold.

**Ending a call:**

- Press the **Cancel** soft key **or** hang up the handset.

## PLACING A CALL ON HOLD

- During a call, press the **Hold** soft-key **or** the **HOLD** button.
- To resume the call on hold, press the **Resume** soft-key **or** press the **HOLD** button again **or** press the flashing line key on hold.
- After you have placed a call on hold, you can press the **New Call** soft-key to place another call from the same line.

## ANSWERING MULTIPLE CALLS

While active on the first call, you will be notified of a 2<sup>nd</sup> call with an amber light flashing on the line key and the display will show the caller. Each line can have 2 active calls before a call will go immediately to the mailbox, plus you can make 2 more outgoing calls.

- **Press the Amber flashing line key. The 1<sup>st</sup> caller is automatically placed on hold.**

**To return to the first caller:**

- Press the **Swap** soft-key.  
**Or** complete the call with the 2<sup>nd</sup> caller by pressing the **End Call** soft-key then press the **Resume** soft-key to return to the first call.

**To alternate between calls:**

- While the active call is highlighted, press the **Hold** soft-key, press the line key to scroll to all calls on that line.
- While the held call is highlighted, press the **Resume** soft-key (the active call will automatically be placed on hold)

## TRANSFERRING A CALL

- While on a call, press the **Transfer** soft-key **or** press the **TRANSFER** button. The original caller is placed on hold.
- Dial the extension you want to transfer to.
- Once you hear ringing, either press **Transfer** soft-key again or, once the party answers, announce the call and press **Transfer** soft-key.
- If the second party refuses the call or you wish to toggle between the 2 parties, press the **Swap** soft-key.

**Transferring a caller directly into another voice mailbox:**

- Press the **Transfer** soft-key **or** press the **TRANSFER** button.
- Press the **#** key
- Enter the **6** digit **mailbox number** of the destination mailbox.
- Press the **Transfer** soft-key again.