

Cisco 7841 - Quick Start Guide

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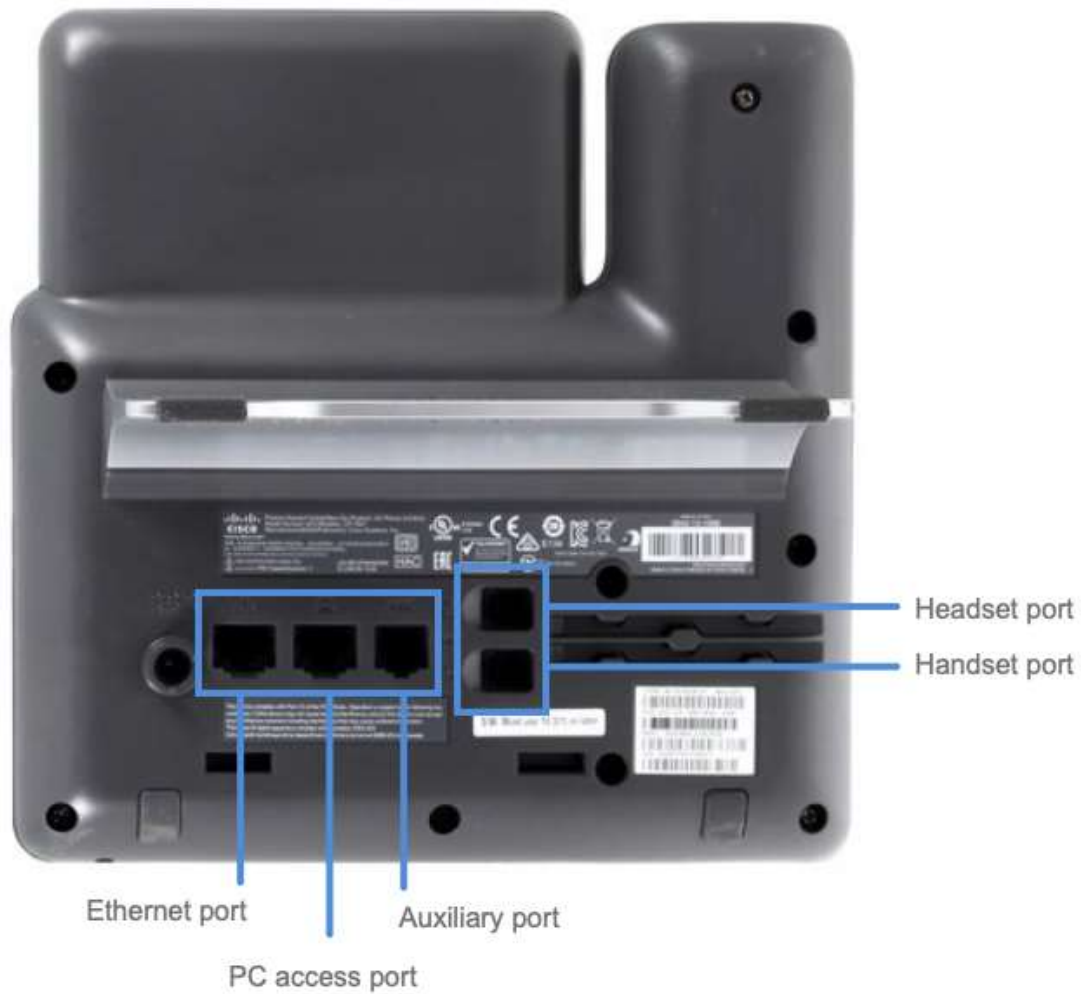
[Using Your Device](#)

This guide will cover the basics of your Cisco 7841 device and the steps for using your device.

Overview



ALT Description: Top view diagram of Cisco 7841 phone, with buttons labeled.



ALT Description: Bottom view diagram of Cisco 7841 phone, showing port locations.

1. Line and feature keys

The line and feature keys allow you to access your phone lines, features, and call sessions.

2. Softkey buttons

Softkey buttons allow you to access various functions and services.

3. Navigation keys

The navigation keys allow you to scroll through menus, highlight items, and select

highlighted items.

4. Voicemail button

The voicemail button will autodial your voicemail mailbox when pressed.

5. Application/Settings buttons

The application and settings button allows you to access phone applications and settings.

6. Directory button

The directory button accesses the phone directory.

7. Hold/Resume button

Place an active call on hold and resume the held call with the hold/resume button.

8. Transfer button

The transfer button allows you to transfer a call.

9. Conference button

The conference button allows you to create a conference call.

10. Volume button

Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook) using the volume button.

11. Speakerphone, Mute, and Headset

- Speakerphone: Toggle the speakerphone on or off by pressing the speakerphone button. When the speakerphone is on, the button is lit.
- Mute: Toggle the microphone on or off with the mute button. When the microphone is muted, the button is lit.
- Headset: Toggle the headset on by pressing the headset button. When the headset is on, the button is lit. To leave headset mode, pick up the handset or select Speakerphone.

Using Your Device

Make a Call

1. Enter a number
2. Pick up the handset.
3. For hands-free speakerphone:
 - a. **Dial** number
 - b. Press the **Speaker** button or **Dial** softkey.

Make a Call with a Standard Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press the **Headset** button.

Answer a Call

1. When your phone rings, press the flashing line button to answer the call.
2. For hands-free speakerphone:
 - a. Press the **Answer** softkey or the **Speaker** button.

Answer Incoming Call While on an Active Call:

1. Press the **Answer** softkey.
2. Your first call will automatically be placed on hold.

Retrieve Call Placed on Hold

1. To retrieve your first call, use the navigation arrows to scroll to that call.
2. Then, press the **Resume** softkey.

Answer Call Waiting

1. Press the line button associated with the call.
2. (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

1. Press **Decline**.
2. If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Turn On Do Not Disturb

1. Press the **Do not disturb** line button to turn on **DND**.
2. Press **Do not disturb** again to turn off **DND**.

Mute Your Call

1. Press **Mute**.
2. Press **Mute** again to turn mute off.

Hold Calls

1. While on an active call, press **Hold**.
2. To resume a call from hold, press **Hold** again.

Place a Call on Hold with Call Park

1. While on an active call, press the **Transfer** button.
2. Enter ***68** on the dial pad.
3. Enter the extension where the call will be parked
4. Press **pound (#)**.

Retrieve a Call on Hold with Call Park

1. Pick up Handset
2. Press ***88** or the **Retrieve** softkey.
3. Enter the extension where the call was parked.
4. Press **pound (#)**.

Forward Calls

1. When the line to be forwarded is inactive, press **Fwd All**.
2. Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.

Transfer a Call to Voicemail

1. While on an active call, press the **Transfer** softkey or function button to place the active call on hold.
2. Next, enter ***55**.
3. **Dial** the party's extension.
4. Press **pound (#)**.

Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer**.
2. Enter the other person's phone number.
3. (Optional) Press the **Speed dial** feature button and select a Speed dial number. Use the Navigation cluster to move within the Speed dial window, and to select your Speed dial number.
4. (Optional) Wait until you hear the line ring or until the other person answers the call.
5. Press **Transfer** again.

Conduct a Blind Transfer

1. While on an active call, press the **More** softkey
2. Press the **Blind Transfer (BlindXfer)** softkey; the active call will be placed on hold.
3. **Dial** the number where you want to transfer the call.
4. Press the **Call** softkey to complete the transfer.

Conduct a Consulted Transfer

1. While on an active call, press the **Transfer** softkey or function button to place the active call on hold.
2. **Dial** the number where you want to transfer the call.
3. Once the third-party answers, announce the call and press **Transfer** softkey or function button to complete the transfer.

Start a Conference Call

1. Place the first call.
2. Press the **Conference** button.
3. **Dial** the second number. The active call will be on hold.
4. After the second call answers, press the **Conference** softkey again to join all parties in the conference.
5. All parties will be disconnected when you exit the call.

Add Another Person to a Call

1. From an active call, press the **Conference** softkey.
2. Add the other person to the call by doing one of the following:
 - a. Select a held call and press **Yes**.
 - b. Enter a phone number and press **Conference**.

Access Your Voicemail Messages

1. Press the **Voicemail** button.
2. Enter your passcode, then #.
3. Follow voice prompts to listen to delete/save messages.

Access Audio Voicemail

1. On the screen, press the **Audio** softkey.

2. When prompted, enter your voicemail credentials.

View Your Recent Calls

1. Press the **Applications** button.
2. Select **Recents**.
3. When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.
4. If you have more than one line, select a line to view.

Return a Recent Call

1. Press the **Applications** button.
2. Select **Recents**.
3. (Optional) Select the required line.
4. Select the number that you want to dial.
5. (Optional) Press **EditDial** to edit the number.
6. Press **Call**.

Clear the Recent Calls List

1. Press the **Applications** button.
2. Select **Recents**.
3. (Optional) Select the required line.
4. Press **Clear**.
5. Press **Delete**.

Delete a Call Record

1. Press the **Applications** button.
2. Select **Recents**.

3. (Optional) Select the required line.
4. Highlight the individual record or call group that you want to delete.
5. Press **Delete**.
6. Press **Delete** again to confirm.