7841 Phone Quick Start Guide

sharon roy - 2016-06-17 - Comments (0) - Cisco 7841

To learn more about the 7841, go here.

1. **Handset light:** incoming call flashes red; message waiting solid red
2. **Phone screen:** displays status, feature and call information
3. **Line buttons:** active call solid green; held call flashing green; incoming call flashing amber; shared line in use solid red
4. **Softkeys:** displays options associated with feature in use
5. **Navigation pad and select button:** use to scroll through menus; while on hook, press up to display call history
6. **Hold:** places call on hold and retrieves held call
7. **Conference:** initiates a conference call
8. **Transfer:** initiates a call transfer
9. **Speakerphone:** activates (solid green) and deactivates
10. **Headset:** activates (solid green) and deactivates
11. **Mute:** deactivates (solid red) and reactivates microphone
12. **Volume:** adjusts ringer on-hook and voice volume off-hook
13. **Contacts:** Brown directory access
14. **Applications:** call history, preferences
15. **Messages:** auto-dial access to voicemail

Using Voice Mail

Call voicemail from your desk:
1. Press the Messages button
2. Enter your PIN followed by #

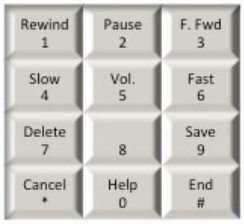
Mailbox ID: 5-digit extension
Starter PIN: 864236

Call voicemail from outside:
1. Dial 401-863-9000
2. Press #
3. Enter your Mailbox ID, then #
4. Enter your PIN, then #

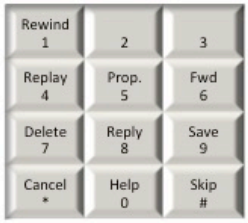
Press 1: Play New Messages

Press 3: Play Saved Messages

During Message Review



After Message Review



Press 2: Send a Message

1. Record your message, then #
2. Enter the extension, then #
3. Press # to confirm
4. Press 9 + 1 to add a name
5. Press # to send or choose from a message option

Message Options:
1 Mark as urgent
2 Request return receipt
3 Mark as private
4 Set future delivery
5 Review recording
6 Re-record message
7 Add to the message
Send message

Press 4: Setup Options

Press 1 — Preferences
- Press 1 — PIN
- Press 2 — Recorded name

Press 2 — Message Settings
- Press 1 — Message notification
- Press 3 — Menu style
- Press 4 — Private lists

Press 3 — Greetings
- Press 1 — Edit the standard greeting
- Press 2 — Turn on/off alternate greeting
- Press 3 — Edit other greetings
- Press 4 — Play all greetings

Tips:

* Exit or back up

Number and spelling entry toggle

Placing Calls

To place a call:

1. Lift handset *or*
   Press **Speaker** button *or*
   Press **Headset** button *or*
   Press **New Call** softkey *or*
   Press a line button
2. Dial the number

To place a second call on same line:

1. Press **Hold**
2. Press **New Call** softkey
3. Dial the number

To call an extension:
Dial 5-digit extension

To call Brown Switchboard:
Dial 0

To call external number:
Dial 8 + 1 + telephone number

To call international number:
Dial 8 + 011 + country code + city code + telephone number

To call Emergency Services:
Dial 911

Answering Calls

To answer incoming call:
Lift handset *or*
Press **Speaker** button *or*
Press **Headset** button *or*
Press **Answer** softkey *or*
Press the flashing line button

To answer second incoming call:
Press the flashing line button

Ending Calls

To end a call:
Replace handset *or*
Press **Speaker** button *or*
Press **Headset** button *or*
Press **End Call** softkey

Call Hold

To place call on hold:
Press **Hold** button

To retrieve held call:
Press **Hold** button *or*
Press **Resume** softkey *or*
Press flashing line button

To toggle between two held calls on same line:
Press flashing line button

To toggle between multiple held calls on same line:

1. Press flashing line button
2. Navigate to held call
3. Press **Resume** softkey

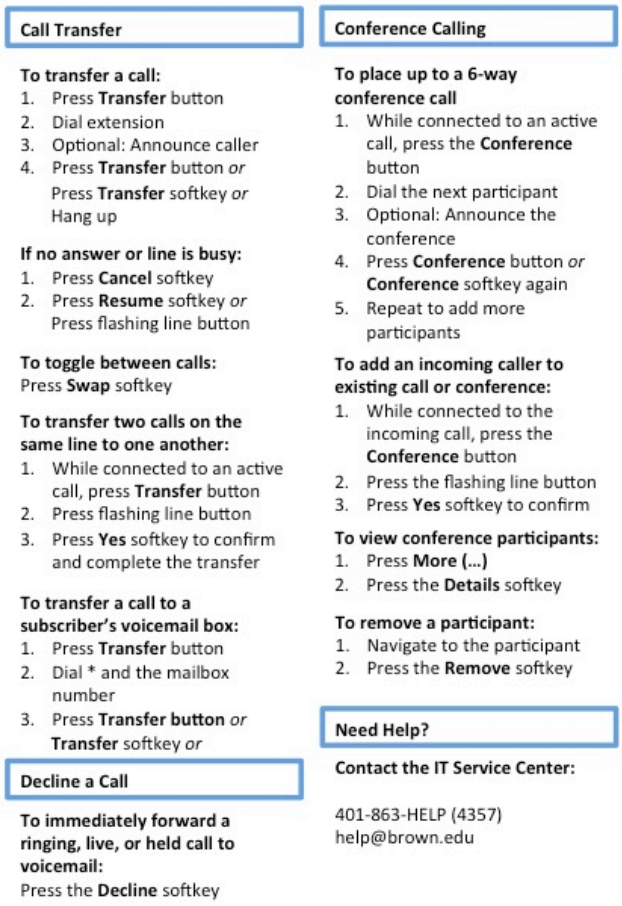
To toggle between held calls on shared line:
Press flashing line button

Call Forward

To immediately forward all calls to another number:

1. While on-hook press **Fwd All** softkey
2. Dial extension number *or*
   Press the **Messages** button

To deactivate call fowarding:
Press **Fwd Off** softkey



Call Transfer

To transfer a call:

1. Press **Transfer** button
2. Dial extension
3. Optional: Announce caller
4. Press **Transfer** button *or*
   Press **Transfer** softkey *or*
   Hang up

If no answer or line is busy:

1. Press **Cancel** softkey
2. Press **Resume** softkey *or*
   Press flashing line button

To toggle between calls:
Press **Swap** softkey

To transfer two calls on the same line to one another:

1. While connected to an active call, press **Transfer** button
2. Press flashing line button
3. Press **Yes** softkey to confirm and complete the transfer

To transfer a call to a subscriber's voicemail box:

1. Press **Transfer** button
2. Dial * and the mailbox number
3. Press **Transfer button** *or*
   Transfer softkey *or*

Decline a Call

To immediately forward a ringing, live, or held call to voicemail:
Press the **Decline** softkey

Conference Calling

To place up to a 6-way conference call

1. While connected to an active call, press the **Conference** button
2. Dial the next participant
3. Optional: Announce the conference
4. Press **Conference** button *or*
   Conference softkey again
5. Repeat to add more participants

To add an incoming caller to existing call or conference:

1. While connected to the incoming call, press the **Conference** button
2. Press the flashing line button
3. Press **Yes** softkey to confirm

To view conference participants:

1. Press **More (...)**
2. Press the **Details** softkey

To remove a participant:

1. Navigate to the participant
2. Press the **Remove** softkey

Need Help?

Contact the IT Service Center:

401-863-HELP (4357)
help@brown.edu

Related Content

- Cisco 7841: Change Your Ringtone
- Cisco 7841: Conference
- Cisco 7841: View and Clear Call History