

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 #
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	During Message Review	After Message Review																								
Press 1: Play New Messages	<table border="1" style="border-collapse: collapse; width: 100%;"> <tr> <td style="padding: 2px;">Rewind 1</td> <td style="padding: 2px;">Pause 2</td> <td style="padding: 2px;">F. Fwd 3</td> </tr> <tr> <td style="padding: 2px;">Slow 4</td> <td style="padding: 2px;">Vol. 5</td> <td style="padding: 2px;">Fast 6</td> </tr> <tr> <td style="padding: 2px;">Delete 7</td> <td style="padding: 2px;">8</td> <td style="padding: 2px;">Save 9</td> </tr> <tr> <td style="padding: 2px;">Cancel *</td> <td style="padding: 2px;">Help 0</td> <td style="padding: 2px;">End #</td> </tr> </table>	Rewind 1	Pause 2	F. Fwd 3	Slow 4	Vol. 5	Fast 6	Delete 7	8	Save 9	Cancel *	Help 0	End #	<table border="1" style="border-collapse: collapse; width: 100%;"> <tr> <td style="padding: 2px;">Rewind 1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> </tr> <tr> <td style="padding: 2px;">Replay 4</td> <td style="padding: 2px;">Prop. 5</td> <td style="padding: 2px;">Fwd 6</td> </tr> <tr> <td style="padding: 2px;">Delete 7</td> <td style="padding: 2px;">Reply 8</td> <td style="padding: 2px;">Save 9</td> </tr> <tr> <td style="padding: 2px;">Cancel *</td> <td style="padding: 2px;">Help 0</td> <td style="padding: 2px;">Skip #</td> </tr> </table>	Rewind 1	2	3	Replay 4	Prop. 5	Fwd 6	Delete 7	Reply 8	Save 9	Cancel *	Help 0	Skip #
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- 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 forwarding:

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](#)