



Quick Start



Cisco IP Phone 7841

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Note

For best results, print on 8.5 x 11" (legal-sized) paper.

The Cisco IP Phone 7841 does not have a line button and does not support handset.

1 Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial the Last Number

To redial on your primary line, press **Redial**. To redial on a secondary line, press the line button and then press **Redial**.

Dial On-Hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, **Call**, **Handset**, **Speakerphone**, or the **Select** button.

Speed Dial

Enter a speed-dial item number and press **SpeedDial**. Or, press the **down arrow** on the Navigation ring when the phone is idle, scroll to a speed-dial item, and press the **Select** button or **Call**. You may also have speed dials assigned to some buttons on your phone.

2 Answer

The new call indicators are: a flashing amber line button, an animated icon  and caller ID, and a flashing red light on your handset.




To answer the call, lift the handset. Or, press the flashing amber line button, **Answer**, the soft handset button, or the speakerphone button.

Answer with Multiple Lines


If you are on a call when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

Your administrator sets up your phone to support one call per line or multiple calls per line.

3 Hold

1. Press **Hold** . The hold icon  appears and the line button flashes green.
1. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold** .

4 Transfer


1. From an active call (not on hold), press **Transfer** .
1. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or softkey below or after the recipient answers. The transfer completes.

Transfer Across Lines

You can transfer a call from one line to another without remaining on the call yourself. The Cisco IP Phone 7841 does not support transfer across lines.

1. From an active call (not on hold), press **Transfer** .
1. Press the line button for the other (hold) call. The transfer completes.

5 Conference

1. From an active call (not on hold), press **Conference** .
1. Make a new call.
3. Press the **Conference** button or softkey below or after the party answers. The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

Conference Across Lines

You can combine two calls on two lines into a conference. You are included in the conference. The Cisco IP Phone 7841 does not support conference calls on separate lines.

1. From an active call (not on hold), press **Conference** .

1. Press the line button for the other (hold) call.

View and Remove Participants

During a conference, press **Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.

6 Mute

1. On an active call, press **Mute** . The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

7 Voicemail

New message indicators are: a solid red light on your handset, a status dial tone (if available), and the "New Voicemail" message and icon.


Listen to Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

8 Decline

Press **Decline** when the call is ringing, active, or on hold. The line reflects an individual call to voicemail or to another number set up by your system administrator.

9 Forward All

1. To forward calls received on your primary line to another number, press **Find All**.
2. Enter a phone number or press **Messages**  to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Find Off**.

To set up forwarding remotely or on a secondary line, access your Cisco Unified Communication Manager Self Care portal or User Options web pages. Contact your system administrator for details.

Cisco Phone 797user Guide

Darrick Deel, Mark Nelson, Anne Smith



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