Cisco IP Phone 7841

Navigating Your Phone

Line Buttons
Line buttons are located on both sides of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Softkeys
Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. You can press the More softkey when available to reveal additional softkeys.

Scrolling
To scroll through a menu or list, press up or down on the Navigation buttons on the Select bar.

A scroll bar on the screen indicates your relative position within a list.

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

Redial the Last Number
Press the Redial softkey to redial on your primary line. To redial on a secondary line, press the line button first.

Dial on-Hook
1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the Call softkey, the Headset button, the Speakerphone button, or the round Select button in the Navigation bar.

Speed Dial
Enter a speed-dial item number and press the SpeedDial softkey. Or, press the down arrow on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press the round Select button in the Navigation bar.

Answer a Call
New call indicators: 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, the Answer softkey, or the unit Headset or Speakerphone button.

Answer with Multiple Lines
If you are talking on the phone 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.

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

Transfer
1. From a connected call (not on hold), press the Transfer button.
2. Enter the transfer recipient’s phone number.
3. Press the Transfer button or the Transfer softkey (before or after the recipient answers). The transfer completes.

Note: To transfer a caller directly to another person’s Cisco voicemail box, press the Transfer button, then press the (star key), then enter the five digit extension, and then press the Transfer button a second time.

Conference
1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers). Note: You, or another Cisco telephone user, may add up to 7 additional participants.
4. The conference begins and the phone displays “Conference.” Repeat to add participants.

Individuals may hang up during the call, and ends when all participants hang up.

View and Remove Participants
During a conference, press the Details softkey. To remove a participant from the conference, scroll to the participant and press the Remove softkey.
Voicemail

When you receive a new voicemail message, you will notice these three message indicators:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- Voicemail icon on phone display near the line button

Listen to Messages

Press the Messages button and or dial 45111 and follow the voice prompts. To check messages for a specific line, press the line button first.

Listen to Messages Outside the Office

1. Call 765-494-5111.
2. When voicemail answers, you will be asked to enter your 10-digit phone number, then #.
3. Next, enter your PIN followed by #.

Note: if you have Single Number Reach, using your cell phone, you will only enter your PIN followed by #.

Voicemail Enrollment from Your Phone

1. Press the Messages button or dial 45111.
2. Enter the temporary, one time PIN 12345, then press #.
3. The voicemail system tutorial will guide you through the initial setup process:
   - Record your name
   - Record your primary greeting
   - Change your temporary PIN
   - Remain on the line until you hear that you have completed enrollment.

To set up a voicemail box for another line on your phone, press the line button first.

Checklist for migrating to Cisco

1. Your voicemail greetings and messages will not migrate to the new Cisco VOIP phone system. Follow the ‘Voicemail Enrollment from Your Phone’ instructions to setup your new Cisco voicemail box. You can do this as soon as your Cisco phone is installed at your desk.
2. Depending on your building activation, you may have some time where both your old phone and new phone are on your desk at the same time. You can use your new Cisco phone to place calls to become familiar with the new phone features. However, people who call you will still ring to your old phone until your activation time.
3. Once your phone is activated, your old phone will no longer work. At this point, inbound calls will ring to your new Cisco phone. Once this has happened, we recommend dialing the old voicemail system once from your Cisco phone to ensure you do not miss any voicemail messages during this transition. You can reach the old voicemail system by dialing 40553.
4. If you have any accessories such as long handset cables, shoulder rests, or headsets, please move these from your old phone to your new phone once your new phone is activated.

Headsets

If you use a headset, please ensure compatibility with your new Cisco phone by reviewing the headset information on the VOIP Rollout webpage link shown below.

Support Information

VOIP Phones Rollout Project Information Site (https://www.itap.purdue.edu/telecommunications/rollout) For additional support, call 44444.

Self Service Portal Links

Self Service My Phones Portal Page (https://myphone.voip.purdue.edu/)
Cisco Voicemail Web Inbox (https://voicemail.voip.purdue.edu/)