

The background of the cover is a dark teal color with a complex, glowing circuit board pattern. The circuit traces are light blue and white, creating a grid-like structure. Overlaid on this pattern are faint, semi-transparent images of a telephone keypad and various electronic components like chips and connectors. The text is centered in a white, serif font.

Cisco IP Phone 7841 Quick Reference Guide



Softkey buttons

Messages

Navigation pad

Hold/Resume

Applications

Transfer

Conference

Volume

Speakerphone

Mute

Make Calls

Place Call Using Handset

Step 1 Lift the handset (Hearing dial tone)

Step 2 Enter a number using the keypad

Place Call Using Speakerphone

Step 1 Press Speakerphone button



Step 2 Enter a number using the keypad

Redial Number

Press “Redial” softkey to call the most recently dialed number

Answer Calls

Answer Call Using Handset

Lift the handset

Answer Call Using Speakerphone

Press Speakerphone button



Answer Call Using Pickup

When a phone is ringing within your group,

Step 1 Lift the handset OR Press Speakerphone button

Step 2 Press the “Pickup” softkey to answer

Manage Calls

Forwarding Calls

Step 1 Press the “Fwd All” softkey

Step 2 Enter a 4 digit on-campus number
OR an off-campus number starting with “9”

Step 3 To verify, look for the Forwarding information on the main screen

*To cancel Call forwarding, Press the “Fwd off” softkey

Manage Calls

Transfer Call to Another Number

Step 1 During a call, press the Transfer button



Step 2 Enter the destination number

Step 3 Press the Transfer button  again to complete the transfer immediately – or wait until the destination answers to announce the transfer, then press the button

Manage Calls

Mute Phone

Mute allows you to block audio input for your handset and speakerphone, so that you can hear other parties on the call but they cannot hear you

To turn Mute on : Press Mute button 

To turn Mute off : Press Mute button  again

Hold Calls

Hold allows you to put an active call into a held state

To Hold a call : Press Hold/Resume button 

To Resume a call : Press Hold/Resume button  again

Other Features

Conference

Conference allows you to talk simultaneously with multiple parties

Step 1 During a call, press the Conference button 

Enter the phone number for the party to be added

Step 2 When party answers, announce the conference

Step 3 Press the Conference button  to tie parties together

Step 4 (Optional) Repeat these steps to add more parties, if desired

Other Features

Listen to Voice Messages

Step 1 Press Messages button



Step 2 Follow the voice prompts to listen to your voice message

Other Features

Call History

- View

Step 1 Press the Application button  , then select “Recents”

Step 2 The screen will display call history

Press the down arrow on the circular navigation pad to scroll down

Step 3 Press the “Exit” softkey twice to return to the main screen

- Dial

While in the call history list, scroll down to highlight the person, press the “Call” softkey to place the call

Other Features

Adjust LCD Contrast

Step 1 Press the Application button 

Step 2 Select Preferences, and then Contrast

Step 3 Press the Up and Down arrows on the Navigation pad to adjust

Step 4 Press the “Save” softkey to confirm

Other Features

Adjust Volume

Press the Volume button



to adjust the handset, speaker volume and the ringer volume

Setting Ringtones

Step 1 Press the Applications button



Step 2 Select Preferences, and then Ringtone

Step 3 Scroll down the ringtone list, press “Play” softkey to test OR “Set” softkey to select

Step 4 Press “Apply” softkey to confirm