Your Phone
Cisco IP Phone 7841 shown.
1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, and Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Line and Feature Buttons
Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:
- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call
Enter a number and pick up the handset.

Answer a Call
Press the flashing red line button.

Put a Call on Hold
1. Press Hold.
2. To resume a call from hold, press Hold again.

View Your Recent Calls
1. Press Applications.
2. Scroll and select Recents.
3. Select a line to view.

Transfer a Call to Another Person
1. From a call that is not on hold, press Transfer.
2. Enter the other person’s phone number.
3. Press Transfer again (before or after the party answers).

Add Another Person to a Call
1. From an active call, press Conference.
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press Conference again.
Place a Call with a Headset
1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset.

Place a Call with the Speakerphone
1. Enter a number using the keypad.
2. Press Speakerphone.

Mute Your Audio
1. Press Mute.
2. Press Mute again to turn mute off.

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

Forward All Calls
1. Select a line and press Fwd All.
2. Dial the number that you want to forward to, or press Voicemail.
3. When you return, press -CFwdALL.

Adjust the Volume in a Call
Press Volume up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume
Press Volume up or down to adjust the ringer volume when the phone is not in use.

Change Ringtone
1. Press Applications.
2. Select User preferences > Audio preferences > Ext (n) - Ring tone, where n= extension number.
3. Scroll through the list of ringtones and press Play to hear a sample.
4. Press Select and Set to save a selection.
5. Press Back to exit.

Adjust the Screen Contrast
1. Press Applications.
2. Select User preferences > Screen preferences > Contrast level.
3. Press up to increase, or down to decrease, the contrast.
4. Press Save.

Adjust the Screen Backlight (7821, 7841, 7861)
1. Press Applications.
2. Select User preferences > Screen preferences > Backlight timer.
3. Press On or Off, or select a length of time for the backlight to be on..