



## 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 line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

## Place a Call

Enter a number and pick up the handset.

## Answer a Call

Press the flashing amber 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


## Add Another Person to a Call (7811)

1. From an active call, press Conference .
2. Press Calls, select a held call, and press Yes.


## Add Another Person to a Call (7821, 7841, 7861)

1. From an active call, press Conference .
2. Select a held call and press Yes.


## 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.


## Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset .

## Make 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 Forward off.


## 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 Preferences > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

## Adjust the Screen Contrast

1. Press Applications .
2. Select Preferences > Contrast.
3. Press up to increase, or down to decrease, the contrast.
4. Press Save.

## Adjust the Screen Backlight

1. Press Applications .
2. Select Preferences > Backlight.
3. Press On to set the backlight on or press Off to set backlight off.