

Quick Start Guide for Cisco 7841/21 IP Phones

Standard Phone User Guide



Basic Phone Use

Make a call.	<p>Either lift handset and dial, press line button and dial, or press New Call soft key and dial.</p> <ul style="list-style-type: none"> • Dial 4 digits for internal calls. • Dial 9 + 10 digit number for local calls. • Dial 9 + 1 + 10 digit number for long distance calls. • Dial 911 for Emergency Calls.
Answer a call.	<p>Lift handset, or press ANSWER soft key.</p> <ul style="list-style-type: none"> • If you receive a second call on your individual extension, you will hear a “beep.” • Press line of incoming call to answer second call. (First call is automatically put on hold).
Ending a call	Hang up handset, or press END CALL soft key for speaker mode.
Muting a call	To mute, press MUTE. Press MUTE again to disengage.
Last number redial	Lift handset and press REDIAL soft key. To redial from a line other than primary, press line first, then press REDIAL.
Placing call on hold	<ol style="list-style-type: none"> 1. Press the HOLD soft key. 2. Press the RESUME soft key to return to a call. <ul style="list-style-type: none"> • If multiple calls are on hold, use the scroll key to select the desired call before pressing RESUME.
Transferring a call	<ol style="list-style-type: none"> 1. During a call, press the TRANSFER soft key. This places the call on hold. 2. Dial the number to which you wish to transfer the caller. 3. When ringing begins, press TRANSFER again, or wait for party to answer then press TRANSFER. If party refuses call, press RESUME soft key, or extension key where call is held to take the call back.
Transfer to Voicemail	<ol style="list-style-type: none"> 1. Press TRANSFER soft key. 2. Dial 7980 (wait for to hear the voice mail system pickup) 3. Press # and 4-digit extension 4. Press TRANSFER soft key to complete the transfer. <p>*This will not work for users who have VM box configured to ring phone first.</p>
Call Forward	<ol style="list-style-type: none"> 1. Press the CFWDALL soft key (two beeps) and enter the internal number to which you wish to forward your calls. 2. To cancel, press the CFWDALL soft key.

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BASIC PHONE USE	(Continued)
Initiating a Conference Call	<ol style="list-style-type: none"> 1. While on a call, press the MORE soft key, then the CONFRN soft key. This will put the first call on hold and select a new line. 2. Place a call to another number. 3. When the call connects, press CONFRN again to add this party to the conference. 4. Repeat to add up to 5 parties. <ul style="list-style-type: none"> • When call originator hangs up, no additional parties can be added.
Handset Volume	<ol style="list-style-type: none"> 1. To increase or decrease the volume of your handset, lift the handset and press the up or down volume button. The volume buttons adjust the volume for the currently active condition. 2. To save the setting, press the SAVE soft key. <p>* Note: Volume setting should be saved near the middle, only increasing as needed per call. If you are consistently needing to increase the volume contact IT Dept.</p>
Viewing/Dialing Missed Calls	<ol style="list-style-type: none"> 1. Press the DIRECTORIES button. Use scroll key to select MISSED CALLS. 2. Press the SELECT soft key to select MISSED CALLS from the directory menu. 3. Press the DIAL soft key to dial a number from the missed call list. 4. To edit a number, such as adding a 9, use the EditDial soft key to add digits to the front of the number. 5. Press the EXIT soft key twice to exit the directory menu.
Viewing/Dialing Placed or Received Calls	<ol style="list-style-type: none"> 1. Press the DIRECTORIES button. Use scroll key to select PLACED or RECEIVED CALLS. 2. Press the SELECT soft key to select either PLACED or RECEIVED CALLS from the directory menu. 3. Press the DIAL soft key to dial a number from the list. 4. To edit a number, such as adding a 9, use the EditDial soft key to add digits to the front of the number. 5. Press the EXIT soft key twice to exit the directory menu.
Accessing/Dialing from the Corporate Directory	<ol style="list-style-type: none"> 1. Press the DIRECTORIES button. 2. Use the scroll key to select CORPORATE DIRECTORY. 3. Press the SELECT soft key to display the directory search options. 4. Use the SCROLL key to select a search option: First Name, Last Name, or Number. 5. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. 6. Press the DIAL soft key to speed dial a number from the corporate directory. <p><i>Note: It is not necessary to enter a complete name or number to conduct a search. For example, entering a "j," "a" and "m" could yield "James Smith."</i></p>
Ringer Volume	<ol style="list-style-type: none"> 1. Press the VOLUME key (with phone on hook) to hear a sample ring. 2. Press the up and down arrows to reach the desired level. 3. To save, press SETTINGS and then press the SAVE key.