Cisco 7841 Quick Guide

Deskphone Features

Line keys

Soft keys

Navigation keys

Voicemail key

Hold Key

Applications

Conference key

Contacts

Transfer key

Speakerphone key

Volume keys

Headset key

Mute/Unmute key

Feature Description

1. **Line keys**—enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2. **Soft keys**—enables you to select context-sensitive keys that display along the bottom of the screen.
3. **Navigation keys**—scrolls through information and options displayed on the phone screen.
4. **Voicemail key**—enables you to access voicemail messages.
5. **Applications**—accesses call history, user preferences, phone settings, and phone model information.
6. **Contacts**—accesses personal and corporate directories.
7. **Conference key**—enables you to start a conference call.
8. **Transfer key**—transfer an active call to a contact.
9. **Hold key**—holds an active call or resumes a held call.
10. **Volume keys**—adjusts the volume of the handset, headset, and speaker.
11. **Home key**—displays the home screen.
12. **Headset key**—enables you to place and receive calls through a headset.
13. **Speakerphone key**—enables you to place and receive calls using the speakerphone.
14. **Mute/Unmute key**—mutes audio during calls and conferences.

Placing a call

Dial the number and do one of the following:
- Lift the receiver.
- Press 🎧 to use the headset.
- Press 🔊 to use the speakerphone.

Answering a call

Options:
- Lift the receiver.
- Press 🎧 to answer a call via headset.
- Press 🔊 to answer a call via speakerphone.

Placing a call on hold

- Press ⏸ or # # while on an active call.

Retrieving a held call

- Press ⏸ or # to retrieve a held call.

Starting a Conference call

1. While on an active call, press 👥.
2. Dial the extension of the other party that you would like to add to the call.
3. Once the other party answers, press 👥 to merge the two calls.

Transferring a call

Warm Transfer:
1. While on an active call, press 👤 or the **Transfer** soft key.
2. Dial the number of the other party.
3. When the destination party answers, provide the information, and confirm that they would like to take the call.
4. Press 👤 or the **Transfer** soft key.

Blind Transfer:
1. While on an active call, press 👤 or the **Transfer** soft key.
2. Press the **Blind** soft key.
3. Dial the extension of the other party.
4. Press 👤 or the **Transfer** soft key.

Voicemail Transfer:
1. Press 👤 or the **Transfer** soft key.
2. Press the **Blind** soft key.
3. Dial ＊ 0 plus the extension number of the voicemail where you want to transfer the call.

Parking a call

Option 1:
1. While on an active call, press the **Park** soft key.
2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
3. Note the park location. Example *802.

Option 2:
1. While on an active call, press # # ＊ 3.
2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
3. Note the park location. Example *802.

Retrieving a Parked Call

- Press ✳, followed by the park location.

Paging

- Press ✳ 8 4, then follow the prompt.

Initiating an Intercom call

- Press ✳ 8 5, then follow the prompt.

Hot Desking

- Press the **Login** soft key then follow the prompt.
- Enter your extension number, then press #.
- Enter your voicemail pin, then press #.

Recording a Call

- While on an active call, press ✳ 9 to start the recording.
- Press ✳ 9 to end the recording.