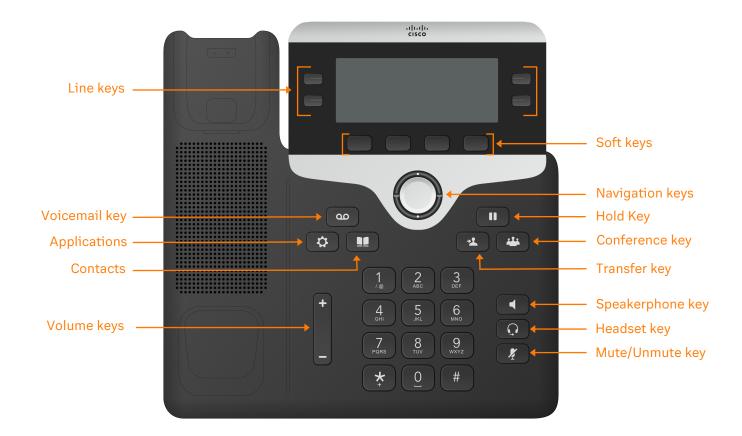
Cisco 7841 Quick Guide

Deskphone Features



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

Retrieving 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:

- 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:

- 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 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 * 18 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 to start the recording.
- Press (y) to end the recording.