



## 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.

## User Guide

View the full User Guide at <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>.



## Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press <b>Redial</b> .
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press  or  , then hang up the handset.
Mute and un-mute a call	Press  .
View call history	Press  > <b>Call History</b> .
Hold and resume a call	Press  , to hold a call and press it again to resume the held call.
Transfer a call to new number	Press  , enter the number, then press it again.
Place an intercom call	Press the <b>Intercom</b> button, then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press  , dial the participant, then press it again.
Silence the ring for an incoming call	Press the <b>Volume</b> button down once.



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### QUICK REFERENCE



## Cisco IP Phone 7821, 7841, and 7861 for Cisco Unified Communications Manager 10.0 (SIP)

### Softkeys



### Phone Screen Icons

### Buttons









### Common Phone Tasks

## Softkeys

<b>All Calls</b>	Lists all missed, placed, and received calls.
<b>Answer</b>	Answer a call.
<b>Apply</b>	Confirm a ringtone selection.
<b>Call</b>	Initiate a call.
<b>Callback</b>	Receive notification when a busy extension becomes available.
<b>Cancel</b>	Cancel an action or exit a screen without applying changes.
<b>Clear</b>	Clear all values.
<b>Delete</b>	Delete an entry from Call History.
<b>Del Call</b>	Delete a call from Call History.
<b>Details</b>	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
<b>Dial</b>	Dial a selected number.
<b>Divert</b>	Send or redirect a call to voicemail or to a predetermined phone number.
<b>Edit</b>	Modify a name or email address.
<b>EditDial</b>	Modify a number.
<b>Exit</b>	Return to the previous screen.
<b>Fwd All/Fwd OFF</b>	Setup/cancel call forwarding.
<b>GPickup</b>	Answer a call that is ringing in another group or on another line.
<b>Log Out</b>	Sign out of Personal Directory.
<b>Meet Me</b>	Host a Meet Me conference call.
<b>Missed</b>	Open the record of missed calls.
<b>More</b>	Display additional softkeys.








<b>New Call</b>	Make a new call.
<b>OK</b>	Confirm a selection.
<b>OPickup</b>	Answer a call that is ringing in an associated group.
<b>Park</b>	Store a call.
<b>Play</b>	Play ringtone.
<b>PickUp</b>	Answer a call that is ringing on another phone in your group.
<b>Redial</b>	Redial the most recently dialed number.
<b>Remove</b>	Remove a conference participant or an entry.
<b>Save</b>	Save the chosen settings.
<b>Search</b>	Search for a directory listing.
<b>Select</b>	Select the highlighted option.
<b>Set</b>	Set a ringtone.
<b>Submit</b>	Enter user information.
<b>Swap</b>	Toggle between two existing calls.
<b>Update</b>	Update an entry in Personal Directory.
>>	Move through entered characters.
	Backspace to delete characters.
	Back.

## Phone Screen Icons












	Off-hook
	On-hook
	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold/resume call

## Feature Icons

(If available on your phone)

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing
	Line Status indicator-monitored line is in do not disturb (DND)

## Buttons

	Applications
	Contacts
	Messages
	Transfer
	Hold/Resume
	Conference
	Volume
	Speakerphone
	Mute
	Headset
	Select button

For the *Cisco IP Phone Quick Start Guides*, go to this URL:

[http://www.cisco.com/en/US/products/ps13220/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps13220/products_user_guide_list.html)