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 the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red 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.

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 (before or after the party answers).

Add Another Person to a Call

1. From an active call, press **Conference** .
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.

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Place a Call with a Headset

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

Place 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 -**CFwdALL**.

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 **User preferences > Audio preferences > Ext (n) - Ring tone**, where n= extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and **Set** to save a selection.
5. Press **Back** to exit.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **User preferences > Screen preferences > Contrast level**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the Screen Backlight (7821, 7841, 7861)

1. Press **Applications** .
2. Select **User preferences > Screen preferences > Backlight timer**.
3. Press On or Off, or select a length of time for the backlight to be on..

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.

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