



# CALNET 3: Cisco Hosted Collaboration Solution from AT&T

## Quick reference guide

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### **Cisco Unified IP phone 7841**

Version 2.0







## Overview

The Cisco Unified IP phone 7841 is a full-featured IP phone with hands-free speakerphone and handset designed for hi-fidelity wideband audio, a built-in headset connection and an integrated Ethernet switch. The 7841 has four programmable backlit line/feature buttons and four interactive soft keys that guide you through all call features and functions. The phone has a large, greyscale graphical display that provides features such as date and time, calling party name, calling party number, digits dialed, and presence information.

## Cisco Unified IP phone 7841 at a glance

### Phone features

1. **LCD screen:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft key buttons:** Performs various functions visible in the graphic display depending on the state of the phone. The MORE key (4 dots) displays additional options.
3. **Navigation cluster:** Navigates through the displayed information in the graphic display window. The center button selects the displayed data.
4. **Feature buttons:** Access available features or tasks.
5. **Hold button:** Places an active call on hold and resumes a held call.
6. **Transfer button:** Initiates either a blind or consultative transfer of an active call.
7. **Conference button:** Initiates a conference with up to 8 participants.
8. **Speaker button:** Enables hands-free communication. When active, the button is lit.
9. **Headset button:** Allows for hands-free communication through a headset. When active, the button is lit.
10. **Mute button:** Temporarily cancels audio transmission. When the microphone is muted, the button is lit.
11. **Microphone:** Allows for hands-free audio transmission.
12. **Keypad:** Enters digits to be dialed and entries in the Contact Directory.
13. **Volume button:** Controls the incoming audio for handset, headset, speaker and ringer.
14. **Applications button:** Access settings such as call history, user preferences and phone settings, such as screen brightness, appearance, and ringtone.
15. **Contacts button:** Provides access to personal and corporate directories.
16. **Messages button:** Accesses voicemail messages.
17. **Speaker:** Provides audio output for the ringer and hands-free communication.
18. **Handset light strip:** Appears red when there is a new voicemail or when the phone is booting up.
19. **Line buttons:** Access the different phone lines.



## Placing a call

- Dial the number using:
  - Dial pad
  - Applications button to access the call logs.
  - Contact button to access the directories.
  - Press the Redial soft key.
- Choose your calling method:
  - Pick up the handset.
  - Press the line button.
  - Press the New Call soft key.
  - Press the speakerphone button.
  - Press the headset button.

### Notes:

- Internal calls can be completed by dialing the 7-digit extension.
- You must dial 9 to make an external call.
- You need to dial a 1 before the area code.
- Call duration is monitored through a call timer on the display.

## Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
  - Answer
  - Details: provides caller ID information.
  - Decline: sends call directly to voicemail.

## Call Waiting

Each line can handle two calls at a time. To answer a call in waiting, select the line key. This will place the initial call on hold.

## Redial

Lift the handset and press the Redial soft key or simply press the Redial soft key, which simultaneously activates the speakerphone and redials the last number called.

## Programmable buttons

The programmable buttons will change color depending on the event:

- Solid green: Active call or two-way intercom is in progress
- Fast flashing green: Call is on hold
- Solid amber: Privacy in use or one-way intercom call.
- Flashing amber: Incoming (ringing) call or Do Not Disturb is active
- Solid red: Shared line in use (if applicable)

## Placing a call on hold

### During an active call:

- Press the Hold button.
- Press the Hold soft button.

### To remove from hold:

- Press the Hold button
- Press the Resume soft key.

### Notes:

- Music on hold will not play if a conference call is put on hold.
- If multiple calls are held, use the swap soft key to change calls or select the line key.
- To make another call while one is on hold, press the New Call soft key to obtain dial tone.

## Line icons

The following list describes the icons visible on the display:

- Registered line: black circle with a white telephone
- Ringing/incoming call: phone with flashing lines
- Outgoing call: phone with radiating lines
- Active call: phone with radiating lines
- Calls forwarded: handset with arrow
- Call on hold: black circle with two vertical lines
- Voice mail messages: envelope beside applicable line key



## Conference calling

### To add a person to an existing call:

- Press the Conference button.
- Enter the number of the second person.
- When they answer, press the Conference button again.
- Repeat these steps to add additional parties to the conference call, for a total of 8 participants (you plus 7 others).

### To merge an active call with one on hold:

- Press the Conference button.
- Select the active Line button.
- Select Yes to join the held call.

### To view a list of conference participants:

- Press the Details soft key.
  - The initiator's name will be marked with an asterisk.
- Press the Update soft key periodically to update the screen status.

### To remove a participant from the conference call:

- Use the scroll button to highlight the person's name.
- Press the Remove soft key.

### Notes:

#### While on a conference call:

- Pressing the Hold soft key will allow the other parties to talk amongst themselves but they cannot hear you.
- The initiator can hang up and the other parties will stay connected.
- The initiator is the only person that can add or remove participants from the conference.

## Transferring a call

Transferring calls releases the call from your phone.

### Call transfer:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer button.
- Enter the extension of the receiving party.
- You may immediately press the Transfer soft key to complete the transfer or wait for the party to answer, announce the call and press the Transfer soft key again.

### Call transfer directly to voicemail:

Allows you to transfer a call directly to your voicemail or someone else's without ringing their phone.

- During an active call, press the Transfer button.
- Press the asterisk followed by the extension number.
- Press the Transfer soft key to complete the transfer.

### Cancel call transfer:

- Press the End Call soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.



## Call forwarding

### Enable call forwarding

- To forward internally, press the Fwd All soft key, then dial the extension.
- To forward externally, press the Fwd All soft key, then dial 9 + number.
- To forward all calls to your mailbox, press Fwd All soft key, then the Messages button.

#### Notes:

- “To and the number” will appear on the display.

### Disable call forwarding

- Press the Fwd Off soft key.

## Do not disturb

The do not disturb option prevents incoming calls from ringing. The call will appear on your screen, but the phone will not ring. You will hear a single alert tone with an incoming call.

### Enable/Disable:

- Select the Do Not Disturb (DND) soft key.

Note: You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

## Call logs

The phone maintains up to 100 instances of:

- Missed calls
- Received calls
- Placed calls

### Retrieve call log:

- Choose the Applications button.
- Select Recents.
- Select the desired call log (All Calls or Missed Calls using the soft key).
- Use the scroll button to scroll up/down through the list.

Note: Select the Dial soft key to place the call. If the call is from outside your organization, select the Edit Dial soft key to enter the 9 (and a 1 if outside your area code) and then press the Dial soft key.

## Contact Directory

The Corporate Directory, maintained by your system administrator, serves as a phone book of corporate contacts.

### To make a call:

- Choose the Contacts button.
- Select Corporate Directory.
- Use your keypad to enter a full or partial name and press the Search soft key.
- Press the Dial soft key to reach that contact.



## Parking a call

Parking a call allows you to pick-up a call from a different extension.

### Park an active call:

- Press Park soft key.
- The display will assign the parked call a number.
- Hang up.

### Retrieve a parked call:

- Pick up any extension.
- Dial the assigned parked call number.

Note: The call will remain parked for 60 seconds. If the call is not picked up within this time frame, it will ring back to the initiator and display "Call Park Reversion" with the assigned call park number.

## E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify reception or security and provide the room number or have someone wait at the entrance to direct emergency services.
- You do not need to dial a 9 to get to an outside line.

### If a network outage or loss of power:

- Use your cell phone to call emergency services.

## Customizing ring tones

This phone has 13 different ringtones that can be set for each line on the phone.

- Press the Applications button.
- Select Preferences.
- Select Ringtone.
- Use the Scroll button to move through the ring types.
- Press the Play soft key to hear a sample of the highlighted ring tone.
- Press the Set soft key to change your ring tone to the highlighted choice.
- Press the Apply soft key to confirm your selection.
- Select the back (Arrow) soft key.
- Press the Exit soft key when complete.

## Voicemail

You can listen to your voicemail messages using any touchtone phone (IP, wireline or wireless).

### New voicemail message

- Solid red indicator light on handset
- Envelope in graphic display

### To retrieve messages:

- Select the Messages key.
- Enter your voicemail PIN then press # to access messages.