

# Cisco 7841 Layout

- 1) **Message Waiting Indicator**
- 2) **Line Buttons**
- 3) **Display**
- 4) **Soft Keys**
- 5) **Navigation Keys**
- 6) **Hold**
- 7) **Conference**
- 8) **Transfer**
- 9) **Handsfree Speaker**
- 10) **Headset**
- 11) **Audio Mute**
- 12) **Dial Pad**
- 13) **Volume Control**
- 14) **Contacts**
- 15) **Settings / Applications**
- 16) **Voicemail**
- 17) **Receiver**



# CISCO IP PHONE – 8851

## User Reference Guide



- 1 Message Waiting Indicator
- 2 Phone Screen
- 3 Line and Call Session Buttons
- 4 Soft Key buttons
- 5 Navigation and Select Buttons
- 6 End Call Button
- 7 Hold Button
- 8 Conference Button
- 9 Transfer Button
- 10 Speaker Button
- 11 Mute Button
- 12 Headset Button
- 13 Dial Pad
- 14 Up/Down Volume Rocker
- 15 Contacts Button
- 16 Application Menu Button
- 17 Messages Button
- 18 Back Button
- 19 Handset

**To Place a call to an extension:**

- Lift the handset and dial extension. or
- Press a line button and dial extension. or
- Press the **SPEAKER** button and extension.

**To Place an outside call:**

- Lift the handset and dial 8 plus the number. or
- Press a line button and dial 8 plus the number. or
- Press the **SPEAKER** button and dial 8 plus the number.
- Enter access code if required.

**To Answer a call:**

- Lift the handset. or
- Press the line button associated with the call. or
- Press the **Answer** soft key. or
- Press the **SPEAKER** button.

**To End a call:**

- Hang up the handset. or
- Press the **SPEAKER** button. or
- Press the **EndCall** soft key.

**To place a call on Hold:**

- During an active call, press the **Hold** soft key or button.
- To return to the call press the **Resume** soft key.
- If you have multiple calls on hold, press the **NAVIGATION** button to select the desired call before you press **Resume**.

**To Redial the most recently dialed number:**

- Lift the handset and press the **Redial** soft key, or simply press the **Redial** soft key to activate the speakerphone.

**To Mute a call:**

- Press the **MUTE** button. The **MUTE** button automatically lights, indicating that the calling party cannot hear you.
- To turn off mute, press **MUTE** again (or lift the handset).

**Call transfer:**

- During a call press the **Transfer** soft key. This places the call on hold.
- Dial the number or office extension to which you want to transfer the call.
- When it rings on the other end, press **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**. If the answering party does not want the call press **End Call** then press **Resume** to go back to the original caller.
- To transfer directly to voice mail press **Transfer** then \*XXXX where XXXX is the extension number and then press **Transfer** again.

**To Park a call:**

- During an active call, press the **More** soft key until you see the **Park** soft key.
- Press **Park**. The LCD screen displays the special call park number at which the call is stored.
- Make a note of the call park number, then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
- To retrieve the parked call from any phone in the Cisco CallManager system, dial the call park number at which the call is parked.

**Call Pickup:**

- Press the **PickUp** soft key. The call now rings on your phone.
- Select the Number to answer then press **Answer** and the call will go to your phone

**Forwarding Calls:**

- Press the **CFwdAll** soft key. You should hear two beeps.
- Enter the number to which you want to forward all of your calls, exactly as you would if you were placing a call to that number. (After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD screen also displays a message confirming the number or extension to which your calls are being forwarded).
- To cancel call forwarding, press the **CFwdAll** soft key.

**Placing a Conference Call:**

- During a call, press the **More** soft key and then the **Confrn** soft key. Doing so automatically activates a new line and puts the first party on hold.
- Place a call to another number or extension.
- When the call connects, press **Confrn** again to add the new party to the conference call.
- Repeat these steps to add parties to the conference call.

**To Access Voice Mail internally:**

- To set up and access voice mail, first press your line button
- Then press the **Messages** button on your Cisco IP Phone (teachers should then press the \* key) and follow the voice instructions.
- The default PIN is **12345**.
- Remember there is a difference between your voicemail ID and your PIN.
- **The first time you access your voice mail you will be walked through setting up your voice mail.**

**To Access Voice Mail externally:**

- Call Your Buildings Main Number and Press \*
- Enter your ID (Your 4 digit extension or assigned voicemail extension).
- Enter your PIN.

## Cisco Unity Voice Mail Shortcuts and Info.

<p><b>Accessing Cisco Unity</b>  <b>To Access Voice Mail Internally:</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Messages</b> button on your Cisco IP Phone</li> <li>• Enter your PIN (default PIN for first time set up is 12345)</li> </ul> <p><b>To Access Voice Mail Externally:</b></p> <ul style="list-style-type: none"> <li>• <b>Call your Buildings Main number. When you hear the recording Press *.</b></li> <li>• When prompted, enter your ID (Your 5 digit assigned extension) followed by #.</li> <li>• When prompted, enter your PIN followed by #.</li> </ul>	<p><b>Main Menu and Shortcuts</b>  <b>Key Task</b></p> <p>1 Hear new messages  2 Send a message  3 Review old messages  4 Change setup options  41 Change greetings  412 Turn on/off alternate greeting  421 Change message notification  423 Choose full or brief menus  431 Change phone password  432 Change recorded name</p>	<p><b>During Message Menu</b>  <b>While listening to a message, press:</b>  <b>Key(s) Task</b></p> <p>1 Restart message  2 Save  3 Delete  4 Slow playback  5 Change volume*  6 Fast playback  7 Rewind five seconds  8 Pause/Resume  9 Fast-forward five seconds  # Fast-forward to end  ## Skip message, save as is  *Not available on some systems.</p>
<p><b>Shortcuts for During Message Menu</b>  <b>While listening to a message, press:</b>  <b>Keys Task</b></p> <p>#4 Reply  #42 Reply to all  #5 Forward message  #6 Save as new  #8 Deliver e-mail/fax to fax machine*  #9 Play message properties  77 Rewind ten seconds  99 Fast-forward ten seconds  *Not available on some systems.</p>	<p><b>After Message Menu</b>  <b>After listening to a message, press:</b>  <b>Key(s) Task</b></p> <p>1 Replay message  2 Save  3 Delete  4 Reply  42 Reply to all  44 Call the subscriber*  5 Forward message  6 Save as new  7 Rewind five seconds  8 Deliver e-mail/fax to fax machine*  9 Play message properties  # Save as is  *Not available on some systems.</p>	<p><b>Send Message Menu</b>  <b>After addressing and recording, press:</b>  <b>Key(s) Task</b></p> <p># Send message  1 Mark urgent  2 Request return receipt  3 Mark private  5 Review recording  6 Rerecord  7 Add to recording  91 Add name  92 Hear all names (and delete names)  * Cancel message</p>