IP Phone Quick Reference Guide

Your Phone - Cisco IP Phone 7841

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

Checking Voice Mail

From Outside the system

1. Call in to 337-457-7311 and get transferred to your extension.
2. Press the ***** key when system answers
3. Enter your **ext#** followed by **#** key
4. Enter your **password** followed by the **#** key

From your phone

1. Press the Message button
2. Enter your Password followed by the # key
3. Listen to messages and options

Transferring a Call to Voicemail

Transferring a call directly into another extension's voicemail without ringing their phone.

1. During a call, press the [button icon] button
2. Press the number "*" button
3. Dial the extension of the person that is receiving the voicemail
4. You may wait until the voicemail answers and then press the [button icon] button again
5. Simply hang up

Setting Up Voice Mailbox (First time only)

1. Press the [button icon] Button
2. Enter initial password (contact OIT for the initial password if necessary)
3. **Record your name** and **greeting** when prompted
4. **Enter new password** of your choice

Dialing 911

Note: to dial a phone number outside of system user must retrieve an outside line by dialing a 9 when hear dial tone.

1. Lift handset and listen for dial tone
2. Dial **9** plus **911**

Transferring a Call

1. During the call, press the [button icon] button (places the call on hold)
2. Dial the extension to which you want transfer the call
3. When party answers, announce the call and press [button icon] button again.
4. Hang up if party accepts the call. (*If party refuses the call, press **Resume** soft key to return to the original caller, and repeat steps 1-3 to try another extension.*)

Answering the Second Line (Call Waiting)

Note: You will hear a soft beep in your ear while on your primary line, and your screen will also indicate an incoming call.

1. Press the **Answer** soft key or the flashing line key to answer. (first line will automatically be put on hold)

Tip: To toggle between calls, press the line button corresponding to the call that you want to pickup, and it will automatically put the current call on hold.

Call Forwarding All Calls

This feature enables you to forward all incoming calls to another number

1. Press the **Forward All** soft key (the phone will beep)

2. Enter the number you would like your phone to forward to (enter the number exactly as if you were dialing that number)

To Cancel Call Forward

Press the **Forward Off** soft key (The phone will beep)

Conference Call

1. While on the original call, press the button.

2. **Dial** the **number** you wish to add to conference call

3. When call connects, press
(*If party does not answer, press the **EndCall** soft key*) *Repeat steps 1-4 for additional people*

Call Park

Enables you to transfer a call to a random number so that the call can be picked up from any extension.

1. Press the **far right** soft key

2. Then press the **Park** soft key on the 2nd soft key layer.

3. A random number will be displayed on your LCD screen; make note of that number **(650-659)**

4. From any other phone in the system, dial the number from Step 3 to pick the call back up