

Public Schools of Petoskey

PHONE QUICK START



Cisco IP Phone 7841

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1 Dial

To place a call, pick up the handset and enter a number. For internal calls: Dial only the last 4 digits **-OR-** dial ** and say the first & last name of the employee.

For external calls: Dial 9, then the phone number.

Or, try one of these alternatives.

Redial the Last Number

To redial on your primary line, press **Redial**. To redial on a secondary line, press the line button and then press **Redial**.

Dial On-Hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, **Call**, Headset , Speakerphone , or the Select button.

2 Answer

The new call indicators are: a flashing amber line button, an animated icon  and caller ID, and a flashing red light on your handset.

To answer the call, lift the handset. Or, press the flashing amber line button, **Answer**, the unlit headset button, or the speakerphone button.

Answer with Multiple Lines

If you are on a call when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

3 Hold

1. Press **Hold** . The hold icon  appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold** .

4 Transfer

1. From an active call (not on hold), press **Transfer** .
2. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or softkey before or after the recipient answers. The transfer completes.

Transfer Across Lines

You can transfer a call from one line to another without remaining on the call yourself.

1. From an active call (not on hold), press **Transfer** .
2. Press the line button for the other (held) call. The transfer completes.

5 Conference

1. From an active call (not on hold), press **Conference** .
 2. Make a new call.
 3. Press the **Conference** button or softkey before or after the party answers. The conference begins and the phone displays "Conference."
 4. Repeat these steps to add more participants.
- The conference ends when all participants hang up.

Conference Across Lines

You can combine two calls on two lines into a conference. You are included in the conference.

1. From an active call (not on hold), press **Conference** .
2. Press the line button for the other (held) call.

View and Remove Participants

During a conference, press **Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.

6 Mute

1. On an active call, press **Mute** . The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

7 Voicemail

New message indicators are: a solid red light on your handset, a stutter dial tone (if available), and the "New Voicemail" message and icon. **You will also be able to listen to voicemail on your computer. You will be emailed the audio message that you can listen to in Outlook or Outlook Web Access.**

Listen to Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

First-time Enrollment

- Press **Messages** 
- Enter the default PIN (**2288#**)
- The first-time enrollment conversation will play. You will be prompted to setup your mailbox. Follow the prompts to:
 - **Record your name**
 - **Record a personal greeting**
 - **Change your PIN**

8 Decline

Press **Decline** when the call is ringing, active, or on hold. Decline redirects an individual call to voicemail or to another number set up by your system administrator.

9 Forward All

1. To forward calls received on your primary line to another number, press **Fwd All**.
2. Enter a phone number or press **Messages**  to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd Off**.

10 Call History

Your phone displays the last 150 missed, placed, and received calls.

View Your Call History

1. Perform one of the following actions:
 - When the phone is idle, press **Recents**.
 - Press **Applications**  and choose **Recents**.
2. Choose a line to view.
3. To view details for a call, scroll to the call, press **more**, and then press **Details**.
4. To return to your call history, press **Back** .
5. To exit the Applications menu, press **Applications** .

View Your Missed Calls

1. View your call history.
2. Press **Missed**.

View All Calls

When the phone is idle and all menus closed, press the **up** arrow on the Navigation ring.

Dial From Your Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button or the **Select** button.
To edit a number before dialing, press **more** > **EditDial**.

11 Directories

1. Press **Contacts** .
2. Use your keypad to input search criteria.
3. Press **Submit**.
4. To dial, scroll to a listing and press **Dial**.

12 Settings

Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time. Pressing multiple times lowers the ringer volume.

Ringtone

1. Press **Applications** .
2. Choose **Preferences** > **Ringtone**.
3. (Optional) 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.

Screen contrast

1. Press **Applications** .
2. Choose **Preferences** > **Contrast**.
3. Press the Navigation ring up or down to adjust the contrast.
4. Press **Save**.

13 Navigation

Where Are My Line Buttons?

Line buttons are located on both sides of the phone screen.

Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

Where Are My Softkeys?

Four softkey buttons are located below the phone screen. You can press ... (when available) to reveal additional softkeys.



How do I scroll in a list or menu?

Press **up** or **down** on the Navigation ring.



A scroll bar on the screen indicates your relative position within a list.



How Do I Select an Item?

With the item highlighted, press the Select button. Or, use your keypad to enter the corresponding item number.



How Do I Exit a Menu?

To close a menu from any level, press the corresponding feature button.

To go back one level in a menu, press **Exit** or **Back** .

14 Tips

How Can I Manage Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls:

- Ringing call: Flashing amber
- Connected call: Solid green
- Held call: Flashing green