Cisco IP Phone 7841

Quick Start

The Cisco IP Phone 7811 does not have a line button and does not support headset.

1 Dial
To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial the Last Number
To redial 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.

Speed Dial
Enter a speed-dial item number and press SpeedDial. Or, press the down arrow on the Navigation ring when the phone is idle, scroll to a speed-dial item, and press the Select button or Call. You may also have speed dials assigned to some buttons on your phone.

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.

Your administrator sets up your phone to support one call per line or multiple calls per line.

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. The Cisco IP Phone 7811 does not support transfer across lines.

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. The Cisco IP Phone 7811 does not support conference calls on separate lines.

1. From an active call (not on hold), press Conference.

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.

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

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.

To set up forwarding remotely or on a secondary line, access your Cisco Unified Communication Manager Self Care portal or User Options web pages. Contact your system administrator for details.

For best results, print on 8.5 x 14" (legal-sized) paper.
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 EditDial.
3. To adjust the ringer volume, press the Volume bar down one time. Pressing multiple times lowers the ringer volume.

12 Shared Lines

If you share a line with a coworker, the line button indicates call activity on the shared line:
- Flashing amber: There is an incoming call on the shared line. You or your coworker can answer the call.
- Solid red line button: Your coworker is talking on the shared line.
- Flashing red line button: Your coworker put a call on hold on the shared line. You or your coworker can resume the call.

13 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.

14 Navigation

Where Are My Line Buttons?
Line buttons on the Cisco IP Phone 7821, 7841, and 7861 are located on both sides of the phone screen. The Cisco IP Phone 7811 does not have line buttons.

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 Set Up Speed Dials?
To set up speed dials and customize a variety of features and settings for your phone, use a web browser on your computer to access your Cisco Unified Communications Manager Self Care portal or User Options web pages.

Where Can I Find the User Guide?

15 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
- Shared line in-use remotely: Solid red
- Shared line on hold remotely: Flashing red

How Do I Use My Headset?
If you handle a lot of calls and wear a headset, keep the headset button lit and use softkeys to go on- and off-hook. With the headset button lit, your headset serves as the primary audio path instead of the speakerphone or handset.

The Cisco IP Phone 7811 does not support a headset.

What Does the Swap Softkey Do?
Swap allows you to toggle between calls and consult privately with each party before completing a transfer or conference.

How Do I Set Up Speed Dials?
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