Cisco IP Phone 7800 Series Multiplatform Phones
Quick Start Guide

Put a call on hold

1. Press **Hold** ⏸ .
2. To resume a call from hold, press **Hold** again.

Parking a Call

1. Press transfer key
2. DIal *68
3. Hit call
4. Enter extension where you would like to park the call
5. Press # key

Picking Up a Parked Call

1. Dial *88
2. Hit Call
3. Enter extension where you would like to pick up the parked call
4. Press # key

View your recent calls

1. Press **Applications** ⚙ .
2. Scroll and select **Recents**.
3. Select a line to view.

Transfer a call to another person

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again (before or after the party answers).

Add another person to a call

1. From an active call, press **Conference** .
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.

Your phone

Cisco IP Phone 7841 shown.

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

Line and feature buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- 🟩 Green, steady: Line is idle
- 🟥 Red, steady: Line in use
- 🟥 Red, flashing: Incoming or held call
- 🟨 Amber, steady: Line is unregistered

Place a call

Enter a number and pick up the handset.

Answer a call

Press the flashing red line button.

Place a call with a headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** 🎧 .

Place a call with the speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** 🔊 .

Mute your audio

1. Press **Mute** 🔇 .
2. Press **Mute** again to turn mute off.

Listen to voice messages

Press **Messages** 📼 and follow the voice prompts.

***TEMPORARY VOICEMAIL PASSCODE IS 189291#.

CHOOSE A NEW PASSCODE 4-16 DIGITS LONG, must

not contain your extension in any form and will not

accept anything simple like 1111 or 1234.

To check messages for a specific line, press the line button first.

Forward all calls

1. Press the **Forward** softkey.
2. Dial the number that you want to forward to and press the **Call** softkey.
3. 3. When you return, press the **Clr** softkey.

Adjust the volume in a call

Press **Volume** [− +] up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the ringtone volume

Press **Volume** [− +] up or down to adjust the ringer volume when the phone is not in use.

Change ringtone

1. Press **Applications** ⚙ .
2. Select **User preferences > Audio preferences > Ext (n) - Ring tone,** where n = extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and **Set** to save a selection.
5. Press **Back** to exit.

Adjust the screen contrast

1. Press **Applications** ⚙ .
2. Select **User preferences > Screen preferences > Contrast level**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the screen backlight (7821, 7841, 7861)

1. Press **Applications** ⚙ .
2. Select **User preferences > Screen preferences > Backlight timer**.
3. Press **On** or **Off**, or select a length of time for the backlight to be on.

User Guide

View the full User Guide at *https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html*

Link to Video Tutorial-

https://s3.amazonaws.com/smartlynk-cincibell/courses/CBTS_Cisco_7821-7841-7861_Phone_Tutorial_10.22.18/story_html5.html