Your Phone

Cisco IP Phone 7841 shown.

① Incoming call or voicemail indicator

② Line and feature buttons

③ Softkeys

④ Navigation (navigation ring and **Select** button)

⑤ Hold, Transfer, and Conference

⑥ Speakerphone, Headset, and Mute

⑦ Voicemail, Applications, and Directory

⑧ Volume

Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

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

View Your Recent Calls

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

Add Another Person to a Call (7811)

1. From an active call, press **Conference** 👥 .
2. Press **Calls**, select a held call, and press **Yes**.

Add Another Person to a Call (7821, 7841, 7861)

1. From an active call, press **Conference** 👥 .
2. Select a held call and press **Yes**.

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.

Make a Call with a Headset

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

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

Forward All Calls

1. Select a line and press **Fwd all**.
2. Dial the number that you want to forward to, or press **Voicemail**.
3. When you return, press **Forward off**.

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 **Preferences > Ringtone**.
3. 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.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **Preferences > Contrast**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the Screen Backlight

1. Press **Applications** .
2. Select **Preferences > Backlight**.
3. Press On to set the backlight on or press Off to set backlight off.

User Guide

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