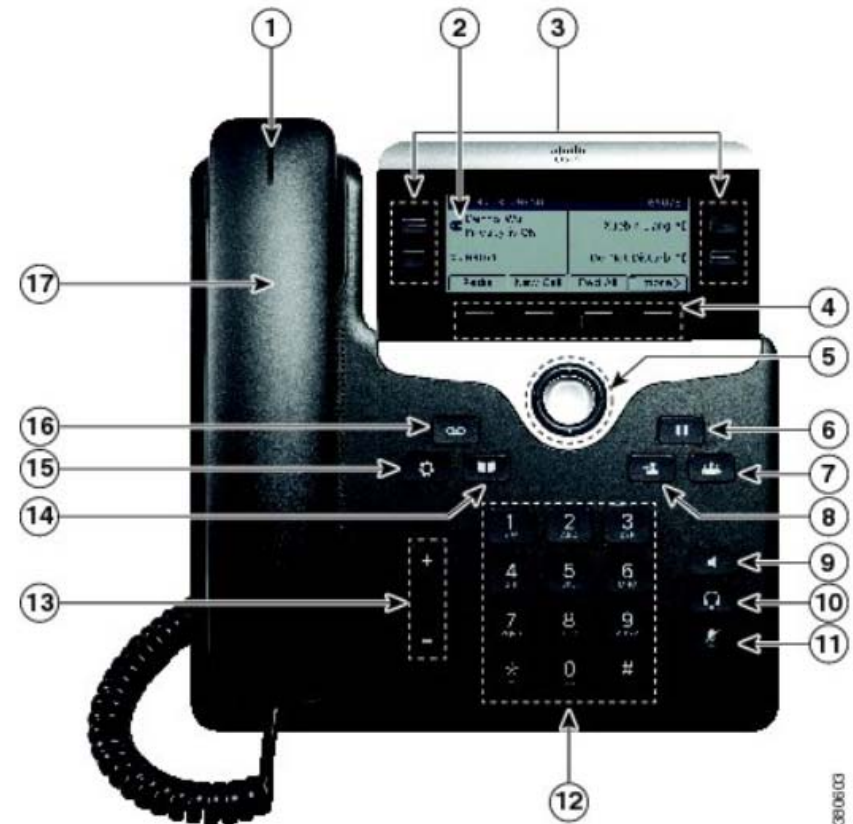# Voicemail

- First Time Enrollment:
    - Press the Messages button on your phone.
    - Enter your default password: 1234
    - Follow the prompts to enroll your voicemail box. You will be asked to record your name, record a personal message, and select a new password.
    - New password should be 5 digits.
- Check Messages from your phone:
    - Press the Messages button.
    - Enter your password.
- Check Messages from another phone:
    - Press the Messages button.
    - Press the asterisk * button
    - Enter your user id (extension).
    - Enter your password.

Settings

- Ringtones:
    - Select the applications button.
    - Select User Preferences.
    - Select Ringtones
    - Select the line you want to set up the ringtone for.
    - You are able to play samples of the ringtones. Press the Save softkey when you have found the ringtone you would like to use.
- Contrast:
    - Select the applications button.
    - Select User Preferences.
    - Select Contrast.
    - Use the Navigation Pad to adjust the contrast up and down.
    - Press the Save softkey when you have found the contrast that you would like.

Cisco 7841 Phone Handout

1 Handset Light Strip
2 Phone Screen
3 Line Buttons
4 Softkey Buttons
5 Navigation & Select
6 Hold Button
7 Conference Button
8 Transfer Button
9 Speakerphone Button
10 Headset Button
11 Mute Button
12 Keypad
13 Volume Button
14 Contacts Button
15 Applications Button
16 Messages Button
17 Handset

PRESIDIO™
Practical thinking for a connected world.

Basics

- Dial # to get an outside line.
- All internal extensions will be 5 digits.
- 911 or 9911 for emergency.

Softkeys

- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these softkeys for options as you utilize different features on your phone.

Place, Answer, End Calls

- Pick up or hang out the handset.
- Activate the headset or speaker phone.
- Use the softkeys: Redial, New Call, Dial, Answer, or End Call where appropriate.

Hold

- While on a call, press the Hold softkey or the Hold button.
- To return to the call, press the Resume softkey or the Hold button on the phone again.

Switching Between Multiple Calls

Switch from a connected call to answer a ringing call

- Press the line button
- The first active call is placed on hold

Switch between calls

- You can toggle between calls by pressing the line button again
- Or press the more softkey then the swap softkey

Transferring Calls

- Press the Transfer button or the Transfer softkey, this places the call on hold and opens a new line.
- Dial the number you want to transfer to. Your phone will now connect to this number.
- Press the Transfer button or the Transfer softkey again. This connects the caller to the transfer recipient. *Hanging up without pressing Transfer the second time places the call on hold. You will have to pick up the call to try the transfer again.
- You cannot transfer a call from hold.
- Types of Transfers:
    - Blind Transfer: Press Transfer, dial number, press Transfer, hang up.
    - Announced Transfer: Press Transfer, dial number, wait on the line, announce call, press Transfer, hang up.
    - Direct to Voicemail: Press Transfer, press Asterick * (star) key, dial number, press Transfer, hang up.

Forwarding Calls

- Press the CFwdAll softkey. You will hear two beeps.
- Dial the internal extension to which you would like to forward the calls or press the Message button to forward your calls to voicemail.
- To cancel, press the CFwdAll softkey again.

Do Not Disturb

- Press the DND softkey to toggle this feature on and off.
- Silences the ringer.

Divert / Decline

- Press the Divert softkey when you have an incoming call.
- The call will automatically be sent to voicemail.

Conference Calls

- During a call, press the Conference button. Your phone will automatically put your original call on hold and open a new line.
- Dial the number you want to add to the conference.
- When you have the new caller on the line, press the Conference button again. The calls will be connected into a conference.
- Repeat to add additional callers.
- Max number of callers on a conference: 4

Call History

- Call History:
    - Press the Applications button.
    - Select Call History.
    - You are able to see your recent Missed, Placed, and Received calls.
    - You can dial directly from the call log by selecting the number you want to call and either picking up the handset or pressing the Dial softkey.