Cisco® 7841

Your Phone

1. Incoming call or voicemail indicator
2. Feature and session buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Dial Plan

Internal Calls: Dial 5-digit extension

External Calls: Domestic/Local: 9+1+Area Code + Number

Int'l: 9+011+Country Code + Number

Emergency: 9+911 or 911

Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials
Session buttons (right side): resuming calls or answering a call

- 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
- Press **New Call** softkey and dial
- Press **Speaker** button and dial
- Press **Headset** button and dial

Place a Call on a Shared Line

- Select the shared line
- Enter a number and pick up the handset or
- Press **New Call** softkey and dial or
- Press **Speaker** button and dial or
- Press **Headset** button and dial

Answer a Call

- Press the flashing amber line button or
- Pickup your handset, press **Speaker** button or **Answer** softkey

Answer a 2nd Call

- Select the flashing line button

Note: Your first call will automatically be placed on hold

Put a Call on Hold

- Press **Hold** button
- To resume a call, press **Hold** again

Call Transfer

Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey
- Dial the intended party
- Announce caller when line is picked up
- Press the **Transfer** button

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Call Forward

To forward all incoming calls:

- Select a line and press **Forward all** softkey
- Dial 5-digit extension for an internal call or 9+1+10-digit number if forwarding call to external number.

To forward to voicemail:

- Press the **Forward ALL** softkey
- Press the **Messages** button

To receive calls again:

- Press the **Forward Off** softkey again

Conference

Ad Hoc Conference (MAX #4)

While on an active call:

- Press **Conference** button
- Dial the intended party, then press the **Call** softkey
- When call connects, press **Conference** button to connect the calls
- Repeat to add additional parties

To rejoin conference if party is not available:

- Press **EndCall** softkey
- Press **Resume** softkey and you are connected with conference in progress

The conference ends when all participants hang up.

View Conference Participants

- Press the S**how detail** soft key
- To refresh the screen, press **Update**

Remove Conference Participants

- Press **Show Detail** soft key
- Highlight the party you wish to remove using the **Navigation** button
- Press the **Remove** soft key

Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Select a held call and press **Yes** softkey.

Meet-Me Conference

(#36400) Meet-Me conference allows others to dial in to a conference call.

Initiating a Conference

- Distribute the Meet-Me phone number to participants
- Get a dial tone
- Press **Meet-Me** softkey
- Dial the Meet-Me phone number

Joining Users for Meet-Me Conference

- Dial Meet-Me conference number provided by conference initiator
- Once Initiator dials in, you are connected

All Calls

To view a list, sorted in chronological order, of all active calls on all your phone lines

- Press **All Calls** button

Call Pickup

Answering a Call Using Pickup

To answer a call that is ringing on another phone within your call pickup group:

- Press **PickUp** softkey to transfer a ringing call within your pickup group to your phone
- If the call rings, press Answer softkey to connect the call

Hunt Groups

Sharing Call Loads for a Number That Receives a Large Incoming Call Flow

To sign in and out:

- Press the **Hunt Group** softkey to sign in
- Visual confirmation displays
- Press the button again to sign out

Decline

Sending an Active or Ringing Call to your Voicemail or to a Predetermined Number

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey

To redirect an incoming call while not on a call:

- Press **Decline** softkey

To redirect a held call:

- First resume the call and then press the **Ddecline** softkey

Do Not Disturb (DND)

- Press **DND** softkey to turn on or off the ringer on the phone

Directories

Corporate Directory

- Press **Contacts** button
- Select **Corporate Directory**
- Perform a search by name or extension
- Press **Submit**
- To dial, scroll to a listing and press the **Select** button in the Navigation pad
- Press **Select** button again
- Press **Call** softkey

To Exit:

- Press the **Back** button multiple times

Call History

- Press **Applications** button
- Select **Recents**
- Select line to view

Note: You can view **missed** or **all calls** by selecting the softkey

Mobility

You can use your mobile phone to handle calls that are associated with your desk phone number.

Enable Mobile Connect

- Press **Mobility** to display the current remote destination status
- Press **Select** to change the status

Move a Call from Your Mobile Phone to Your Desk Phone

- Enable Mobile Connect first
- Hang up the call on your mobile phone to disconnect the mobile phone, but not the call
- Press the line button on your desk phone within 5 to 10 seconds to resume the call on your desk phone

Transfer a Call from Your Mobile Phone to Your Desk Phone

- Before your being enable Mobile Connect
- Get the access code from your administrator
- On the mobile phone, enter the access code for the hand-off feature
- Hang up the call on your mobile phone to disconnect the mobile phone, but not the call
- Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone

Managing your phone from the Web

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:

- Access: https://callmgrpub01.hofstra.edu/ucmuser/
- **ID: Your 5-digit Extension (3XXXX)**
- **Password: 12345**

Speed Dial Configuration

To create additional speed dials:

- Click **Phones** tab
- Click **Phone Settings**
- Click **Speed Dial Numbers**
- Do the following:
    1. If your phones are linked, click **Add New Speed Dial**
    2. If your phones are not linked, select the phone for which you want to add the speed dial number, and then click **Add New Speed Dial**
    3. Enter in the Number
    4. Enter in Label
    5. Assign speed dial number (1-199)
    6. Click **Save**

Call Forwarding

- Click **Phones** tab
- In the left navigation pane, click **Call Forwarding**
- Click the phone number on which you want to set up call forwarding
- Check the **Forward all calls to:** check box
- From the Forward calls to drop-down list box, enter the phone number to which you want to forward all calls
- Click **Save**

To turn forwarding off:

- Uncheck the "**Forward all calls to**" box
- Click **Save**

Do Not Disturb

- Click the **IM & Availability** tab
- Check the "turn on" box under the Do Not Disturb section
- Uncheck the box to turn DND off

Phone Contacts

- Press **Phones** tab across the top of the page
- Press **Phone Settings** tab
- Click **Create New Contact**. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact
- Click **OK**

Ring Settings

Customize your shared line ringtones.

- Press **Phones** tab across the top of the page
- Press **Phone Settings** tab
- Select **Ring Settings**
- Select the phone number and customize **When I'm on a call** and **When I'm not on a call** from the drop down arrow
- Click **Save**

Single Number Reach

SNR allows you to provide an additional number where you can be reached if you are not at your desk.

Set up an Additional Phone:

- Click the **Phones** tab
- In the left navigation, click **My Phones**

- Under My Additional Phones, click the **Add New** icon. The Add a New Phone window displays
- Enter the phone number and description for your phones
- Optional. If this phone is a mobile phone, check the **Enable Move to Mobile** check box
- Optional. If you want this phone to be enabled for the Extend and Connect feature with Cisco Jabber, check the **Enable Extend and Connect** check box.
- Click **Save**

Enable Single Number Reach on an Additional Phone

This feature allows your desk phone to ring on your cell phone.

To add an alternate number:

- Press **Phones** tab
- Press **My Phones**
- Press on the **Additional Phone** box and then click **+**
- Enter in your new additional phone number and description
- Check the **Enable Single Number Reach** check box to have your additional number ring at the same time as your business line is dialed. Or check **Enable Move to Mobile** if the new number is a mobile phone so you can transfer calls from your desk phone to your mobile and vice versa.
- Click **Save**

Voicemail

Setting up Voicemail

- Press the **Messages** button
- Enter your default PIN **12345**#
- Record your **Name**
- Record your **Greeting**
- Change your **Temporary PIN** (must be at least 5-digits)
- Confirm **PIN**
- Press # to confirm **Directory Listing**

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Sign-on

From your phone:

- Press **Messages** button
- Enter your PIN + #

From another phone:

- Press Messages
- Press ***** key
- Enter your 5-digit extension + PIN + #

External Voicemail Access

- Dial your direct number or dial 516-463-8400
- Press ***** key
- Enter 5-digit extension, #
- Enter your PIN, #

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press * + 5-digit extension

Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3, then 1 to review saved messages
- Press 3, then 2, then 1 to listen to deleted messages

While listening to your voiemaill:

1	Restart	6	Fast Playback
2	Save	7	Rewind
3	Delete	8	Pause or Resume
4	Slow Playback	9	Fast forward-End
5	Change Volume	#	Skip Message
		##	Keep Msg. New

After listening to messages:

1	Replay	6	Mark As New
2	Save	7	Skip Back
3	Delete	9	Msg. Properties
4	Reply	*	Cancel Playing Msg
5	Forward	0	Help