Cisco 7841 Phone

4 Programmable Line or Feature keys

Cisco 7861 Phone

16 Programmable Line or Feature keys

Please Note – Not all features may be programmed on your device

Place a Call
Lift the **Handset**:
Dial an internal extn number, or
Prefix an external call with your access code (Usually 9 or 0)

To End the Call - Replace the Handset

Hands-free functionality:
Press **New Call** Softkey, **Speakerphone**, or **Headset** Key. Dial the number.
Press **End Call** Soft key to hang up

Answer a Call
While the phone is ringing: Lift the **Handset**

For Hands-free functionality:
Press the **Answer** Soft key or the **Speakerphone** or **Headset** button

Put a Call on Hold
Press **Hold** Key or Softkey (music on hold)
Press **Resume** soft key or **Hold** key to return

Mute / Secrecy
Press **Mute** Key (red light indicates secrecy)
Press **Mute** Key again to turn off

Transfer a Call
While active on a call, Press the **Transfer Key**
Enter the phone number (9 or 0 for External)

Direct Transfer - Press **Transfer Key** to send the call while ringing
Consult Transfer - Wait for the call to be answered, announce the call.
Press **Transfer Key** again

If the call is busy - Press the **Cancel key**
If the call is not answered or your colleague cannot take the call – Press **End Call**,
Press **Resume** to return to the original caller

Conference
While on a call, press **Conference Key**
Dial the phone number required
Once answered, Press **Conference Key** again to join the 3rd party
Repeat up to max of 6 parties

If the call is busy or not answered
Press the **Cancel/End Call** Soft Key to end that call
Press **Resume** to return to the conference call or original caller

Forwarding Calls
To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

Press **CFwdAll** Soft Key
Type the extn number to receive your calls
For External divert input access code (9 or 0) first *(CFWD External may be restricted)

To De-activate: Press **Forward Off** Soft Key

Forwarding Calls to Voicemail
Press **CFwdAll** Soft Key
Press the Voicemail Messages Key
To send all calls to Voicemail

To De-activate: Press **Forward Off** Soft Key

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Pick-up Groups

You may be a member of a Pick-up Group
A notification or tone will alert of available calls to answer

Press the **Pick-up** Soft Key (or More Key first)
The call will be presented to your phone
Lift the Handset or Press Answer Soft Key to accept the call

Call Back – (Internal Calls Only)

On Busy Tone or Ring Tone
Press Call Back Soft key, replace handset
A tone will indicate when the user is available
Press Dial, Lift the Handset to call user

Voicemail

Voicemail Notifications: The Red Light will be illuminated on your handset and a message icon will appear on your phone screen.

To access Messages from your own phone:
Press the **Voicemail Messages Key**
Enter your PIN followed by #
(Default Pin 13579 #)

Voicemail Enrollment

You will need to complete Enrollment steps on first Login:
Record your Name #
Record a Personal Greeting if required #
Change your PIN #, repeat PIN # to confirm
Confirmation that Enrollment has been successful.

New messages will be played first.

Message Controls:
1. Repeat Message
2. Save Message
3. Delete Message
4. Reply
5. Forward Message
6. Mark it New
7. Rewind Message
9. Message Properties
0. Help

Voicemail Menu: Greetings & Settings
1. **Listen to Messages**
2. **Review Old Messages**
4. **Set Up Options**
   ➤ **Record Greetings – Prompt 1**
     1. To record a personal greeting
     2. To record an alternate greeting
   ➤ **Preference Settings – Prompt 2**
     1. To change your PIN
     2. To change your Name

Follow message prompts for other settings available

Access Voicemail Remotely

Dial your company's direct voicemail number (if available)
Or dial your own Telephone Number
Once answered by Voicemail
Press *
Enter Your User ID # (Telephone Number)
Enter your PIN #
Follow all menu prompts as normal

The Applications key is used to access Call History, Services and Preferences.

Extension Mobility

This allows you to Log-in to any desk phone to retrieve your phone profile while at another desk or office.

Log In to your Phone

Press the **Applications** key on your phone
Use navigation key to highlight **Extension Mobility/Login** and press **Select**
Enter **User ID** (as supplied)
Arrow down to PIN
Enter your **PIN number** (as supplied)
Press **Submit**
The phone will reset to your phone profile

Log Out of your Phone

Press the **Applications** key on your phone
With **Extension Mobility/Logout** highlighted
Press **Select**
At the **Logout** prompt, press **Yes**
You will then receive a logout successful message and the phone will reset back to its original settings.

Change your Extn Mobility PIN

Press the **Applications** key on your phone
Navigate to **Extension Mobility** and press **Select**
Select **Change PIN**

Enter the following information
User ID (Telephone number)
Enter Current PIN
Enter New PIN
Confirm PIN, Press **Change**