**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.

**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.

**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.
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. 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. 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 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