New Jersey's Science & Technology University

CISCO **7841** IP Phone

Line Buttons

Line buttons are located on both sides of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Softkeys

Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. You can press the More softkey when available to reveal additional softkeys.

Scrolling

To scroll though a menu or list, press up or down on the *Navigation* buttons on the *Select* bar.

A scroll bar on the screen indicates your relative position within a list.

Dialing

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial the last number

Press the *Redial* softkey to redial on your primary line. To redial on a secondary line, press the line button first.

Dial on-hook

1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the *Call* softkey, the *Headset* button 🎧, the *Speakerphone* 🔊 button, or the round *Select* button in the Navigation bar.

Answer a Call

New call indicators:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber line button, the *Answer* softkey, or the unlit *Headset* or *Speakerphone* button.

Answer with multiple Lines

If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

Hold

Press the *Hold* button . The hold icon appears and the line button flashes green.

To resume a call from hold, press the flashing green line button, *Resume* or *Hold*.

Transfer

1. From a connected call (not on hold), press the *Transfer* button .
2. Enter the transfer recipient's phone number.
3. Press the *Transfer* button or the *Transfer* softkey (before or after the recipient answers). The transfer completes.

Conference

1. From a connected call (not on hold), press the *Conference* button.
2. Make a new call.
3. Press the *Conference* button or the *Conference* softkey (before or after the party answers).
4. The conference begins and the phone displays "Conference."
5. Repeat these steps to add more participants.

The conference ends when all participants hang up.

Online Documentation & FAQ

https://ist.njit.edu/unified-communications-njit/

View and Remove Participants

During a conference, press the *Details* softkey. To remove a participant from the conference, scroll to the participant and press the *Remove* softkey.

Voicemail

When you receive a new voicemail message, you will notice these three message indicators:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- "New Voicemail" message on your phone display

Listen to Messages

Press the *Messages* button and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward Calls

1. To forward calls on your primary line to another number, press the *Fwd All* softkey.
2. Enter a phone number or press the *Messages* button to forward all calls to your voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel call forwarding, press *Fwd Off*.

Directories

You can use the Directories to search for and call any colleague by name.

1. Press the *Contacts* button .
2. Select a directory using the *Navigation* bar and *Select* button to scroll and select.
3. Use your keypad to input search criteria.
4. Press the *Submit* softkey.
5. To dial, scroll to a listing and press the *Dial* softkey.

Call History

To view your call history:

1. Press the *Applications* button.
2. Select *Recents*.
3. Select a line to view.
   Your phone displays the last 150 missed, placed and received calls.
4. To view details for a call, scroll to the call and press the *More* softkey, then press *Details*.
5. To dial from the call history, scroll to a listing then either lift the handset, press a line button, or press the *Select* button.
   To edit a number before dialing, press the *More* softkey then *EditDial*.

NJIT Voicemail Box Instructions

Technical Support

For Cisco Unity support, contact:

TIP: If you forget your phone password, log on to the Cisco PCA and browse to the Personal Preferences page in the Cisco Unity Assistant to change it.

The Cisco PCA website is:

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Release 4.2(1)

Cisco Unity Phone Menus and Shortcuts

Published March 6, 2006

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone. (See back of card for technical support information.)

Accessing Cisco Unity

1. Call Cisco Unity.

   From your desk phone, dial:

   1000 or

   Press "Messages Button"

   From another phone within your organization, dial:

   1000 then press "*" or   Press

   "Messages Button" then press "*"

   From outside your organization, dial:

   973-596-5500

2. If you are calling from another phone within your organization or from outside your organization, press * when Cisco Unity answers.

3. If prompted, enter your Cisco Unity ID (usually your desk phone extension), and press #.

4. Enter your password, and press #.

Main Menu and Shortcuts

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
5	Find messages[*]
51	Find messages from a subscriber[*]
52	Find messages from all outside callers[*]
53	Find messages from a specific outside caller[*]

[*]Not available on some systems.

During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind five seconds
8	Pause/Resume
9	Fast-forward five seconds
#	Fast-forward to end
##	Skip message, save as is

*Not available on some systems.

Shortcuts for During Message Menu

While listening to a message, press:

Keys	Task
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#8	Deliver fax to fax machine*
#9	Play message properties
77	Rewind ten seconds
99	Fast-forward ten seconds

*Not available on some systems.

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new/Restore as new*
7	Rewind five seconds
8	Deliver fax to fax machine*
9	Play message properties
#	Save as is

*Not available on some systems.

Send Message Menu

After addressing and recording, press:

Key(s)	Task
#	Send message
1	Mark urgent
2	Request return receipt
3	Mark private*
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add name
92	Hear all names (and delete names)
*	Cancel message

*Some systems may offer private and secure delivery.