

## Navigating Your 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 through 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.

## Speed Dial

Enter a speed-dial item number and press the **SpeedDial** softkey. Or, press the **down** arrow on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press 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, and 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 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.

**Note:** To transfer a caller directly to another person's Cisco voicemail box, press the **Transfer**  button, then press the  (star key), then enter the five digit extension, and then press the **Transfer**  button a second time.

## 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). **Note:** You, or another Cisco telephone user, may add up to 7 additional participants.
4. The conference begins and the phone displays "Conference." Repeat to add participants.

Individuals may hang up during the call, and ends when all participants hang up.

## 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.

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## 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)
- Voicemail icon on phone display near the line button

## Listen to Messages

Press the **Messages** button  and or dial 45111 and follow the voice prompts. To check messages for a specific line, press the line button first.

## Listen to Messages Outside the Office

1. Call 765-494-5111.
2. When voicemail answers, you will be asked to enter your **10-digit phone number**, then #.
3. Next, enter your **PIN** followed by #.

**Note:** if you have Single Number Reach, using your cell phone, you will only enter your **PIN** followed by #.

## Voicemail Enrollment from Your Phone

1. Press the **Messages** button  or dial 45111.
2. Enter the temporary, one time **PIN 12345**, then press #.
3. The voicemail system tutorial will guide you through the initial set up process:
  - Record your name
  - Record your primary greeting
  - Change your temporary PIN
  - Remain on the line until you hear that you have completed enrollment.

To set up a voicemail box for another line on your phone, press the line button first.

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## Checklist for migrating to Cisco

1. Your voicemail greetings and messages will not migrate to the new Cisco VOIP phone system. Follow the *'Voicemail Enrollment from Your Phone'* instructions to setup your new Cisco voicemail box. You can do this as soon as your Cisco phone is installed at your desk.
2. Depending on your building activation, you may have some time where both your old phone and new phone are on your desk at the same time. You can use your new Cisco phone to place calls to become familiar with the new phone features. However, people who call you will still ring to your old phone until your activation time.
3. Once your phone is activated, your old phone will no longer work. At this point, inbound calls will ring to your new Cisco phone. Once this has happened, we recommend dialing the old voicemail system once from your Cisco phone to ensure you do not miss any voicemail messages during this transition. You can reach the old voicemail system by dialing 40553.
4. If you have any accessories such as long handset cables, shoulder rests, or headsets, please move these from your old phone to your new phone once your new phone is activated.

## Headsets

If you use a headset, please ensure compatibility with your new Cisco phone by reviewing the headset information on the VOIP Rollout webpage link shown below.

## Support Information

[VOIP Phones Rollout Project Information Site](#)

(<https://www.itap.purdue.edu/telecommunications/rollout>) For additional support, call 44444.

## Self Service Portal Links

[Self Service My Phones Portal Page](#)  
(<https://myphone.voip.purdue.edu/>)

[Cisco Voicemail Web Inbox](#)  
(<https://voicemail.voip.purdue.edu/>)

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## Quick Reference Guide

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## CISCO 7841 IP Phone

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