

## VOICEMAIL SET-UP ACCESS

When you are migrated to the new Cisco Platform, you will receive an automated email generated for your voicemail account. This email will contain a new temporary password.

1. Dial into your voicemail
2. Enter the **temporary password**
3. You will be prompted to **enter a new password**

Please note that this is not a new voicemail box and all of your messages you have saved or received will not be lost.

### To log on to voicemail from your phone

1. Press the **Message**  button.
2. Enter your PIN, press the # key.





### To log on to voicemail from another inside phone or an external number

1. Dial your own direct dial 10-digit phone number or the voicemail access number 847.467.7777 or dial Extension 77777.
2. Press the \* key when voicemail answers.
3. Enter your ID (5-digit phone number), then press the # key.
4. Enter your PIN, then press the # key.


## VOICEMAIL OPTIONS VIA OUTLOOK

Messages will be delivered to your Outlook Inbox. The message will be available as an attachment and may be managed similar to any other email.

## CALL HISTORY

1. To view call logs, press the **Applications**  button.
2. Select **Recents**.
3. Use the **Navigation** button to view call logs.  
(up to 150 calls)  Missed  Placed  Received
4. Place a call within the **Recents** directory using the **Call** soft key.
5. Use the **Options (...)** soft key and **Edit Dial** soft key to modify the number.

## CONTACTS

1. Press the **Contacts**  button to access the **University** and your **Personal Directories**.
2. Use the **Navigation** button to select the desired directory.
3. Enter search criteria using the keypad.
4. Press the **Search** soft key.
5. To call from directories, press the **Dial** soft key or if needed press the **Edit Dial** soft key to modify the number.

## HOW TO GET SUPPORT

Contact the IT Support Center and identify yourself as a **Cisco Voice Platform User**.

Call: 1-847-491-4357 (1-HELP)

Email: [consultant@northwestern.edu](mailto:consultant@northwestern.edu)

[www.it.northwestern.edu/supportcenter/index.html](http://www.it.northwestern.edu/supportcenter/index.html)




REV. 100317\_Final

# Cisco 7841 Quick Reference Card






## TO ADJUST SETTINGS ON YOUR TELEPHONE


### Ring Tones

1. Press the **Applications**  button.
2. Scroll to **Preferences** and press **Select**  for **Ringtones**.
3. Press **Select**  again.
4. Use the **Navigation** button to view ringtones.
5. Press the **Play** soft key to hear the sample rings.
6. Press the **Set** soft key to save the ring tone.

### LCD Brightness

1. Press the **Applications**  button.
2. Scroll to **Preferences** and press the **Select**  button.
3. Scroll to **Contrast** and press the **Select**  button.
4. Use the **Navigation** button to adjust brightness.
5. Press the **Save** soft key to save the setting.


### Volume Button

1. Press the **Volume**  button to modify the volume setting.
2. When the ring times out, the setting will be saved.

### Voicemail

- Press the Voicemail  button to access voicemail.


### Mute Button

- Press the Mute  button to mute the microphone






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## BUTTONS


Soft key button  based on phone state

Line button  – Line Appearances



## LINE BUTTON STATUS LIGHTS

- **Green**  - steady-active call
- **Green**  - pulsing-call on hold
- **Amber**  - pulsing-incoming call
- **Red**  - solid- Line Appearance in use
- No color  - no call activity

## LOG IN TO YOUR PHONE USING EXTENSION MOBILITY

1. Press the **APPLICATIONS**  button to access your **Settings**.
2. Use the **Navigation** button to select the **Extension Mobility**.
3. Enter **NetID** and by typing into the keypad in a text fashion
4. Enter PIN: **123456**
5. Press the **Submit** soft key.
5. The phone will register to your phone parameters.

## TO PLACE A CALL

- Press the **Speaker**  button or
- Press the **Headset**  button or
- Press the **New Call** soft key

### On Campus - within your site

- Dial the 5-digit campus extension.

### Off Campus

- Local – Dial 9+1+Area Code+Number.
- Long Distance – Dial 9+1+Area Code+Number.
- Int'l – Dial 9+011+Area Code+Number.
- Emergency – Dial 911 OR 9+911.
- To end a call, press the **End Call** soft key or hang-up.


## LAST NUMBER REDIAL

- Press the **Redial** soft key


## SPEED DIAL

To program speed dial numbers refer to the “Self Care Portal” instructions.

### To access Abbreviated Dialing

1. While your phone is on hook 
2. Dial the speed code number
3. Press the **‘Speed Dial’** soft key
4. Pick up handset

## CALL FORWARD

1. When your phone is idle, press the **Forward All** soft key.
2. Enter the number you would like to forward the calls to (include a 9+1 for external numbers) or press the **Message**  button to forward all calls to voicemail.

### To cancel

- Press the **Forward Off** soft key.


## DECLINE

This soft key will send calls directly into voicemail.

### Activate for an incoming call

- To decline the first incoming call, press the **Decline** soft key.

## CALL HOLD

- From an existing conversation, press the **Hold**  button or the **Hold** soft key.

### To retrieve a call on hold

- Press the **Hold**  button or the **Resume** soft key or the **Pulsing Line** button.

**Note:** To avoid playing your hold music during a PGI conference call, press \*6 to mute and unmute your line.

## TO ANSWER A SECOND CALL

- Press the **Pulsing Amber Line** button (this will automatically place the first caller on hold).


**Note:** To avoid playing your hold music during a PGI conference call, press \*6 to mute and unmute.

### Switching between calls



- Press the **Pulsing Green Line** button

## CONFERENCE ACTIVE CALLS

This feature allows you to join two active calls.

1. Press the **Conference**  button (this will place the call on hold).
2. Press the **Flashing Line** button.
3. To join the two calls, Press the **Yes** soft key.

## TO TRANSFER A CALL

1. During a call, press the **Transfer**  button.
2. Dial the number.
3. Announce the call (if desired).
4. Use the **Swap** soft key to toggle between calls (optional).
5. Press **Transfer**  button to complete the transfer.

### If you would prefer not to complete the transfer

- Press the **Cancel** soft key and press the **Pulsing Green Line** button to reconnect to the original caller.

## CALL PARK (2 minutes)



### To park a call

1. During an existing call, press the **Park** soft key; the call is placed into a park position.
2. Note the position displayed on the screen (\*01000-\*01019).

### To retrieve a parked call

- From any idle phone, dial the park position.

## CONFERENCE CALL (max of 8 calls)

1. While a call is in progress, press the **Conference**  button.
2. Dial the extension or off-campus number.
3. Announce the call (optional).
4. Use the **Swap** soft key to toggle between calls (optional).
5. Press the **Conference**  button to complete.

### Repeat the steps above to add more parties.

### View current participants

1. Press the **Options (...)** soft key twice.
2. Press the **Details** soft key.

### To remove a party

1. Press the **Options (...)** soft key twice.
2. Press the **Details** soft key.
3. Highlight the party to be removed, and press the **Remove** soft key.

### To reconnect to the conference if a called party isn't joining

- Press the **Cancel** soft key and press the **Pulsing Green Line** button to reconnect to the caller.

## MOBILITY/SINGLE NUMBER REACH

To program your mobile number, refer to the “Self Care Portal” instructions.

### Enable/Disable from your Phone

- Press the **‘Mobility’** soft key while the phone is idle.

### Switch an active Desktop call to your Mobile Phone

1. Select **‘Send call to mobile’**.
2. Press the **‘Select’** soft Key.
3. **Answer** the in-progress call on your mobile phone.

### Switch an active Mobility Phone call to Your Desk Phone

1. Hang up the call on your mobile.
2. Press the **‘Resume’** soft key on your desk phone within **10 seconds** to retrieve the call.