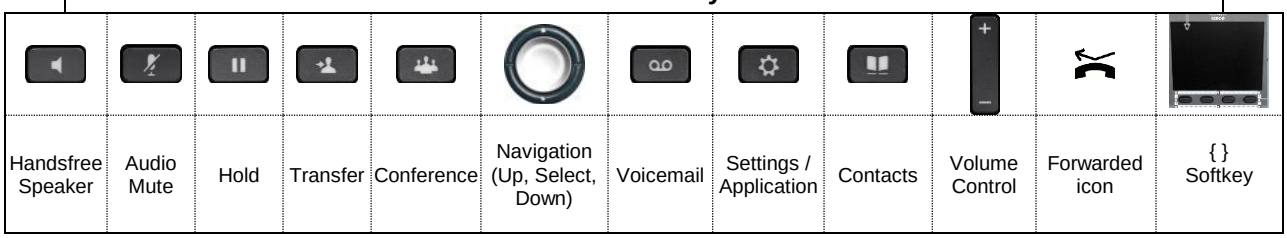
The Hong Kong University of Science and Technology
Cisco Unified IP Phone 7841 User Quick Reference

1) **Message Waiting Indicator**
2) **Line Buttons**
3) **Display**
4) **Soft Keys**
5) **Navigation Keys**
6) **Hold**
7) **Conference**
8) **Transfer**
9) **Handsfree Speaker**
10) **Headset**
11) **Audio Mute**
12) **Dial Pad**
13) **Volume Control**
14) **Contacts**
15) **Settings / Applications**
16) **Voicemail**
17) **Receiver**

Service Features	Access
Internal Call	Dial 4 digits extension no.
External Call	Dial 9 + tel. no.
Speakerphone (Handsfree Speaker) • On	Press (Green Light is on)
• Off	Press again
Audio Mute • On	During a call, press (Red Light is on)
• Off	Press again
Redial (redial last dialed number)	Press **{ Redial }**
Call Hold • put a line on hold	Press (the 1st line button flashes green)
• reconnect the call	**Press { Resume }** or
Call Transfer • transfer	+ Ext. No. / 9 + Tel No. + / **{ Transfer }**
• reconnect (*if the line is no answer / busy*)	Press **{ Cancel }** + **{ Resume }**
Conference (8 Parties Audio/Video Calls) • set up	+ Ext. No. / 9 + Tel. No. + / **{ Conference }**
• reconnect *(if the line is no answer / busy)*	Press **{ Cancel }** + **{ Resume }**
• remove a party from conference	Press Show Details + + select a party + **{ Remove }**
Call Pickup • group pickup	Lift the handset and press **{ PickUp }**
Call Park *(Hold a call and retrieve it at another phone)* • park a call	During a call, press **{ Park }** *(Screen shows a 4-digit Park No.)*
• reconnect a parked call	Enter the Park No. at another phone
Call Forward • set up *(all calls)*	**Press { Fwd All }** + Ext. No. *(Screen shows* *& "To XXXX")*
• cancel	**Press { Fwd Off }**

Service Features		Access
Immediate Divert *(send an incoming call to voicemail system)*		**Press { Divert }**
Access Voicemail System (Note: The new voicemail system number is **5000** instead of 8000) • internal access		When having voicemail, Message Waiting Indicator is on (Red). Press or dial 5000, enter pin no.#
• external access		Dial 2358 5000, enter 4-digit extension no. & pin no.#
Call Log *(total stores up to 150 records)* • dial from call log		**Settings / Applications** + **(1. Call History)** + select a call log record + Press **{ All Calls }** or **{ Missed }** **Received -** **, Placed -** **, Missed -** **+ { More } +** **{ Edit Dial }** to edit the displayed number if necessary + **{ Call }** / lift the handset to start calling
Personal Directory (Personal Address Book) • sign in for Personal Address Book (PAB)		+ enter User ID & Phone PIN + **{ Submit }** + **(1. Personal Address Book)** + **{ Submit }** Use the Navigation bar and button to scroll and select
• search for an entry		Log into PAB + enter Search Criteria + **{ Find }**
• dial from entry		Search for an entry + **{ Dial }** + select a Phone No. + **{ OK }** + **{ OK }**
Arrow Keys	**Up**	Press up arrow key to review call history. Select a number to edit and dial
	Down	Press down arrow key to review the speed dial buttons, highlight the stored speed dial, then lift up handset to dial
Phone Settings Web Portal (Cisco Unified CM End User Options) (On-campus access only)		Launch a web browser, & go to https://cm.uc.ust.hk/ccmuser Login using Portal Password
Contrast		Press + **(2. Preferences)** + **(2. Contrast)** + to adjust + **{ Save }** to confirm
Ring Tone		Press + **(2. Preferences)** + **(1. Ring Tone)** + to change + select Ring Tone + **{ Play }** to listen / **{ Set }** + **{ Apply }** to use
Volume • adjust the handset, headset and speaker volume		When handset, headset or speaker is in use (off hook), press:
• adjust the ringer volume		When handset, headset and speaker is not in use (on hook), press:

Buttons / Keys