Calling Features

Forward Calls on your Phone
1. Press the Forward All softkey.
2. Do one of the following:
   - Enter a phone number
     (including 9 to dial outside, e.g. 9-412-XXX-XXXX)
   - Select an entry from the Call History list
   - Forward all incoming calls to voicemail by pressing the Voicemail button.
3. To verify that your calls are forwarded, look for:
   - A Forward All icon on the line label.
   - The forwarding information on the main screen.
4. To cancel call forwarding, press the Forward Off softkey.
   NOTE: To set up conditional call forwarding, go to the User Options Web pages: http://phone.cmu.edu/

Divert a Call
You can divert an incoming call while on another call, by selecting the incoming call, then press Divert. Otherwise, you can press divert to redirect the current, active call.

Silence a Call
You can silence an incoming (ringing) call by pressing the Volume button down once, then let the incoming call go to a target number (voicemail or predetermined number as set in the User Options pages).

Hold and Resume a Call
1. Answer the call and press the Hold softkey or button.
   The Hold icon displays and the line button pulses green.
2. To resume the highlighted call, do one of these:
   - Press the pulsing green session button or Hold button.
   - Press the Resume softkey.

Mute Your Phone
1. Press the Mute button to turn Mute on.
2. Press the Mute button again to turn Mute off.

Dial a Number On-hook
1. Enter or speed-dial a phone number.
2. Press the call softkey.

Place a Call with a Speed-Dial Code
Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.

Use a Speed Dial Code on Hook
Enter the speed-dial code and press the Speed Dial softkey.

Transfer a Call to Another Number
1. Start with an active call (not on hold).
2. Press the Transfer button and do one of the following to enter the transfer recipient’s phone number:
   - Press the pulsing green session button of a held call (right side).
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press the Call softkey.
3. Press the Transfer button.

Conferencing
1. Start with a connected call that is not on hold.
2. Press the Conference button and do one of the following:
   - Enter the phone number for the party you want to add and press the Call softkey.
   - Enter a speed dial code and press the Speed Dial softkey.
   - Select a call from the Call History.
3. Wait for party to answer (or skip to step 4 while call is ringing)
4. Press the Conference button or the Conference softkey.
5. OPTIONAL: To add additional participants, repeat these steps.

NEED HELP?
PHONE (412) 268-4357 (HELP)
EMAIL tc-help@cmu.edu

CISCO 7841 IP PHONE
QUICK START GUIDE

VOICEMAIL OPTIONS
http://voicemail.cmu.edu

USER OPTIONS
http://phone.cmu.edu/

Carnegie Mellon University
Computing Services

JULY 2017
Phone Applications

CALL HISTORY
Call History allows you to view information about the last 150 calls on your phone. An icon displays indicating the type of call:
- Received ( callee audio or text)
- Placed ( caller audio)
- Missed ( caller audio)

When a call is taking place:
- The caller ID appears with the call icon.
- If the caller ID is unavailable, the phone number is displayed.
- If the phone number is unavailable, then “Unknown” is displayed.
- All Call History items are integrated into one list and are ordered by time (latest to oldest).

NOTE: Your phone history is limited to the last 150 calls.

View Call History
1. Press the Up Arrow on the circular Navigation pad , until the person or number you want to dial is highlighted.
2. Do ONE of the following:
   - Press the Call softkey.
   - Pick up the handset (number dials automatically)
   - Press the Select button.
   - Press the speakerphone or headset button.

Dial From Call History
1. Press the Up Arrow on the circular Navigation pad until the line label, and the Voicemail icon is removed from the right side of the phone screen.
2. Press the More> softkey and then the Clear softkey to clear the entire call history on the phone.
3. Press the Delete softkey to delete the call history on the phone, or press the Cancel softkey to go back to the Call History screen.
4. Press the Applications button to return to main screen.

RING TONES
You can choose the ringtone, per line, that your phone plays to indicate an incoming call.

Change Ringtone for a Line
1. Press the Applications button.
2. Press the Down Arrow on the circular Navigation pad until Preferences is highlighted, then press the Select button.
3. Select Ringtone.
4. Scroll until the desired line is highlighted and press the Select button.
5. Scroll down until the ringtone you want is highlighted.
6. Press the Play softkey to play the ringtone.
7. Press the Set softkey, then the Apply Softkey to set the ringtone.
8. Press the Applications button to return to the Preferences screen.

PHONE CONTACTS
The Cisco Unified IP Phone provides you with access to CMU and personal contacts using these directories:
- CMU Directory
- Personal Directory

CMU Directory
The CMU directory contains university contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

You can dial from your directory in two ways:
- When you are not on another call.
- When you are on another call.

Search for and Dial a Contact
1. Press the Contacts button.
2. Press the Down Arrow on the circular Navigation pad until CMU Directory is highlighted and press the Select button.
3. Select any of these criteria to search for a co-worker:
   - First name
   - Last name
   - Number
4. Enter the search criteria, press the Search softkey, and select a contact.
5. To dial, perform any of these actions:
   - Press the Dial softkey.
   - Press the Select button.
   - Press the Speakerphone button.

VOICE MESSAGES
Voice messages are stored on your voicemail system.
You can:
- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

Check for Voice Messages
Check for voice messages in any of these ways:
- Look for a solid red light on your handset. You can set up the visual message waiting indicator using the User Options Web pages:
  - http://phone.cmu.edu/
- Look for a Voicemail/Message icon on a line.
  - When you select a line with a Message icon, a Voicemail icon displays on the right side of the phone screen.
- If you have set a stutter tone notification for new voicemail messages from your User Options Web pages, listen for the stutter tone from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

Listen to Voice Messages
1. Press the Voicemail button.
2. Follow the prompts to listen to your voice messages.
   - OR –
   - 1. Log in to the Voicemail Options Web pages using your Andrew userID and password:
     - http://voicemail.cmu.edu/
   - 2. Select a message and press the Play button to play the message from your computer.

NOTE: After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

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