



Feature and Sessions Buttons

1. Incoming call or voicemail indicator
2. Line keys
3. Softkeys
4. Navigation cluster
5. Hold, Transfer and Conference
6. Headset, Speakerphone and Mute
7. Voicemail, Settings and Directory
8. Volume


Make a Call

Enter a number and pick up the handset or press the **Dial** button

Answer a Call

Incoming call flashes red on the terminal and handset. To answer you can either:

- A. Pick up the receiver
- B. Select the line key

- C. Speaker phone button  to answer on speaker phone
- D. Select the headset button should a headset be connected

Place a Call on Hold

Step A. Press **Hold**



Step B. To resume a held call, press **Hold** again or press the resume button

View Your Recent Calls

Step A Press **Settings**



Step B Select **Recents**

Step C Select a line to view

Assisted Transfer of a Call to Another Person

Step A From a call that is not on hold, press transfer



Step B Enter the other person's phone number and press call

Step C when the other person answers the call, press **Transfer** again


Unassisted Transfer of a Call to Another Person

Step A From a call that is not on hold, press the BlindXfer button

Step B Enter the number you wish to transfer too and press Call

Step C End the call, and the two calls will be connected unassisted

Add Another Person to a Call

Step A – from a connected call that is not on hold press **Conference** 

Step B – Add the other person to the call by entering the phone number and press **Call**

Step C – Press **Conference**  again

Make a Call with a Headset

Step A Plug in a headset

Step B Enter a number using the keypad

Step C Press **Headset** 

Make a Call with the Speakerphone

Step A enter a number using the keypad


Step B Press **Speakerphone** 

Mute Your Audio

Step A Press **Mute** 

Step B Press **Mute** again to turn off

Listen to Your Voice Messages

Press **Messages**  and follow the voice prompts.

Forward All Calls

Step A - Select **Forward** via the Soft Keys

Step B - Enter the number you wish to enable call forwarding to


Step C - Select **Call** via the Soft Keys

Call forwarding will now be in effect, and the **Clr Fwd** option is visible in the soft key display


To Clear Forwarding

Step A - Press **Clr Fwd** via the Soft Keys


Adjust the Volume in a Call

Press **Volume**  left or right to adjust the handset, headset or speakerphone when the phone is in use.

Adjust the Ringtone Volume

Press **Volume**  left or right to adjust the ringer volume when the phone is not in use.

Silence the ring on an Incoming Call

Press **Volume** down once 

This is a quick reference guide to your Cisco 7841 IP phone and some of its features when connected to the Vodafone One Net service in the UK.

For more information on how to use your phone and the One Net service itself, please visit the One Net Information Site:

<https://onenet.vodafone.com>