



Your Phone

Cisco IP Phone 7841 shown.

- ① Incoming call or voicemail indicator
- ② Line and feature buttons
- ③ Softkeys
- ④ Navigation
- ⑤ Hold, Transfer, and Conference
- ⑥ Speakerphone, Headset, and Mute
- ⑦ Voicemail, Applications, and Directory
- ⑧ Volume

Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Make a Call

Enter a number and pick up the handset.

Voice Dial

Press Voice Dial or dial "0" and say the name you wish to reach



Setup Voicemail for the first time

1. Press the Voicemail button
2. **Enter the default temporary PIN: 147369**
3. Follow the prompts to setup your name, voice mail greeting, and personalized PIN.
4. Choose a 6-digit PIN that is easy to remember
5. Do not use repeating digits (e.g., 111111), sequential numbers (e.g., 123456), or any part of your phone number

To check voice mail off-campus

1. Dial your full desk phone number (xxx) – xxx – xxxx
2. Wait until the voice mail starts and press *
3. The system will ask you for your ID – enter your 5 digit extension
4. When prompted, enter your PIN, then press #
5. To access your mailbox, press 2

Answer a Call

Press the flashing amber line button or pick up the handset

Put a Call on Hold

1. Press **Hold**
2. To resume a call from hold, press **Hold** again.

View Your Recent Calls

1. Press **Applications**
2. Scroll and select **Recents**.
3. Select a line to view.



Dial On–Campus

- 5–digit dialing is available for FAU numbers:
Boca – dial 7–XXXX
All other campuses – dial 6–XXXX


Dial Off–Campus

- For off–campus calling, **dial the area code + number.**
99 is no longer needed for off-campus calling.


FAU Directory

1. The Corporate Directory allows you to lookup phone numbers for coworkers.
2. The Personal Directory allows you to store a set of personal numbers.


Add Another Person to a Call

1. From an active call, press **Conference** .
2. Select a held call and press **Yes**.


Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again.


Mute Your Audio

1. Press **Mute** .
2. Press **Mute** again to turn mute off.


Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .


Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .


Listen to Voice Messages

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

Forward All Calls

1. Select a line and press **Fwd all**.
2. Dial the number that you want to forward to, or press **Voice mail** .
3. To cancel the forwarding, press **Forward off**.


Adjust the Volume in a Call

Press **Volume**  up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.


Adjust the Ringtone Volume

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


Change Ringtone

1. Press **Applications** .
2. Select **Preferences > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **Preferences > Contrast**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the Screen Backlight

1. Press **Applications** .
2. Select **Preferences > Backlight**.
3. Press On to set the backlight on or press Off to set backlight off.



To report issues with the new phone, please submit a ticket <https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=33826>

If you have any questions, please call Support Services 561.297.6235 or 7–6235



Instructions specific to FAU