

To Call

Main Menu

Starter PIN: 1 4 7 2 5 8 3

- Dial **(401) 865-2000**
- Enter your **Mailbox ID Number** followed by **#**
- Enter your **PIN** followed by **#**

Press 3
To review
old (saved)
messages:

Slow 1	Pause 2	Fast 3
Repeat 4	Rewind 5	F. Fwd. 6
Delete 7	Volume 8	Save 9
Cancel *	0	End #

Reply 1	2	New 3
Repeat 4	Rewind 5	Prop. 6
Delete 7	Fwd. 8	Save 9
Cancel *	0	New #

- 1 Mark message urgent
- 2 Request return receipt
- 3 Mark message private
- 4 Set future delivery
- 5 Review recording
- 6 Re-record message
- 7 Add to the message
- # Send message

Press **1** – Edit the standard greeting
Press **2** – Turn on/off alternate greeting
Press **3** – Edit other greetings
Press **4** – Play all greetings

Number
and
spelling
entry
toggle



Cisco 7811/7841 Quick Reference Card

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- 1 **Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).
 - 2 **Phone screen** – Displays status, feature and call information.
 - 3 **Programmable Line** and **Feature** buttons
Solid green: Active call.
Flashing green: Held call.
Flashing amber: Incoming call.
Solid red: Shared line in use.
 - 4 **Softkey** buttons – Engages the associated feature in the display.
 - 5 **Navigation pad** and **Select** button
 Like a cursor, used to scroll through menus and highlight active calls and features.
 While on-hook, pressing the up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.
 - 6 **Hold** – Places a call on hold and retrieves a held call.
 - 7 **Conference** – Initiates a conference call.
 - 8 **Transfer** – Initiates a call transfer.
 - 9 **Speakerphone** – Activates (solid green) and deactivates the speakerphone.
 - 10 **Headset** – Activates (solid green) and deactivates the user-provided headset.
 - 11 **Mute** – Deactivates (solid red) and reactivates the microphone.
 - 12 **Keypad** – Allows you to dial phone numbers, enter letter and select menu items that are numerically numbered.
 - 13 **Volume** – Adjusts the phone's ringer volume while on-hook and the handset, speakerphone and headset volumes while off-hook.
 - 14 **Contacts** – Personal and Corporate Directory look-up access.
 - 15 **Applications** – Recents (view by All calls *or* Missed), Preferences (program Ringtone, Contrast, Headset sidetone, and Backlight), Accessories (configure analog headset), and Extension Mobility (only if configured).
 - 16 **Messages** – Auto-dial access to voicemail.
 - 17 **Handset** – Phone Handset.

PLACING CALLS

To place a call:

- Lift the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **New Call** softkey or
Press a line button
- Dial the number

To place a second call on the same line:

- Press the **Hold** button
- Press the **New Call** softkey
- Dial the number

To call an extension number:

- Dial the 4-digit extension number

To call an external telephone number:

- Dial 9 + 1 + telephone number

To call Emergency Services:

- Dial 911 or 9 + 911

To redial the last number called:

- Press the **Redial** softkey

To place a speed dial call:

- While on-hook, enter the speed dial code
- Press the **SpeedDial** softkey

ANSWERING CALLS

To answer an incoming call:

- Lift the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **Answer** softkey or
Press the flashing line button

To answer a second incoming call:

- Press the flashing line button

To answer a call on a shared line:

- Press the flashing line button

ENDING CALLS

To end a call:

- Replace the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **End Call** softkey

CALL HOLD

To place a call on hold:

- Press the **Hold** button

To retrieve a held call:

- Press the **Hold** button or
Press the **Resume** softkey or
Press the flashing line button

To toggle between two held calls on the same line:

- Press the flashing line button

To toggle between three or more held calls on the same line:

- Press the flashing line button
- Navigate to the held call
- Press the **Resume** softkey

To toggle between held calls on shared lines:

- Press the flashing line button

CALL TRANSFER

To transfer a call:

- Press the **Transfer** button
- Dial the extension number or 9 + 1 + telephone number
- *Option: Announce the caller*
- Press the **Transfer** button or **Transfer** softkey or hang up

If no answer or the line is busy:

- Press the **Cancel** softkey
- Press the **Resume** softkey or
Press the flashing line button

To toggle between calls:

- Press the **Swap** softkey

To transfer two calls on the same line to one another:

- While connected to an active call, press the **Transfer** button
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To transfer a call to a subscriber's voice mailbox:

- Press the **Transfer** button
- Dial ** + the 4-digit extension number
- Press the **Transfer** button or **Transfer** softkey or hang up

CONFERENCE CALLING

To place up to a 8-way conference call:

- While connected to an active call, press the **Conference** button
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference** button or **Conference** softkey

To add additional participants:

- Repeat the above steps

To add an incoming caller to an existing call or conference:

- While connected to the incoming call, press the **Conference** button
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the conference

To view conference participants:

- Press the **Details** softkey

To remove a participant:

- Navigate to the participant to remove
- Press the **Remove** softkey

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:

- While on-hook, press the **Fwd All** softkey
- Dial the extension number or
Press the **Messages** button to forward calls to voicemail

To deactivate call forwarding:

- Press the **Fwd Off** softkey

DO NOT DISTURB

To disable/re-enable the ringer for all incoming calls:

- While on-hook, press the **DND** softkey

DECLINE

To immediately forward a ringing, live, or held call to voicemail:

- Press the **Decline** softkey

CALL PICKUP*

To answer a ringing call on a call pickup group members phone:

- Go off-hook
- Press the **PickUp** softkey
- Press the **Answer** softkey

CALLBACK CALLING

To be notified when an unavailable extension becomes available:

- On a ring no answer or busy, press the **CallBack** softkey
- Press the **Exit** softkey

Upon callback alert:

- Press the **Dial** softkey

SELF CARE PORTAL

To customize your phone with speed dials and other options:

- Enter into a web browser:
<https://myphone.providence.edu/ccmuser>
- Enter your Username: Network ID
Enter your Password: Network PW
- Click **Sign In**

EXTENSION MOBILITY

To temporarily configure another Cisco 7841 phone as your own:

- Press the **Applications** button
- Select **Extension Mobility**
- Enter your UserID: Network ID
- Enter your PIN: Network PW
- Press the **Submit** softkey
- Press the **Exit** softkey

SINGLE NUMBER REACH (SNR)

To activate/deactivate SNR from your desk phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Enable Mobile Connect/Disable Mobile Connect**

To switch from your desk to your remote phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Send call to Mobile Phone**
- Answer your remote phone