Operating the Cisco CP-7841 standard VoIP phone

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Schlüsselwörter

VoIP telephone

Lösung (öffentlich)

The Cisco CP-7841 is one of the standard phones for use in offices, workshops, or laboratories. It can be mounted on the wall using a separate wall bracket.

Front view Cisco CP-7841 standard VoIP phone: Front view
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LED: signals incoming calls or voice messages in the voicemail system

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programmable function keys (private line, ring tone off, and other services), status display supported by different colored LEDs

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Soft keys: depending on the current status of the device (idle, call, conference, hold, etc.), the appropriate menu entries are offered for selection

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Navigation rocker: used to navigate menus using the up and down buttons. The middle button acesses the selected menu item (OK button)

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Buttons to the right below the navigation rocker:

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Transfer button for transferring a held call to an active participant

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Conference button for initiating a conference call

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Haltentaste, legt einen aktiven Anruf in eine Warteposition, dieser erhält in der Haltezeit ggf. eine Wartemusik eingespieltHold button, places an active call on hold; during the hold time, hold music may be played

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Buttons on the bottom right:

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Speaker button to turn the integrated speakerphone on/off (lights up when “speaker on”)

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Headset button to switch any connected headset on/off (lights up when “headset on”)

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Mute button to switch off the microphone during a call, lights up when the mute function is activated

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Buttons on the left below the navigation rocker:

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Message button, which automatically directs to the voicemail system (own voicemail box)

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Application button, which directs to various applications such as call log, phone settings, and accessory settings

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Contact button, which directs to the personal phone book or company directory

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Volume rocker for adjusting the volume of the receiver/speaker/headset/ringtone

Back view Cisco CP-7841 standard VoIP phone: Back view

-

Port for an optional power adapter (not needed normally)

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MAC-Address and serial number (used in case of malfunctioning)

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Slot for the footstand (choose a different setup by plugging in the footstand rotated by 180 degree)

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Ethernet port (from the data outlet) with PoE (Power over Ethernet)

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Ethernet port for the connection to the PC (so only one data outlet is needed for both the PC an the phone)

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AUX: Auxiliary port for optional audio devices

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Port for the handset

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Port for the headset

Operation

Many functions can be selected and activated in different ways. This can be done using programmed or permanently assigned service keys, menus, or access codes. You can return to the default setting by pressing the “Cancel” or “Exit” keys on the display (several times). When operating the telephone, always pay attention to the indicators on the display; the keys below the display in particular adapt to the current status of the telephone.

Set up call forwarding

In the default state, you can activate immediate call forwarding for your phone number using the “Fwd All” button at the bottom of the display. External call forwarding is possible within Germany, depending on your authorization. Additional call forwarding options (based on time, when busy) can currently only be set up by sending an informal request [1]by email to the Service Desk.

Activate call forwarding

Press the lower display key “Fwd All.” Enter the desired destination number and wait until the phone returns to its default state. The call forwarding symbol will now appear next to your own line, and the call forwarding destination will be displayed on your own line.

[2]Link to the video “Setting up call forwarding” (in German)

Disable call forwarding

Press the lower display button “Fwd Off”.

Toggle/Put Through/Conference

You can toggle between multiple active calls, put someone through to someone else or start conference calls with many participants.

Toggle between calls

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Pressing the transfer button puts the first call on hold (the other party may hear hold music).

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Dial the destination number and conduct the call-back conversation. You can switch between the callers as often as you like; the person on hold will hear music while waiting, if necessary.

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The lower display key “End” ends the currently active call, while the lower display key “continue” resumes the other call on hold.

[3]Link to the video "Toggle" (in German)

Putting someone through

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Pressing the transfer button puts the first call on hold (the participant may hear hold music).

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Dial the destination number and wait until the call is connected to announce the call to be connected to the second participant in advance.

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Press the Transfer-button again to connect the new call to the on-hold call.

[4]Link to the video "putting someone through" (in German)

Conference

By pressing the Conference-button the active call is put on hold. Enter the phone number you want to add to the conference and press the Conference-button again to start a 3-person-conference. This can be repeated up to a maximum of a 6-person-conference.
Every participant can start or expand the conference, but there is no way to exclude a participant once he has been added. Every participant has to leave the conference manually by hanging up.

[5]Link to the video "Conference calls" (in German)

Redial

By pressing the Display-button "Redial" you can redial the last number dialed. Numbers that have been called earlier can be accessed by pressing the navigation cluster up. You can call these numbers by navigating to the appropriate entry and pressing the middle button of the navigation cluster.

[6]Link to the video "Redial"

List of Recent Calls

Pressing the navigation cluster up opens the list of recently called numbers. Navigating to an entry and pressing the middle button of the navigation cluster starts a call.

[7]Link to the video "opening the call list: the Navigation cluster" (in German)

Alternative:

Press the Gear-button and select Recents.
By pressing the Display-buttons "Missed" and "All Calls" you can switch between the complete list and the missed calls. You can select entries by navigating with the navigation cluster.

(Entries can be deleted by pressing "Clear" (deletes the whole list) or "Delete" (deletes the selected entry))

[8]Link to the video "open the call list: the Gear button" (in German)

Call Waiting

Call Waiting is deactivated by default. An exeption to this is the Executive-/Secretary-Environment to manage several Executive-lines. For now, activating the Call Waiting feature is only possible by requesting the activation [9]via e-mail to Service Desk.

CallBack

The CallBack feature can only be used in the TU TC-System. CallBacks from the public network are not possible. Every VoIP-Phone can only activate one CallBack. Only after the CallBack was performed, it was deleted or overwritten, a new CallBack can be issued. The CallBack feature can be used when the called person is absent or busy. The notification is sent when the target ends a call.

Activation

If a called person is absent or busy press the Display-button "CallBack". The CallBack is active. Press "Exit" to return to the Home screen, or press "Cancel" and "Exit" after that to cancel the CallBack and return to the Home screen.

(When a CallBack is active and you try to activate another one, you are informed about that on the display. Pressing "o.k." overwrites the old CallBack, "Exit" cancels the new one.)

Answering the CallBack

When the called person is available again, you are informed by a special ringtone. The Display shows "XXXXX has become available". You can then call the person by pressing "Dial" or press "Cancel" to delete the CallBack without calling. When you are done, press "Exit" to return to the Home Screen.

[10]Link to the video "call back feature" (in German)

Suppress own Caller ID (Display anonymous)

In some cases it might be wanted to not transfer the own phone number (and name) to the called person. This can be done by using the prefix "*05" before the phone number.

e.g.: *05 0 0172 353 84 11

On the display of the called person "private", "unknown", "anonymous" or something like that is displayed instead of your number.

Usage of two (or more) phone numbers

In some cases it may make sense to have one or more additional phone numbers beside the own number (e.g. for separating charges). Note that forwarding and voicemail are set for every number separately and do not apply to all of your numbers at once. Taking calls is done by simply picking up the phone. When calling someone yourself, you have to make sure that the correct number, which the call should be done with, is chosen. When dialing, the first own line is chosen by default. If you want to use another line, select it using the line-buttons.

Set Volume/Ringtone/Display Volume Ringtone/Handset

Use the volume up and down buttons while the receiver is picked up or not.

[11]Link to the video "change volume: ringtone and handset" (in German)

Volume Speaker/Headset

Press the Speaker-button / Headset-button and use the volume up and down buttons.

[12]Link to the video "change volume: speaker and headset" (in German)

Ringtone

For now you can only choose one of the supplied ringtones, a personalisation using own ringtones is not possible. Press the Gear-button and select "Preferences". Then select "Ringtone" and choose the ringtone you like. With the Display-button "Play" you can listen to the ringtone. The Display-button "Set" sets the ringtone (after confirming you choice on the next screen) and the back-arrow brings you to the earlier menu, where you can "Exit"

[13]Link to the video "configure ringtone" (in German)

Display (Contrast, Brightness, Background Image)

Depending on the type of device, different display settings can be made. For now, you can only choose one of the supplied background images, a personalisation using own background images is not possible.

Press the Gear-button and select "Preferences". After selecting "Contrast" you can change the contrast using the navigation cluster left and right. Save the setting by pressing "Save" or press "Cancel" to exit the menu without changing the contrast

[14]Link to the video "Display settings" (in German)

[1] mailto:servicedesk@tu-dresden.de
[2] https://videocampus.sachsen.de/getMedium/default/dffbb75c3e760573c0e4481f4f730aeb.mp4
[3] https://videocampus.sachsen.de/getMedium/default/bd63046155494d0847afdd8a56799bd9.mp4
[4] https://videocampus.sachsen.de/getMedium/default/52c10db3c96ea5acfbb70df86545f308.mp4
[5] https://videocampus.sachsen.de/getMedium/default/a0e248946c2cfc2b04e0234d87733116.mp4
[6] https://videocampus.sachsen.de/getMedium/default/b77a8091bca81de3ebfbe81609623c0b.mp4
[7] https://videocampus.sachsen.de/getMedium/default/ecc945da66aa8e556beab079c5ec6068.mp4
[8] https://videocampus.sachsen.de/getMedium/default/c7e6421d3d4f8bea277a08a1f4d3117b.mp4
[9] mailto:servicedesk@tu-dresden.de
[10] https://videocampus.sachsen.de/getMedium/default/8f499d2917d4bfd020eb5d656212e2e4.mp4
[11] https://videocampus.sachsen.de/getMedium/default/8b79bc20e0753e344460b62082627311.mp4
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[14] https://videocampus.sachsen.de/getMedium/default/2a78221ddabc9d2e68338f767cc19f6f.mp4