

# Making the most of your Heathrow Telephone Service









Cisco Unified IP Phone 7841





# Cisco Unified IP Phone 7841




<h2>1. Dial</h2>	<p>To place a call, pick up the handset and enter a number. Or, try one of these alternatives.</p> <p><b>Redial the Last Number.</b></p> <p>To redial on your primary line, press <b>Redial</b>. To redial on a secondary line, press the line button and then press <b>Redial</b>.</p> <p><b>Dial On-Hook.</b></p> <ol style="list-style-type: none"> <li>1. Enter a number when the phone is idle.</li> <li>2. Lift the handset or press one of these: a line button, <b>Call</b>, Headset , Speakerphone , or the Select button.</li> </ol>
<h2>2. Answer</h2>	<p>The new call indicators are: a flashing amber line button, an animated icon  and caller ID, and a flashing red light on your handset.</p> <p>To answer the call, lift the handset. Or, press the flashing amber line button, <b>Answer</b>, the unlit headset button, or the speakerphone button.</p> <p><b>Answer with Multiple Lines.</b></p> <p>If you are on a call when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.</p>
<h2>3. Hold</h2>	<ol style="list-style-type: none"> <li>1. Press <b>Hold</b> . The hold icon  appears and the line button flashes green.</li> <li>2. To resume a call from hold, press the flashing green line button, <b>Resume</b>, or <b>Hold</b> .</li> </ol>
<h2>4. Transfer</h2>	<ol style="list-style-type: none"> <li>1. From an active call (not on hold), press <b>Transfer</b> .</li> <li>2. Enter the transfer recipient's phone number.</li> <li>3. Press the <b>Transfer</b> button or softkey before or after the recipient answers. The transfer completes.</li> </ol> <p><b>Transfer Across Lines</b></p> <p>You can transfer a call from one line to another without remaining on the call yourself.</p> <ol style="list-style-type: none"> <li>1. From an active call (not on hold), press <b>Transfer</b> .</li> <li>2. Press the line button for the other (held) call. The transfer completes.</li> </ol>



# Cisco Unified IP Phone 7841



## 5. Conference

1. From an active call (not on hold), press **Conference** .
  2. Make a new call.
  3. Press the **Conference** button or softkey before or after the party answers. The conference begins and the phone displays "Conference."
  4. Repeat these steps to add more participants.
- The conference ends when all participants hang up.

### Conference Across Lines.


You can combine two calls on two lines into a conference. You are included in the conference.

1. From an active call (not on hold), press **Conference** .
2. Press the line button for the other (held) call.

### View and Remove Participants.

During a conference, press **Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.


## 6. Mute

1. On an active call, press **Mute** . The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

## 7. Voicemail

New message indicators are: a solid red light on your handset, a stutter dial tone (if available), and the "New Voicemail" message and icon.

### Listen to Messages.


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



# Cisco Unified IP Phone 7841





## 8. Forward All

1. To forward calls received on your primary line to another number, press **Fwd All**.
  2. Enter a phone number or press **Messages**  to forward all calls to voicemail.
  3. Look for confirmation on your phone screen.
  4. To cancel call forwarding, press **Fwd Off**.
- If setting an external call forward place a 9 first in front of the phone number.

## 9. Call History

Your phone displays the last 150 missed, placed, and received calls.

### View Your Call History.

1. Press **Applications**  and choose **Call History**.
2. Choose a line to view.
3. To view details for a call, scroll to the call, press **more**, and then press **Details**.
4. To return to your call history, press **Back** .
5. To exit the Applications menu, press Applications .

### View Your Missed Calls.

1. View your call history.
2. Press Missed.

### View All Calls.

When the phone is idle and all menus closed, press the up arrow on the Navigation ring.

# Cisco Unified IP Phone 7841

## Phone Overview



\* Please contact the service desk if you wish to programme these buttons

For further help please visit: [www.heathrow.com/telecoms](http://www.heathrow.com/telecoms) or email [heathrow@sita.aero](mailto:heathrow@sita.aero)

Heathrow Airport Common Infrastructure Policy (CIP) and Heathrow Airport Limited reserves all of its rights and remedies in respect of the CIP including but not limited to those rights relating to scope, application and enforcement. The rights and remedies set out in the CIP are in addition to, and not exclusive of, any rights or remedies provided by law.

This document and the information contained therein are confidential and remains the property of Heathrow Airport Limited. The document may not be reproduced or the contents transmitted to any third party without the express written consent of Heathrow Airport Limited. This document and information contained therein is subject to contract.

Version 0.1 June 2015