Cisco Unified IP Phone 7841 User Guide

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Setup Voicemail

- Press Voicemail button (3).
- Enter the default PIN.
- Follow the prompts to:
  - Record a Name
  - Record the Standard Greeting
  - Reset the Password
- Note: You must complete the name announcement setup to be found in the voicemail directory.

Checking Messages Remotely

For DCPS:

To check voicemail from another desk or from a remote location:

- Dial 202-671-2151.
- At the prompt, enter your ID which is the 7-digit phone number, then press #.
- At the prompt, enter your PIN and press#.

For DC Government:

To check voicemail from another desk or from a remote location:

- Dial 202-671-2399.
- At the prompt, enter your ID which is the 10-digit phone number, then press #.
- At the prompt, enter your PIN and press#.

Place a Call
- Enter the number and pick up the handset or
- Press New Call (2) and dial or
- Press Speaker (9) button and dial or
- Press Headset (8) button and dial.

Answer a Call
- Press the flashing amber line button or
- Pickup handset or
- Press Speaker button (9) or Answer Softkey (2)

Put a Call on Hold
- Press Hold button (12)
- To resume a call on hold, press Hold button (12)

Call Transfer
- Press the Transfer button (10) or Softkey (2).
- Dial the intended number.
- After the line is picked up, press the Transfer button (10).
  - If the dialed number is not picked up, press End call and resume original call.

Conference
- Press Conference button (11) while on an active call.
- Dial the intended number, then press the Call Softkey (2).
- After the call connects, press Conference button (11) to the calls.
- Repeat to add additional numbers.
- If the call does not connect, press End Call Softkey (2) then Resume Call Softkey (2)

Getting Help for Landline Related Problems
Call 202-715-3733 for:

- Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status
- RTS Order Processing

- Pricing
- Service Verification
- Assistance Issuing RTS Orders
- Expedites/Escalations