

VoIP Quick Start Guide

Get started with your CISCO 7841 VoIP phone. The 7800 Series Quick Start Guide describes how to:

- Identify features and buttons on your VoIP phone
- Place, answer, and transfer calls
- Put calls on hold
- Adjust settings
- Manage voice messaging
- etc.

For more information, visit the following links provided by Cisco:

Cisco IP Phone 7800 Series Quick Start Guide: [7800 Series Quick Start Guide](#)

CISCO User Guides for all models: [CISCO End-User Guides](#)

Video Overview of VoIP Phone: [IP Phone Overview](#)

Hardware and Setup:

1. Handset Light Strip – Indicates incoming call (flashing red) or new voice message (steady red)

2. Programmable feature buttons – illuminates to indicate status:

- Green steady – Active call or two-way intercom call.
- Green flashing – Held call
- Amber steady – Privacy in use, one-way intercom call, Do Not Disturb active
- Amber flashing – Incoming call or reverting call
- Red steady – Remote line in use (shared line or Line status)
- Red flashing – Remote line on hold

3. Phone Screen – Shows information about your phone such as directory, call and line status, and soft key options.

4. Softkey buttons – Enabled softkey options are displayed on your phone screen.

5. Navigation Ring and Select Button – Use to scroll through, highlight, and select items.

6. Hold/Resume Button – Places a call on hold or resumes the held call.

7. Conference Button – Creates a conference call.

Layout and Reference for CISCO CP-7841

The diagram shows a top-down view of the Cisco CP-7841 VoIP phone. Numbered callouts point to the following features: 1. Handset light strip, 2. Programmable feature buttons, 3. Phone screen, 4. Softkey buttons, 5. Navigation ring and select button, 6. Hold/resume button, 7. Conference button, 8. Transfer button, 9. Speakerphone button, 10. Headset button, 11. Mute button, 12. Keypad, 13. Volume buttons, 14. Contacts button, 15. Application buttons, 16. Messages button, and 17. The handset.

8. Transfer Button – Transfers a call.

9. Speakerphone Button – Toggles the speakerphone on or off (When the speakerphone is on, the button is lit.)

10. Headset Button – Toggles the headset on or off. (When the headset is on, the button is lit.)

11. Mute Button – Toggles the microphone on or off. When the microphone is muted, the button is lit.

12. Keypad – Allows you to dial phone numbers, enter letters, and select menu items (by entering the number).

13. Volume Button – Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

14. Contacts Button – Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.

15. Application buttons – Opens or closes the applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.

16. Messages - Autodials your voice messaging system (varies by system).

17. Handset – The handset contains the primary mic and speaker.

Important Details

- You will be issued a CISCO IP compatible phone. Your phone will be configured by ITS. (Please keep the box.)
- Only university approved CISCO phones will work with your phone number.
- Phones connect via Ethernet. You will be issued a 6-foot ethernet cable. This eliminates the need for a power supply.
- Your physical phone and phone number are linked and recorded in an Emergency Management Database for 911 location. **Do NOT trade/switch phones for any reason.** If you physically move locations, change positions, or have new hires, please notify ITS via the VoIP request change form.

Set-up

1. The first ethernet cable will connect from the wall to the PoE (Power over Ethernet) network port on the phone.
2. A second ethernet cable will connect from the phone's access port to your computer, docking station, or switch.

First ethernet cable coming from the wall must connect here:

A second ethernet cable will connect your phone to a network device:



Ethernet Cable

Wireless Headset Models and Making Purchases:

The 9740 UC Pro Series is a full-featured headset designed for periods of long wear that can be used in conjunction with Cisco desk phones, multiple softphone offerings, as well as Bluetooth-enabled smartphones. It features a touchscreen docking station, on-headset call controls, and a 450' wireless range when in docked-wireless mode.

KEY FEATURES

- One headset for all your phones
- Touch screen/touch sensors for optimum call control - Multiuse connectivity: desk phone, softphone and mobile phone
- Easy call-handling with PC Call Manager, keyboard shortcuts and dial pad for mobile and softphones
- Up to 150 m / 450 ft wireless range



9740 UC

PRO Wireless Headset System
by Jabra

The Biz 2300 Series headsets are inexpensive, wired headsets designed for environments where the number of users can cause wireless cross-talk.

The Biz 2300 comes in either the monaural (single ear) or binaural (two ear) varieties.

Additionally, the Biz 2300 utilizes QD (Quick Disconnect) cabling, which allows the wearer to detach from their workstation without having to remove the headset.

The Biz 2300 can be purchased in either the standard QD model, which is compatible with the CISCO desk phone **only**, or in the QD USB model, which is compatible with computer-based softphones **only**.

KEY FEATURES

- The Biz **2300 QD Mono** and **2300 QD Duo** headsets are designed for a simple wired connection to the CISCO phone base. Both of these headsets offer hands free talk.
- The Biz **2300 QD USB Mono** and **2300 QD USB Duo** are designed to connect directly to a computer via USB. These headsets are for use **ONLY** with the CISCO Jabber Client and/or the CISCO IP Communicator, available in phase II of the VoIP project. These specialty models will not connect directly to a CISCO phone.



**2300 QD Mono
and
2300 QD USB Mono (Softphone)**

**2300 QD Duo
and
2300 QD USB Duo (Softphone)**

Biz

Wired Headset System

by Jabra

If you decide to purchase the Biz 2300 Series, please use the appropriate part number when purchasing from YoMart:

Jabra	Biz 2300 QD Duo
Part Number	2309-820-105
Jabra	Biz 2300 USB Duo
Part Number	2399-823-109
Jabra	Biz 2300 QD Mono
Part Number	2303-820-105
Jabra	Biz 2300 USB Mono
Part Number	2393-823-109

The Voyager 5200 is a lightweight, flexible headset designed for people on the go. It comes packaged with a hardshell aluminum and silicone carrying case that doubles as a docking station and charging bank.

The Voyager 5200 is designed to function with Bluetooth-enabled mobile devices and computer-based softphones. The MDA200 Communications Hub and EHS cable attachments also allow connectivity with our CISCO desk phones.

KEY FEATURES

- Mobile solution for out of the office use. Pair with accessories for compatibility with the CISCO desk phone.
- Charge case Included
- Voice alerts and activation
- Earpiece controls
- **Bluetooth range:** Up to 30 meters/98 feet of range from supported smartphone or laptop with BT600 USB Bluetooth adapter



5200 UC
(Softphone and Jabber client)

5200 UC Accessories
Add on these accessories for compatibility with the CISCO desk phone

VOYAGER

Bluetooth Headset System

by plantronics

When purchasing the above items on YoMart, please look for the following part numbers. All three parts must be ordered to work with the CISCO desk phone.

Plantronics	Voyager 5200 UC	MDA200	APC-43
Part Number	206110-01	83757-01	38350-13

The Encore Pro Series is Plantronics' low-cost, wired headset option.

These models are designed to avoid wireless cross-talk in crowded headset environments. Each features a quick-disconnect cable attachment that allows the wearer to walk away from his or her desk without removing their headset.

KEY FEATURES

- The EncorePro **HW510** and **HW520** headsets are designed for a simple wired connection to the CISCO phone base. Both of these headsets offer hands free use and have a quick disconnect feature that disconnect your headset from the phone base if you need to step away from your desk.
- The EncorePro **HW510D** and **HW520D** are designed to connect directly to a computer via USB. These headsets are for use **ONLY** with the CISCO Jabber Client and/or the CISCO IP Communicator, available in phase II of the VoIP project. These specialty models will not connect directly to a CISCO phone.



**HW510
and
HW510D USB (Softphone)**

**HW520
and
HW520D USB (Softphone)**

EncorePro

Wired Headset System

by plantronics

When purchasing these headsets from YoMart, reference the below part numbers:

Plantronics	HW510
Part Number	89433-01
Plantronics	HW510D (Digital Series)
Part Number	203191-01
Plantronics	HW520
Part Number	89434-01
Plantronics	HW520D (Digital Series)
Part Number	203192-01

The Savi 700 series is Plantronics' full-featured headset package. It is available in both monaural (one-ear) and binaural (two-ear) varieties.

The Savi 700 series is designed to connect to CISCO desk phones, computer-based softphones, and via Bluetooth to mobile devices. The device requires the **APC-43 EHS Cable** to utilize the on-headset call controls with the CISCO desk phone.

KEY FEATURES

- Enjoy wireless freedom while seamlessly managing PC, mobile and desk phone calls with a single headset system.
- **Wireless Range:** Up to 350 feet
- Connects to: Desk phone, PC, and Mobile Phone
- Three-way connectivity lets you easily switch and mix audio between desk phone, PC and mobile phones with one intelligent, wireless headset system. Ideal for office professionals who use multiple devices and require best-in-class sound quality for their business communications.



W710



W720

SAVI

Wireless Headset System

by plantronics

When purchasing these models from YoMart, please reference the following part numbers:

Plantronics	W710	APC-43
Part Number	83545-01	38350-13
Plantronics	W720	APC-43
Part Number	83544-01	38350-13

The Motion Office UC is Jabra's headset designed for lightweight, on-the-go communications.

With the packaged touchscreen LCD base station, the Motion Office UC provides connectivity to our CISCO desk phones, computer-based softphones (Jabber and IP Communicator), and mobile devices via Bluetooth. When paired with its base station, it sports a 300' (100m) wireless range, or 90' (30m) when in Bluetooth mode.

KEY FEATURES

- One headset for all your phones Bluetooth Headset with touch screen base for desk phone, VoIP softphone, mobile phones and tablets. Great sound and stand that allows freedom to roam your office and offers easy charging.
- Touch screen/touch sensors for optimum call control
- Multiuse connectivity: mobile phone, softphone and desk phone
- Up to 100 m / 300 ft. wireless Bluetooth® range (25 m / 80 ft. for mobile phone)



Motion Office UC

Motion Office UC Bluetooth Headset System by Jabra

When purchasing this model through YoMart, please reference the part numbers listed below:

Jabra	Motion Office UC
Part Number	6670-904-105

The Motion UC series by Jabra is designed for completely mobile use.

The Motion UC is *not able* to connect to the CISCO desk phones used by App State. However, it serves as a perfectly reasonable option for wearers who will solely be using computer-based softphones and mobile devices.

The Motion UC connects with Bluetooth via a USB nano-adaptor or via a mobile device's built-in Bluetooth. The range on this wireless is 90' (30m). It comes with a neoprene carrying case and a USB charging cable.

KEY FEATURES

- Jabra Motion UC is designed for out of office mobility.
- Includes a nano-sized USB Bluetooth adapter for crisp and clear audio quality
- Bluetooth headset with easy setup
- Compact behind the ear design
- Up to 100 m/300 ft range



Motion UC

Motion UC Bluetooth Headset System

by Jabra

When purchasing this model through YoMart, please reference the part numbers below:

Jabra	Motion UC
Part Number	6630-900-105

The CS 500 XD Series by Plantronics is a mid-range series of multi-use headsets.

The CS500 XD comes in three wearing styles: monaural (one-ear), binaural (two-ear), and a convertible unit that allows for over-the-ear, behind-the-neck, or monaural wear.

The CS500 XD connects to the CISCO desk phone by default and utilizes the **APC-43 EHS Cable** to utilize on-headset call controls.

KEY FEATURES

- CS500 XD Wireless Headset Series was designed to address wireless density issues, so that more wireless headsets can be used in the same space while maintaining clear conversations.
- **Wireless Range:** Up to 350 feet
- On Headset controls: call answer/end, volume, mute



CS510-XD



CS520-XD



** Neckband sold separately

CS545-XD
Convertible

CS500 XD Wireless Headset System

by plantronics

When purchasing this model from YoMart, please refer to the following part number:

Plantronics	CS510-XD	APC-43
Part Number	88284-01	38350-13
Plantronics	CS510-XD	APC-43
Part Number	88284-01	38350-13
Plantronics	CS520-XD	APC-43
Part number	88285-01	38350-13

From yomart.appstate.edu, select the "CDW-G Electronic Invoicing" punchout.

Approved headsets with all required accessories will be listed at the bottom of the CDW-G page.

For a comprehensive selection of compatible headsets visit the [Jabra Compatibility Guide](#) or the [Plantronics Compatibility Guide](#) (search for CISCO 7841).



If your area requires conference call support, please reach out to the Help Desk for assistance in selecting the appropriate choice.

Related Handouts

Desktop reference (328KB) & Headset Recommendations (846KB)



deskref_0.pdf



headsets2.pdf

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