**SELF CARE PORTAL**

To log into your Self Care Portal:
- Enter into a web browser: [https://mybuphone.bu.edu/ucmuser/](https://mybuphone.bu.edu/ucmuser/)
- Enter your Username: BU User Name
- Enter your Password: Kerberos PW
- Click Sign In

**Graphical User Interface:**

- [Image of graphical user interface]

**Common Features and Icons:**
- Add New – used to add a new phone or service
- Delete – used to delete a setting
- Edit – used to edit a setting

To program speed dial numbers:
- Click the Phones tab
- Click Phone Settings in the Navigation Pane
- Click Speed Dial Numbers
- Click Add New Speed Dial
- In the Number text box, enter the contacts phone number
- In the Label text box, enter a name for the speed dial number
- In the Speed Dial text box, assign a speed dial number
- Click OK

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**Cisco 7841 Quick Reference Card**

1. **Handset LED** – Indicates an incoming call (flashing red) or voice mail 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 up displays your Placed Call History and pressing down displays 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** – Numeric and alphanumeric character entry.
13. **Volume** – Adjusts the phone's ringer volume on-hook and the handset, speakerphone and headset volumes off-hook.
14. **Contacts** – Personal and Corporate Directory look-up access
15. **Applications** – Call History (view by Missed and All Calls), Preferences (program Ringtones, Wallpaper, Brightness, Headset Settings).
16. **Messages** – Auto-dial access to voice mail.
17. **Handset** – Handset.

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For Assistance:
Call IS&T Communication Services 3-2097
## PLACING CALLS

To place a call:
- Lift the handset or
  - Press the **Speaker** button
  - Press the **Hold** button
  - Press the **Headset** button
  - 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 within the system:
- Dial the 5-digit extension number

To call the BU Operator:
- Dial 0

To call the Medical Campus:
- Dial 126 + the 5-digit extension number

To call an external telephone number:
- Dial 9 + 1 + telephone number
*Note:* If applicable, enter your authorization code, followed by #.

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 **Speed Dial** softkey

## ENDING CALLS

To end a call:
- Replace the handset or
  - Press the **Speaker** button
  - Press the **Headset** button
  - Press the **End Call** softkey

## CALL TRANSFER

To transfer a call:
- Press the **Transfer** button
- Dial the extension number or
- Option: *Announce the caller*
  - Press the **Transfer** button
  - Or **Transfer softkey**

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
  - Or **Transfer softkey**
  - Dial # + the 5-digit voice mailbox number
- Press the **Transfer** button
- Press the **Transfer** button

## CONFERENCE CALLING

To place up to a 16-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

## SINGLE NUMBER REACH (SNR)

To activate/deactivate SNR from your desk phone:
- Press the **Mobility** softkey
  - Press the **Select** softkey to Enable/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

To switch from your remote phone to your desk phone:
- Hang up the call on your remote phone
- Press the line button your desk phone

## 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

## 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

## ANSWERING CALLS

To answer an incoming call:
- Lift the handset or
  - Press the **Speaker** button
  - Press the **Headset** button
  - 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

## DO NOT DISTURB

To disable/re-enable the ringer for all incoming calls:
- While on-hook, press the **DND** softkey

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**Note:** The document contains instructions for using a telephone system, including options for placing and ending calls, transferring calls, conference calling, and other features. Each section provides detailed steps for different scenarios, ensuring users can effectively manage their calls. The document is structured in a tabulated format, making it easy to follow the instructions step-by-step.