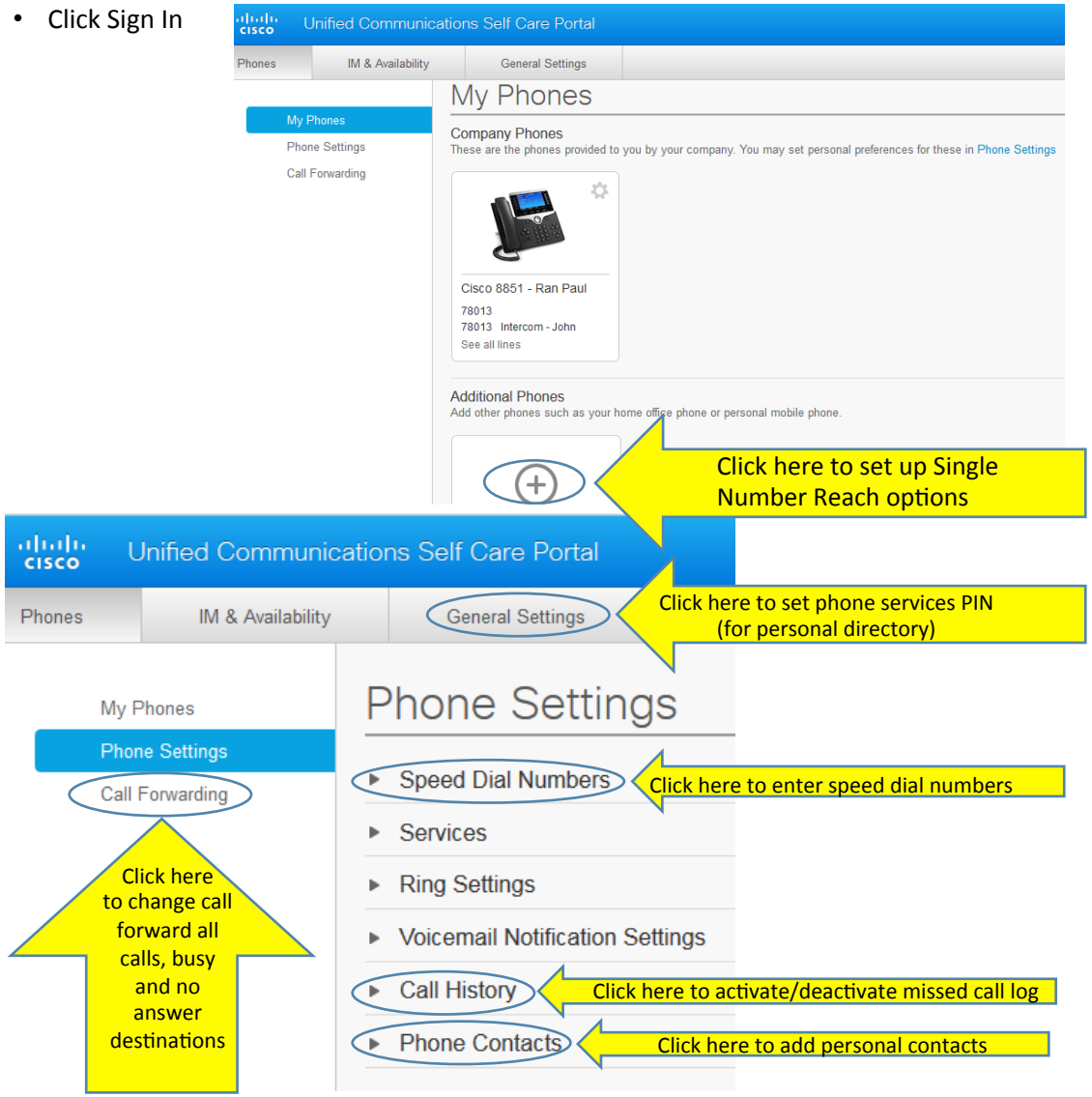
Self Care Portal

To customize your phone options for speed dial, call forwarding and mobility:

- From a web browser enter: https://mybuphone.bu.edu/ucmuser/
- Enter your BU ID
- Enter your Kerberos password
- Click Sign In



Cisco 7841 Quick Reference Card

1. Handset light strip - Indicates an incoming call (flashing red) or voice mail message (steady red)
2. Line and Feature Buttons - **Solid green** = active call **Flashing green** = held call **Flashing amber** = incoming call **Solid red** = shared line in use
3. Soft Key buttons – engages the associated feature in the display
4. Navigation Pad and Select Buttons –Used to scroll through menus and highlight active calls and features. While on-hook, pressing up displays your Recent call list; pressing down displays Speed dials
5. Hold Button
   Transfer Button
   Conference Button
6. Speaker Button Activates (steady green) and deactivates the speakerphone
   Mute Button Deactivates (steady red) and reactivates the microphone
   Headset Button Activates (steady green) and deactivates the user provided headset
7. Messages Button Press to access voice mail
   Directory Button Personal and Corporate (University) Directory look-up access
   Application Menu Button Call history, Preferences (set ringtones, display contrast)
8. Up/Down Volume Rocker – Adjusts ringer volume while on hook; adjusts handset, speaker and headset volumes while off-hook

BOSTON UNIVERSITY

For Assistance:
Call Communication Services Help Desk 3-2097

Placing Calls

To place a call:
- Lift the handset or
  Press Speaker button or
  Press the Headset button or
  Press the New call softkey or
  Press a session button
- Dial the number

To place a second call on the same line:
- Press Hold
- Press New Call softkey
- Dial number

To call within the BU Charles River Campus:
- Dial the 5 digit extension number

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

To call an external number:
- Dial 9+1+ telephone number
- If required, enter authorization code + #

To call Emergency Services:
- Dial 911 or 9+911

To redial 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

Callback Calling

To be notified when an unavailable extension becomes available:
- On a ring no answer or busy, press Callback softkey
- Press Exit softkey

Upon Callback alert:
- Press the Dial softkey

Ending Calls

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

Answering Calls

To answer an incoming call:
- Lift the handset or
  Press Speaker button or
  Press the Headset button or
  Press the New call softkey or
  Press flashing line button

To answer a second incoming call:
- Press the flashing line button

To answer a call on a shared line:
- Press the ringing line button
- Press the flashing session button

Call Hold

To place a call on hold:
- Press Hold

To retrieve a held call:
- Press Hold *or*
  Press the Resume softkey or
  Press the flashing line button

To toggle between held calls on the same line:
- Press the flashing session button

To toggle between held calls on different lines:
- Press the line button
- Press the flashing session button

Call Transfer

To transfer a call:
- Press Transfer
- Dial the extension number
- Option: announce the caller
- Press Transfer *or* the 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 Transfer
- Press the flashing line button
- Press the Yes softkey

To transfer a call to a subscriber's voice mailbox:
- Press Transfer
- Dial # + the 5 digit extension (voice mailbox number)
- Press Transfer *or* the Transfer softkey

Call Forward All Calls

To immediately forward your incoming calls to another number:
- While on-hook, press Fwd All softkey
- Dial the extension number or Press the Messages button

To deactivate call forwarding:
- Press the Fwd off softkey

Do Not Disturb

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

Conference Calling

To place up to a 16 way conference call:
- While connected to an active call, press Conference
- Dial the next participant
- Option: announce the conference
- Press Conference *or* the Conference soft key
- Repeat the above steps to add additional attendees

To add an incoming caller to an existing conference:
- While connected to the incoming call, press Conference
- Press the flashing line button
- Press the Yes softkey to complete the conference

To view conference participants:
- Press the Details soft key

To remove a participant:
- Navigate to the participant to be removed
- 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 the call from your desk to your remote phone:
- While connected to the call, press the Mobility softkey
- Press the Select softkey to send the call to the remote phone
- Answer the remote phone

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