


CONFERENCE CALLS

- From an active call, press the **Conference**  button.
- Make a new call.
- Press **Conference** again (before or after the party answers). The conference begins and the phone displays “Conference.”
- There can be a maximum of 8 members on the conference.

View and Remove Participants

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

The conference originator can remove any member on the conference. Any Cisco member of the conference can add another person.

JOIN CALLS

You can conference the active call with the held calls either on the same line or across lines.


- From an active call, press **Conference**.
- Press **Active calls** to select the held call, and press **Conference** again to create the conference

FORWARD ALL CALLS

To forward your top line to another extension:

- Press the **Forward All** soft-key. You will hear two beeps.
- Enter the extension number of where you wish to forward your calls. You will hear a beep and a right arrow will appear in upper-right corner of display. The LCD will also display the number to which your calls are being forwarded.

To forward directly to your voicemail:

Press the Forward All soft-key, then press the **Message**  button.

To cancel call forwarding:

Press the **Forward All** soft-key again.

To set forwarding on a secondary line:

Press the line button to select the second line and press **Forward All**.

LAST NUMBER REDIAL

To redial the last number dialed, lift the handset and press the **Redial** soft-key or press the **Redial** soft-key to activate the speakerphone or headset.

CALL PARK

Allows you to place a call on hold in the system so that it can be retrieved from any phone in your office.


- To park a call, press the **Park** soft-key (You may have to press the **More** soft-key to see the **Park** soft-key) (The parked call is put on hold, and you can press **Resume** to resume the call on your phone.)
(Remember the park extension number shown in the display)
- To retrieve the call from any phone, dial the park extension.
- If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can press the **Answer** soft-key to answer the call on your phone.

CALL PICKUP (Not all users will have this feature)

Allows you to answer a call that is ringing on another phone within your pre-assigned Call Pickup group.

- Lift the handset
- Press the speed dial button for the line you want to pickup.
- The call will be redirected to you.

CALL HISTORY

- Press the **Applications**  button.
- Scroll and select **1 Recents**.
- Press **All Lines** or the line you wish to view.
- Scroll to the number you wish to call and press the **Call** soft-key.

Note – You might need to use the **EditDial** soft-key and to add a “9” or “9 1” to the front of the number.

Online Interactive Training

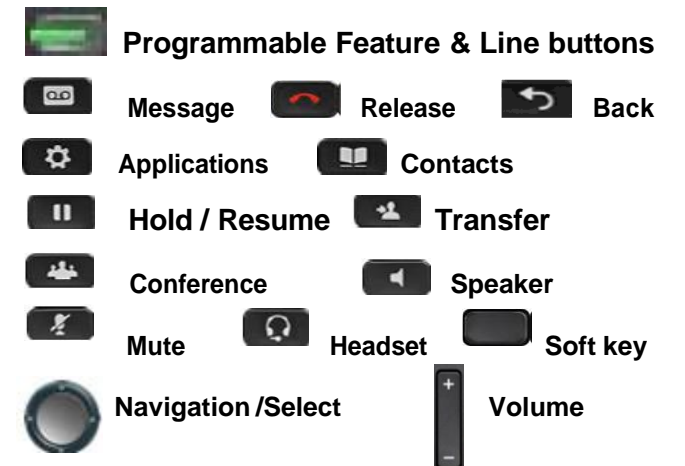
- From your web browser

[Phone Training](#)

Cisco 8841 / 8851 IP Phone

User Guide

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DIALING INSTRUCTIONS

Within your site: New 6-digit extension
Local calls: 8 + telephone no.
Long Distance: 8 + 1 + telephone no.
International: 8 + 1 + 011 + number
Emergencies: 911 or 8 + 911

If you accidentally dial 911, please stay on the line to tell them not to come to the site.


OVERHEAD PAGING

Press the speeddial or
Dial the 6 digit extension
Enter zone codes


SOFT KEYS

These are the 4 keys under the bottom of the display. The feature that they activate will appear above them in the display. The options will change depending upon the status of your phone.


The *** soft key is a “more” button to show additional features.

To return “back” a screen, press the **Exit** or  soft key.

CHANGING THE LCD BRIGHTNESS

- Press the **Applications** button. 
- Use the **Navigation** button to scroll & select **Settings > Brightness**.
- To change the brightness press left or right on the **Navigation** button.
- Press the **Save** softkey to save the brightness.

CHANGING HANDSET / HEADSET / SPEAKER VOLUME

- Press the **Up** or **Down VOLUME** button  when the *handset, headset or speaker is in use.*
- Press the **Save** soft key to save volume setting for future calls.

CHANGING THE RINGER VOLUME



- While the phone is idle press the **Up** or **Down VOLUME** button to adjust to desired level. The ringer volume is automatically saved.


MUTING A CALL






- To mute a call, press the **MUTE** button (the mute light will turn red when activated).
- To disengage mute, press the **MUTE** button again or lift the handset.

Note – If you are using the mute feature with the speakerphone, lifting the handset will disengage mute.

CHANGING THE RING TONE


- Press the **Applications** button. 
- Use the **Navigation** button to scroll and select **Settings > Ringtone**.
- If your phone has multiple lines, select a line and press **Edit** or **Select**.
- Highlight a ringtone and press the **Play** soft-key to hear the ring.
- Press the **Set** softkey to apply the ringtone.
- To apply the ringtone to all lines, press **Apply To All**.
- Press the **Exit** softkey to return to the Settings screen.

PLACING A CALL

- Lift the handset, **or**
- Press the **Speaker**  button, **or**
- Press a **LINE / EXTENSION** button, **or**
- Press the **Headset**  button, **or**
- Press the **New Call** soft-key below the display.
- To make a second call while on an active call, press the **Hold** soft-key OR the **Hold**  button, then press the **New Call** soft-key.

ANSWERING AND ENDING A CALL



(A new incoming call will flash yellow)

- Lift the handset **or**
- Press the **Speaker**  button **or**
- Press the **Answer** soft-key key if using a headset
- To end a call, press the **Cancel** soft-key below the display, the speaker button or headset button OR hang up the handset.

Note - To Silence an incoming call, press the **Volume** bar down once, and then let the incoming call go to the target number (usually voicemail).

PLACING A CALL ON HOLD

(A held call will flash red)

- During a call, press the **Hold**  button OR **Hold** soft-key.
- To resume the call on hold, press the **Hold**  button, **Resume** soft-key OR press the flashing line key on hold.

Note: If you are on a call and a second call rings, press the ringing session button to automatically place the current call on hold and answer the second call.

Note: You can alternate placing calls on hold on different lines by pressing the held call you wish to speak to. The system will automatically place the current call on hold.


ANSWERING MULTIPLE CALLS

While active on the first call, you will be notified of a 2nd caller on the right side of the display on a session button. You will see the caller information and the line button will flash green. Most lines can have 4 simultaneous calls. If a line has 2 active calls, the next incoming call will forward to your voicemail. You can still make 2 additional outgoing calls.

- Press the **Answer** _{nd} soft key OR the session button you want to answer.
- Speak to the 2nd caller.
(The 1st caller is automatically placed on hold and the “telephone” icon will start flashing next to the held call.)

To return to the first caller:

Press the **Navigation Button** to highlight the 1st caller

- Press the **Resume** soft key OR press the session button OR complete the call with the 2nd caller by pressing the  button below the display, then press the **Resume** soft key to return to the first call.

To alternate between calls:

- Press the held call session button (the active call will automatically be placed on hold)
- Repeat the above step to toggle back and forth between calls.



TRANSFERRING A CALL

- While on a call, press the **Transfer** soft-key. The original caller is placed on hold.
- Dial the extension you want to transfer to.
- Once you hear ringing, either press **Transfer** soft-key again or, once the party answers, announce the call and press **Transfer** soft-key.
- If the second party refuses the call, press the **Swap** soft-key OR press the flashing line key the first call is holding on to return to the original call.

To cancel your call-transfer attempt:

- Press the **Cancel** soft key.
- To reconnect to the original caller, press the **line** key.

Transferring a caller into another voice mailbox:

- Press the **Transfer** soft-key or the **Transfer** .button.
- **Press the # key.**
- Enter the **6 digit mailbox number** of the destination mailbox.
- Press the **Transfer** soft-key or the **Transfer** .button again

Direct Transfer:

You can transfer the active call to the held call either on the same line or across lines

- From an active call, press **Transfer**.
- Press **Active calls** to select the held call, and press **Transfer** again to finish the call transfer.