Cisco IP Phone 8841

1. **Dial**
   To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

   - **Redial Last Number**
     Press Redial to redial on your primary line. To redial on another line, press the line button first.

2. **Dial On-Hook**
   1. Enter a number when the phone is idle.
   2. Lift the handset or press one of these: Call, the headset button, the speakerphone button, or the Select button.

3. **Speed Dial**
   Enter a speed-dial item number and press Speed Dial. You may also have speed dials assigned to some buttons along the left side of your phone.

4. **Answer**
   **New Call Indicators:**
   - A flashing amber session button
   - An animated icon and caller ID
   - A flashing red light on your handset

   **Answer Multiple Lines**
   While talking on the phone you will hear a slight beep when you get another call. Press the flashing amber session button to answer the second call and put the first call on hold automatically.

5. **Multiple Calls**
   1. While talking on the phone you will hear a slight beep when you get another call. Press the flashing amber session button to answer the second call and put the first call on hold automatically.
   2. To resume a call from hold, press the hold icon app6ars and the session button flashes green.
   3. To resume a call from hold, press the flashing green session button or Resume.

6. **Hold**
   1. Press Hold button. The hold icon app6ars and the session button flashes green.
   2. To resume a call from hold, press the flashing green session button or Resume.

7. **Transfer**
   1. From an active call, press Transfer.
   2. Enter the transfer recipient’s phone number.
   3. Press Transfer again (before or after the party answers). The transfer completes.

   **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.

8. **Conference 6 Max**
   1. From an active call, press Conference.
   2. Make a new call.
   3. Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
   4. Repeat these steps to add more participants. The conference ends when all participants hang up.

   **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.

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

9. **Mute Audio**
   1. While on a call, press Mute button.
   2. Press Mute again to turn mute off.

10. **Directories**
    1. Press Contacts button.
    2. Scroll and select a directory.
    3. Use your keypad to input search criteria.
    4. Press Search.
    5. Press Dial to call contact

11. **Call History**
    **View Call History**
    1. Press Applications button.
    2. Scroll and select the directory.
    3. Your phone displays the last 150 calls. Missed, Placed, Received.
    4. To view details for a call, scroll to the call, press Options, and then press Details.
    **View Missed Calls Only**
    1. View your Recent calls.
    2. Press Missed Only.

**Dial Call History**
1. View your Recent calls
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press Options> Edit Dial.
12. Settings

1. Press Applications
2. Select Settings > Ringtone.
3. Select a line (if applicable).
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set to save a selection.

Screen Contrast

1. Press Applications.
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size

1. Press Applications.
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Set.
   • To adjust the ringer volume, press Volume on the left (-) or right (+).

The Volume bar is located to the left of the keypad.
Volume ➔ To adjust the ringer volume, press Volume on the left (-) or right (+).
   • To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
   • Note: To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.

13. Navigation

Where are the Line Buttons?

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Where are the Session Buttons?

Session buttons are located on the right side of the phone screen.

Where are the Softkeys?

Four softkey buttons are located below the phone screen. You can press Options to reveal additional softkeys.

How Do I Navigate in a List or Menu?

Press up, down, left, or right on the four-way Navigation or middle to Select.

A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?

With the item highlighted, press Select. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?

To exit a menu completely, press Exit.

To go back one level in a menu, press Back.

Note If you press and hold Back, you exit a menu completely.

14. Pairing Bluetooth Devices

To pair your Bluetooth Device, press the.
1. Press Applications
2. Select Bluetooth.
3. Select Add New Bluetooth Device.

15. Voicemail

New Message Indicators:
- A solid red light on your handset
- The voicemail icon and number display on the screen along with one idle session button

Listen to Messages

Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

To enroll with voice mail (first use):
- Press the MESSAGES button or dial the voice mail number.
- Enter the first time enrollment PIN: 645321
- Follow prompts to:
  - Record your name - press # key
  - Record a greeting
  - Set a new 6 digit PIN
  - 120-Day PIN Expiration
  - 30-Day Message Deletion

To log on to voice mail from your phone:
- Press the MESSAGES button
- Enter your PIN, press the # key

To log on to voice mail from another inside phone:
- Press the MESSAGES button
- Press the * key when voice mail answers

Enter your ID (extension), then press # key.
- Enter your PIN, then press the # key.

Basic Controls

Press MESSAGES button to log on:
- Hear new messages
- Send new message
- Review old messages

Dial your own 10 digit extension
Enter your ID (extension), then press # key.

What is the Best Way to Use My Headset?

If you use a headset to dial or answer a call, your headset serves as the primary audio path and a headset icon is displayed in the right corner of the header bar. Once you use a headset, press Answer to automatically answer the call using the headset.

How Do I Set Up Speed Dials?

To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Cisco Communications Manager User (CCMU) webpage.