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.

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.

Speed Dial

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

2. Forward All

1. To forward calls received on your primary line to another number, press **Forward all**.
2. Enter a phone number or press **Messages** to forward all calls to voicemail.

Look for confirmation on your phone screen.

3. To cancel call forwarding, press **Forward off**. To set up forwarding on a secondary line, press the session button to select the second line and press **Forward all.**

3. Decline

Press **Decline** when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail.

4.   Answer

New Call Indicators:

- A flashing amber session button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber session button, **Answer**, the unlit headset button, or the speakerphone button.

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

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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** . The button glows to indicate that mute is on.
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** .
2. Scroll and select **Recent.**
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

Ringtone

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.

. 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 phone 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.

To log on to voice mail from outside:
- Dial your own 10 digit extension
- 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	1	Set up options	4
Send new message	2	Cancel or back	*
Review old messages	3	Skip or move ahead	#

During Message Playback		After Message Playback	
Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Fwd message	5
Fast Playback	6	Save as new	6
Rewind, small	7	Rewind	7
Pause or Resume	8	Play message summary	9
Fast Fwd to end	9		

19. Tips

How Can I Keep Track of Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared line:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

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.