

Quick Reference Guide



CISCO 8841

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1 Dial

To dial, lift the handset and enter a number. Or:

- Press an unlit line button .
- Press the **New Call** softkey.
- Press the (unlit) headset button  or speakerphone button .

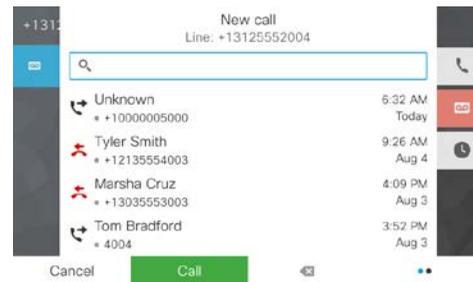
Internal: Dial 7-digit extension number

Local: Dial 9 + 10-digit number

Long Distance: Dial 9 + 1 + 10-digit number

Dial from Call History

1. Press the down arrow on the Navigation bar.
2. Scroll to the number and press the Call button or lift the handset.



Dial from Call History

Press the **Redial** softkey to call the last number you dialed.



For best results, print on 8.5" x 14" (legal-sized) paper.

Speed Dial

Enter a speed-dial code while on-hook (no dial tone), then press the **Speed Dial** softkey.

2 Hang up

To end a call, replace the handset. Or:

- Press the **End Call** softkey.
- Press the (lit) headset button  or speakerphone button .

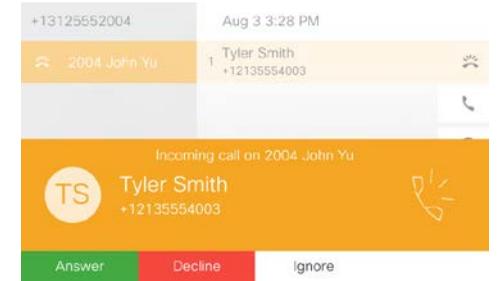
3 Decline

Use Divert to redirect a ringing or active call to voicemail

4 Answer

To answer a ringing call , lift the handset. Or:

- Press the flashing amber session button .
- Press the (unlit) headset button  or speakerphone button .
- Press **Answer**.
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Call Waiting

If you get a second call while the first call is active, a message appears on the screen.

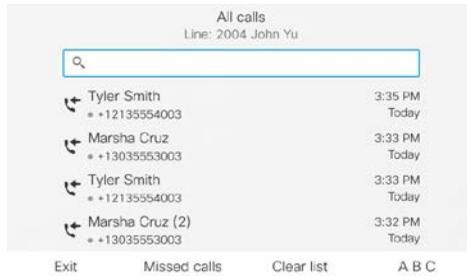


To connect the second call and put the first call on hold automatically, press the answer softkey. You can also press the flashing amber session button  to answer the call.

Multiple lines

Select the line you want to view calls on by pressing the session button . Press the session button  next to  call history. You can press the

All Calls softkey to see all missed and placed calls on the line selected (newest first).



To see which line is selected, look for a blue border around the line label (left side of screen) and the line extension in the header bar (top of screen).

Calls will be placed from the line selected.

5 Mute

- Press the Mute button to toggle Mute on and off. When Mute is on, the Mute button glows red. 

6 Hold

- Press the Hold button . The hold icon  displays and the line button pulses green.
- To resume the highlighted call, press the pulsing green button , the **Resume** softkey, or **Hold**.

7 Call Park

To Park a call and then retrieve from another phone

- During a call, press **Park** softkey, then hang up. Your phone displays the number where the system parked the call.
- From another phone, enter the number where the call is parked to retrieve the call.

8 Do Not Disturb

Press the DND button (if available) to toggle DND on  or off .

When on, Do Not Disturb (DND) mutes the ringer and may block visual notification for new calls.

9 Conference

- From a connected call  (not on hold), press the Conference button  or press the More softkey  and then press **Conference**.
- Make a new call.
- Press the Conference button (before or after the party answers).

The conference begins and the phone displays “Conference” instead of caller ID.



- Repeat these steps to add more participants.

The conference ends when all participants hang up.

“Conference in” a held call

- From a connected call  (not on hold), press the Conference button .
- Press **Active** calls to select the held call, and press Conference again to create the conference.
- The conference ends when all participants hang up.

View & remove conference participants

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

10 Transfer

- From a connected call  (not on hold), press the Transfer button .
- Call the transfer recipient.
- Press the Transfer button (before or after the party answers).

The transfer is complete. Confirmation displays on your phone screen.

11 Call History

Press the Applications button  and select Recents

The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, scroll to a call and press the Select button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More > Details**.

View new missed calls

- View your call history.
- Press the **Missed Calls** softkey.

12 Directories

- Press the Contacts button  and select a directory.
- Enter search criteria and press Submit.
- To dial, scroll to a listing and press the Select button in the Navigation pad or the **Dial** softkey.

13 Shared Lines

If you share a line with a coworker or an administrative assistant:

- Either you or your coworker can answer a ringing call on the shared line.
- When your coworker has a call on the shared line, your shared line button  is solid red and the call displays on your screen.
- When your coworker puts a call on hold, the line button  on your phone pulses red. You or your coworker can resume the call.
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14 Voicemail

First-time voicemail enrollment

1. Press the Messages button 
2. Enter the first time enrollment password **86489**
3. Follow voice prompts to setup voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon  next to the line button
- A voicemail icon  next to the session button on the right side of the screen



Listen to messages

Press the Messages button  or the session button  next to the  icon and follow the voice prompts.

Access voicemail from an outside phone

1. Dial your 10-digit desk phone number
2. Press the * key when your greeting begins
3. Enter your passcode followed by the # key

Basic voicemail controls

- | | |
|---------------------|----------------------|
| 1 Hear new message | 4 Setup options |
| 2 Send new message | * Cancel or backup |
| 3 Hear old messages | # Skip or move ahead |

During Playback

- 1 Restart
- 2 Save
- 3 Delete
- 4 Slow Playback
- 5 Change Volume
- 6 Fast Playback
- 7 Rewind
- 8 Pause or Resume
- 9 Fast Forward

After Playback

- 1 Repeat
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward message
- 6 Save as new
- 7 Rewind
- 9 Play Summary

15 Ringtones

1. Select Applications  > Preferences > Ringtone, then select a line and press Open.
 2. Select a ringtone and press Play, then press Set.
- Use the Applications > Preferences screen to change other phone settings like screen brightness.

Where can I find a complete User Guide?

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html>