















## KEY DESCRIPTIONS:

-  Access Buttons
-  Soft Keys
-  Navigation Button
-  End Call button
-  Hold Button
-  Conference Button
-  Transfer Button
-  Speaker Button
-  Mute Button
-  Headset Button
-  Volume Button
-  Contacts Button
-  Applications Button
-  Message Button
-  Back Button

## Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **CALL** soft key.
  - local off campus, dial 8 then 7 digit number
  - long distance, dial 8 +1 +area code + 7 digit number
  - International, dial 8 + 011 + country code + city code + number

**Note:** Use the **backspace (<<)** soft key to erase digits that you enter incorrectly.

## Redial a Number

Press  **Applications** button

Select **RECENTS** by pressing number 1 or center of Navigation button

Arrow up or down to desired number using Navigation button

Press **CALL**, lift receiver to proceed with call

## Hold a Call

To place a call on hold while on the call:

- Press the **HOLD** button or press the **HOLD** soft key on the display


To retrieve a held call:

- Press the **Resume** soft key.

–If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume** soft key.

–If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

## Mute a Call


- While on a call, press the  **Mute** button.

The **Mute** button lights indicating that the other party cannot hear you.


To deactivate the **Mute** function, do one of the following:

- Press the **Mute** button again.
- Lift the handset if you are using mute with your speakerphone.*

## Transfer a Call

- During a call, press the **Trnsfer** soft key from the display or the  Transfer button. The call is placed on hold.

- Dial the number to which you want to transfer the call.

•Wait for the call to be answered. Announce the call to the transfer recipient. Press the  **Trnsfer** button or the **Tranfer** soft key from the display then hang up the handset

.

- If the transfer fails, press the **Resume** soft key to return to the original call.

## Cancel Transfer

- To cancel your transfer call-transfer attempt:

–Press the **EndCall** soft key.

- To reconnect to the original caller:

–Press the **Resume** soft key.

## Call Forward All

To forward all incoming calls to another on campus number:

- Press the **FORWARD ALL** soft key. You hear a confirmation beep.

•Dial the number to which you want to forward all your calls. Dial the on campus number exactly as if you were placing a call to that number

The phone display is updated to show that calls will be forwarded.

–Enter 6-9999 to forward to Voice Mail


## To Cancel Call Forwarding

- Press the **FORWARD OFF** soft key.

## Conference Call

To create a three-party conference call:

- Dial the first party

- Press the **Confrn** soft key from display or press 

Conference button to open a new line and put the first party on hold.

- Dial the second party. When the call connects, press **Confrn** using either soft key or conference button again to add the new party to the call.

- To add third party to the conference:

Press the **Confrn** soft key on the Cisco Unified IP phone. Current two callers will be placed on hold.

Press an available **Line** button and call the caller you want to add to the conference.

- Press the **Confrn** soft key from display or Conference button.

All parties will connect to conference.

## End Conference Call

- Hang up the handset, or press the **EndCall** soft key.

## Call Pick Up

To pick up a call that is on hold or a call that is ringing at another extension:

- Press the **PickUp** soft key.

- Press the **Answer** soft key.

## Adjust the Volume for the Current Call

- During a call, press the **minus -** or **plus +** **Volume** button.

## Adjust the Ring Volume

- Press the **minus -** or **plus +** **Volume** button while the handset is in its cradle and the phone is idle.

## Select the Ring Type

- Press the  **Applications** button.

Select **SETTINGS** by pressing number 2 or center of Navigation button

- Select **2 Ringtone**.

Select the line item to change ring type

Press **EDIT** soft key

- Use the **Navigation** button to scroll through the list of ring types. Press the **Play** soft key to hear samples.

- Highlight the ring you want, and then press the **Set** soft key.

- Press the **Exit** soft key to go to the main directory menu.

## Adjust the Display Brightness

- Press the  **Applications** button.

Select **SETTINGS** by pressing number 2 or center of Navigation button

- Select **3 Brightness**.

•Use the **Navigation** button left or right for desired brightness

- Press the **Save**

- Exit** soft key.

•**Cancel** to exit to the previous menu without changing the setting.

- Press the **Exit** soft key to go to the main directory menu.

## View a Call History and Place a Call from Call History

- Press the  **Applications** button.

- Select **1 RECENTS**

Use Navigation button up or down for desired phone number

Press **CALL** soft key to dial that selected number

Use soft key to view **Missed Calls**

- Press the **Exit** soft key to return to the previous directory menu.

## Clear Call History

To clear all numbers in the directory histories:

- Press the  **Applications** button.

- Select **1 RECENTS**

Press CLEAR LIST soft key to clear entire list

Or

Select desired call to be deleted

Press DELETE soft key


Press DELETE soft key again to answer pop up question

**NOTE: More soft key selections are available by pressing the soft key that has the four dots on the right side of display**

## Manage Call Waiting

If you are on a call when a second call comes in, you either hear a call-waiting tone or see a flashing indicator light on the handset rest.

To answer the new call on the same line:

- Use the  **Navigation (up/down arrows)** button to select the call.

- Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call:

- Use the **Navigation** button to reselect the call.

- Press the **Resume** soft key to reconnect to the call.


For calls on a separate line:

- Press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call:

- Press the **Line** button associated with the original call.

## Retrieve Voice Messages

Press the  **Messages** button, and follow the voice instructions.

## VOICE MAIL SERVICES

### Initial Set Up

- Press the **Message** button.
- Enter pin (**Default password is 88003#**)
- Please follow system instructions for the following:
  - Record your name.
  - Set a new pin.
- Record your greeting.
- **Please wait until you hear “You Have Finished Enrollment” then hang up.**

### To Check Messages from your telephone:

- Press the **Message** button and log on.
- New messages will start to play.
- Follow prompts to manage individual messages.

### To Check Messages from outside the office:

- On-Campus Dial 6-9999
- Off-Campus Dial 575-646-9999
- When the greeting begins to play, press \*
- Enter last 5 digits of your extension number (id), press #
- Enter your pin then press #
- Follow prompts to listen and manage your messages

### To Change Your Recorded Name:

- Press the **Message** button and log on.
- When greeting starts, Press **4 >3 >2**.
- At the tone, **record your name**, or press \* to keep the current recording.

### To Change Your Password:

- Press the **Message** button and log on.
- Press **4 >3 >1**.
- Enter new pin and press #. Enter new pin again to confirm then press #.

### To Record a Greeting:

- Press the **Message** button and log on.
- Press **4 > 1 > 1**.
- After your current greeting, press **1** to rerecord new greeting
- Press #
- Follow prompts

### To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

- Press the **Message** button and log on.
- Press **4 >1 >1**.
- After your current greeting, press **2** to enable or disable your alternate greeting.
- **Note: When your alternate greeting is enabled, it overrides all other greetings.**

### To Reply to a Message:

- After listening to the message, press **4**. Record your reply.
- Press # to send the reply, or press **1** for message options.
- **Message Options are the same as above.**
- Follow the prompts to handle the original message.

### To Forward a Message:

- After listening to the message, press **5**.
- Follow prompts to address the forwarded message.
- Press # to forward the message as is, or press **2** to record an introduction, or press **3** for message options.
- Press # to forward the message as is, or press **1** for message options.

## Cisco Unified IP 8841 Phones Quick Reference Guide



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