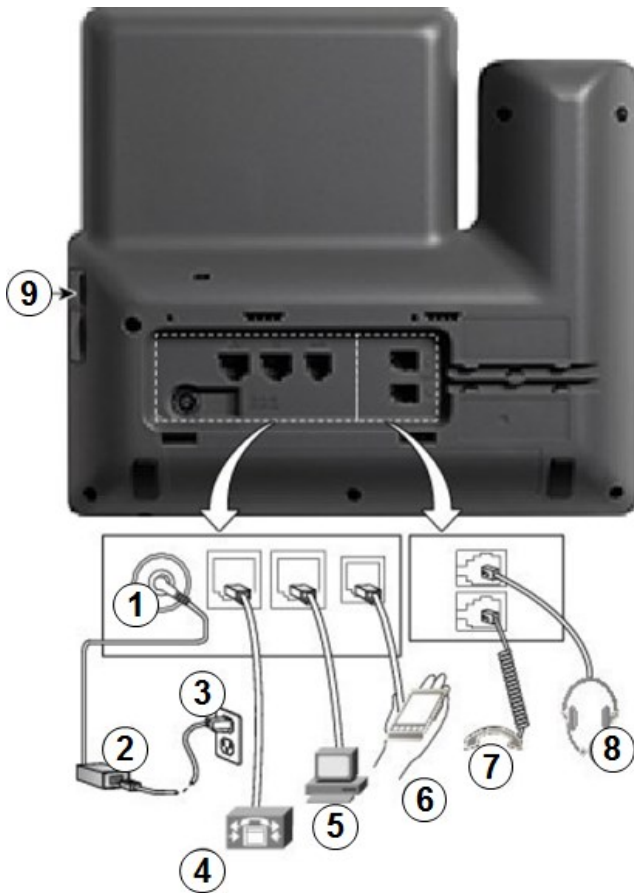


Cisco 8841 & 8851 IP Phone Quick Reference V 1.2

Anytime	0 Help * Cancel, exit, or back up.	
Retrieve Messages	During Message 1 Restart 2 Save 3 Delete 4 Slow Playback 5 Change Volume 6 Fast Playback 7 Rewind Message 8 Pause/Resume Msg 9 Fast-Forward # Fast-Forward to end # # Skip Msg, Save as is	After Message 1 Repeat 2 Save/Restore as saved* 3 Delete 4 Reply (Record Message, then use options below) 5 Forward Message 6 Save as new / Restore as new 7 Rewind Message 9 Play message properties # Save as is
Send Message	Step 1: Record Message (Follow Prompts) Step 2: Address Message (Follow Prompts) Enter the extension or spell the name of the recipient. Press # # to toggle between spelling name or entering extension number.	1 Urgent 2 Return Receipt 3 Private 4 Future Delivery 5 Review 6 Rerecord 7 Add to Msg 9 1 Add a Name 9 2 Hear All Names / Delete Names 9 5 Copy Yourself # Send
Change Preferences	1 Greetings 1 1 Record Greeting 1 2 Alternate Greeting on/off 1 3 Edit Greetings 1 4 Hear All Greetings 2 Message Settings 2 1 Change Msg Notification 2 1 1 Pager 2 1 2 Home Phone 2 1 3 Work Phone 2 1 4 Mobile Phone	2 3 Change Menu Style 2 3 1 Select Full or Brief 2 4 Edit Private Lists 2 4 1 Hear Lists 2 4 2 Change Names on list 3 Preferences 3 1 Change PIN 3 2 Change recorded name 3 3 Change directory listing 3 3 1 Change listing status 4 Transfer settings
Send	2 Send	



- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Handset Light Strip 2. Line / Session Buttons 3. Phone Screen 4. Soft Key Buttons* 5. Navigation and Select Button 6. Release Button 7. Hold / Resume Button 8. Conference Button 9. Transfer Button 10. Speaker Button 11. Mute Button 12. Headset Button | <ol style="list-style-type: none"> 13. Keypad 14. Volume Button 15. Contacts Button 16. Applications Button 17. Messages Button 18. Back Button 19. Handset <p>* Soft Key labels change with different phone states.
 * Phone may go into a power save mode, press any button or pick up handset to turn on.</p> |
|--|---|



- | | |
|---|---|
| 1. DC adaptor port | 6. Auxiliary Port |
| 2. AC-to-DC power supply (optional) | 7. Handset port |
| 3. AC power cord (optional) | 8. Analog Headset port |
| 4. Network port (connects to the wall or network switch – Yellow Cable) | 9. USB Port (8851 Only) |
| 5. Computer port (connects to a | 10. Bluetooth (8851 Only—Not Displayed) |

VOICEMAIL

VOICEMAIL ACCESS

From Your Phone

1. Press the **Messages** button.
2. Follow prompts

From Another Phone

1. Press the **Messages** button.
2. At the greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

From Off Property (Cell Phone / Home Phone)

1. Dial your DID number or call the Main Number
2. At the greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

VOICEMAIL SETUP

To Enroll with Voicemail (first use)

1. Log into voicemail.
2. Enter the first time enrollment initial PIN = **97531**, followed by #.
3. Follow the prompts to enroll:
 - Record your name - press # after stating your name
 - Record your Standard Greeting - press # after recording your greeting
 - Set a new PIN number. You must change the PIN. The minimum length is 4 digits. You can not use your last PIN as your new PIN. Your PIN expires in 365 days (1 year).

Notes:

- Your Deleted mail is discarded after three days.
- You will be locked out of your mailbox with 5 consecutive invalid attempts.
- If you are locked out, your mailbox will be locked for 10 minutes.
- Easy PIN numbers are not allowed. The system will notify you if it is.

VOICEMAIL INDICATIONS

1. Handset light strip will be solid red.
2. Messages icon displayed next to a session key.



Blank Page



TO PLACE A CALL

- Dial Tone — Lift Handset, or press the **Speaker** button, **Line** button, **Headset** button, or the **New Call** softkey then dial number.
 - Pressing the **New Call** softkey activates the speaker if the speaker was previously used or the headset if the headset was previously used (headset icon displayed on top right of display).
- Pre-Dial — Dial number you wish to call then lift Handset, press the **Speaker** button, **Headset** button, or the **Call** softkey.
- Internal Calls — Dial the 7-digit extension number.
- External Calls — Dial **8** + telephone number
 - Local — 8 + 7-digit number
 - Inter-Island — 8 + 1 + 808 + 7-digit number
 - Long Distance — 8 + 1 + 10-digit number
- Emergency Calls — Dial 911 or 8 + 911
- **To leave a message directly in a voicemail box (does not ring phone), dial * + extension**

ANSWER A CALL

1. While your phone is ringing, Lift Handset, press the **Speaker** button, **Line** button, **Headset** button, or the **Answer** softkey.

ANSWERING AN ADDITIONAL CALL




1. While on a call you will hear a call waiting beep indicating a new incoming call.
2. Option 1: Press the flashing amber **Line** button to automatically put the first call on hold and answer the incoming call.
Option 2: Select the incoming call with your **Navigation** Button and press the **Answer** softkey.

PLACE A CALL ON HOLD

1. During a call, press the **Hold** button or **Hold** softkey.
2. To return to the held call, press the **Hold** button or **Resume** softkey.
3. If multiple calls are on hold, use the **Navigation** button to select a call then press the **Hold** button or **Resume** softkey to return to the held call.






ENDING A CALL

- To disconnect from a call, place the Handset in the cradle, press the **Speaker**  button, **Headset**  button, **Release**  Button, or the **End Call** softkey.



CALL TRANSFER

Redirect a single call to a number you specify

- With a call in progress, press the **Transfer**  Button or **Transfer** softkey. The current caller is placed on hold.
- Dial the number/extension to which you want to transfer the call.
- Then perform one of the following:
 - Blind Transfer — when you hear ringing press the **Transfer**  Button or **Transfer** softkey to complete the transfer.
 - Supervised Transfer — announce call to called party then press the **Transfer**  Button or **Transfer** softkey to complete the transfer.
 - Toggle between Calls — press the **Swap** softkey to toggle between the two calls.
 - Cancel the transfer — press the **Cancel** softkey to cancel the transfer feature. Then press the **End Call** softkey to disconnect from the called party. Press the **Resume** softkey to return to the held call.
- To transfer a caller directly to a voicemail box, dial * + extension

CONFERENCE CALL






Add another party to an existing call

- With a call in progress, press the **Conference**  button. The current caller(s) is/are placed on hold.
- Dial the number/extension of the party you wish to add to the call.
- Then perform one of the following:
 - Add Party to the call — Inform called party then press the **Conference**  Button or **Conference** softkey to add this part to the conference.
 - Toggle between Calls — press the **Swap** softkey to toggle between the two calls.
 - Cancel the conference setup — press the **Cancel** softkey to cancel the setup. Then press the **End Call** softkey to disconnect from the called party. Press the **Resume** softkey to return to the held call.









HEADSETS

Various types of headsets can be used with this phone.

- Wired with RJ9 connector—Plug RJ9 connector into the headset port on the back of the phone.
- Wired with USB connector—Plug USB connector into the USB port on the side of the phone.
- Wireless Bluetooth—Pair the headset to the phone
 - Press the **Applications**  button.
 - Use the **Navigation**  button to scroll and select **Bluetooth**.
 - Use the **Navigation**  button to scroll and select **Bluetooth (1)** and press the **On** softkey to turn on Bluetooth.
 - Use the **Navigation** button to scroll and select **Hands-free 2-way audio (2)** and press the **On** softkey.
 - Use the **Navigation**  button to scroll and select **Add Bluetooth device (3)** and press the **Select** softkey.
 - Make your headset discoverable.
 - Once the phone finds the headset, use the **Navigation**  button to scroll and highlight the headset and press the **Pair** softkey.

PAIR MOBILE PHONE

Various types of headsets can be used with this phone.

- Press **Pair Mobile Phone** programmable button.
- Or -
- Go through Applications screen.
 - Press the **Applications**  button.
 - Use the **Navigation**  button to scroll and select **Bluetooth**.
 - Use the **Navigation**  button to scroll and select **Bluetooth (1)** and press the **On** softkey to turn on Bluetooth.
 - Use the **Navigation**  button to scroll and select **Hands-free 2-way audio (2)** and press the **On** softkey.
 - Use the **Navigation**  button to scroll and select **Add Bluetooth device (3)** and press the **Select** softkey.
 - Make your phone discoverable.
 - Once the phone finds the mobile phone, use the **Navigation**  button to scroll and highlight the headset and press the **Pair** softkey.
 - You can now place/answer mobile phone calls on your desk phone.



VOLUME SETTINGS

Ring

1. With your phone idle, press the **Volume** button to adjust the ring volume.
2. When the ring times out, the setting will be saved automatically.

Handset, Speaker, & Headset

1. With the handset Off-Hook, or Speaker enabled, or Headset enabled, press the **Volume** button to adjust the handset volume.
2. The volume is now saved for all future calls.
3. Each setting is independent so changing one volume setting does not change another.

SETTINGS

1. Press the **Applications** button.
2. Use the **Navigation** button to scroll and select **Settings**.
 - Use the **Navigation** button to scroll and select **Wallpaper** (1).
 - Use the **Navigation** button to scroll and select **Ringtone** (2).
 - Use the **Navigation** button to scroll and select **Brightness** (3).
 - Use the **Navigation** button to scroll and select **Font Size** (4).
3. Use the **Navigation** button to scroll through the various options.
 - Press the **Set** softkey to apply selected wallpaper, ring tone, or font size.
 - Press the **Preview** softkey to preview the wallpaper.
 - Press the **Play** softkey to listen to the ring tone.
 - Press the **Save** softkey to save the setting.
 - Press the **Exit** softkey to return to the **Applications** screen.
 - Press the **Cancel** softkey to return to the **Settings** screen.



CONFERENCE CALL (Continued)

4. Repeat steps 1 - 3 to add more parties (max **6** people in conference).

Notes:

- Only the initiator can add additional parties to the conference.
- If the initiator disconnects, the conference call will remain up. The conference bridge closes when all participants leave the conference call.

CONFERENCE LIST

1. While on a conference call, press the **Show Detail** softkey. The conference participants are displayed on your screen.
2. Press the **Update** softkey to update the conference list. The list does not automatically update as participants get added / removed.
3. The initiator can remove a party from the conference by highlighting a party then pressing the **Remove** softkey.
4. Press the **Back** button or **Back** softkey to exit the display.

CALL FORWARD

1. Press the **Forward All** softkey.
2. Enter the number to which you want to forward all of your calls.
3. To remove call forwarding, press the **Forward Off** softkey.

Notes:

- There are two visual indications identifying your extension is forwarded:
 - A Forward All Icon in the line label.
 - The forwarding information in the header (XXXXXXX).
- Enter the number exactly as you would if you were placing a call from your phone (include a **8** for an outside line).
- To forward your calls to voicemail, press the **Forward All** softkey followed by the **Messages** button.

LAST NUMBER REDIAL

1. Get dial tone and press the **Redial** softkey, or simply press the **Redial** softkey to activate the speaker or headset (if headset icon is displayed).



CALL PARK

1. While on an active call press the **Park** softkey. Your caller is put on hold in the system. Take note of the park number displayed in the display screen.
2. To retrieve the parked call:
 - Remote phone: get dial tone and dial the park number.
 - Park Phone: press the **Resume** softkey.
3. The call will be parked for **120** seconds. After this threshold is met, the call is alerted on the phone that parked the call.


CALL PICKUP

To pick up a ringing extension in your pickup group


1. With a phone extension ringing in your pickup group, press the **PickUp** softkey.
2. The ringing call is directed to your phone.
3. Lift Handset or press the **Answer** softkey to answer the call. If the call is not answered, the call is returned to the original called party.

SPEED DIAL

Using a Speed Dial button

1. Get dial tone and press a Speed Dial button (programmable button that displays the  icon). Call is placed to the speed dial destination.

BUSY LAMP FIELD / SPEED DIAL





1. Get dial tone and press a Busy Lamp Field /Speed Dial button (programmable button that displays the  icon). Call is placed to the speed dial destination.
2. Line Status Indicator— Shows the state of a line associated with a Busy Lamp Field button:
 - **Line Available (Green)**
 - **Line In Use (Yellow)**



DECLINE (Sends an incoming call to voicemail)

1. While phone is ringing, press the **Decline** softkey. Call is forwarded to your voicemail.





CALL HISTORY (MISSED, RECEIVED, PLACED)

1. Press the **Applications**  button.
2. Use the **Navigation**  button to scroll and select **Recents**.
3. Use the **Navigation**  button to scroll through entries
 - **Show Detail** softkey displays details regarding the call
 - **Missed Calls** softkey filters the history to view only missed calls
 - **All Calls** softkey filters the history to view all calls (missed, placed, and received)
 - **Call** softkey places a call to the selected item
 - **EditDial** softkey allows you to edit the highlighted number so you are able to use the call history to place a call
 - Press the **Navigation**  button left or right to move the cursor to the desired position and then use the keypad to edit the number
 - **Clear list** softkey allows you to erase all items in history
 - **Delete** softkey allows you to delete the highlighted item in your history

Note:

- The number displayed should be in a dial-able format.

CORPORATE DIRECTORY

1. Press the **Contacts**  button.
2. Use the **Navigation**  button to scroll and select **Corporate Directory**.
3. Use the **Navigation**  button to select the field you want to search (First Name / Last Name).
4. Use the keypad to enter the appropriate information you want to search for
5. Press the **Submit** softkey.
6. Use the **Navigation**  button to scroll through the search results and press the **Dial** softkey or pickup the handset to place the call.