Quick Start

Cisco IP Phone 8841, 8851, and 8861

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

- Dial 1
- Enter a number when the phone is idle.
- Lift the handset to press Dial 1.
- Enter a number on the line button. Or, try one of these alternatives:
  - Dial On-Hook: Enter a number when the phone is idle.
  - Press Hold 1. The hold icon appears and the line button flashes green.
  - To resume a call from hold, press the flashing green line button, Resume, or Hold.

2 Answer
New call indicators:
- A flashing amber line 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: If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to switch lines and then press the session button to answer the second call and put the first call on hold automatically.
- You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

3 Hold
- Press Hold. The hold icon appears and the line button flashes green.
- To resume a call from hold, press the flashing green line button, Resume, or Hold.

4 Transfer
- From an active call, press Transfer.
- Enter the transfer recipient’s phone number.
- Press Transfer again (before or after the party answers). The transfer completes.

5 Conference
- From an active call, press Conference.
- Make a new call.
- Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
- You can conference the active call with the held call on either 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.

6 Mute
- While on a call, press Mute. The button glows to indicate that mute is on.
- Press Mute again to turn mute off.

7 Voicemail
New message indicators:
- A solid red light on your handset
- A stutter dial tone (if available)
- 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.

8 Divert
Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

9 Forward All
- To forward calls received on your primary line to another number, press Forward all.
  - Enter a phone number or press Messages to forward all calls to voicemail. Look for confirmation on your phone screen.
  - To cancel call forwarding, press Forward off.

10 Call History
View Call History
- To set up forwarding remotely, access your Self Care Portal.

11 Call History
- To set up forwarding on a secondary line, press the line button to select the second line and press Forward off.

12 directories
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14 USB Charging
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16 Tips

Note: For best results, print on 8.5inch x 14inch (legal-sized) paper.
2. Scroll and select Call History.

3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.

4. To view details for a call, scroll to the call, press More, and then press Details.

**View Missed Calls Only**

1. View your call history.

2. Press Missed. Alternately, press the session button mapped to the Call History icon.

**Dial Call History**

1. View your call history, or navigate to your missed or placed calls.

2. Scroll to a listing and lift the handset, or press Select.

3. To edit a number before dialing, press More > EditDial.

### 11 Directories

1. Press Contacts.

2. Scroll and select a directory.

3. Use your keypad to input search criteria.

4. Press Submit.

5. To dial, scroll to a listing and press Dial.

### 12 Settings

#### Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.

#### Ringtone

1. Press Applications.

2. Select Ringtone.

3. Select a line.

4. Scroll through the list of ringtones and press Play to hear a sample.

5. Press Set and Apply to save a selection.

### 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. Contact your system administrator for more information.

**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

#### 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 More (when available) to reveal additional softkeys.

### 14 Intelligent Proximity

If your administrator has enabled this feature, you can press the second line button to open the Bluetooth menu to pair and connect your smartphone. After your smartphone connects, its name displays on the second line label and you can use this line to manage your smartphone calls. You can also enable or disable this feature using the Hands-free 2-way audio entry in the Bluetooth menu. For more information, contact your system administrator.

1. Press Applications.

2. Select Bluetooth.

### 15 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 Self Care Portal.

#### Where Can I Find a Complete User Guide?


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