CALNET 3: Cisco Hosted Collaboration Solution from AT&T
Quick reference guide

Cisco Unified IP phone 8841

Version 1.0

Overview

The Cisco Unified IP phone 8841 is a full-featured IP phone with wideband audio, a hands-free speakerphone and the ability to connect a headset. The 8841 has ten programmable backlit line/feature buttons, which can handle multiple calls per line, and four soft keys that guide you through all call features and functions. The full-color display also provides scrollable access to calling features.

Cisco Unified IP phone 8841 at a glance

Phone features

1. **LCD screen**: Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft key buttons**: Performs various functions visible on the LCD screen depending on the state of the phone. The MORE key displays additional options.
3. **Navigation cluster:** Navigates through the displayed information on the LCD screen.
4. **Feature buttons**: Access available features or tasks.
5. **Release button:** Ends an active call or session to bring the phone back to an idle state.
6. **Hold button**: Places an active call on hold and resumes a held call.
7. **Transfer button**: Initiates either a blind or consultative transfer of an active call.
8. **Conference button**: Initiates a conference with up to 8 participants.
9. **Headset button**: Allows for hands-free communication through a headset. When active, the button is lit.
10. **Speaker button**: Enables hands-free communication. When active, the button is lit.
11. **Mute button**: Temporarily cancels audio transmission. When the microphone is muted, the button is lit.
12. **Microphone**: Allows for hands-free audio transmission.
13. **Keypad**: Enters digits to be dialed and entries in the Contact Directory.
14. **Volume button**: Controls the incoming audio for handset, headset, speaker, and ringer.
15. **Applications button**: Access settings such as call history, user preferences and phone settings, such as screen brightness, appearance, and ringtone.
16. **Contacts button**: Provides access personal and corporate directories.
17. **Messages button**: Accesses voicemail messages.
18. **Back button**: Returns to the previous screen or menu.
19. **Speaker:** Provides audio output for the ringer and hands-free communication.
20. **Handset light strip**: Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
21. **Line buttons**: Access the different phone lines.

Placing a call

- Dial the number using:
  - Dial pad
  - Contacts button to access the recent calls or Corporate Directory.
- Choose your calling method:
  - Pick up the handset.
  - Press the line button.
  - Press the New Call soft key.
  - Press the Redial soft key.
  - Press the speakerphone button.
  - Press the headset button.

Notes:
- Internal calls can be completed by dialing the 7-digit extension.
- You must dial 9 to make an external call.
- You must dial a 1 before the area code.
- Call duration is monitored through a call timer on the display.

Answering a call

You can answer a call using:
- Handset
- Headset
- Speakerphone
- Soft keys
  - Answer: answers the call, defaults to speakerphone.
  - Decline: sends call directly to voicemail.

Customizing ring tones

This phone has 14 different ringtones that can be set for each line on the phone.
- Press the Applications button.
- Select Settings.
- Select Ringtone.
- Use the Navigation cluster to scroll through the ring tones.
- Press the Play soft key to hear a sample of the highlighted ring tone.
- Press the Set soft key to change your ring tone to the highlighted choice.
- Press the Apply soft key to confirm your selection.

Placing a call on hold

During an active call:
- Press Hold button or Hold soft key.

To remove from hold:
- Press Hold again or Resume soft key.

Notes:
- Music on hold will not play if a conference call is put on hold.
- If multiple calls are held, use the up/down arrows to switch between calls and press Resume soft key to select the desired call.
- To make another call while one is on hold, press the New Call soft key to obtain dial tone.
- If a call is on hold for 30-45 seconds, your phone will ring once at your desk as a reminder.

Programmable buttons

The programmable buttons (also known as feature or line buttons) will change color depending on the event:
- Solid green: Active call or two-way intercom is in progress
- Fast flashing green: Call is on hold
- Solid amber: Private line in use
- Flashing amber: Incoming (ringing) call
- Solid red: Remote line in use (if applicable)
- Flashing red: Remote line on hold (if applicable)

Line icons

The following list describes the icons visible on the display:
- Registered line: telephone
- Ringing/incoming call: phone with bouncing handset
- Outgoing call: phone with lifted handset
- Active call: handset with arrow
- Calls forwarded: headset
- Call on hold: blinking phone with flashing upside down handset
- Voice mail messages: envelope beside applicable line key

Call Waiting

Each line can handle up to four calls at a time. To answer a call in waiting, press the corresponding line button. This will place the initial call on hold.

Conference calling

To add a person to an existing call:
- Press the Conference button.
- Enter the number of the second person.
- Press the Call soft key.
- When they answer, press the Conference button again.
- Repeat these steps to add additional parties to the conference all, for a total of 16 participants (you plus 15 others).

To merge an active call with one on hold:
- Press the Conference button.
- Press Active calls soft key to select a held call.
- Press Conference again.

To view a list of conference participants:
- Press the Show details soft key.
  - The initiator's name will be marked with an asterisk.
- Press the Update soft key periodically to update the screen status.

To remove a participant from the conference call:
- The initiator can use the Navigation cluster to highlight the person's name.
- Press the Remove soft key.

Notes:
While on a conference call:
- Pressing the Hold soft key will allow the other parties to talk amongst themselves but they cannot hear you.
- The initiator can hang up and the other parties will stay connected.
- The initiator is the only person that can add or remove participants from the conference.

Transferring a call

Transferring calls releases the call from your phone.

Call transfer:
Allows you to speak privately to the receiving party before completing the transfer.
- During an active call, press the Transfer button.
- Enter the number of the receiving party.
- Press the Transfer button again.

Call transfer directly to voicemail:
Allows you to transfer a call directly to your voicemail or someone else's without ringing their phone.
- During an active call, press the Transfer soft key.
- Press the asterisk followed by the extension number.
- Press the Transfer soft key to complete the transfer.

Cancel call transfer:
- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

Call forwarding

Enable call forwarding
- Select a line and press the Forward all soft key.
- Dial the number that you want to forward to.
- To forward all calls to your mailbox, press the Forward all soft key, then the Voicemail soft key.

Notes:
- "Call forwarded to" will be displayed on the display.

Disable call forwarding
- Press the Forward off soft key.

Do not disturb

The do not disturb option prevents incoming calls from coming in to your phone. They will automatically forward to your voicemail.

Enable
- Select the Do not disturb (DND) soft key.

  Note: You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

Disable
- Select the Turn off DND soft key.

Parking a call

Parking a call allows you to pick-up a call from a different extension.

Park an active call:
- Press the Park soft key.
- The display will assign the parked call a number.
- Hang up.

Retrieve a parked call:
- Pick up any extension.
- Dial the assigned parked call number.

  Note: The call will remain parked for 60 seconds. If the call is not picked up within this time frame, it will ring back to the initiator and display "Call Park Reversion" with the assigned call park number.

E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify reception or security and provide the room number or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power:
- Use your cell phone to call emergency services.

Recent call lists

The phone maintains a list of last 150 recent calls. Calls in the Recent call lists are grouped if they are to and from the same number and are consecutive.

View your recent calls:
- Press the Applications button.
- Select Recents.
- If you have more than one line, select a line to view.

  Note: Select the Dial soft key to place the call. If the call is from outside your organization, select the Edit Dial soft key to enter the 9 (and a 1 if outside your area code) and then press the Dial soft key.

Corporate Directory

The Corporate Directory, maintained by your system administrator, serves as a phone book of corporate contacts.

To make a call:
- Choose the Contacts button.
- Select Corporate Directory.
- Use your keypad to enter a full or partial name and press the Submit soft key.
- Select the contact.
- Press the Call soft key to reach that contact.

Voicemail

You can listen to your voicemail messages using any touchtone phone (IP, wireline or wireless).

New voicemail message
- Solid red indicator light on handset
- Envelope in graphic display

To retrieve messages:
- Select the Messages button.
- Enter your voicemail PIN to access messages.

  Note: To check messages for a specific line, press the line button first.