

Clean the Phone Screen

If your phone screen gets dirty, **wipe it with a soft, dry cloth.**

CAUTION: Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

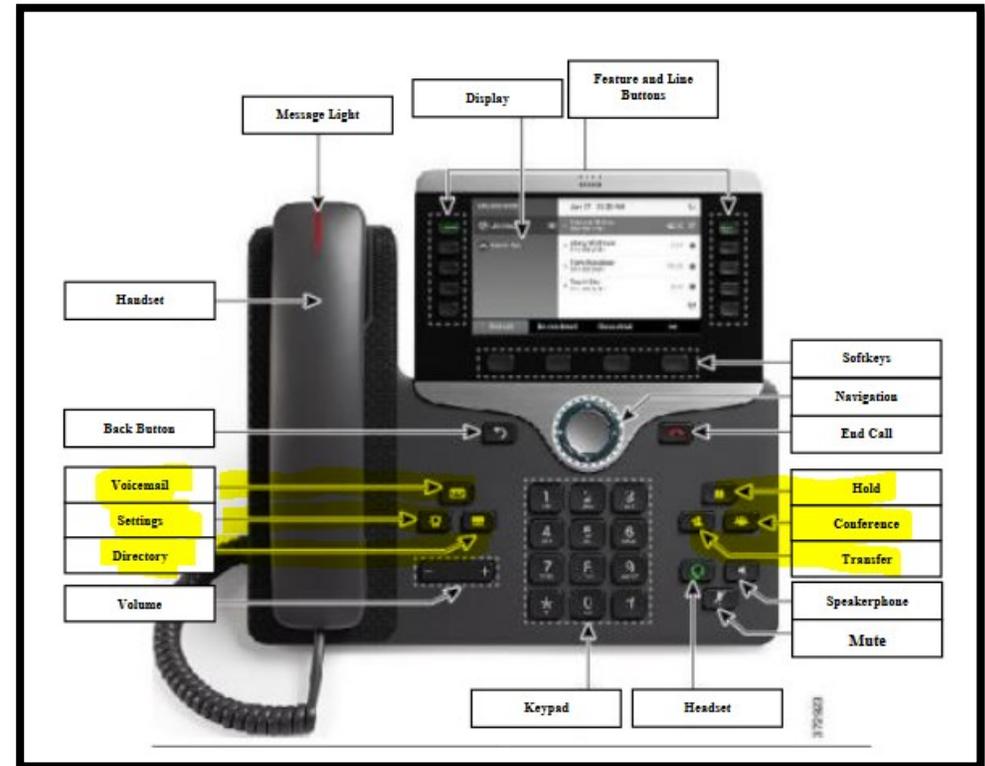
Get Notified When a Contact is Available:

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

- 1) Press **CALLBACK** while you are listening to the busy tone or ring sound.
- 2) Press **EXIT** to exit the confirmation screen
- 3) When you hear the ringtone that the person is available and see the message, press **DIAL** to place the call again.

Dial an International Number

- 1) Press and hold **STAR (*)** for at least 1 second. (The plus (+) sign is displayed as the first digit in the phone number.
- 2) Enter the **phone number**
- 3) Press **CALL** or wait 10 seconds after the last key press to automatically place the call.



Cisco IP Phone 8841 Quick Reference Guide



MAYFIELD CITY SCHOOLS

Have a phone question or issue?

Call/email Jean Mazzaro

jmazzaro@mayfieldschools.org

x6784

Or Chris Thomas

x6783

Basic Phone Features

TO PLACE A CALL OPTIONS:

- 1) To place a call, pick up the handset and enter a number, **or**
- 2) With handset in place, enter a number > Press **CALL** softkey, **or**
- 3) Select **NEW CALL** softkey (engages speaker phone), **or**
- 4) Select Speakerphone button and dial number, **or**
- 5) **REDIAL** last number (Press the Redial Softkey)

ANSWERING CALL OPTIONS:

When a new call comes in, Caller identification such as a phone number, name, or other descriptive text appears on the phone display.

- 1) Lift the handset if call is on your primary line, or
- 2) Press the flashing amber session for the line ringing, or
- 3) Press the **ANSWER** button, or
- 4) Press the speakerphone button
- 5) When talking on the phone, and you receive another call, Press the **ANSWER** button, which will put the first call on hold *automatically* and answers the new call. When done with the new call, simply Press **RESUME** to go back to the original call.
- 6) Press **DECLINE** when a call is ringing that you are not able to answer and it sends it directly to voicemail.
- 7) If you do not want to be disturbed, you can ignore an incoming call. While number is ringing, press **IGNORE**.

TRANSFER CALL:

- 1) From an active call, press **TRANSFER**
- 2) Enter the transfer recipient's phone number
- 3) Press **TRANSFER** again (before or after the party answers). The transfer completes.
- 4) To transfer a call to someone's voicemail, press **TRANSFER**, then *, enter the extension, press **TRANSFER** again.

FORWARD ALL CALLS:

- 1) To forward calls received on your primary line to another number, press Softkey **FORWARD ALL**
- 2) Enter a phone number or press **MESSAGES** to forward all calls **to voicemail**. Look for the confirmation on your phone screen
- 3) To receive calls again, Press Softkey **FORWARD OFF**

Basic Phone Features

PUT A CALL ON HOLD:

- 1) Press the **HOLD** Softkey or the HOLD button. The hold icon appears and the session button flashes green.
- 2) To resume a call from hold, press the flashing green session button, or press Softkey **RESUME**

ADD ANOTHER PERSON TO A CALL: (6 MAX)

- 1) From a connected call that is NOT on hold, press **CONFERENCE**
- 2) **Dial** a new number
- 3) Press **CONFERENCE** button again (before or after the party answers). The conference begins and the phone displays "Conference".
- 4) Repeat these steps to add more participants. The conference ends when all participants hang up.
- 5) To view and remove participants > During a conference, press **SHOW DETAILS**. To remove a participant from the conference, scroll to the participant and press **REMOVE**.
- 6) Press **Update** softkey to update list of participants

LISTEN TO YOUR VOICE MESSAGES:

- 1) A solid red light on your handset indicates a voicemail.
- 2) Press **MESSAGES** and follow the voice prompts. Be sure to press the correct line button first.
- 3) To answer your voicemail from another phone, dial **x6789**, enter your **extension #**, then your **PIN #**
- 4) To retrieve your voicemail from home: Dial **440-995-6789**, enter your **extension #**, then your **PIN #**

CONTACTS:

- 1) Press **CONTACTS**
- 2) Select Corporate Directory
- 3) Enter search criteria and press **SUBMIT**

1) VIEW RECENT CALLS:

- 2) Select the line
- 3) Press **Applications** button
- 4) Select **RECENTS** (When phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up)