CAPTRUST

Quick Reference – Cisco 8841 IP Phone

1) Incoming call or voicemail indicator

2) N/A **(Not an option on -8841 Model)**

3) Feature and session buttons

4) Softkeys

5) Back, Navigation cluster, and Release

6) Hold, Transfer, and Conference

7) Headset, Speakerphone, and Mute

8) Voicemail, Applications, and Directory

9) Volume

Basic Call Features

In case of Emergency

- Dial 8 9 1 1 (8 plus 911)
- Provide the operator your address and the nature of the emergency

To place a call:

- Lift the **handset** and dial the number
- Press a **line button** and dial the number
- Press the **Speaker** button and dial the number.
- Press the **NewCall** soft key and dial the number.
- Remember to dial **8** for an outside line and **1** for long distance

To answer a call:

- Lift the **handset**.
- Press the **line button** associated with the call.
- Press the **Answer** soft key.

To end a call:

- Hang up the **handset**.
- Press the **Speaker** button.
- Press the **EndCall** soft key.
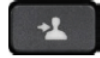
To redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key, or simply press the **Redial** soft key to activate the speakerphone.

To change between handset / speakerphone during a call:

- *Handset to speakerphone:* Press the **Speaker** button and hang up the handset.
- *Speakerphone to handset:* Lift the **handset**.

Call Transfer

To transfer a call:

1. During a call, press the **Transfer** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. When you hear ringing, press **Transfer** again, or when the party answers, announce the call and press **Transfer** If the party refuses the call, press the **Resume** soft key to return to the original call.
4. Hang up.

Forward All Calls

To forward all calls to another extension:

1. Select a line and press **Forward All** soft key. You will hear two beeps.
2. Enter the number to which you want to forward your calls. A flashing light arrow will appear next to your phone number on the LCD to indicate that all calls are being forwarded.

To cancel forward all calls:

1. Press the **Forward All** soft key. You will hear two beeps. The flashing arrow will no longer display next to your phone number on the LCD, indicating that forward all calls is not active.

Phone Controls

To mute a call:

1. Press the **Mute** button.
2. To turn off mute, press **Mute** again (or lift the handset).

To change the volume:

1. Press the **left** or **right** volume key to increase or decrease the volume of your handset, headset or speakerphone.
2. To save the volume setting, press the **Settings** button and then press the **Save** soft key.

To change the ring sound:

1. Press the **Applications** button.
2. Press the select **Settings** soft key to display the list of ring types.
3. Use the scroll key to select a ring type.
4. Press the **Play** soft key to hear a sample of the selected ring type.
5. Press **Set** and **Apply** to save your selection.

To change the contrast of the display:

1. Press the **Applications** button.
2. Press the select **Settings** soft key to select the option on the Settings menu.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press the Save soft key to save your setting

Call History Features

To view missed calls:

1. Press the **Application** button.
2. Select Recents.
3. Select a line to view.

Conference Calls

To place a conference call:

1. During the call, press the **Conference** soft key.
2. Press Active calls to select a held call.
3. When the call Connects, press **Conference** again.