Public Schools of Petoskey

Quick Start

Cisco IP Phone 8841

1 Dial

To place a call, pick up the handset and enter a number. For internal calls: Dial only the last 4 digits **-OR-** dial ****** and say the first & last name of the employee.

For external calls: Dial 9, then the phone number. Or, try one of these alternatives:

Redial Last Number

Press **Redial** to redial on your primary line. To redial on another line, press the line button first.

Dial On-Hook

1. Enter a number when the phone is idle.

2. Lift the handset or press **Call**, Headset, Speakerphone, or Select.

2 Answer

New calls display in these ways:

- 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 press the session button to answer the second call. The first call goes on hold automatically.

You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

3 Hold

1. Press **Hold**. The hold icon appears and the line button flashes green.

2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold**.

4 Transfer

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.

Direct Transfer

You can transfer the active call to the held call either on 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.

5 Conference

1. From an active call, press **Conference**.

2. Make a new call.

3. Press **Conference** 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.

Join Calls

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press **Conference**.
- Press **Active calls** to select the held call, and press **Conference** again to create the conference.

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 Mute

1. While on a call, press **Mute**. The button glows to indicate that mute is on.

2. 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.

You will also be able to listen to voicemail on your computer. You will be emailed the audio message that you can listen to in Outlook or Outlook Web Access.

First-time Enrollment

- Press **Messages**
- Enter the default PIN (**2288#**)
- The first-time enrollment conversation will play. You will be prompted to setup your mailbox. Follow the prompts to:
  - **Record your name**
  - **Record a personal greeting**
  - **Change your PIN**

NOTE: If you hang up before you have completed the first-time enrollment, the first-time enrollment conversation will play again the next time you log on to Unity Connection

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

1. To forward calls received on your primary line to another number, press **Forward all**.

2. To forward calls to another number, enter a phone number.

3. To forward all calls to voicemail, press **Messages** 📼.

4. To cancel call forwarding, press **Forward off**.

To set up forwarding on a secondary line, press the line button to select the line and press **Forward all**.

10 Call History

View Call History

1. Press **Applications** ⚙.

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**.

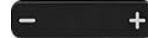3. To edit a number before dialing, press **More > EditDial**.

11 Directories

1. Press **Contacts** 📖.

2. Use your keypad to input search criteria.

3. Press **Submit**.

4. 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 **Settings > 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.

Screen Brightness

1. Press **Applications** ⚙.
2. Select **Settings > Brightness**.
3. Press the Navigation cluster left or right to increase the brightness and press **Save**.

Font Size

1. Press **Applications** ⚙.
2. Select **Settings > Font Size**.
3. Select **Tiny**, **Small**, **Regular**, **Large**, or **Huge**.
4. Press **Save**.

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.

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.

[▭▭▭▭]

How Do I Navigate in a List or Menu?

Press **up**, **down**, **left**, or **right** on the four-way Navigation cluster.

A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?

With the item highlighted, press **Select**. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?

To exit a menu completely, press **Exit**.

To go back one level in a menu, press **Back** ↩.

✎

Note   If you press and hold **Back**, you exit a menu completely.

14 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 lines:

- 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 is the primary audio path and a headset icon displays in the right corner of the header bar. Press **Answer** to automatically answer the call using the headset.