

# Cisco IP phone 8841/8851/8861

## Warm transferring calls

A warm transfer involves speaking to the person you are transferring the call to before the transfer is made.

While on a call, press **Transfer** **I** and dial the phone number or extension of the person to which you are transferring.

Greet the receiving party, then press **Transfer** **I** to perform a warm transfer.

## Blind transferring calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether they answer.

While on a call, press **Transfer** **I** and dial the phone number or extension of the person to which you are transferring.

Then press **Transfer** **I** to blind transfer the call.

## Call parking

Call parking allows users to park a call against any extension on your account so that any other user on the account can retrieve it using a star code.

To park a call, while you are on a call, press **Transfer** **I** > dial **\*68** and enter the extension you are parking the call against, followed by **#**.

To retrieve a parked call, dial **\*88**, and the extension number where the call is parked, followed by **#**.

## Setting up voicemail

1. Dial **\*86** and enter your PIN (default PIN is 0000).
2. Update your PIN and record your name and press **#**.
3. Press **\*** to confirm.
4. Press **3** to record your no answer greeting.
5. Press **1** to record a new greet and press **#** to stop recording.

## Checking voicemail

1. Press **Voicemail** **D**
2. Enter your personal voicemail passcode.
3. Press **1** to access your voice portal.
4. Press **1** to listen to new or saved voicemails.

## Accessing call history

1. Press **Settings** **B** > **Recents**.
2. Select **All Calls**, **Missed Calls**, **Recent Calls**, or **Placed Calls**.

- A** Volume up/down
- B** Settings
- C** Contacts
- D** Voicemail
- E** Back key
- F** 5-way navigation key
- G** End Call
- H** Hold / Resume
- I** Transfer
- J** Conference
- K** Headset (opt)
- L** Speakerphone
- M** Mute Mic

