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

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