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CISCO 6841 Mulitplatform SIP Phone User Guide

Contents

CISCO 6841 Mulitplatform SIP Phone

The Cisco IP Phone 6841 and 6851 are multiplatform phones that offer a range of features for effective communication. This quick start guide provides instructions on how to use the phone and its various functions.

Product Information:

- **Incoming call or voicemail indicator:** Indicates incoming calls or voicemail messages.
- **Line and feature buttons:** Used to view calls, access features, and perform tasks.
- **Softkeys:** Context-sensitive buttons for various functions.
- **Navigation:** Navigation keys to navigate through menus and options.
- **Hold, Transfer, and Conference:** Buttons for placing calls on hold, transferring calls, and initiating conference calls.
- **Speakerphone, Headset, and Mute:** Buttons to activate speakerphone, headset, and mute functions.
- **Voicemail, Applications, and Directory:** Buttons to access voicemail, applications, and directory.
- **Volume:** Button to adjust the volume of the handset, headset, or speakerphone.

Product Usage Instructions:

Line and Feature Buttons
Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call:

1. Enter the number using the keypad.

2. Pick up the handset.

Answer a Call:

Press the flashing red line button.

Put a Call on Hold:

1. Press the Hold button.
2. To resume a call from hold, press the Hold button again.

View Your Recent Calls:

1. Press the Applications button.
2. Scroll and select Recents.
3. Select a line to view the recent calls.

Transfer a Call to Another Person:

1. From a call that is not on hold, press the Transfer button.
2. Enter the other person's phone number.
3. Press the Transfer button again (before or after the party answers).

Add Another Person to a Call:

1. From an active call, press the Conference button.
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press the Conference button again.

Place a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset

Place a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press Speakerphone

Mute Your Audio

1. Press Mute .
2. Press Mute again to turn mute off.

Listen to Voice Messages
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Select a line and press Forward.

2. Dial the number that you want to forward to, or press Voicemail.

3. When you return, press Clr fwd.

Adjust the Volume in a Call
Press Volume up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume
Press Volume up or down to adjust the ringer volume when the phone is not in use.

Change Ringtone

1. Press Applications .

2. Select User preferences > Audio preferences > Ext (n) – Ring tone, where n= extension number.

3. Scroll through the list of ringtones and press Play to hear a sample.

4. Press Select and Set to save a selection.

5. Press Back to exit.

Adjust the Screen Contrast

1. Press Applications .

2. Select User preferences > Screen preferences > Contrast level.

3. Use the keypad to change the contrast number .

4. Press Set.

Adjust the Screen Backlight

1. Press Applications.

2. Select User preferences > Screen preferences > Backlight timer.

3. Press Select to scroll through the options.

4. Press Set to save a selection

5. Press Back to exit.

User Guide

View the full User Guide at **https://www.cisco.com/c/en/us/support/collaborationendpoints/ip-phone-6800-series-multiplatform-firmware/products-user-guide-list.html**

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Documents / Resources

CISCO 6841 Mulitplatform SIP Phone [pdf] User Guide
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References

- **Cisco Trademarks - Cisco**