Manuals+ — User Manuals Simplified.

Cisco 6841/6851 Multiplatform IP Phone User Manual

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Cisco IP Phone 6841 and 6851 Multiplatform Phones

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Your Phone

Cisco IP Phone 6841 shown.

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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

Enter a number and pick up the handset.

Answer a Call

Press the flashing red line button.

Put a Call on Hold

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

View Your Recent Calls

1. Press Applications .
2. Scroll and select Recents.
3. Select a line to view.

Transfer a Call to Another Person

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

## Add Another Person to a Call

1. From an active call, press Conference .
2. Enter the number you want to join and press Dial.

3. Once the call is connected, press Conference 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://coxbusiness.online/mpp

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