CISCO 9841
DESK PHONE +Voicemail
Quick Reference Guide

Button Descriptions

No.	Item	Description
1	Phone Screen	3.5" grayscale screen (Resolution 384 x 160)
2	Top 360 LED	Indicates call status, message status and phone's system status.
3	Action Button	Press the button to place a service call, such as an emergency, if configured.
4	Line and feature buttons	Access your phones line, features and call sessions.
5	Softkey buttons	Access features and services.
6	NFC tag	Scan the NFC tag to write onboarding information to the phones (typically done by a System Administrator).
7	Hold/Resume Transfer Conference	Places an active call on hold and resumes the held call. Transfer the call to another number. Creates a multi-party conference call.
8	Headset Speakerphone Mute	Toggle the headset on. When the headset is on, the button lights. To leave headset mode, pick up the handset or press Speaker. Toggle the speakerphone on/off. When the speaker is on, the button lights. Toggle the microphone on/off. When the microphone is muted, the button lights.
9	Alphanumeric keypad	Use to enter numbers, letters and symbols.
10	Volume	Adjust the handset, headset, speaker volume and ringer volume.
11	Favorites Settings Contacts	Access Voicemail, Help Desk list and message services, if configured. Access the Settings menu. Access the directories.
12	Front Arc LED	Indicates the state of the phone, calls and messages.
13	Navigation Cluster	Consists of the Navigation ring and Select button.

Call Handling

Blind Transfer
1. Press the MORE Softkey
2. Press the BLINDXFER Softkey.
3. Enter the Number and press the CALL Softkey.

Announced Transfer
1. Press the TRANSFER Button on the phone.
2. Enter the Number you are transferring to.
3. Press the CALL Softkey. *Announce the call.*
4. Press the TRANSFER Softkey.

Transfer to Voicemail
1. Press the TRANSFER Button.
2. Dial *55 and enter the extension number.
3. Press the CALL Softkey.   *The call is transferred.*

Conference Call
1. Press the CONFERENCE Softkey.
2. Enter the second number and press the CALL Softkey.
3. Wait for the person to answer and announce the conference.
4. Press the CONFERENCE Softkey again.
5. Repeat to add additional parties. (6 max)

Call Park
1. To place a call on Park, press an available PARK Button.
2. To retrieve a parked call, press the Red PARK Button.

Do Not Disturb (DND)
1. To activate Do Not Disturb, press the DND Softkey.
2. The telephone screen will display a DND Icon in the Status Bar.
3. To deactivate DND, press the DND Softkey again.

Voicemail

LOG IN

From your own phone:
+ Press the VOICEMAIL Button.
+ Enter your PIN and press the # Key.
+ Follow the voice prompts.

From any internal phone:
+ Press the VOICEMAIL Button.
+ Press *
+ Enter your MAILBOX NUMBER and press #
+ Enter your PIN and press #.
+ Follow the voice prompts.

From any external phone:

With Voicemail Access Number provided by System Admin
+ Dial the 10 digit Voicemail Access Number
+ Enter your mailbox number and press #.
+ Enter your PIN and press #.
+ Follow the voice prompts.

With your 10 Digit DID
+ Dial your own 10 digit DID
+ When voicemail answers, press *.
+ Enter your mailbox number and press #.
+ Enter your PIN and press #.
+ Follow the voice prompts.

From User Hub
+ Log in to your Webex User Hub Account.
  Webex User Hub
+ Go to SETTINGS>CALLING>VOICEMAIL
+ Select MANAGE VOICEMAIL.
+ Click on a message to listen to it.

COMMON COMMANDS

Voice Portal Main Menu
1 Access your voice mailbox
3 To access Greetings (recorded name)
8 Compose a message
7 DELETE ALL Messages
9 Exit Voice Portal Menu
* To access the Webex Voice Portal

Mailbox Commands
1 Listen to Messages
2 Change busy greeting
3 Change no answer greeting
4 Change extended absence greeting
5 Compose and send a new message
7 Delete all messages
* Return to Voice Portal Menu

To Repeat the Menu