

# Cisco Multiplatform Phone (MPP) Series

**Cisco MPP 6851**



**Cisco MPP 8841**



**Cisco MPP 8851**









# Phone Buttons – 8841 MPP



1	Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature and line buttons	Press to access your phone lines, features, and call sessions.
3	Softkey buttons	Press to access functions and features.
4	Navigation ring	Navigation ring and Select button allows you to scroll menus, highlight items, or select highlighted items.
5	End Call	Press to hang up the phone.
6	Hold/Resume button	Press to place an active call on hold and resumes held calls.
7	Conference button	Press to initiate a conference call.
8	Transfer button	Press to initiate a transfer.



# Phone Buttons – 8841 MPP (cont'd)



9	Speaker-phone button 	Toggles the speakerphone on or off. The button is lit when speakerphone is on.
10	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
11	Headset button 	Toggles headset on or off. When the headset is on, the button is lit.
12	Keypad/Dial Pad	Press the numbers to dial a phone number.
13	Volume button 	Press to adjust the volume on the handset, headset, and speakerphone (off hook) and the ringer volume (on hook).
14	Contacts button 	Press to access personal and corporate directories.
15	Applications button 	Press to access call history, user preferences, phone settings, and phone model information.

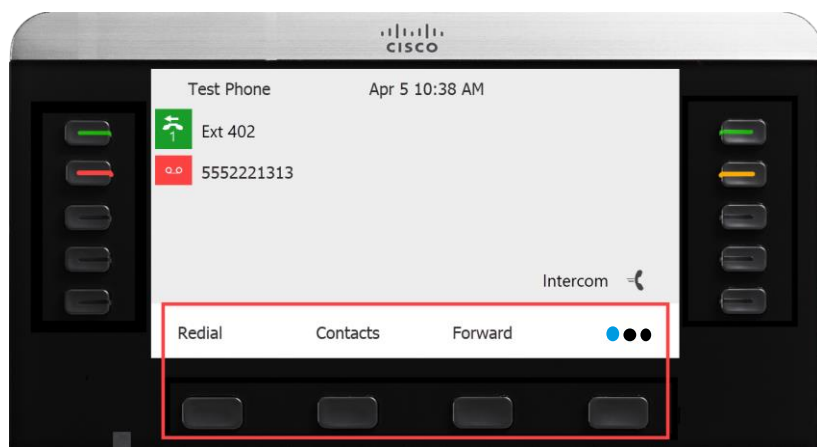
# Phone Buttons – 8841 MPP (cont'd)



16	Messages button 	Press to autodial your voice messaging system.
17	Return button 	Press to return to the previous screen or menu.
18	Receiver	

# Overview of Softkeys

When the phone is in an “IDLE” state



(First set of softkey labels)

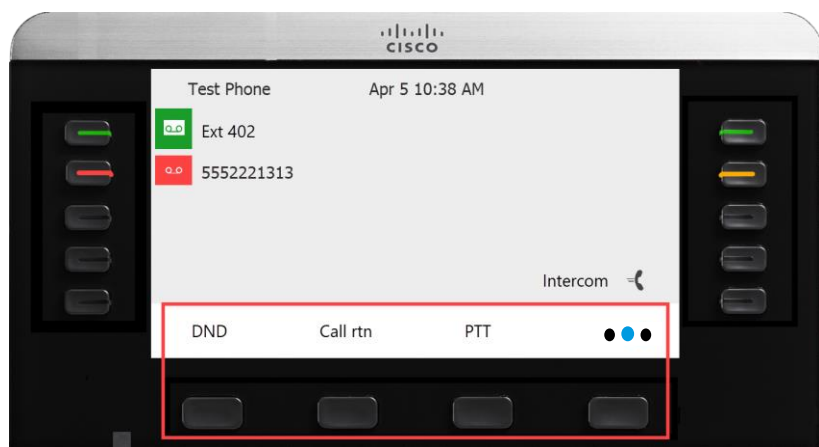
Softkey	Description
Redial	Press to dial the last incoming call.
Contacts	Press to open your personal or company directory.
Forward	Press to direct specific or all calls to another number; e.g., when you are away from your desk, you can forward calls to your mobile phone.
• • •	Press to advance to the next set of softkeys.



**Important:** Softkey labels, accessibility, and layouts may differ based on your location.

# Overview of Softkeys

When the phone is in an “IDLE” state

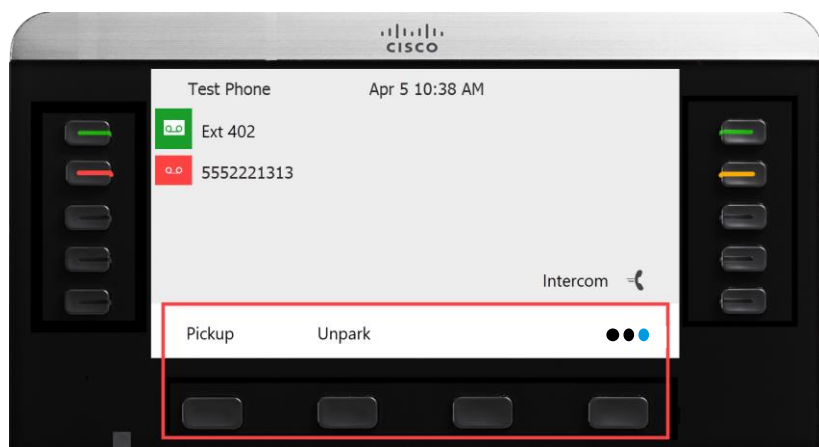


(Second set of softkey labels)

Softkey	Description
DND (Do Not Disturb)	Press to silence your phone and ignore incoming call notifications. Your calls will forward to another number, such as your voice mail.
Call rtn (Call Return)	Press to dial the last incoming call.
PTT (Push To Talk)	Press to broadcast messages over multiple phones simultaneously.
● ● ● (Navigation icon)	Press to advance to the next set of softkeys.

# Overview of Softkeys

When the phone is in an “IDLE” state



(Third set of softkey labels)


Softkey	Description
PickUp	Press to answer phones for users within a group (that was configured by the MyAccount administrator).
Unpark	Press to resume a parked call.
● ● ●	Press to advance to the next set of softkeys.

# Overview of Softkeys

When the phone is in an “ACTIVE” state



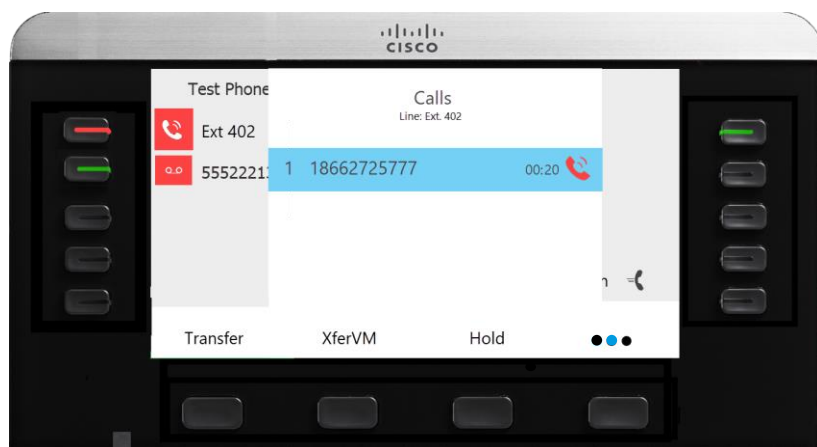
(First set of softkey labels)

Softkey	Description
End Call	Press to end the call.
Conf	Press to conference a call between two or more people.
BlindXfer	Press to transfer a call without introducing the call first.
	Press to advance to the next set of softkeys.



# Overview of Softkeys

When the phone is in an “ACTIVE” state

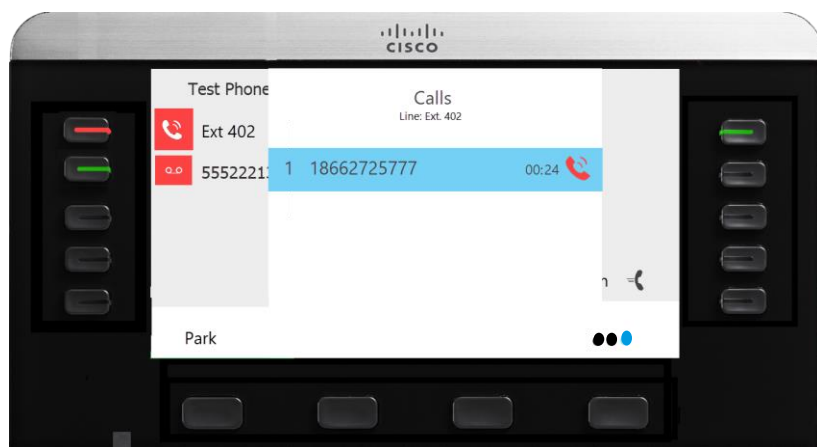


(Second set of softkey labels)

Softkey	Description
Transfer	Press to transfer a call to another party.
XferVM (Transfer to Voice Mail)	Press to transfer a call to a person's voicemail.
Hold	Press to place a call on hold.
● ● ●	Press to advance to the next set of softkeys.

# Overview of Softkeys

When the phone is in an “ACTIVE” state




(Third set of softkey labels)

Softkey	Description
Park	Press to leave a call on any phone in a <i>group</i> (that was configured by the MyAccount administrator).
● ● ●	Press to advance to the next set of softkeys.


# How to Set Up and Retrieve Voice Mail



## Setting Up Voice Mail (on multi-line phone)

- Pick up the line you want to set up.
- Press the Messages button .
- When asked for your PIN, press **269266#** on the keypad.
- Choose option **3** for voice mail greetings and follow the prompts.

## Listening to Voicemail (on multi-line phone)



- Press the line you want to check.
- Press the Messages  button.
- Enter your PIN and follow the prompts.

# How to Warm Transfer a Call

There are two types of transfers: **Warm** and **Blind**. Perform a **Warm** transfer when you want to talk privately with the intended recipient before completing the transfer. Perform a **Blind** transfer when you want to complete the transfer without speaking to the person.



## Performing a Warm Transfer

1. From a call that is not on hold, press the **Transfer button**  or **Transfer softkey**.
2. Enter the phone number for the party you want to call.
3. When the other person answers, introduce the caller.
4. (Optional) Press the line key to return to the held call.
5. (Optional) Press the line key to return to the transfer target phone number.
6. Press the **Transfer button**  to complete the task.

# How to Blind Transfer a Call



## Performing a Blind Transfer

1. From an active call, press the **BlindXfer softkey**.
2. Enter the phone number for the party you want to call followed by the **Call** softkey or the **#** key.
3. Hang up the phone.