



HGC UC Poly Phone Quick User Guide

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Document History

Version	Date	Details	Prepared by
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1 Cisco CP-7841

1.1 Cisco CP-7841 Hardware Layout



Figure 1 – Cisco CP-7841

1.2 Cisco CP-7841 Feature List

The following figure displays the hardware features on the CP-7841 IP phone. The table 1 below lists each feature numbered in the figure.







Ref. No.	Feature	Feature Description
1	Handset Light Strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons	Feature button Access your phone lines, features, and call sessions.

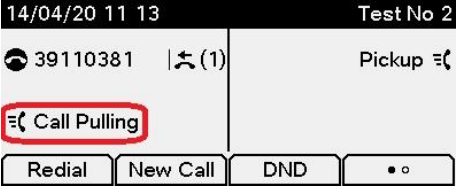
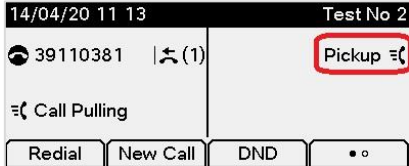
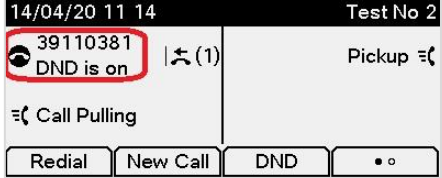
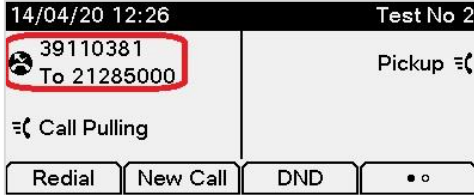
Ref. No.	Feature	Feature Description
3	Phone screen	Access functions and services.
4	Softkey buttons	Navigation ring and Select Navigation cluster button. Scroll through menus, highlight items, and select the highlighted item.
5	Navigation and Select button	Holds an active call or resumes a held call.
6	Hold/Resume button	Place an active call on hold and resume the held call.
7	Conference button	Create a conference call.
8	Transfer button	Transfer a call.
9	Speakerphone button	Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button	Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select Speakerphone.
11	Mute button	Toggle the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Keypad allows you to enter letters, numbers, and special characters.
13	Volume button	Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume(on hook).
14	Contacts button	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop. Access personal and corporate directories.
15	Applications button	Shows a 6.35 cm (2.5-inch) monochrome display that enables you to view menu options and data. Access call history, user preferences, phone settings, and phone model information.



Ref. No.	Feature	Feature Description
16	Message button	Autodial your voice messaging system.
17	Handset	Phone handset

Table 1 – Cisco CP-7841 Features

1.3 Quick User Guide – Cisco CP-7841 IP phone.

Features/ Functions	Instructions	Remarks
Placing a Call	Lift handset, dial [number]	Press  on speaker mode.
Answering Call	Lift handset to answer or press speakerphone button to answer	Press  on speaker mode.
Hold and Resuming a Call	<p>During an active call, press Hold button.</p> <p>From the Calls screen, select the call and select Resume or Press the Hold button again to resume the call</p>	<p>Press  button for hold the active call.</p> <p>Press  again to resume the active call.</p>
Mute and Unmute Audio	<p>Mute the microphone so other parties cannot hear you.</p> <ol style="list-style-type: none"> 1. During a call, press Mute Button. The other parties cannot hear you. 2. Press again to unmute the microphone 	<p>Press  button to mute the active call.</p> <p>Press  button again to unmute the active call.</p>

Features/ Functions	Instructions	Remarks
Call Pulling	Pulling the call conversation from Mobile app to desktop phone	<p>Press Call Pulling key to pull the call conversation from Mobile app to Desktop phone.</p> 
Group Pick Up	Pick up or answer any incoming call within the group using *8 or Press Pickup key	<p>Use *8 to pick up the first incoming call within the Group</p> <p>OR</p> <p>Press Pickup key</p> 
DND Soft key	<ol style="list-style-type: none"> 1. Press once the DND button to enable 2. Press the DND button second time to disable 	<p>Below message will display under phone number.</p> <p>"DND is on"</p>  <p>Remark: The Key of phone number will keep flashing with silent ring tone when DND is on.</p>
Call Forward	<ol style="list-style-type: none"> 1. To forward calls received on your primary line to another number, press the Fwd All softkey. 2. Enter a destination phone number. 3. Look for confirmation on your phone screen. 	<p>Forwarding number will display in status bar.</p> 

Features/ Functions	Instructions	Remarks
	4. To cancel call forwarding, press Fwd OFF	
Transfer Call (Warm/Attended)	<p>A warm transfer involves speaking with the person to whom you are transferring the call.</p> <ol style="list-style-type: none"> 1. From a connected call (not on hold), press the Transfer button 2. Enter the transfer recipient's phone number. 3. Wait for the recipient answer and consult there is a call for him/her. 4. Swap to the line key and Press the Transfer softkey button (after the recipient answers). The transfer completes 	<p>You may press the transfer icon button</p> 
Transfer Call (Blind / Unattended)	<p>A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.</p> <ol style="list-style-type: none"> 1. From a connected call (not on hold), press the Transfer button . 2. Enter the transfer recipient's phone number. 	<p>You may press the transfer icon button</p> 


Features/ Functions	Instructions	Remarks
	3. Press the Transfer button or the Transfer softkey (before the recipient answers). The transfer completes	
Checking Voicemail	Press the Messages button and follow the voice prompts. To input the voicemail PIN and follow by # key.	New message indicators: <ul style="list-style-type: none"> • A solid red light on your handset • A stutter dial tone (if available) • "New Voicemail" message on the screen 

Table 2 – Cisco CP-7841 Features and Functions

2 Cisco CP-8851


2.1 Cisco CP-8851 Hardware Layout

















Figure 2 – Cisco CP-8851 hardware layout

2.2 Cisco CP-8851 Feature List

The following figure displays the hardware features on the CP-8851 IP phone. The table below lists each feature numbered in the figure.

Ref. No.	Feature	Feature Description
1	Handset Light Strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Feature and session buttons 	Access your phone lines, features, and call sessions.

Ref. No.	Feature	Feature Description
4	Softkey buttons 	Access to functions and services.
5, 6	Back, Navigation cluster and Release  ,  , 	Back - Return to the previous screen or menu. Navigation ring and Select button - Scroll through menus, highlight items and select the highlighted item. Release - End a connected call or session.
7,8,9	Hold/Resume, Conference, and Transfer button  ,  , 	Place an active call on hold and resume the held call. Conference - Create a conference call. Transfer - Transfer a call.
10,11,12	Speakerphone, mute and Headset button  ,  , 	Speakerphone - Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute - Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset - Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select Speakerphone .
13, 14	Keypad, Volume button 	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number). Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
15, 16, 17	Contacts, Applications and Messages button  ,  , 	Contacts - Access personal and corporate directories. Applications - Access recent calls, user preferences, phone settings, and phone model information. Messages - Autodial your voice messaging system.


Ref. No.	Feature	Feature Description
18, 19	Back button, Handset 	Returns to the previous screen or menu. Phone handset

Table 3 – Cisco CP-8851 Feature List



Figure 3 Cisco CP-8851 with KEM

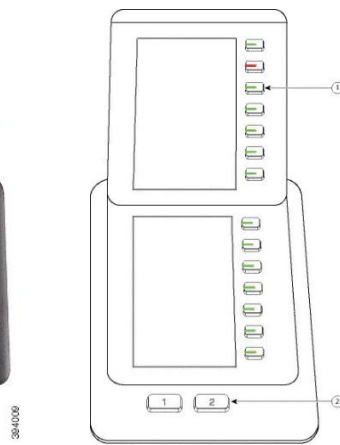


Figure 3a – Cisco KEM

The Cisco IP Phone 8800 Key Expansion Module adds extra programmable buttons to the phone. The programmable buttons can be set up as phone speed-dial buttons, or phone feature buttons. The expansion modules available is Cisco IP Phone 8851 Key Expansion Module - Dual LCD screen module for audio phones, 14 line keys, 2 pages, one-column display only.

Note: The Cisco IP Phone 8851 Key Expansion Module require Firmware Release 12.0 or later. For Cisco CP-8851 only support two unit of the Key Expansion Module per-phone set.

2.3 Key Expansion Modules Button and Hardware

LCD screen - Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button. Icons that

indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module in below table:-

Remarks: For adding speed-dial list to the KEM, please refer to the Web Portal user guide.

Lighted buttons - Line buttons. Each button or pair of buttons corresponds to one line. The lights beneath each button indicate the state of the corresponding line as follows:





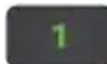

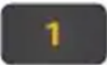






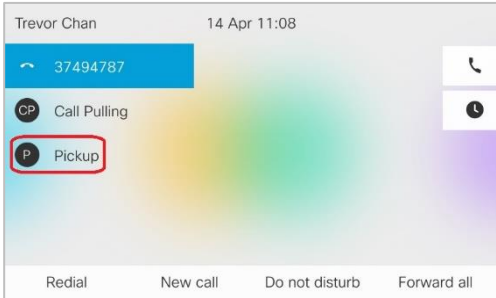
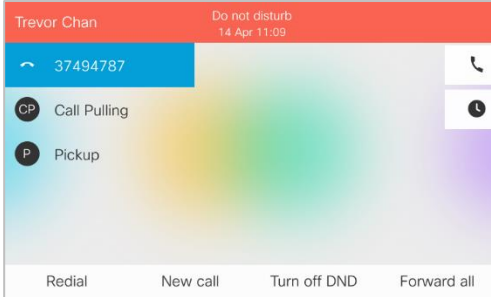


Ref. No.	Feature	Feature Description
1	 light off-	Button is not configured.
	 green steady LED.	Line is configured correctly is in idle state.
	 red steady LED-	Line in use and have an active call on it.
	 amber steady/blinking LED.	A configuration error occurred when this feature was being set up
2	 green steady LED.	Page is in view.
	 light off-	Page is not in view.
	 amber steady LED.	Page is not in view with one or more alerting calls on the page

Table 4 – Cisco 8851 Key Expansion Modules Button and hardware

3 Quick User Guide – Cisco CP-8851 IP phone.

Features/ Functions	Instructions	Remarks
Placing a Call	Lift handset, dial [number]	Press  on speaker mode.
Answering Call	Lift handset to answer or press speakerphone button to answer	Press  on speaker mode.
Hold and Resuming a Call	<p>During an active call, press Hold button.</p> <p>From the Calls screen, select the call and select Resume or Press the Hold button again to resume the call</p>	<p>Press  button for hold the active call.</p> <p>Press  again to resume the active call.</p>
Mute and Unmute Audio	<p>Mute the microphone so other parties cannot hear you.</p> <ol style="list-style-type: none"> 1. During a call, press Mute Button. The other parties cannot hear you. 2. Press again to unmute the microphone 	<p>Press  button to mute the active call.</p> <p>Press  button again to unmute the active call.</p>
Group Pick Up	Pick up or answer any incoming call within the group using *8 or Press Pickup key	<p>Use *8 to pick up the first incoming call within the Group</p> <p>OR</p> <p>Press Pickup key</p> 

Features/ Functions	Instructions	Remarks
DND Soft key	<ol style="list-style-type: none"> 1. Press once the DND button to enable 2. Press the DND button second time to disable 	<p>Below message will display on top of the screen. "Do not disturb"</p>  <p>Remark: The Key of phone number will keep flashing with silent ring tone when DND is on.</p>
Call Forward	<ol style="list-style-type: none"> 1. To forward calls received on your primary line to another number, press the Fwd All softkey. 2. Enter a phone number or press the Messages button to forward all calls to voicemail. 3. Look for confirmation on your phone screen. 4. To cancel call forwarding, press Fwd OFF 	<p>Below message will display on top of the screen. "Forwarded to phone number"</p> 
Transfer Call (Warm/Attended)	<p>A warm transfer involves speaking with the person to whom you are transferring the call.</p> <ol style="list-style-type: none"> 1. From a connected call (not on hold), press the Transfer button . 2. Enter the transfer recipient's phone number. 	<p>You may press the transfer icon button </p>




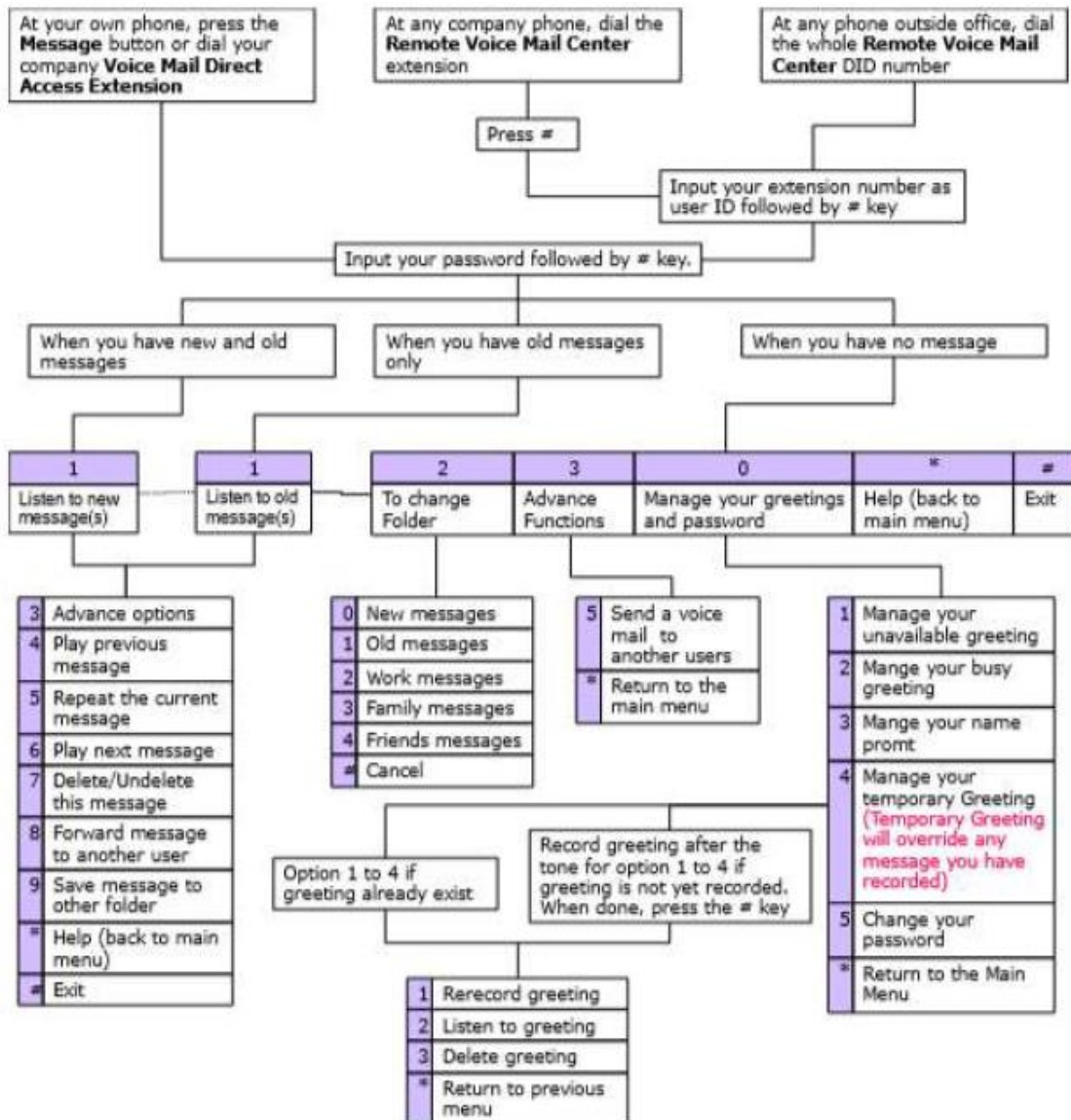
Features/ Functions	Instructions	Remarks
	3. Wait for the recipient answer and consult there is a call for him/her. 4. Swap to the line key and Press the Transfer softkey button (after the recipient answers). The transfer completes	
Transfer Call (Blind/Unattended)	A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer. 1. From a connected call (not on hold), press the Transfer button . 2. Enter the transfer recipient's phone number. 3. Press the Transfer button or the Transfer softkey (before the recipient answers). The transfer completes	You may press the transfer icon  button
Checking Voicemail	Press the Messages button and follow the voice prompts. To input the voicemail PIN and follow by # key.	New message indicators: <ul style="list-style-type: none"> • A solid red light on your handset • A stutter dial tone (if available) • "New Voicemail" message on the screen 

Table 5 – Quick User Guide for Cisco CP-8851 IP Phone

4 Voicemail

4.1 User Guide

Press  or dial the voicemail center number follow by your extension and voicemail PIN and #. (From the Desktop Phone)



After login to your mailbox, below here is the main menu of the voicemail

- Voicemail Main Menu

Dialpad	Description
1	Listen to messages
2	To change folder
3	Advanced functions
0	Manage greetings
*	Help (back to Main Menu)
#	Exit

- Listen to messages (New/Old)

Dialpad	Description
3	Advance options
4	Play previous message
5	Repeat the current message
6	Play the next message
7	Delete/ Undelete this message
8	Forward the message to another user
9	Save message to other folder
*	Help (back to Main Menu)
#	Exit

- To change folder

Dialpad	Description
0	New messages
1	Old messages
2	Work messages
3	Family Messages
4	Friends messages
#	Cancel

- Advance functions

Dialpad	Description
5	Send a voicemail to another users
*	Return to the Main Menu

- Manage greetings

Dialpad	Description	Remarks
1	Manage unavailable greeting	
2	Manage busy greeting	
3	Manage name prompt	
4	Manage temporary greeting	Temporary greeting will override any message you have recorded
5	Change password	Mailbox password
*	Return to the Main Menu	

~ END ~