



Your Phone

Cisco IP Phone 6841 shown.

- ① Incoming call or voicemail indicator
- ② Line and feature buttons
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- ④ Navigation
- ⑤ Hold, Transfer, and Conference
- ⑥ Speakerphone, Headset, and Mute
- ⑦ Voicemail, Applications, and Directory
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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 the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Forwarding All and set to “On”.
3. Dial the number that you want to forward to and select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.


Forward Busy

1. Select the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Forwarding Busy and set to “On”.
3. Dial the number that you want to forward to and select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.

Forward No Answer

1. Select the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Fwd No Answer and set to “On”.
3. Dial the number that you want to forward to and the number of rings then select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.


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/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/products-user-guide-list.html>

For further information on other Masergy supported telephones please visit the Masergy [IP Phones](#) webpage.