Cisco 9841/9851 Phone (effective 2026 – 2027)

Phone Features (soft keys/buttons)
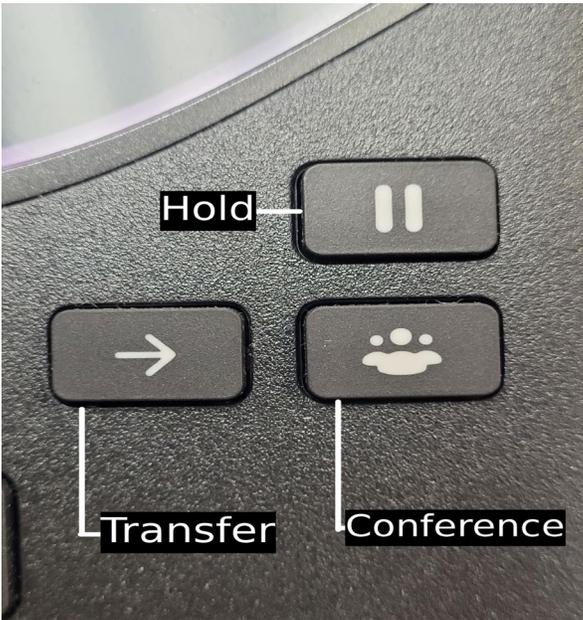
1. Phone Screen
2. Status LED
3. EMERGENCY ONLY - Public Safety – calls 2111
4. Line/Feature Keys
5. Soft keys
6. NFC Tag
7. Hold, Transfer, Conference Buttons (see closeup image below)
8. Speakerphone, Headset, Mute Buttons
9. Keypad
10. Volume
11. Voicemail, Settings, Directory (see closeup image below)
12. Status LED arc
13. Menu Navigation

Please note: The display screen is not a touch screen. The functionality of the soft keys will change depending on the feature you are using.

Line Button Status Lights (4 on Diagram)

- Green Steady - Active / Two Way
- Amber Steady - Privacy / Intercom
- Red Steady - Remote Line in Use
- Green Flashing - Held Call
- Amber Flashing - Incoming Call
- Red Flashing - Remote Call on Hold

Call Handling

External Calls

- Domestic: 1 + Area Code + Number
- Emergency External: 911
- Service Codes: 311, 711

Placing a Call

- Pick up the handset and dial the number.
- Pre-dial the number and then press "**Call**".
- Begin pre-dialing the number and use the navigation ring to make a selection.
- Press "**Settings**" and then "**Recents**" to browse call history. You may need to insert a 1 prefix with the "**edit dial**" function.

Answering a Call

- Lift handset or press the "**Answer**" soft key.
- Press the Speaker (8 on Diagram).

Internal Calls

- Dial 4 Digit Extension

Placing a Call on Hold

- Press the "**Hold**" soft key.

Resuming a Call on Hold

- Select Line Key Corresponding to Call (4 on Diagram).
- Press the "**Resume**" soft key.

Call Transfer

While on an Active Call:

1. Press the Transfer Button/soft key (7 on Diagram).
2. Dial the intended party.
3. Press the Transfer Button again.
   Note: If the party does not wish to take the call:
   - Press the "**Cancel**" soft key.
   - Press the "**Resume**" soft key.

Conference Calls

Ad Hoc Conference (Max 6 Participants)
While on an Active Call:

1. Press the Conference Button (7 on Diagram).
2. Dial the intended party.
3. Press the **Conference Button** again when the call is answered.
4. Repeat to add additional participants.
   Note: If the party does not wish to take the call:
   1. Before pressing the Conference Button again, => Press the "**End Call**" soft key.
   2. Press the "**Resume**" soft key.

Removing Conference Participants

1. If necessary, scroll to page 2 of the screen using the "**…**" soft key.
2. Press the "**Show Detail**" soft key.
3. Highlight the party you wish to remove using the menu navigation selector (13 on Diagram).
4. Press the "**remove**" soft key.

Call Forwarding

Forward to another extension:
1. Press the "**Forward all**" soft key.
2. Dial the 4-digit extension.

Forward to voicemail:
1. Press the "**Forward all**" soft key.
2. Dial 5000 or press the Favorites button and select "**Voicemail**."

Forward to a mobile or external number:
1. Press the "**Forward all**" soft key.
2. Dial 1+Area Code+Number.
3. You will get confirmation, and the display will show that the call is forwarded.

Cancel call forwarding:
1. Press the "**Forward off**" soft key.

Contacts / Directory

Viewing Call Logs
- Press Settings and select "**Recents**" to View Missed, dialed, and Received Calls:
  - Missed calls are highlighted in red.
  - Use the menu navigation ring to move between All, Placed, Received, and Missed tabs.

Using the CUNY Directory
To access the CUNY Directory:
1. Press the Contacts / Directory Button (11 on Diagram).
2. Select Custom Directory using the menu navigation selector (13 on Diagram).
3. Select CUNY Directory.
4. Enter a few characters of the First Name, Last Name, or Number and press "**Search**".
5. Press "Call" when you see the name you want to call.

Do Not Disturb (DND)

1. If necessary, scroll to page 2 by pressing the "**...**" soft key.
2. Press the "***DND***" soft key to toggle **Do Not Disturb** mode.
   1. The screen will have a red line across the top to indicate that DND mode is currently active.