Advanced Functions

Softkey	Description
While not on a Call	
Redial	Calls the last number dialed.
Contacts	Accesses your personal or IP Centrex directory.
Forward	Opens a call forwarding menu, only applies to the direct number on phone.
DND (Do Not Disturb)	Prevents incoming calls from ringing your phone. Calls are automatically forwarded to voice mail.
Call rtn	Calls the last incoming number.
PTT (Push To Talk)	Initiates immediate communication with individuals. PTT can be configured for one- or two-way voice.
PickUp	Transfers an incoming call within your group to your phone.
Unpark	Picks up a parked call.
While on a Call	
End Call	Ends the call (hang up).
Conf (Conference Call)	Conference with another party. Press **Conf** while on a call, dial another number and press **Conf** again.
BlindXfer (Blind Transfer)	Transfers a call to another number without announcing the caller. 1. While on an active call, press the **BlindXfer** softkey. 2. Dial the receiver's number or extension and hang up.
Transfer	Transfers a call to another number but announces the caller information before completing the transfer. 1. While on an active call, press the **Transfer** softkey. 2. Dial the receiver's number (or extension). 3. Introduce the call and press the **Transfer** softkey again.
XferVM	Transfers a call to voice mail.
Hold	Places the call on hold.
Park	Parks a call.

Code[†]	Description
*72	Call Forward Always Activate
*73	Call Forward Always Deactivate
*69	Call Return
*68	Call Park (press Hold / *68 / ext / #)
*88	Call Park Retrieve (press *88 / ext / #)
*98	Call Pickup (press *98 to pick up ringing ext)
*97	Answer Specific Extension (press *97 / ext / #)
*50	Push to Talk (press *50 / ext / #)

[†]Some functions may be restricted by your Cox Business VoiceManager administrator.

Initial Voice Mail Setup

1. From your business phone, press the envelope button or dial *298.
2. When asked for the PIN, enter **269266 (COXCOM)** followed by #.
3. Follow the prompts to record your voice message and change the PIN.

Access Voice Mail (from your business line)

1. From your business phone, press the envelope button or dial *86.
2. Enter your PIN followed by #.

Access Voice Mail (outside the office)

1. Dial your direct number.
2. Listen for your greeting to begin playing.
3. Press *5.
4. Enter your PIN followed by #.

Cox Business Quick Reference Guide for Cisco 8841 Multiplatform Phone

COX BUSINESS®

Calling Basics

Function	Description
Place/Answer Call	1. Enter number and pick up handset. 2. Press flashing red button. If multiple lines on phone, press solid red button first.
Place/Retrieve Call on Hold	1. Press the Hold button ❚❚ . 2. To resume call on hold, press the Hold button again.
Transfer Call	1. From a call not on hold, press the Transfer button . 2. Enter the person's phone number. 3. Press the Transfer button again.
Mute Audio	1. Press the Mute button . 2. Press the Mute button again to turn off mute.
Check Voicemail	1. Press the Messages button and follow the voice prompts. 2. To check messages for a specific line, press the line button first.
Forward All Calls	1. Press the **Forward** softkey. 2. Dial the number to forward calls and press the **Call** softkey. 3. When you return, press the **Clr fwd** softkey.
Adjust Volume in a Call	1. Press the Volume button − + left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.
Adjust Ringtone Volume	1. Press the Volume button − + left or right to adjust the ringer volume when the phone is not in use.

#	Function	Description
1	Handset light strip	Indicates whether you have an incoming call (flashing) or a new voice message
2	Phone Screen	Shows information about phone, directory number, active call and line status, speed dials, placed calls, and menu listings
3	Programmable Feature and Session buttons	Feature buttons (left side): Use to view calls on a line, or access speed dial, or all calls Session buttons (right side): Use to answer a call, resume a call, or display missed calls
4	Softkey buttons	Use to enable softkey options displayed on phone (e.g., answer calls, forward calls)
5	Navigation cluster	Navigation arrows and select button allows you to scroll menus, highlight items, or select highlighted items
6	Release button	Ends a connected call or session
7	Hold/Resume button	Places an active call on hold and resumes held calls
8	Conference button	Creates a conference call
9	Transfer button	Transfers a call
10	Speakerphone button	Toggles the speakerphone on or off. The button is lit when speakerphone is on.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles headset on or off. When the headset is on, the button is lit.
13	Keypad	Dial phone numbers, enter letters, select menu items (by entering the item number)

#	Function	Description
14	Volume button	Adjust the handset and speaker volume (off hook), and the ringer volume (on hook)
15	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
16	Applications button	Opens or closes the Applications button to access call history, user preferences, phone settings, and phone model information.
17	Messages button	Autodials your voice messaging system (varies by system)
18	Back button	Returns to the previous screen or menu
19	Handset	Phone handset

For IP Centrex support visit
www.coxbusiness.com/starthere
or call **877-301-3489**