

QUICK REFERENCE GUIDE

Cisco CP6851

Warm transferring calls

A warm transfer involves speaking with the person to whom you are transferring the call.

- 1 While on a call, press the **Transfer** button.
- 2 Dial a number or select from the Directory and press Call soft key.
- 3 After speaking with the receiving party, press the **Transfer** button again to complete the transfer.

Blind transferring calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.

- 1 While on a call, press the three dots soft key, then select the **BlindXfer** soft key.
- 2 Dial a number or extension.
- 3 Press the **Call** soft key immediately to complete the transfer.

Initiating a conference call

- 1 While on a call, press the **Conf** soft key.
- 2 Dial a number or select from Directory and press Call soft key.
- 3 Once the recipient answers, press **Conf** again to merge the calls together.



Accessing call history

- 1 Press the **Recent** soft key.
- 2 Press the **Settings** key. Select **Recents**.
- 3 Use the down and up keys to select the Missed, Received, or Placed call lists.

Checking voicemail

- 1 Press the **VM** button, or dial ***86**.
- 2 Enter your voicemail PIN.
- 3 Press **1** to listen to new or saved voicemails.