

## Cisco 6851

# Cisco IP Phone 6851 Multiplatform Firmware User Manual

Model: 6851 (CP-6851-3PW-NA-K9=)

## 1. INTRODUCTION AND OVERVIEW

The Cisco IP Phone 6851 with Multiplatform Firmware is designed to provide high-fidelity voice communications. This IP phone is suitable for mid-sized to large enterprise environments transitioning to an IP Communications system. It features a 3.5-inch grayscale display and supports Class 2 Power over Ethernet (PoE) and up to 4 SIP registrations.



Image 1.1: Cisco IP Phone 6851. This image displays the main unit of the Cisco IP Phone 6851, including the handset, keypad, navigation buttons, and the 3.5-inch grayscale display. The screen shows an incoming call notification.

## 2. PACKAGE CONTENTS

---

Verify that your package contains the following items:

- Cisco IP Phone 6851 unit
- Handset
- Handset cord
- Ethernet cable
- North American Power Adapter (if not using Power over Ethernet)
- Quick Start Guide (not included in this digital manual)

## 3. SETUP INSTRUCTIONS

---

### 3.1 Connecting the Phone

1. **Connect the Handset:** Plug one end of the handset cord into the handset and the other end into the handset port on the phone base.
2. **Connect to Network (PoE):** If using Power over Ethernet (PoE), connect one end of the Ethernet cable to the network port on the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
3. **Connect to Network (Power Adapter):** If not using PoE, connect the power adapter to the phone's power port and then plug the adapter into a standard electrical outlet. Then, connect one end of the Ethernet cable to the network port on the phone and the other end to a network switch or router.
4. **Connect to PC (Optional):** If you wish to connect a PC through the phone, connect an Ethernet cable from the PC port on the phone to your computer's Ethernet port.

### 3.2 Initial Configuration

Upon initial power-up, the phone will attempt to connect to your network and register with your IP telephony system. This process may take a few minutes. Follow any on-screen prompts or consult your system administrator for specific network configuration details.

## 4. OPERATING INSTRUCTIONS

---

### 4.1 Basic Call Functions

- **Making a Call:**
  - a. Lift the handset or press the **Speaker** button.
  - b. Dial the desired number using the keypad.
  - c. Press the **Call** softkey or wait for the call to connect automatically.
- **Answering a Call:**
  - a. Lift the handset, or press the **Answer** softkey, or press the **Speaker** button.
- **Ending a Call:**
  - a. Replace the handset, or press the **End Call** softkey, or press the **Speaker** button again.

- **Redial:** Press the **Redial** softkey to call the last dialed number.

## 4.2 Advanced Features

- **Hold:** During an active call, press the **Hold** button. Press it again to resume the call.
- **Mute:** Press the **Mute** button to mute your microphone. Press it again to unmute.
- **Speakerphone:** Press the **Speaker** button to use the speakerphone.
- **Headset:** Connect a compatible headset to the headset port. Press the **Headset** button to use the headset.
- **Volume Adjustment:** Use the **Volume** rocker button to adjust the volume of the handset, speakerphone, or headset during a call, or the ringer volume when idle.
- **Conference Calls:** The phone supports 2-way conference calls.
  - a. During an active call, press the **Conference** softkey.
  - b. Dial the number of the third party.
  - c. Once the third party answers, press the **Conference** softkey again to join all parties.
- **Voicemail:** Press the **Messages** button to access your voicemail. Follow the audio prompts.

## 5. MAINTENANCE

---

To ensure the longevity and optimal performance of your Cisco IP Phone 6851, follow these maintenance guidelines:

- **Cleaning:** Use a soft, lint-free cloth slightly dampened with water to clean the phone's exterior. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the finish and electronic components.
- **Display Care:** Gently wipe the display with a soft, dry cloth. Do not press hard on the screen.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture.
- **Cables:** Ensure all cables are securely connected and not kinked or damaged.

## 6. TROUBLESHOOTING

---

This section provides solutions to common issues you might encounter with your IP Phone.

Issue	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	<ul style="list-style-type: none"><li>• Verify Ethernet cable is securely connected to a PoE-enabled port.</li><li>• If using a power adapter, ensure it is correctly plugged into the phone and a working electrical outlet.</li></ul>
Cannot make or receive calls.	Network connectivity issue or registration failure.	<ul style="list-style-type: none"><li>• Check Ethernet cable connection.</li><li>• Ensure the phone displays a registered status (e.g., line active).</li><li>• Contact your system administrator for network or SIP registration issues.</li></ul>
No dial tone.	Phone not registered or handset/speaker issue.	<ul style="list-style-type: none"><li>• Verify phone registration status on the display.</li><li>• Check handset cord connection.</li><li>• Try using the speakerphone function.</li></ul>

Issue	Possible Cause	Solution
Poor audio quality.	Network congestion or faulty equipment.	<ul style="list-style-type: none"><li>• Check network connection stability.</li><li>• Ensure handset or headset is properly connected.</li><li>• Contact your system administrator if the issue persists.</li></ul>

## 7. SPECIFICATIONS

Brand	Cisco
Model Number	6851 (CP-6851-3PW-NA-K9=)
Display	3.5-inch Grayscale
Power Source	Power Adapter / Class 2 PoE (Power over Ethernet)
SIP Registrations	Up to 4
Telephone Type	Corded IP Phone
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	VoIP services, PSTN, compatible communication devices
Conference Call Capability	2-way
Item Weight	1.36 pounds (approx. 0.62 kg)
Product Dimensions (L x W x H)	14.85 x 9.1 x 2.95 inches (approx. 37.7 x 23.1 x 7.5 cm)
Color	Charcoal
Country of Origin	China

## 8. WARRANTY AND SUPPORT






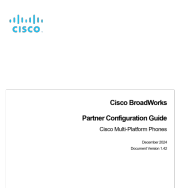
### 8.1 Limited Hardware Warranty

The Cisco IP Phone 6851 comes with a **1-Year Limited Hardware Warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the official Cisco warranty documentation or contact Cisco support.

### 8.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact your IT department or authorized Cisco support provider. You may also visit the official Cisco support website for additional resources and contact information.

**Cisco Support Website:** [www.cisco.com/support](http://www.cisco.com/support)

	<p><a href="#">Cisco IP Phone 7800 &amp; 8800 Series Firmware Migration: Enterprise to MPP Guide</a></p> <p>A comprehensive guide detailing the process of converting Cisco 7800 and 8800 series IP phones between Enterprise and MultiPlatform Phone (MPP) firmware. Covers eligible models, licensing, migration procedures for Webex Calling and other call controls, and frequently asked questions.</p>
	<p><a href="#">Cisco IP Phone 6841 and 6851 Multiplatform Phones Quick Start Guide</a></p> <p>A quick start guide for setting up and using Cisco IP Phone 6841 and 6851 Multiplatform Phones, covering basic call operations, managing calls, and adjusting phone settings.</p>
	<p><a href="#">Access Cisco IP Phone 6800 Series Web Configuration with Multiplatform Firmware</a></p> <p>Learn how to access the web configuration page of a Cisco IP Phone 6800 Series with Multiplatform Firmware. This guide covers applicable devices, software versions, and step-by-step instructions for accessing the phone's GUI.</p>
	<p><a href="#">Cisco IP (MPP)</a></p> <p>(MPP) Cisco IP</p>
	<p><a href="#">Cisco IP Phone 6841 and 6851 Multiplatform Phones Quick Start Guide</a></p> <p>A quick start guide for the Cisco IP Phone 6841 and 6851 Multiplatform Phones, covering basic operations like placing and answering calls, call hold, call transfer, and adjusting settings.</p>
	<p><a href="#">Cisco BroadWorks Partner Configuration Guide for Multi-Platform Phones</a></p> <p>Comprehensive guide for partners on configuring Cisco Multi-Platform Phones (MPP) Series for interoperability with Cisco BroadWorks, covering setup, features, and best practices.</p>