Manuals+ — User Manuals Simplified.

Cisco 8851 IP Phone Quick Reference Guide

Home » Cisco » Cisco 8851 IP Phone Quick Reference Guide

Contents

Cisco 8851 IP Phone

Buttons and Features

1. **Handset and Handset light strip –** Indicates whether you have an incoming call (flashing) or a new voice message.

2. **Phone Screen –**Shows information about the phone, directory number, active call and line status, speed dials, placed calls, and menu listings.

3. **Programmable feature buttons –** Use to view calls on a line, or access speed dial.

4. **Softkey buttons –** Used to enable softkey options, displayed on phone, (answer calls, forward calls).

5. **Navigation cluster –** Navigation cluster, and select button allow 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 call.

8. **Conference button –** Creates 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 headset is on, button is lit.

13. **Keypad –** Allows you to dial phone numbers, enter letters, select menu items (by entering the item number).

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 (coming soon).

16. **Applications button –** Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.

17. **Messages button –** Autodials your voice messaging system.

18. **Back button –** Returns to the previous screen or menu.

19. **Handset –** Phone handset.

Make a Call
Enter a number and pick up the handset.

Redial Last Number
Press the Redial softkey to redial on your primary line. To redial on another line, press the line button first.

Answer a Call
Press the flashing amber line button.

Answer Multiple Lines
If you are talking on the phone when you get another call, a message appears briefly on the screen. Press the flashing amber line button to switch lines and press the session button to answer the second call. The first call goes on hold automatically.

Feature Buttons
Use feature buttons to view calls on a line or access features such as Speed Dial.

Buttons illuminate to indicate status:

- **Green, steady:** Active call

- **Green, flashing:** Held call

- **Amber, steady:** Private line in use

- **Amber, flashing:** Incoming call

- **Red, steady**: Remote line in use

- **Red, flashing:** Remote line on hold

Put a Call on Hold

1. Press the Hold softkey.
2. To resume a held call, press the Resume softkey.

Voicemail

New message indicators:

- A solid red light on your handset.
- The voicemail icon and number display on the under the extension number.

Listen to Messages

Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

Retrieving Voicemails from Off Campus

1. Dial 410-704-6200 from any location.
2. Enter your ID (your extension beginning with 4).
3. Enter your pin followed by #.

Transfer a Call to Another Person

1. From an active call, press Transfer
2. Enter the other person's phone number.
3. Press Transfer again.

Conference

1. Start with an active call, not on hold.
2. Press the Conference button and enter the phone number for the party to be added.
3. Press the Conference softkey to tie parties together.
4. Repeat these steps to add more participants.

Join Calls

1. From a connected call that is not on hold, press Conference.
2. Press Active calls to select a held call.
3. Press Conference again.

View and Remove Participants

1. During a conference, press Show Details softkey.

2. Press the More (three dots) softkey.

3. To remove a participant from the conference, scroll to the participant and press Remove.

Pair a Headset (Bluetooth)

1. Put your device in discoverable mode.

2. On your IP Phone, press Applications

3. Select Bluetooth > Add Bluetooth.

4. Select your device from the available devices list.

5. Press the Pair softkey.

6. Press the Exit softkey twice.

Make a Call with a Headset

1. Plug in a headset or connect via Bluetooth.

2. Enter a number using the keyboard

3. Press Headset .

Make 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.
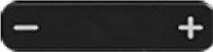

Forward All Calls

1. Select a line and press the Forward all softkey.

2. Dial the number that you want to forward to, or press the Voicemail button.

3. To receive calls again, press Forward off softkey.

Ignore
Press the Ignore softkey when the call is ringing, active, or on hold. Ignore redirects an individual call to voicemail.

Settings

Adjust the Volume in a Call

Press Volume left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press Volume left or right to adjust the ringer volume when the phone is not in use.

Change the Ringtone

1. Press Applications .
2. Select Settings > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

Adjust the Screen Brightness

1. Press Applications .
2. Select Settings > Brightness.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press Save.

Change the Font Size

1. Press Applications .
2. Select Settings > Font Size.
3. Select a font size.
4. Press Save.

Directories

1. Press Contacts .
2. Select TU Phonebook and then TU Phonebook again.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press the Dial softkey.

Call History

View Call History

1. Press Applications
2. Select Recents.

3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call, press the More softkey (three dots) and then press Details.

Alternately: In the Navigation cluster press the down button. Recent calls will be in view.

View Missed Calls

1. View your call history.
2. Press the Missed softkey.

Dial Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press **More > EditDial**.

Download Pdf: [Cisco 8851 IP Phone Quick Reference Guide](#)