Quick Start Guide

Cisco IP Phone 8851

1  Dial
To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

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

Dial On-Hook
1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: Call, the headset button, the speakerphone button, or the Select button.

2  Answer
New call indicators:
• A flashing amber line button
• An animated icon and caller ID
• A flashing red light on your handset
To answer the call, lift the handset. Or, press the flashing amber session button, Answer, the unlit headset button, or the speakerphone button.

3  Hold
1. Press Hold. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, Resume, or Hold.

4  Transfer
1. From an active call, press Transfer.
2. Enter the transfer recipient’s phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

Direct Transfer
You can transfer the active call to the held call either on the same line or across lines
• From an active call, press Transfer.
• Press Active calls to select the held call, and press Transfer again to finish the call transfer.

5  Conference
1. From an active call, press Conference.
2. Make a new call.
3. Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
4. Repeat these steps to add more participants. The conference ends when all participants hang up.

View and Remove Participants
During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

6  Mute
1. While on a call, press Mute. The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

7  Voicemail
New message indicators:
• A solid red light on your handset
• The voicemail icon and number display on the screen along with one idle session button

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

8  Forward All
1. To forward calls received on your primary line to another number, press Forward all.
2. Enter a phone number or press Messages to forward all calls to voicemail. Look for confirmation on your phone screen.
3. To cancel call forwarding, press Forward off.

9  Call History
View Call History
1. Press Applications.
2. Scroll and select Call History.
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 More, and then press Details.
**10 Settings**

**Volume**
The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press `Volume` when the phone is in use.
- To adjust the ringer volume, press `Volume` on the left (-) or right (+).
- To silence the phone when ringing, press `Volume` left one time. Pressing `Volume` multiple times lowers the ringer volume.

**11 Mobile integration**

(Only for supported mobile phones)
If your administrator has enabled this feature, you can press the second line button to open the Bluetooth menu to pair and connect your smartphone. After your smartphone connects, its name displays on the second line label and you can use this line to manage your smartphone calls. You can also enable or disable this feature using the Hands-free 2-way audio entry in the Bluetooth menu. For more information, contact your system administrator.

**12 Tips**

**How Can I Keep Track of Multiple Calls?**
Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared line:
- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

**Font Size**
1. Press `Applications`.
2. Select `Settings > Font Size`.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press `Save`.

**Screen Contrast**
1. Press `Applications`.
2. Select `Settings > Brightness`.
3. Press the Navigation cluster left or right to change the contrast and press `Save`.

**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.

**Did you know?**
- **Call selection** (previously 87) — is now a button
- Call mobile phones 63xxxx
- 6464 call by saying the name