



QUICK START GUIDE



Cisco IP Phone 8851

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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**.

View Missed Calls Only

1. View your call history.
2. Press Missed. Alternately, press the session button mapped to the Call History icon.

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.

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.

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.

Screen Contrast

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

Font Size

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

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.

1. Press Applications .
2. Select Bluetooth.

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

How can I personalize various features and phone settings?

You can personalize your setting via the personal portal at: <http://myiptel>

If Mobility and Do not Disturb are listed as unavailable, it can be requested.

Did you know?

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