Cisco IP Phone 8851

**Calling Options**

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

**Dial On-Hook**

1. Enter a number when the phone is idle.
2. Lift the handset or press Call, Headset, Speakerphone, or Select.

**Redial Last Number**

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

**Speed Dial**

Enter a speed-dial item number and press the SpeedDial softkey. You may also have speed dials assigned to some buttons along the left side of your phone.

**Directories**

1. Press Contacts.  
2. Scroll and select a directory.  
3. Use your keypad to input search criteria.  
4. Press Submit.  
5. To dial, scroll to a listing and press Dial.

**View Call History**

To view missed, placed and received calls:

1. Press Applications.  
2. Scroll and 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 More, and then press Details.

**View Missed Calls Only**

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

**Dial from 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.

**Answer a Call**

New calls display in these ways:

- 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.

**Use Hold and Resume**

When a call is on Hold, the person at the other end hears hold music.

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.

**Use 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.

**Transfer a Call**

1. From an active call, press Transfer.  
2. Enter the transfer recipient’s extension or telephone number.  
3. Press Transfer again either before or after the party answers to complete the transfer.

**Forward Calls**

1. To forward calls on your primary line to another number, press the Forward All softkey.

Enter a phone number or press the Messages button to forward all calls to your voicemail.
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Navigating the Phone

Line Buttons
Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Session Buttons
Session buttons are used to perform tasks such as answering a call, resuming a held call, or initiating phone functions, such as displaying missed calls. Each call on your phone is associated to a session button. Session buttons are located on the right side of the phone screen.

Softkeys
Softkeys are feature buttons that dynamically change to reflect current options. Four softkey buttons are located below the phone screen. The More softkey reveals additional softkeys.

Scrolling
To scroll through a menu or list, press up, down, left or right on the four-way Navigation cluster.

Create a Conference Call
1. From an active call, press Conference

2. Make a new call.
3. Press Conference again either before or after the party answers.
4. Repeat these steps to add additional participants.

The conference call ends when all participants hang up.

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

Manage Voicemail
A new voicemail message is indicated by:
- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- “New Voicemail” message on your phone display

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

Press the Decline softkey when a call is ringing, active, or on hold to send it directly to voicemail.