

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

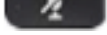
To answer the call, lift the handset. Or, press the flashing amber session button, *Answer*, the unlit *Headset* button, or the *Speakerphone* button.

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.

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.



A scroll bar on the screen indicates your relative position within a list.

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.

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