



Calling Options

Dial On-Hook

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

1. Enter a number when the phone is idle.
2. Lift the handset or press the **New call** softkey, **Headset**  button, or the **Speakerphone**  button.

Redial Last Number

1. Press the **Redial** softkey to redial on your primary line.

To redial on another line:


1. Press the **desired line** button.
2. Press the **Redial** softkey.

Speed-Dial

1. Enter a speed-dial number.
2. Press the **SpeedDial** softkey.

You may also have speed-dials assigned to some buttons along the left side of your phone.

Directories

1. Press the **Directory**  button.
2. Scroll and select a **Directory**.
3. Use your keypad to input search criteria.
4. Press the **Search** softkey.
5. To dial, scroll to a listing and press the **Dial** softkey.

View Call History

To view missed, placed and received calls:

1. Press the **Applications**  button.
2. Scroll and select **Recents**.

3. To view details for a call, scroll to the call, press the **More...** softkey, and then press the **Details** softkey.

Your phone displays the last 150 missed, placed and received calls.

View Missed Calls Only

1. Open your call history or press the **session** button mapped to the **Call History** icon.
2. Press the **Missed calls** softkey.

Dial from Call History

1. View your call history or navigate to your missed or placed calls.
2. Scroll to a listing.
3. Lift the handset, press **Select**, or press the **Call** softkey.
4. Press the **More...** > **Edit dial** softkeys to edit a number before dialing.

Answer a Call

1. Pick up the **Handset**.

Answer a call using speakerphone:


1. Press the flashing **Amber Session** button, the **Answer** softkey, or the **Speakerphone**  button.

Answer a call using a headset:

1. Press the **Headset**  button.

Use Hold and Resume


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

1. Press the **Hold**  button. The hold icon appears and the line button flashes green.
2. Press the flashing green **Line** button, the **Resume** softkey, or the **Hold** button to resume a call.


Use Mute

1. Press the **Mute**  button while on a call. The button glows to indicate that mute is on.
2. Press the **Mute** button again to turn mute off.


Transfer a Call

1. Press the **Transfer**  button from an active call or the **Transfer** softkey.
2. Enter the transfer recipient's extension or telephone number.
3. Press the **Transfer** button 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.
2. Enter a phone number or press the **Voicemail**  button to forward all calls to your voicemail.

Create a Conference Call

1. From an active call, press the **Conference**  button.
2. Make a new call.
3. Press the **Conference** button 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 the **Show Detail** softkey. To remove a participant from the conference, scroll to the participant and press the **Remove** softkey.



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 located on the right side of the phone screen. They 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.

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.

Manage Voicemail

A new voicemail message can be indicated by:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- The number of new messages on the phone display

Press the **Voicemail**  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, to send it directly to voicemail.

Cisco IP Phone 8851

