Quick Start

Cisco IP Phone 8851

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

Press Dial to dial on your primary line. To dial on another line, press the line button first.

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

2 Answer
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.

Answer Multiple Lines
If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call. The first call goes on hold automatically.

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.

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
- A stutter dial tone (if available)
- The voicemail icon and number display on the screen along with one idle session button

Voicemail Setup
Press Messages and follow the voice prompts. Enter the default PIN of 123654 and follow the instructions.

8 Divert
Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

9 Forward All
1. To forward calls received on your primary line to another number, press Forward all.
2. To forward calls to another number, enter a UCO 4 digit extension.
3. To forward all calls to voicemail, press Messages .
4. To cancel call forwarding, press Forward off.

To set up forwarding on a secondary line, press the line button to select the line and press Forward all.

10 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 EditDial.

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

12 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.
5. Press Set and Apply to save a selection.

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

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

13 Navigation
Where are the 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. Contact your system administrator for more information.

Where are the Session Buttons?
Session buttons are located on the right side of the phone screen.

Where are the Softkeys?
Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.

14 USB Charging
To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851.

15 Intelligent Proximity
Press the second line button to open the Bluetooth menu to pair and connect your smartphone or tablet. After your smartphone or tablet connects, its name displays on the second line label and you use this line to manage your smartphone or tablet calls. You must enable the Hands-free 2-way entry in the Bluetooth menu.

1. Press Applications.
2. Select Bluetooth.
3. Enable Hands-free 2-way audio.

16 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 lines:
- 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

What Is the Best Way to Use My Headset?
If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar.

How Do I Set Up Speed Dials?
To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal.

Where Can I Find a Complete User Guide?
www.uco.edu/technology/training/guides

Questions?
Contact the UCO Service Desk
Phone: 405-974-2255
Email: support@uco.edu
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