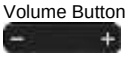
Cisco 8851

1	Handset Light Strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings. The Cisco IP Phone 8811 screen is grayscale.
3	Programmable feature & Session buttons	Your phone provides quick access to your phone lines, features, and call sessions: · Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons. · Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.
4	Softkey buttons	Allows you to access the softkey options (for the selected call or menu item) that displays on your phone screen.
5	Navigation cluster and Select button	The Navigation cluster and Select button allows you to scroll through menus, highlight items, and select the highlighted item.
6	Release Button	Ends a connected call or session
7	Hold/Resume Button	Places an active call on hold and resumes the held call.
8	Conference Button	Creates a conference call.
9	Transfer Button	Transfers a call

10	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute Button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset Button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Keypad	Allows you to dial phone numbers, enter letters, & select menu items (by entering the item number).
14	Volume Button 	Controls the handset, headset, and speakerphone volume (off hook) and controls the ringer volume (on hook).
15	Contacts Button	Opens or closes the Directories menu. Use the Contacts button to access personal & corporate directories.
16	Applications Button	Opens/closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, & phone model information.
17	Messages Button	Autodials your voice messaging system (varies by system).
18	Back Button	Returns to the previous screen or menu.
19	Handset	Phone Handset

Basic Phone Features

To place a call:

Internal
Lift Handset, press the **Speaker** button, line button or the New Call soft key, u or Dial 411
External
Local – Dial 9 + Number
Long Distance – Dial 9 + 1 + Number

To redial a number:
1. To redial the most recently dialed number, press the **Redial** soft key.

To answer a call:
1. Lift the handset.
2. If you are using a headset, press the Headset button.
3. To use the speakerphone, press the Answer soft key or the Speaker button.
4. Press the **line** button to select between incoming calls.

To end a call:
1. Hang up the handset.
2. If you are using a headset, press the Headset button or the EndCall soft key.
3. If you are using the speakerphone, press the Speaker button or the EndCall soft key.

To put a call on hold:
1. Press the **Hold** button.
2. To return to the call, press the **Resume** soft key or the flashing green line button to resume the call.

To mute a call:
1. Press the **Mute** button.
2. To disengage mute, press **Mute** again or lift the handset.

To park a call:
1. During an active call, press the Park soft key to park the call. The LCD displays where the call is parked.
   Note where the call is parked.

To retrieve a parked call
1. To retrieve the parked call, from any IP phone, dial the park extension.

To transfer a call:

1. During a call, press the **Transfer** button.
2. Dial the number to which you want to transfer the call and press **Transfer** again. Or, when the party answers, announce the call and then press the **Transfer** button.

To transfer a call to Voice Mail:

1. During a call, press the **Transfer** button. This puts the call on hold.
2. Press ***, the extension and then press **Transfer** again.

To forward all calls to another number:
1. Press the **Forward All** soft key.
2. Enter the number to which you want to forward all of your calls.
   Note: Enter the number exactly as you would if you were placing a call to that number.
   To verify that your calls are forwarded, look for:
3. A Forward All icon in the line label.
4. The forwarding information in the header.

To forward all calls to voicemail:
1. Press the **Forward All** soft key.
2. Press the messages button.

To cancel call forwarding:
1. Press the **Forward Off** soft key.

DND (Do Not Disturb):
1. Press the **DND** soft key. This puts your phone on do not disturb. Your phone will flash but will not ring.
2. To disengage **DND**, press **DND**.

Decline:
Decline allows you to send an incoming call directly to voicemail. When the call gets declined, the line becomes available to make or receive new calls.

Overhead Paging from any extension/phone:

- Enter your paging number:
- Wait for the "tone or beep" and speak clearly into the phone,
- press End Call when done (or you can simply hang up the handset, but this may be noisy),

Conference Now
All users are able to host meetings but must set their pin via **Selfcare portal** before the feature is active for them.

To Set Pin:
Enter Cisco Self Care Portal address:
https:_____
Select General Settings – Phone Services – Set Pin – Enter Pin number then Save

To start meeting Dial bridge number **–** _____ and follow prompts:
- Enter Meeting Number (4-digit office extension) then # Enter Pin if you're the meeting host and press # to continue.
- If you're not the host – dial bridge number – enter meeting number then press # you are placed on hold until meeting host enters pin.

Voice Mail Setup and Access

To enroll with voice mail (first use)

Press the **Messages** button, then follow the voice prompts.
Enter the first time enrollment password = **1234**.

a. Record your name - press # key as soon as you say your name
b. Record a greeting
c. Set a new password

To access your voice mail:

Press the **Messages** button and follow the voice instructions.
Note: When you have one or more new messages, the red light on your handset remains lit and an envelope icon flashes on your LCD screen. Also the message will appear in your email.

To access your voice mail from another phone:
1. Press the **Messages** button.
2. Press the * key
3. Enter your ID (Extension), then press the # key
4. Enter your Password (PIN number), then press the # key

To access your voice mail from outside the building:

1. Dial _____
2. Enter your ID (Extension), then press the # key
3. Enter your Password (PIN number), then press the # key

Basic Controls:

Press the **Messages** and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

During Message Playback		After Message Playback	
Restart Message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
	5	Forward Message	5
Fast Playback	6		6
Rewind, small	7	Rewind	7
Pause or Resume	8		
Fast Forward	9	Play message Summary	9