

## Phone User Guide – Cisco 8851 & Cisco 8861







- 1. Handset Light Strip
- 2. Line / Session Buttons
- 3. Phone Screen
- 4. Soft Key Buttons\*
- 5. Navigation and Select Button
- 6. Release Button
- 7. Hold / Resume Button
- 8. Conference Button
- 9. Transfer Button
- 10. Speaker Button
- 11. Mute Button
- 12. Headset Button


- 13. Keypad
  - 14. Volume Button
  - 15. Contacts Button
  - 16. Applications Button
  - 17. Messages Button
  - 18. Back Button
  - 19. Handset
- \* Soft Key labels change with different phone states.  
 \* Phone may go into a power save mode, press any button or pick up handset to turn on.


## Placing a Call

**Using the handset:** Pick up the handset, dial number and press the  soft key.

You do not need to dial 9 before dialing the number.

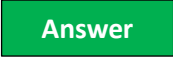
To use the speakerphone, press the speakerphone button  on the bottom right of the phone and place handset back in cradle.


**Using the speakerphone:** With the handset on hook, simply start dialing the number and press the  soft key.

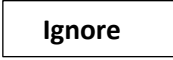
**Using a headset:** Press the button on the headset earpiece, enter the phone number and press the  soft key.



*TIP: Local numbers may be 7 digit dialing or may require the area code, depending on the area. Long distance numbers can be dialed with or without the 1+. Please contact your administrator for access to international dialing.*


## Answering a Call



When phone is ringing, pick up the handset or press the  soft key to use speaker.

To send the call straight to voice mail (if your phone has voice mail), press the  soft key.

To let the call ring silently before going to voice mail, press the  soft key.

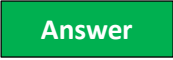
To end the call, place handset back in cradle, press the  soft key or  release button.

You can also press  to end the call if you are on the speakerphone.

Using the headset: When phone is ringing, press the button on the headset earpiece to answer the call. To end the call, press the headset button again or press the  soft key or  release button.


## Answering an Additional Call

While on a call, you will hear a call waiting beep indicating a new incoming call.


Press the  soft key to answer the call – this will automatically place your original call on hold.

Use the navigation buttons to move and select calls.

## Volume Adjustment

Use the volume key  to adjust the volume on the handset when you are on a handset call, on the speaker when you are on a speakerphone call, or ring volume when your phone is idle.



## Redial

Press the REDIAL soft key to view Placed calls, then use the navigation buttons to select, press the  soft key to dial.

Note: If you had a call ring to your extension that was not answered, you will see a missed call notification next to your extension button. Soft key options will change to Call Rtn (calls the number back), Redial (shows list of recently dial numbers, use navigation button to select and call), and Missed (shows list of incoming missed calls).



When you are in a list, you can touch Return button or pick up and hang up handset to return to main screen view.

## Muting yourself to callers

Press  to mute yourself to callers. You will see the microphone icon on the button turn red and there will be a Mute notification on your screen. Press  again to unmute.

*TIP: Mute can be used on handset, speakerphone and headset calls.*


## Call Hold

Press  or the **Hold** soft key during a call to place that call on hold. Your caller will hear music on hold. You will see a pause indication next to the call description on your screen. To return to the caller, press  or the **Resume** soft key.


You can use the navigation keys to navigate if there is more than one call on hold on your phone.

*TIP: A call on hold can only be retrieved from the phone where the call was placed on hold. Use transfer or the Park feature to place calls on hold that need to be retrieved from other phones on the system.*

## Do Not Disturb

When your phone is idle, press the  soft key to place the call in Do Not Disturb status.

Calls will go straight to VM and will not ring phone. If your phone is in a ring group, the ringing will stop on your phone but will continue on the other extensions in the ring group.


When Do Not Disturb is enabled, the DND notification will show on your screen. Press  (clear DND) soft key to disable.

## Call Transfer

Using Extension Buttons: If you have buttons for phones programmed on your phone, you can use them for quick dial and quick transfers. To transfer: when on an active call, press the extension button to transfer the call. The caller will immediately be routed to that phone and your phone will be idle.

*TIP: Extension buttons are default programmed for blind transfer. If you need to announce the call before transferring the call, submit a service request to have that feature programmed.*




## Blind Transfer

When on an active call, press the  soft key then the BlindXfer soft key. The caller will be placed on hold.


Enter extension number and touch the  soft key. You have sent the call to the extension.

It will ring on the extension and then go to that person's voice mail, or return to you if they do not have voice mail.



## Attended Transfer



When on an active call, press the  button or the  soft key then the Transfer soft key. The caller will be placed on hold. Enter the number you want to transfer to, then press the  soft key. Wait for the person to answer and announce the call.


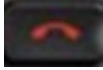
To transfer the call, press the  soft key.


If the person does not want to take the call, press the  soft key then press the **Resume** soft key to return to the caller.

## Conference (3-way) calls

When on an active call, press the **Conference**  button or **Conference** soft key. Dial 2<sup>nd</sup> party. Wait for the call to be answered, then press **Conference**  button or **Conference** soft key again to join the two calls together.

Press  or the **Hold** soft key during a call to place both calls on hold. Your callers will hear music on hold. You will see a pause indication next to the call description on your screen. To return to the callers, use the navigation buttons to select the call, then press  or the **Resume** soft key.

To disconnect the 2<sup>nd</sup> call, place handset back in cradle, press  soft key or  release button.

You can also press  to end the call if you are on the speakerphone. Then press Resume to return to the 1<sup>st</sup> call to continue the call or disconnect.



## Calling an extension on the system

Either dial the extension number or press the pre-programmed button to call another extension. To call over speakerphone, dial \*0 then the extension number.

*TIP: Submit a service request to have pre-programmed buttons programmed on your phone.*

## Call Pickup

To pickup a call ringing at another extension, either press the pre-programmed button for that extension on your phone (the light next to the button will blink in red when that phone is ringing) to pick up the call, OR press the

 soft key then press the  soft key. When prompted, enter the extension number of the ringing call, then press # to pick up the call.


## Call Park


Call Park is an enhanced hold feature that will allow you to place a call on hold that can be retrieved from any phone on the system.


To place a call into a park orbit: Ask the caller to hold. Press an available Park orbit button on your phone – **Park 1**, **Park 2** etc. The Park buttons are located behind the pop up window with the call information. Once the park key is pressed, that park button will light in red on every phone on the system.

To retrieve a parked call, press the same park orbit button. If the call is not retrieved, it will ring back to the phone that originally placed it on Park.

## Voice Mail Set Up and Use

To set up your mailbox, press  to go to voice mail. For the initial setup – you will be prompted to enter your new password, then #. You will be prompted to reenter your password, then #. Then you will be prompted to record a greeting.

Once your mailbox is set up, you will receive notifications next to your Ext number with an icon of  when you have new messages.

To access your messages, press the  button on your phone. You will hear how many messages you have, then the menu options:

1 – Listen to new messages

2 – Review Saved Messages

5 – Change Settings

Press 1 to listen to your messages. When listening to messages, you can press 1 to save or 7 to delete. You can also press 3 to forward a message to another mailbox on the system.

To update password, greeting, or name in mailbox: Press 5 to manage your mailbox.

To change greeting press 1. To change name, press 2. To change password, press 3.

Your system may be enabled with the voice mail to email feature. If so, voice mails will come to your email as a .wav file and can be shared via email. If you have voice mail to email enabled, you may or may not receive notifications of new messages on your desk phone.

*TIP: If you need a voice mail password reset, submit a service request.*

## Call Forwarding

Press the **Forward** softkey. Press Select for Forward All, or use **Navigation** buttons to move to and select Forward Busy or Forward No Answer. Press **Navigation** button to the right of your selection to turn Forward Status to On. Navigate down then enter the number to which you want to forward all of your calls. Press the **Set** soft key.

To remove call forwarding, press the  (**clear forward**) softkey.

There are two visual indications identifying your extension is forwarded:

A Forward All Icon in the line label, and

The forwarding information in the header

*TIP: Enter the number exactly as you would if you were placing a call from your phone.*

## Headsets

Various types of headsets can be used with this phone.

Wired with RJ9 connector—Plug RJ9 connector into the headset port on the back of the phone.

Wired with USB connector—Plug USB connector into the USB port on the side of the phone.

\*please make sure you have the correct cord to connect your headset to your desk phone

Wireless Bluetooth—Pair the headset to the phone

Press the **Applications** button 


Use the **Navigation** button to scroll and select **(5) Bluetooth**.

Use the **Navigation** button to scroll to the right to turn on **Bluetooth**.

Use the **Navigation** button to scroll down to **Bluetooth Mode** and to the right to select **Handsfree**.

Use the **Navigation** button to scroll down to **Devices** and to the right.

Make your headset discoverable, then press the **Scan** soft key. Touch **Connect** to pair.

When on a call, touch the handset button  to use your Bluetooth headset on a call.

## Settings

Press the **Applications**  button.

Use the **Navigation** button to scroll and select **4. User Preferences**.

Select **Screen Preferences** to change screen saver, backlight timer, and display brightness settings.

Select **Ring Tone** then select Ext 1 and/or Ext 2 to listen to or change ring tones on phone.

Press the **Set** softkey to apply selected changes.