



Quick Reference Guide



CISCO 8851

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1 Dial

To place a call, pick up the handset and enter:

- 7 digits for a campus call
- 1 + 7 digits for a non-campus local call
- 1 + 1 + area code + 7 digits for long distance call

Redial the last number

Press Redial to redial on your primary line. To redial on another line, press the line button first.

Dial on-hook

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

Speed dial

Enter a speed-dial item number and press **SpeedDial**. You may also have speed dials assigned to some buttons along the left side of your phone.

2 Answer

New call indicators:

- 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 line button, the **Answer** softkey, or the unlit headset or speakerphone button.

Answer with 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 the **Hold** button . 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 Mute

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

5 Decline

Press the **Decline** SoftKey when the call is ringing to immediately direct a call to voicemail or to another number set up by your system administrator.

6 Park

1. From an active call, press the far right softkey (shown as multiple dots)
2. Press the **Park** softkey
3. Record the Park number **exactly** as displayed (including #)
4. Hang up the phone and go to any other Cisco IP phone, pickup the handset and enter the Call Park number to answer the parked call
5. Enter the **Park** number exactly as you recorded (including #)

7 Forward All

1. To forward calls received on your primary line to another number, press the **Forward All**.
2. To forward calls to another number, enter a phone number.
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**. To set up forwarding remotely, access your Self Care Portal.

8 Transfer

1. From an active call, press **Transfer** .

2. Enter the transfer recipient's phone number.
3. Press **Transfer** again (before or after the recipient answers). The transfer completes.

Direct Transfer

You can transfer together two calls on two lines without remaining on the call yourself:

- From an active call, press the **Transfer** .
- Press **Active calls** to select the held call, and press **Transfer** again to finish the call transfer.

9 Conference

1. From an active call, press **Conference** .
 2. Make a new call.
 3. Press the **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.

Join Calls

You can combine the active call with the held calls either on the same line or across lines.

- From an active call, press the **Conference** .
- Press **Active calls** to select the held call, and press **Conference** again to create the conference.

View and remove participants

During a conference, press **Show Details**. To remove a participant from the conference, scroll to the participant and press the **Remove**.

10 Directories

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

12 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

Listen to messages

Press the **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Access voicemail from an outside phone

1. Dial your 10-digit desk phone number
2. Press the * key when your greeting begins
3. Enter your passcode followed by the # key

Basic voicemail controls

- | | |
|---------------------|----------------------|
| 1 Hear new message | 4 Setup options |
| 2 Send new message | * Cancel or backup |
| 3 Hear old messages | # Skip or move ahead |

During Playback

- | | |
|-------------------|-------------------|
| 1 Restart | 4 Reply |
| 2 Save | 5 Forward message |
| 3 Delete | 6 Save as new |
| 4 Slow Playback | 7 Rewind |
| 5 Change Volume | 8 Pause or Resume |
| 6 Fast Playback | 9 Play Summary |
| 7 Rewind | |
| 8 Pause or Resume | |
| 9 Fast Forward | |

After Playback

13 Call History

View your call history

1. Press the **Applications**  button.
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 and press the **More**, then press **Details**.

View your missed calls only

1. View your call history.
2. Press **Missed**. Alternately, press the session button mapped to the Call History icon.

Dial from your 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**.

14 Navigation

Where are my line buttons?

Line buttons are located on both sides 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 my softkeys?

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



How do I Navigate in a list or menu?

Press **up** or **down**, **left** or **right** on the four-way Navigation cluster.



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

How do I select an item in a list or menu?

With the item highlighted, press **Select**. Or, use the keypad to enter the corresponding item number.

How do I exit a menu?

To exit a menu completely, press **Exit**.

To go back one level in a menu, press **Back** .



Note

If you press and hold **Back**, you exit a menu completely.

15 Settings

Volume



The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar left (-) or right (+).
- To silence the phone when ringing, press the **Volume** bar left one time (pressing multiple times lowers the ringer volume.)

Ringtone

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

Font Size

1. Press the **Applications** .
2. Select **Settings** > **Font Size**.

3. Select **Tiny**, **Small**, **Regular**, **Large**, or **Huge**.
4. Press **Save**.

16 Intelligent Proximity

If your administrator has enabled this feature, you can 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 can use this line to manage your smartphone or tablet calls. You can also enable or disable this feature using the Hands-free 2-way audio entry in the Bluetooth menu. For more information, contact your system administrator.

1. Press the **Applications** .
2. Select **Bluetooth**.
3. Enable or disable **Hands-free 2-way radio**.

17 Tips

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. Press **Answer** to automatically answer the call using the headset.

How do I set up my speed dials?

To set up Speed Dials and customize other features and settings for your phone, use your computer to access the Self Care Portal: <http://go.wisc.edu/6fz24i>

Where can I find a complete User Guide?

<http://go.wisc.edu/2286c8>

Where can I get more help?

KnowledgeBase: <http://go.wisc.edu/3zy038>

Contact the DoIT Help Desk: 264-HELP (4357)

Online Training: <http://go.wisc.edu/210bu2>

