

# Cisco® 8851 Quick Reference Phone Guide



## Your Phone

- ① Incoming call or voicemail indicator
- ② Phone Screen
- ③ Feature and session buttons
- ④ Softkeys
- ⑤ ⑥ Navigation cluster, and Release
- ⑦ ⑧ ⑨ Hold, Conference and Transfer
- ⑩ ⑪ ⑫ Speakerphone, Mute & Headset
- ⑬ ⑭ Dial Pad & Volume
- ⑮ ⑯ ⑰ Contacts, Applications, Voicemail
- ⑱ Back & Handset

## Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials  
Session buttons (right side): resuming calls or answering a call

- Green, steady: Active call
- Green, flashing: Held call
- Amber, flashing: Incoming call
- Red, steady: Shared line in use
- Red, flashing: Shared line on hold

## Dial Plan

**Internal Hospital Calls:** Dial **5-digit** extension

**External Calls:**

**Domestic:** 1 + Area Code + Number

**International:** 011 + Country Code + Number

**Emergency:** 911 or 333

## Place a Call



- Enter a number and pick up the handset.
- Press **Redial** softkey.
- Press **New Call**, **Speaker** or **Headset** and dial.

## Answer a Call



- Press the flashing session button.
- Lift the handset.
- Press **Headset**, **Speaker** button or **Answer** softkey

## Put a Call on Hold



Press **Hold**.

## Resume a Held Call

Press **Hold** again or **Resume** softkey

## Mute a Call



Press **Mute** button.

Press **Mute** again to turn off.

## Call Transfer



To transfer while on an active call:

- Press the **Transfer** button or softkey.
- Dial the intended party.
- Announce caller when line is picked up.
- Press the **Transfer** button.

**Note:** If dialed party does not wish to take the call, press **End Call**, then resume original call.

## Call Forward

To forward all incoming calls:

- Select a line and press **Forward all** softkey.
- Dial the number.

To forward to voicemail:

- Press the **Forward ALL** softkey.
- Press the **Messages** button.

To receive calls again:

- Press the **Forward Off** softkey again.

## Conference



### Ad Hoc Conference (Up to 8 Parties)

While on an active call:

- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.
- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.

To rejoin conference if party is not available:

- Press **EndCall** softkey.
- Press **Resume** softkey to be connected with conference in progress.

### View Conference Participants

- Press the **Show detail** softkey.
- To refresh the screen, press **Update** softkey.

### Remove Conference Participants

- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the **Navigation** button.
- Press the **Remove** softkey.

## Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Select the held call session button

## Call Park

To put a call on hold and retrieve from any phone in system:

- During a call, press **Park** softkey, then hang up.

**Note:** Call Park number is displayed on screen.

To retrieve parked call:

- Lift the Handset.
- Dial the **Call Park** number.

**Note:** Call rings back to phone that parked call if not retrieved in 4 minutes.

## Decline

### Sending an Active or Ringing Call to Voicemail

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey.

To redirect an incoming call while not on a call:

- Press **Decline** softkey.

To redirect a held call:

- First resume the call and then press the **Decline** softkey.

## Do Not Disturb (DND)

- Press **DND** softkey to turn on or off the ringer on the phone.

## Contacts



### Corporate Directory

- Press **Contacts** button.
- Select **Corporate Directory**.
- Perform a search by name or extension.
- Press **Search** softkey.
- Scroll to a listing and press **Dial** softkey.

To Exit:

- Press the **Exit** softkey.

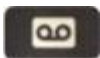
## Call History



- Press **Applications** button.
- Select **Recents**.
- Select line to view.

**Note:** You can view approximately 180 missed or all calls.

## Voicemail



### Setting up Voicemail

- Press the **Messages** button.
- Enter your default PIN **135246#**
- Record your **Name**.
- Record your **Greeting**.
- Change your **Temporary PIN**.
- Confirm your **PIN**.
- Press **#** to confirm **Directory Listing**.

**Note:** If you hang up before completing setup, you need to repeat setup again.

### Internal Voicemail Access

From your phone:

- Press **Voicemail** button.
- Enter your PIN, **#**

Voicemail access from another phone:

- Press **Voicemail** button, **\*** key.
- Enter your 5-digit extension, PIN, **#**.

### External Voicemail Access

- Dial your direct number.
- Press **\*** key
- Enter 5-digit extension, **#**
- Enter your PIN, **#**

### Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

### Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

### Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press **\*** + 5-digit extension.

### Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages.
- Press 3, then 1 to review saved messages.
- Press 3, then 2, then 1 to listen to deleted messages.

The following options can be used while listening to your mail:

- |                 |                    |
|-----------------|--------------------|
| 1 Restart       | 6 Fast Playback    |
| 2 Save          | 7 Rewind           |
| 3 Delete        | 8 Pause or Resume  |
| 4 Slow Playback | 9 Fast forward-End |
| 5 Change Volume | # Skip Message     |
|                 | ## Keep Msg. New   |

After listening to messages:

- |           |                      |
|-----------|----------------------|
| 1 Replay  | 6 Mark As New        |
| 2 Save    | 7 Skip Back          |
| 3 Delete  | 9 Msg. Properties    |
| 4 Reply   | * Cancel Playing Msg |
| 5 Forward | 0 Help               |