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

Redial 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 one of these: Call, the headset button, the speakerphone button, or the select button.

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 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 then press the session button to answer the second call and put the first call on hold automatically.

You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

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 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.

Join Calls
You can conference the active call with the held calls either on the same line or across lines:
- From an active call, press 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 Remove.

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

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

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. Enter a phone number or press Messages to forward all calls to voicemail. Look for confirmation on your phone screen.
3. To cancel call forwarding, press Forward off.

To set up forwarding remotely, access your Self Care Portal.

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.
3. To edit a number before dialing, press More. Press Submit.
4. To view details for a call, scroll to the call, press More. 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.

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.

How Do I Navigate in a List or Menu?
Press up, 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.

14 USB Charging
To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851, or use the side or back USB port of the Cisco IP Phone 8861.

To charge your tablet, use the back USB port of Cisco IP Phone 8861.

15 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. After your smartphone connects, its name displays on the second line label and you can use this line to manage your smartphone 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 Applications .
2. Select Bluetooth.

3. Enable or disable 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 line:
- 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 serves as the primary audio path and a headset icon is displayed in the right corner of the header bar. Once you use a headset, press Answer to automatically answer the call using the headset.

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?