

Cisco 8851 – Quick Start Guide

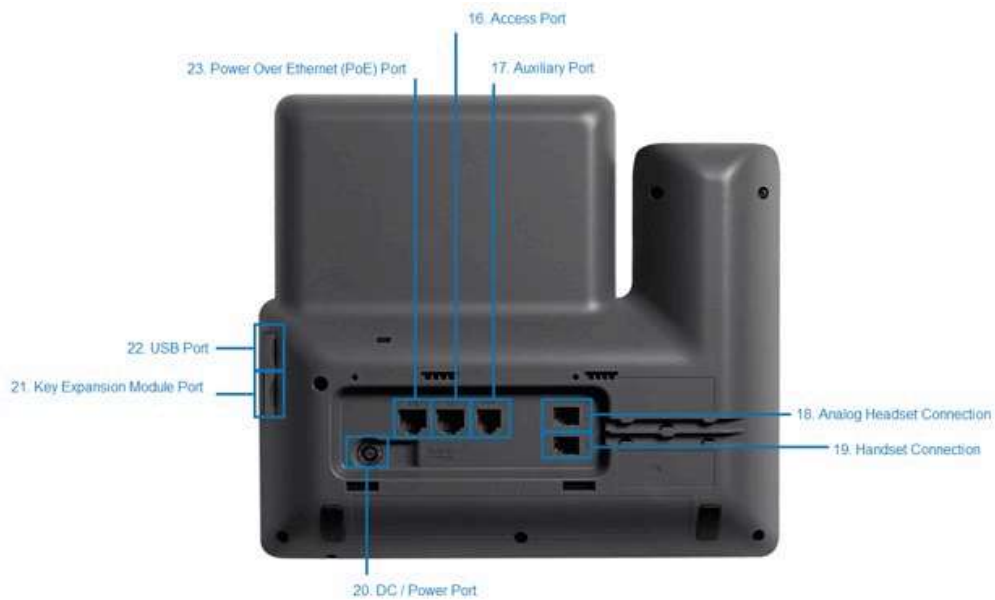
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This guide will cover the basics of your Cisco 8851 device and the steps for using your device.

Overview





The LED indicator flashes to indicate an incoming call (quick red flashing light), a missed call or calls (slow red flashing light), or charging (solid red light). If no light is on, this means that the phone is either fully charged or is not connected to the charger.

2. Feature and Session Buttons

Feature buttons are located on the left side. These buttons are used to view calls on a line or access speed dials. The session buttons, located on the right side are used to answer a call, resume a call or display missed calls.

3. Softkey Buttons

Used to enable softkey options, displayed on phone. These keys will change depending on the phone current function. Answering a call will have different softkey options then when you are on an active call.

4. Navigation Cluster

The navigation cluster allows you to scroll through menus, highlight and select those highlighted items.

5. Release Button

The release or end button ends a connected call or session.

6. Hold / Resume Button

The hold / resume key allows you to place a call on hold. It also allows you to take a call from hold.

7. Transfer Button

The transfer button allows you to transfer a call.

8. Conference Button

The conference button allows you to create a conference call.

9. Function Buttons

Headset, speaker and mute keys are located along the right edge of the phone.

10. Dialpad

Used to input numbers and characters into the phone system.

11. Volume Buttons

The volume button allows you to adjust the handset, speaker and ringer volume of the phone.

12. Application Buttons

Use the application buttons to access call history, user preferences, phone settings, and phone model information.

13. Contacts Button

Use the contacts button to open and close the directories menu.

14. Messages Button

The messages button will autodial your voicemail mailbox when pressed.

15. Back Button

The back button returns to the previous screen.

16. PC Access Port

The PC access port allows you to provide a network connection to your computer via your desktop phone.

17. Auxiliary Port

This port serves as a serial console port to access the phone's terminal.

18. Analog Headset Connection

This connection allows you to connect a wired headset to use with your desktop phone.

19. Handset Connection

This connection allows you to connect the wired handset that comes with the phone.

20. DC / Power Port

The DC port allows you to use a power adapter, if you do not utilize power over ethernet.

21. Key Expansion Module Port

Next to the USB port on the right-hand side of the Cisco IP Phones 8851, 8861 and 8865, there is a custom-built power port for the key expansion Module. Ask your provider about available key expansion modules for your phone.

22. USB Port

There is a Universal Serial Bus (USB) port on the right-hand side of the phone. This is intended for use with a Key Expansion Module, but it can also be used for connecting a USB headset or for charging a small device like a SmartPhone. The charging time is like what you would expect from connecting to a USB port on a laptop computer. Each USB port supports a maximum of five USB devices. Each device connected to the port is included in the maximum device count, including any key expansion modules. For example, your phone can support five USB devices on the side port and five additional standard USB devices on the back port. Many third-party USB products contain more than one USB device and count as more than one device.

23. Power Over Ethernet (PoE) Port

Allows you to power your phone as well as receive data via a Cat5/6 cable. No power adapter needed, if using this port.

Key Expansion Module

1. Line Keys

Line buttons are located on the sides of the display. These buttons are used to view calls on a line or access speed dials.

2. Page Keys

The Page keys are used to switch pages of line key options.

Using Your Device

1. Placing Calls

First, dial the number. Then, pick up handset. For hands-free speakerphone, dial the number, then press the **Speaker** button or press **Dial** softkey.

2. Answering Calls

Pick up the handset. For hands-free speakerphone, press the **Answer** softkey or press the **Speaker** button.

3. Call /Hold

From Lines, Calls or Active Call view, press the **Hold** softkey or function button. To retrieve the call, press **Resume** softkey or the **Hold** button again.

4. Mute a Call

Press the **Mute** function button to silence your phone's mouthpiece and speaker. To turn mute off, press **Mute** again.

5. Do Not Disturb

First, lift the receiver, press the **more** soft-key twice. Then press the **DND** soft-key. To disable Do Not Disturb, lift the receiver, press the **more** soft-key twice. Then press the **ClrDND** soft-key.

6. Call Forwarding

Press the **Settings** button. Proceed to User Preferences and select **Call Preferences**. With the Call Forwarding option highlighted, press **Ok**. The call forward dialog box will appear. Make sure that call forwarding is set to On. Select either **Forward All Calls**, **Forward When Busy** or **Forward When No Answer**. Enter your valid forwarding number in the field provided. Once complete, press the **Set** softkey.

7. Three-way Calling

Place the first call. Then, press the **Conference** button. Dial the number. The active call will be placed on hold. After the second call answers, press the **Conference** softkey again to join all parties in the conference. All parties will be disconnected when you exit the call.

Press **End Call** to remove you from the call, but keep the other participants connected.

Tap **Split** to end the conference and hold all participants.

8. Transferring a Call

Announced Transfer: While on an active call, press the **Transfer** softkey or function button to place active call on hold. Dial the number where you want to transfer the call. Once the third-party answers, announce the call and press **Transfer** softkey or function button to complete the transfer. **Blind Transfer:** While on an active call, press the **More** softkey and then press the **Blind Transfer** softkey to place active call on hold. Dial the number where you want to transfer the call and press the **Call** softkey to complete the transfer. **Transfer to Voicemail:** While on an active call, press the **Transfer** softkey or function button to place active call on hold. Next, enter *55 and dial the party's extension, then #. This completes the transfer.

9. Call Park / Call Retrieve

Call park places a call on hold so that other users assigned to call park service can retrieve that call from any phone in office.

To park: While on an active call, press the **Transfer** softkey and then *68. Enter the extension where the call will be parked, and then press #. Your call will now be parked.

To retrieve: Pick up Handset, press the **Retrieve** softkey. Enter the extension where the call was parked then #.

10. Voicemail

Press the **Messages** button. Your phone will ring your Voice Portal. Enter your passcode, then #. Follow voice prompts to listen to delete/save messages.

11. Call History

Press the **Settings** button. Then press **2**. From here you can choose from: All Calls, Missed Calls, Received Calls, and Placed Calls. Use the navigation arrows to select your desired list. To make a call from an entry, scroll to the desired contact and press the **Call** softkey.

Visual Call Park

Visual Call Park is an optional Unified Communications functionality. Once requested, the appearance of the available Visual Call Parks are represented in the line keys / Busy Lamp Field (BLFs) on every phone that's in the customer's location. It is either vacant or occupied (with a parked call).

Everyone on the site sees the same parking spots and their status (whether a call is parked or not), and can either park a call in a vacant spot, or retrieve a call from an occupied slot.

For consistency, all phones in the location must be provisioned precisely the same way, in this case being the Cisco 8851. The client must also select between 4 parking spots (up to 12 phones per site), or three parking spots (up to 16 phones per location).

To use Visual Call Park, while on an active call:

1. Press the **Back** Button, so the Line Key view is displayed. Here you will see your available Visual Call Park spots.
2. Proceed to park the call at any vacant call park spot by tapping the Visual Call Park spot.



3. Once this is complete, the call will be parked and indicated by the label “call parked” in red below the line key name.
4. Once the call is parked, everyone in the location can see the parked call occupying the parking spot.
5. Any user can then retrieve the call to his / her line freeing up that spot.



6. To retrieve the Parked Call, press the corresponding line key.

Voicemail Setup

1. Record Name

1. Press **Messages** from Home View or press **Messages** function button.
2. Enter your PIN provided on your User List and Login Credentials. (Press * if you need to access another voicemail box.)
3. Press **#**. Follow prompts to set a new PIN. Then, press **#**.

4. Follow prompts to verify the new PIN, then press **#**.
5. Follow prompts to record a name announcement, then press **#**. At the tone, say the name of the group or a brief two or three-word description and press **#**. (This is a name announcement and not one of the two main voicemail greetings supplied with the service.)
6. You will be asked if you are satisfied with your name recording. If yes, press *****. If no, follow prompts to re-record.
7. Press **1** to access your voicemail box.

2. Record Busy Greeting

A busy greeting plays when your phone is in Do Not Disturb mode or unplugged.

1. Press **2**. Then, press **1**. Wait for the tone, and then record your “busy greeting.”
2. Press **#** immediately after finishing.
3. Press **2** to listen to your greeting or press ***** to get back to the previous menu.

3. Record No Answer Greeting

1. Press **3**. Then, press **1**. Wait for the tone, and then record your no-answer greeting.
 2. Press **#** immediately after finishing.
 3. Press **2** to listen to your greeting or press ***** to get back to the previous menu.
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