Your Phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Line and Session Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red button. If you have multiple lines on your phone, press Hold first.

Put a Call on Hold

1. Press Hold.
2. To resume a call from hold, press Hold again.

View Your Recent Calls

1. Select a line to view.
2. Press Applications.
3. Scroll and select Recents.

Transfer a Call to Another Person

1. From a call that is not on hold, press Transfer.
2. Enter the other person’s phone number.
3. Press Transfer again (before or after the party answers).

Add Another Person to a Call

1. From an active call, press Conference.
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press Conference again.
Place a Call with a Headset
1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset.

Place a Call with the Speakerphone
1. Enter a number using the keypad.
2. Press Speakerphone.

Mute Your Audio
1. Press Mute.
2. Press Mute again to turn mute off.

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

Forward All Calls
1. Select a line and press Forward all.
2. Dial the number that you want to forward to, or press Voicemail.
3. When you return, press Forward off.

Adjust the Volume in a Call
Press Volume left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume
Press Volume left or right to adjust the ringer volume when the phone is not in use.

Change Ringtone
1. Press Applications.
2. Select User preferences > Audio preferences > Ext (n) - Ring tone, where n = extension number.
3. Scroll through the list of ringtones and press Play to hear a sample.
4. Press Select and Set to save a selection.
5. Press to exit.

Adjust the Screen Brightness
1. Press Applications.
2. Select User preferences > Screen preferences.
3. In the Display brightness field, enter a value for the level of brightness.
4. Press Set.

Pair a Mobile Device
(Cisco IP Phone 8851 and 8861 only.)
1. On your desk phone, press Applications.
2. Select Bluetooth > Devices.
3. Select Scan.
4. Select the mobile device from the available devices list to pair.
5. Select Connect.
6. If prompted, verify the passkey on the mobile device.
7. If prompted, verify the passkey on the desk phone.
8. Choose to make your mobile device contacts and call history available on your desk phone.

User Guide