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

2. Answer
New calls display in these ways:
- 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.

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 line button, Resume, or Hold.

4. Transfer
1. From an active call, press Transfer. You may also have speed dials assigned to some buttons along the left side of your phone.
2. Enter the transfer recipient's phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

5. Conference
1. From an active call, press Conference. To forward calls received on your primary line to another number, press Forward all.
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.

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

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. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

10. Call History
View Call History
1. Press Applications. Scroll and select Call History.
2. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
3. To view details for a call, scroll to the call, press More, and then press Details.
11 Directories
1. Press Contacts.
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. 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.

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

Screen Contrast (8811 only)
1. Press Applications.
2. Select Settings > Contrast.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size
1. Press Applications.
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Save.

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.

Note
If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

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 8851NR, 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
(Applicable to Cisco IP Phone 8851 and 8861; not supported by the Cisco IP Phone 8851NR.) If your administrator has enabled this feature, you 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 use this line to manage your smartphone or tablet calls. You can also use the Hands-free 2-way audio entry in the Bluetooth menu.

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 lines:
- 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 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 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. Contact your administrator for the Self Care Portal URL.

Where Can I Find a Complete User Guide?