

Cisco 8851 MPP Quick Reference Guide

Feature Overview

The Cisco 8851 Multiplatform Phone delivers an easy to use, high quality phone with colour screen display.

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Your Phone

- 1. Incoming call or voicemail indicator
- 2. Line and feature buttons
- 3. Softkeys- Give you access to functions that are displayed on the screen above the button. Go to the More softkey to view further available functions

Line and Feature Buttons

Use line and feature buttons to view line, or access features such as Speed Dial. Buttons illuminate to indicate line status.

Green-steady: Available line

Red-flashing: Incoming call

Cisco 8851 MPP Quick Reference Guide

Placing a Call

You can place a call in a number of ways:

1. Enter a number, then pick up the handset
2. Enter the number, then press the Call softkey
3. Using the hands-free speakerphone
 - Enter a number using the keypad
 - Press Speakerphone
4. Using the headset
 - Enter a number using the keypad
 - Press Headset

Answering Calls

You can answer a call either using the handset, headset, or speakerphone. To answer an incoming call:

1. Lift the handset , or
 - Press the Answer softkey. or
 - Press the **flashing Red** line key
2. If you are using the Headset
 - Ensure the Headset button is pressed
 - Press the Answer softkey, or
3. Press the Speaker button

Placing a Call on Hold

To place an active call on hold:

- Press the Hold button on the phone or the Hold softkey

To resume a held call:

- Press on the phone or press the Resume softkey.

Placing Multiple Calls

It is possible to make multiple calls however, only one active call can be in progress at any time, other calls are placed on hold.

To make a new call during an active call:

Cisco 8851 MPP Quick Reference Guide

To swap between the two calls:

4. Use the Navigation button to highlight the Held call, then press the Resume softkey

To join both parties into a conference:

5. Use the Navigation button to highlight the Active call, then press Conf line softkey

Call Waiting

The Call Waiting feature enables the user to take two calls simultaneously

1. While on a call, when another call comes in press the Answer softkey (this places the first call on hold)

To swap between the two calls:

2. Use the Navigation button to highlight the Held call, then press the Resume softkey

Muting a Call

While on a call you can place the call on Mute, this prevents the caller from hearing you, but you can still hear the caller. To mute a call:

1. Press **Mute** during an active call.
2. Press **Mute** again to un-mute the call.

Adjusting the Ringer and Volume

1. Press +/- to adjust the ring volume when the phone is idle or use to adjust the volume of the other party while on an active call

Transferring Calls

There are two ways of transferring a call – Blind (direct transfer) and Consult (announced transfer).

Blind Transfer

1. During a call, press the BlindXfer softkey
2. Dial the other destination phone number
3. The call will transfer directly

Consult Transfer

1. During a call, press the Transfer button or the Transfer softkey
2. Enter the destination phone number

Cisco 8851 MPP Quick Reference Guide

Call Pickup

If you are a member of a Call Pickup Group, you can answer a ringing phone of another colleague within your Call Pick Up Group.

Redirect a call that is ringing on another phone within your Pick Up group:

1. Press the GrPickup soft key

Note: If more than one phone within the Pick Up group is ringing, you will pick up the phone that was ringing first.

Choose which ringing phone within your Pick Up group that you want to redirect to your phone:

1. Press the Group Pick Up softkey
2. Enter the extension of the phone you want to redirect
3. Press the Call softkey

Note: Call Pick Up Groups will only be available if set up by your Group Administrator

Conference Calls

To create an ad hoc conference call with up to 8 parties (you and up to 7 other parties)

While on a call

1. Press the Conference button or Conf softkey
2. Dial the next participant
3. Press the Conference button again or the Conf softkey to connect all parties

Repeat the instructions above to add other parties to your conference call

Call Forward

Set Forwarding on your desk phone to redirect incoming calls to an alternative number or your voicemail.

To enable Forwarding to an alternate number:

1. Press the Forward softkey
2. Enter the destination number

A forward icon and the destination number is displayed on your phone

To enable Forwarding to your voicemail:

3. Press the Forward softkey
4. Press the Voicemail button or dial *62

Cisco 8851 MPP Quick Reference Guide

DND (Do Not Disturb)

Use DND to silence your phone and ignore incoming call notifications. When turned on, incoming calls will forward directly to your voicemail.

1. Press the DND softkey to activate

"Do Not Disturb" will be displayed on your phone screen when this feature is on

2. Press Clr DND softkey to turn the DND feature off

Redial

You can call back your most recently dialed numbers:

1. Press the Redial softkey
2. Use the Navigation button to scroll to the required number
3. Press Call softkey

Press the Option softkey to view further actions:

- Delete Entry
- Delete list
- Add Contact to directory

Call Return

To call back the last call activity from your phone:

1. Press Call rtn softkey

Recent Call List

Your phone maintains Call History of Placed calls, Received calls and Missed Calls. Your Recent list holds up to the last 150 calls.

To view your recent calls list:

1. Press the Recents softkey

OR

2. Press Settings > Recents

3. Use the Navigation button to scroll to the required number
4. Press Call softkey to call back

Press the Option softkey to view further actions:

- Delete Entry
- Delete list
- Add Contact to directory

Cisco 8851 MPP Quick Reference Guide

Directories

To access your phone directories, press the Directory button

Enterprise Directory – Search for and call your colleagues from the directory

Personal Address Book – Add personal contacts to your Address book:

1. From Directory, go to Personal address book
2. Press the Add softkey
3. Enter the contact name and phone number/s
4. Press the Save softkey

Call from the Directory

1. Scroll to the required directory
2. Press Select softkey
3. Enter search criteria, then press Search softkey to find matches
4. Highlight the number to call
5. Press Call softkey

IM&P contacts– Instant Message and Presence directory is integrated with your Business Connect soft phone Contact list.

Contacts that have been added to the contact list on your Business Connect soft phone App, will be available to view in the IM&P directory on your Cisco 8851MPP phone.

The Business Connect Presence and Status message will also display on your phone

Press the navigation button to view the contact details, or press Call to dial the contact

Speed Dials

From your handset you can manually set 8 speed dials.

To add a contact to a Speed dial

1. Press Settings button
2. Scroll to Speed Dials and press Select
3. Scroll to a vacant entry (2-8) and press Edit softkey
4. Enter the name and phone number
5. Press Save softkey

To call a speed dial contact:

1. From the dial pad, enter the contacts speed dial number (i.e. 2)

Cisco 8851 MPP Quick Reference Guide

BLF (Busy Lamp Field)

BLF lines are assigned to the line buttons on the side of your screen. They allow you to speed dial and monitor the status of other users within your organisation. Ideal for Managers, Receptionists and other users who are monitoring other team members.

BLF lines will display the persons' name

Green light: Monitored line is available

Blinking Red light: The monitored line is ringing

Red light: The monitored line is busy

1. Press a BLF line to speed dial the contact
2. Press a flashing BLF line to pick up an incoming call to that line
3. When transferring a call to a BLF line –
 - a. While on an active call, press Transfer button or Transfer
 - b. Press the BLF line button of the party you are transferring to

Park a call on to a BLF contact:

1. While on an active call, press the Park softkey
2. Press the BLF line where you want to park the call
3. Your screen will display *68 followed by the extension where the call is parked (e.g.: *686543)
4. You will also hear the following greeting "Your call has been parked, thank you"

To unpark the call:

1. Press the Unpark soft key, then press the BLF line where the call was parked

To unpark the call from another phone:

1. Dial *88 followed by the extension where the call was parked (e.g.: *886543)

Cisco 8851 MPP Quick Reference Guide

Voicemail

You can access your voice messages directly from your phone.

Note: Your administrator may have set your service up to access voice messages via email.

To Setup Voicemail:

2. Press on your phone
3. When prompted enter your 4 digit Voicemail passcode
(This will be provided to you by your administrator).
For first time login
4. When prompted, change the passcode to a new passcode
5. Follow the prompts to record you name
6. You can then setup two greetings, your No Answer and/or Busy greeting. Follow the prompts to setup greetings.
7. Press 1 to access your mailbox.
8. Press 2 to record Busy greeting
9. Press 3 to record No Answer greeting
10. Press * to repeat menu options

To listen to Voicemails:

1. When the phone screen displays you have a new voicemail and the handset LED flashes red, press the Message button to access voicemail
2. Enter your Voicemail passcode
3. Press 1 to access your Voicemail box
4. Press 1 to listen to your messages
5. Press # to save the message; 2 to pause/resume the message; 7 to Delete the message.

To access your Voicemail Remotely

1. Dial your phone number, when you hear your mailbox greeting being played, press
2. Enter your 4 digit Voicemail password.
3. Press 1 to access your Voicemail box.
4. Press 1 to listen to your messages.