



# Cisco 6851 MPP User Guide

## Feature Overview

The Cisco 6851 Multiplatform Phone is a high quality IP Phone, with 4 line. Ideal for basic telephony or less frequently used areas, such as kitchen or breakout areas.



## Your Phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Soft keys
4. Hold, Transfer and Conference
5. Headset, Speaker and Mute
6. Volume control
7. Voicemail, Settings and Directory
8. Navigation button

## Line and Feature Buttons

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

- Green-steady: Available line
- Red-flashing: Incoming call
- Red-steady: Active call
- Red-flashing: Held call
- Red-flashing: BLF line-Alerting
- Red-steady: BLF line-In use



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## Placing a Call

You can place a call in a number of ways:

1. Enter a number
  - Then pick up the handset
2. Press the **New Call** soft key
  - Then dial the number
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** soft key
  - Press the flashing Amber line key
2. If you are using the **Headset**
  - Ensure the **Headset**  button is pressed
  - Press the **Answer** soft key, 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** soft key

To resume a held call:

- Press  on the phone or tap the **Resume** soft key

## 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:

4. Press the **Hold**  button (to place the original call on hold)
5. Press the **New Call** soft key
6. Enter the desired number using the keypad
7. Select the **Swap** soft key to toggle between the two calls



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## 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** soft key (this places the first call on hold)
2. You can alternate between calls by pressing the **Swap** soft key

## 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  during an active call.
2. Press  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** transfer and **Consult** 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
3. When the second party answers, announce the call then press the **Transfer** button  or **Transfer** softkey to complete the transfer

### If the party refuses the call

4. Press the **EndCall** softkey then the **Resume** softkey to return to the original call



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## Call Pickup

If you are a member of a **Call Pickup Group**, you can answer a ringing phone by using the Call Pickup Feature access code from your own phone. If there are a couple of phones in your Call Pick Up group that are ringing, when you press the \*98 you will answer the phone that was ringing first.

1. Tap the **Group Pick Up** 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.

Chose 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

A forward icon  and \*62 is displayed on your phone

**To disable Forwarding:**

5. Press the **Clr fwd** softkey



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## 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 **Settings** 
2. Select **Recents**
3. When your phone is in the idle state you can also view call History by pressing the up Arrow on the Navigation button 



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## 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)
2. Press **Call** softkey



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## BLF (Busy Lamp Field)

BLF lines are assigned to the line buttons on the side of your screen. They allow you to speed dial or monitor the status of other users within your organisation. Ideal for Managers, Receptionists or 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**  softkey
  - 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**)

If a Parked call is not retrieved by a pre-set time, it will recall back to your phone (default is 45 seconds)

**Note:** Park groups are set up by your Administrator



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## 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.