

# Cisco 8851 IP Phone Layout Guide


This guide will describe the physical buttons and features of your 8851 model IP phone.











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## Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Programmable feature buttons and Session buttons  	<p>Your phone provides quick access to your phone lines, features, and call sessions:</p> <ul style="list-style-type: none"> <li>• Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.</li> <li>• Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.</li> </ul> <p><b>Note</b> If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.</p> <p>Depending on how your system administrator sets up the phone, the buttons provide access to:</p> <ul style="list-style-type: none"> <li>• Phone lines and intercom lines</li> <li>• Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Call features (for example, a Privacy button)</li> </ul> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li>• Green, steady: Active call or two-way intercom call</li> <li>• Green, flashing: Held call</li> <li>• Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</li> <li>• Amber, flashing: Incoming call or reverting call</li> <li>• Red, steady: Remote line in use (shared line or Line Status)</li> <li>• Red, flashing: Remote line on hold</li> </ul>

4	Softkey buttons 	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation cluster and Select button 	The Navigation cluster and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Release Button 	Ends a connected call or session.
7	Hold/Resume button 	Places an active call on hold and resumes the held call.
8	Conference button 	Creates a conference call.
9	Transfer button 	Transfers a call.
10	Speakerphone button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
13	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
14	Volume button 	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

15	Contacts button 	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
16	Applications button 	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
17	Messages button 	Autodials your voice messaging system (varies by system).
18	Back button 	Returns to the previous screen or menu.
19	Handset	Phone handset.

### Questions?

If you are still in need of assistance, do not hesitate to contact the Service Desk.

You can reach the Service Desk from Monday to Friday 8am to 7pm.

Phone: (973)-596-2900

Location: Student Mall Room 48

Request Help Online: <http://ist.njit.edu/support/contactus.php>