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The Cisco IP Phone 6851

The Cisco IP Multi-Platform Phone (MPP) 6851 delivers easy-to-use, highly-secure voice communications.

![Cisco IP Phone 6851 Multiplatform Phone](image)

The table below lists the major features on both phones.

<table>
<thead>
<tr>
<th>Features</th>
<th>6851</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen</td>
<td>Grayscale with backlight</td>
</tr>
<tr>
<td>Lines</td>
<td>4</td>
</tr>
<tr>
<td>Fixed feature keys</td>
<td>8</td>
</tr>
<tr>
<td>Power over Ethernet (PoE)</td>
<td>Supported</td>
</tr>
<tr>
<td>WiFi</td>
<td>Not supported</td>
</tr>
<tr>
<td>Electronic Hookswitch Headset support</td>
<td>Supported</td>
</tr>
<tr>
<td>USB port</td>
<td>Not supported</td>
</tr>
</tbody>
</table>

To use the phone, connect to a network and configure to connect to a call control system. The phone supports many functions and features, depending on the call control system. Your phone might not have all functions available, based on the way your administrator has set up the phone.
When you add features to your phone, some features require a line button. However, each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone’s line buttons are already in use, your phone won’t display any additional features.

**Feature Support**

This document describes the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.
Phone Setup

Your phone connects to the network. If your phone is not set up and connected, contact your administrator for instructions.

Connect to the Network

You need to connect the phone to the telephone network. The 6851 has a wired connection which means the phone is plugged into the network using an Ethernet cable.

Onboard Your Phone with Activation Code

After your phone boots up, you will see a welcome screen where you can enter the activation code.

Sign into Your Extension from Another Phone (Extension Mobility)

Before you begin, your administrator must configure provisioning authority.

If extension mobility is configured, you can sign into a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your personal directory number.

Coworker Line Status

Contact Cox Business to set up line Busy Lamp Field (BLF) keys on your phone to monitor coworkers' lines. This feature is useful if you routinely handle calls for colleagues and need to see if they are available to answer calls. A BLF occupies a Line key and features an LED that changes color to indicate the status of the monitored line.

The following table describes the LED status:

<table>
<thead>
<tr>
<th>LED Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>The monitored line is available.</td>
</tr>
<tr>
<td>Red</td>
<td>The monitored line is busy.</td>
</tr>
<tr>
<td>Blinking red</td>
<td>The monitored line is ringing.</td>
</tr>
<tr>
<td>Amber</td>
<td>Error in BLF key configuration.</td>
</tr>
</tbody>
</table>

Your administrator will perform the necessary setup on the server and for the phone to allow you to monitor desired lines.

When the configuration is complete, the icon in the BLF key label indicates the combination of features configured on the key:
The table below illustrates the Busy Lamp Field icons.

<table>
<thead>
<tr>
<th></th>
<th>BLF</th>
<th>BLF and Speed Dial</th>
<th>BLF and Call Park</th>
<th>BLF, Speed Dial, and Call Pickup</th>
<th>BLF, Call Pickup, and Call Park</th>
<th>BLF, Speed Dial, Call Pickup, and Call Park</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Alerting</td>
<td>●</td>
<td>📞</td>
<td>●</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>In use</td>
<td>●</td>
<td>📞</td>
<td>●</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Call parked</td>
<td>-</td>
<td></td>
<td></td>
<td>(strlen)</td>
<td></td>
<td>strlen</td>
</tr>
<tr>
<td>Error</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
</tbody>
</table>
## Phone Hardware and Buttons

### Figure 2. Cisco IP MPP 6851 Phone

<table>
<thead>
<tr>
<th>Num</th>
<th>Icon/Button/Device Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset and Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing) or a new voice message</td>
</tr>
<tr>
<td>2</td>
<td>Programmable feature buttons and line buttons</td>
<td>Access your phone lines, features, and call sessions.</td>
</tr>
<tr>
<td>3</td>
<td>Softkey buttons</td>
<td>Access functions and services.</td>
</tr>
<tr>
<td>4</td>
<td>Navigation cluster</td>
<td>Navigation cluster, and select button allows you to scroll menus, highlight items, or select highlighted items</td>
</tr>
<tr>
<td></td>
<td><strong>Hold/Resume button</strong></td>
<td><strong>Conference button</strong></td>
</tr>
<tr>
<td>---</td>
<td>------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td></td>
<td><strong>Transfer button</strong></td>
<td><strong>Places an active call on hold and resumes held call</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Creates conference call</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Transfers a call</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Speakerphone button</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Mute button</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Headset button</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Toggles the speakerphone on or off. The button is lit when speakerphone is on.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Toggles the microphone on or off. The button is lit when the microphone is muted.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Toggles headset on or off. The button is lit when the headset is on.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Contacts button</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Applications button</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Messages button</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories (coming soon)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Autodials your voice messaging system (varies by system)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Volume button</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Adjust the handset, and speaker volume (off hook) and the ringer volume (on hook)</strong></td>
</tr>
</tbody>
</table>
Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner Select button of the Navigation cluster to select menu items.

Figure 3. Navigation button

If a menu has an index number, you can enter the index number with the keypad to select the item.

Softkeys, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The More... softkey indicates more functions are available.
- Feature and line buttons give you access to phone features and phone lines.
- Feature buttons: Used for features such as Speed dial or Call pickup, and to view your status on another line.
- Line buttons: Used to initiate or answer a call or resume a held call. You can also use a line key to open and close the all session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

- Green: Line is idle.
- Red, steady: Line is active or in use.
- Red, flashing: Line is on hold or there is an inbound call.
- Amber, steady LED: Line is unregistered (cannot be used). Some functions can be setup as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

Phone Screen Features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.
### Figure 4. Cisco IP Phone 6851 Screen

<table>
<thead>
<tr>
<th>Sec #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>At the top of the screen is the header row. The header row displays the phone number, current date and time, and three icons. The icons display when features are active.</td>
</tr>
</tbody>
</table>
| 2     | The middle of the phone screen displays the information associated with the line and feature buttons on the phone.  
When you select a line that has more than two registered lines, a black box highlight appears around the selected line. There is no highlight for an active call.  
Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when the line is inactive. |
| 3     | The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen. |
**Differences Between Phone Calls and Lines**

The terms *lines* and *calls* explain how to use your phone.

- **Lines**: Each line corresponds to a number or number that others can use to call you. You have as many lines as you have numbers and phone line icons.
- **Calls**: Each line can support multiple calls. By default, your phone supports two connected calls per line.

Only one call can be active at any time; other calls are automatically placed on hold. Example

If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

**Energy Savings**

Your administrator can reduce the amount of power that the phone screen uses when you're not using your phone. Level of energy-saving that your administrator can set up:

- **Power Save**—The backlight or screen turns off when the phone has been inactive for a period of time.

**Accessibility Features**

The Cisco IP Phone 6851 Multiplatform Phone provides accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term phone support pages which refers to the web pages that users can access to set up certain features.

**Cisco IP Phone 6851 Hearing-Impaired Accessibility Features**

Your phone comes with standard accessibility features that require little or no setup.

To check your phone model, press the Applications button and select **Status > Product Information**. The **Product name** field displays your phone model.
<table>
<thead>
<tr>
<th>Num</th>
<th>Icon/Button/Device Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset and Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing) or a new voice message</td>
</tr>
</tbody>
</table>
| 2   | Visual notification of the phone state      | - Toggle the Mute and Speakerphone buttons on and off to indicate the phone state.  
- Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit.  
- Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |
<table>
<thead>
<tr>
<th>Num</th>
<th>Icon/Button/Device Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Inline-amplifier support (handset)</td>
<td>Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord; and it sits between the handset and the IP phone.</td>
</tr>
<tr>
<td>4</td>
<td>Adjustable ringtone, pitch, and volume</td>
<td>Select Applications &gt; User preferences. Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press Volume to raise or lower the volume. Your administrator can also change your settings.</td>
</tr>
</tbody>
</table>
| 5   | Hearing aid compatible (HAC) handset | Supports these accessibility features:  
- Hearing-aid compatible.  
- Magnetic coupling of the hearing aid.  
- Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA).  
- Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers. |
| 6   | Acoustic coupled TTY and TDD support (handset) | Cisco IP Phones support these TTY and TDD features:  
- Acoustic or direct connect TTYs from industry-leading manufacturers.  
- Real-time text transmission over phone lines.  
- Hearing and voice carry over phones (HCO/VCO).  
- VoIP network operating at G.711.  
For information about setting up TTY, contact your administrator. |
Cisco IP Phone 6851 Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check your phone model, press the Applications button and select Status > Product Information. The Product name field shows your phone model.

Figure 6. Vision-Impaired and Blind Accessibility Features

<table>
<thead>
<tr>
<th>Item</th>
<th>Accessibility Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>High-contrast visual and audible alert of an incoming call</td>
<td>Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.</td>
</tr>
<tr>
<td>Item</td>
<td>Accessibility Feature</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 2    | Line and feature buttons                   | Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Colors indicate your phone’s status:  
- Green: Line is idle.  
- Red, steady: Line is active or in use.  
- Red, flashing: Line is on hold or there is an inbound call.  
- Amber, steady LED: Line is unregistered (cannot be used). |
<p>| 3    | Back-lit grayscale LCD screen with adjustable contrast | Allows you to adjust your phone screen’s contrast.                                                                                         |
| 4    | Softkeys: These are large buttons just below the LCD. | Provide access to special functions. The functions are displayed on the LCD.                                                             |
| 5    | Navigation Cluster (includes the Navigation ring and the Select button) The Navigation cluster is in the center of the phone. | Use the Navigation ring to move up and down in the phone LCD. The Select button is in the center of the Navigation cluster. |</p>
<table>
<thead>
<tr>
<th>Item</th>
<th>Accessibility Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Hold button, Transfer button, and Conference button</td>
<td>Allow you to use these functions on your phone. These three large buttons are located to the right of Navigation cluster. In this group of buttons, the Hold button is the single button in the top row. Below the Hold button, the Transfer button is on the left, and the Conference button is on the right.</td>
</tr>
<tr>
<td>7</td>
<td>Messages button, Applications button, and Contacts button</td>
<td>Allow you to easily access your messages, applications, and contacts. These three large buttons are located to the left of the Navigation cluster. In this group of buttons, the Messages button is the single button in the top row. Below the Messages button, the Applications button is on the left, and the Contacts button is on the right.</td>
</tr>
<tr>
<td>8</td>
<td>Volume key</td>
<td>Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume. This key is located to the left of the keypad.</td>
</tr>
<tr>
<td>9</td>
<td>Standard 12-key layout</td>
<td>Allows you to use existing or familiar key positions. Key 5 has a nib.</td>
</tr>
<tr>
<td>Item</td>
<td>Accessibility Feature</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| 10   | Headset, Speakerphone, and Mute buttons located to the right of the keypad. The Speakerphone button is on the top, the Headset button is in the middle, and the Mute button is on the bottom. | Provide audible notification of the phone state:  
- Toggle the Headset, Mute, and Speakerphone buttons on and off to indicate the phone state.  
- Use the Headset button to toggle the headset on or off. When the headset is on, the button is lit.  
- Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice.  
- Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |
Cisco IP Phone 6851 Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check your phone model, press the Applications button and select Status > Product Information. The Product name field shows your phone model.

Figure 7. Mobility-Impaired Accessibility Features

<table>
<thead>
<tr>
<th>Item</th>
<th>Accessibility Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1    | Lighted buttons       | Allow you to access the following features:  
  - Phone lines and intercom lines (line buttons)  
  - Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature)  
  - Web-based services, such as a personal address book  
  - Phone features, such as privacy |
**Phone Hardware and Buttons**

<table>
<thead>
<tr>
<th>Item</th>
<th>Accessibility Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 (cont’d) | Lighted buttons (cont’d) | Colors indicate your phone's status: 
Green: Line is idle. 
Red, steady: Line is active or in use. 
Red, flashing: Line is on hold or there is an inbound call. 
Amber, steady LED: Line is unregistered (cannot be used). |
| 2 | Large buttons to access Applications, Messages, Contacts, Hold, Transfer, and Conference | Allows you to easily access your phone applications, voice messages, corporate and personal directories, and calling features. |
| 3 | Built-in speakerphone | Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit. |
| 4 | Tactile-discernible buttons and functions, including a nib on Key 5 | Allows you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions. |

**Third-Party Accessibility Applications**

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, “busy lights”, audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

For more information about third-party applications, contact your administrator.

**Troubleshooting**

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.

If you experience problems, contact your administrator.
Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

The phone contains all unique device identifier (UDI) information. The UDI is composed of three data elements associated with the phone. The data elements are:

- Product Identifier (PID)
- Version Identifier (VID)
- Serial Number (SN)

You can also find the information about your phone by going to **Info > Status > Product Information** on the phone web interface.

Use the following steps to find information about your phone.

1. From your desk phone, press the **Applications** icon .
2. Select **Status > Product Information**.
   
   **Result:** You can view the following information:
   
   - Product name— Name that represents the Cisco IP Phone.
   - Serial number— Serial number of the Cisco IP Phone.
   - MAC address—Hardware address of the Cisco IP Phone.
   - Software version—Version number of the Cisco IP Phone firmware.
   - Hardware version—Version number of the Cisco IP Phone hardware.
   - VID—Version ID of the Cisco IP Phone.
   - Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.
   - Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.
3. Press **Back** to return to the Applications screen.
View the Customization State on the Phone

After the RC download from the EDOS server completes, you can view the customization state of a phone on the screen.

Here are the descriptions of the remote customization states:

- **Open**—The phone has booted for the first time and is not configured.
- **Aborted**—Remote Customization is aborted due to other provisioning, for example, DHCP options.
- **Pending**—The phone cannot download the profile from the EDOS server.
- **Custom-Pending**—The phone has downloaded a redirect URL from the EDOS server.
- **Acquired**—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- **Unavailable**—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.

Use the following steps to view the customization state on the phone.

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Product information > Customization**.
3. Press **Back**.

View the Network Status

Use the following steps to view the network status.

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Network Status**.

**Result**: You can view the following information.

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.
- **Network status**—Indicates if the phone is connected to a network.
- **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **IPv6 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **VLAN ID**—VLAN ID of the phone.
- **MAC address**—Unique Media Access Control (MAC) address of the phone.
- **Host name**—Displays the current host name assigned to the phone.
- Domain—Displays the network domain name of the phone. Default: cisco.com
- Switch port link—Status of the switch port.
- Switch port config—Indicates speed and duplex of the network port.
- PC port config—Indicates speed and duplex of the PC port.
- PC port link—Indicates speed and duplex of the PC port.

**View the Phone Status**

Use the following steps to view the status of the phone.

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Phone Status > Phone Status**.
3. You can view the following information:
   - Elapsed time—Total time elapsed since the last reboot of the system
   - Tx (Packets)—Transmitted packets from the phone.
   - Rx (Packets)—Received packets from the phone.

**View Status Messages on the Phone**

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Status messages**.
   - **Result:** You can view a log of the various phone statuses since provisioning was last done. *(Note: Status messages reflect UTC time and are not affected by the time zone settings on the phone.)*
3. Press **Back**.

**View the Line Status**

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Phone status > Line status**.
   - **Result:** You can view the status of each line on the phone.

**View 802.1X Transaction Status**

1. From your desk phone, press the **Applications** icon.
2. Select **Network configuration > Ethernet configuration > 802.1X authentication > Transaction status**.
   - **Result:** You can view the following information:
     - Transaction status
     - Protocol
View the Reboot History

1. From your desk phone, press the Applications icon.
2. Select Status > Reboot history.
   
   Result: You can view the details of the date and time whenever the phone rebooted.
Report All Phone Issues

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator.

1. From your desk phone, press the Applications icon.
3. Enter the date that you experienced the problem in the Date of problem field. The current date appears in this field by default.
4. Enter the time that you experienced the problem in the Time of problem field. The current time appears in this field by default.
5. Select Problem description.
6. Select a description from the list.
7. Press Submit.

View WiFi Status Messages on the Phone

You can view messages about the WiFi connection status of your phone. The messages can help you diagnose Wi-Fi connection problems. The messages contain:

- connection time and MAC address of the AP
- disconnection time and diagnostic code
- connection failure time
- time that weak signal of the AP continues over 12 seconds
- the status of firmware memory when the free memory is less than 50K
- the status of losing AP beacon when the phone can't receive signal from the AP
- the status of no response for Wi-Fi authentication or association requests
- the status of TX failure
- the status of WPS connection failure

1. From your desk phone, press the Applications icon.
2. Select Status > WiFi messages.
3. Use the outer ring of the navigation cluster to scroll through the messages.
4. Press Details to view more details of the selected message.
5. (Optional) Press Clear to delete all messages.
Lost Phone Connectivity

Occasionally, your phone loses its connection to the phone network. When this connection is lost, the phone displays a message.

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all normal phone features because some functions require information from the call control system. For example, your softkeys might not work as expected.

When the phone reconnects to the call control system, you will be able to use your phone normally again.

Phone Displays a Provisioning Failure Message

If your phone displays the message “Verify your provisioning settings or contact your service provider.”, it indicates a configuration problem. This message appears immediately after the phone boots up. You will not see this message after the phone is registered to a call server. The message applies to all MPP Phones.

Use the following steps to retrieve information about failure messages.

1. Press one of these options:
   - Details—display a list of status messages.
   - Cancel—return to the main phone screen.

   **Note:** If you cancel a provisioning alert, the phone doesn't show another provisioning alert until the phone has rebooted.

2. Highlight the relevant status message from the list, and press one of these options:
   - Details—display the entire status message.
   - Clear—delete the complete message list.

3. Contact your administrator to help you resolve the issue.

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the URL: [https://www.cisco.com/go/hwwarranty](https://www.cisco.com/go/hwwarranty).
Calls

Make Calls

Your phone works just like a regular phone.

Make a Call with the Speakerphone

Use the following steps to make a call with the speakerphone.

1. Enter a number using the keypad.
2. Press the Speakerphone icon.

Make a Call with a Headset

Use the following steps to make a call with a headset.

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press the Headset icon.

Redial a Number

You can call the most recently dialed phone number. Use the following steps to redial a number.

1. (Optional) Select a line.
2. Press Redial.
3. Select the call record from the Placed calls list and press Call. (Note: You can also access the Placed calls list from Information and settings > Recents > Placed calls.)

Make an Emergency Call

Use your phone to make an emergency call like any other call. When you dial the emergency number, your emergency services obtain your phone number and location so they can assist you. (Note: If your call disconnects, the emergency services can call you back.)

Before you begin, your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Use the step below to place an emergency call.

1. Enter the emergency number and lift the handset.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.
Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,): This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

**Example**

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial 9 for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, dial extension **56789#**.
Assign a Speed-Dial Code from the Phone Screen

You can configure a speed-dial index from your phone screen. You can also assign a speed-dial code from the phone web page.

Use the following steps to assign a speed dial code from the phone screen.

1. From your desk phone, press the Applications icon.
2. Select Speed dials.
3. Scroll to an unassigned speed-dial index.
4. Press Edit and do one of the following:
   - Enter the name and number.
   - Select Option > Select from contact to select a contact from the address book.
5. Press Save.

Make a Call with a Speed-Dial Code

Set up speed-dial codes on the phone web page or from your phone screen. Use the following step to make a call with a speed dial code.

1. Enter the speed-dial code and press Call.

Configure a Manual Speed Dial a Key Expansion Module

If your phone has a Key Expansion Module (KEM) attached (optional), you can configure a key expansion module line key as a manual speed dial key and you can press that line key dial the number.

Use the following steps to configure a speed dial on a KEM line key.

1. Press any idle line key on your phone for at least two seconds.
2. In the Speed-Dial window, add the speed-dial name and phone number to call when you press this line key.
3. Click Save.

Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. Check the phone web page to confirm that the speed dial is removed.

Use the following steps to remove a speed dial from a line key.

1. Press a line key that has a speed dial configured for at least two seconds.
2. Press Option > Delete in the Speed-Dial window on the phone screen.
Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line. If a line key is configured without VID, you can configure a speed-dial key to use the line in focus. Follow the steps below to use the line in focus for speed dial calls.

1. Configure a speed-dial key without using VID.
2. Change the focus to the line you prefer.
3. Press the speed-dial key to make a call. The call is made with the line in focus. If the existing number of calls on the line in focus is equal to the value set in the Call Appearances Per Line field in the phone web page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus. Follow the steps below to use the line in focus for speed dial calls.

1. Configure a speed-dial key without using VID.
2. Change the focus to the line you prefer.
3. Press the speed-dial key to make a call.
   **Result:** The call is made with the line in focus.

Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign. Use the following steps to dial an international number.

1. Press and hold star (*) for at least one (1) second. The plus (+) sign is displayed as the first digit in the phone number.
2. Enter the phone number.
3. Press Call or wait 10 seconds after the last key press to automatically place the call.
Answer Calls

Your Cisco IP Phone works just like a regular phone.

Answer a Call

Use the following step to answer a call.

1. Press the flashing red session button.

Answer Call Waiting

When you’re on an active call, you know that a call is waiting when you hear a single beep and the line button flashes red.

Use the following steps to answer call waiting.

1. (Optional) If you have more than one call waiting, select an incoming call.
2. Press the line button.

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number. Decline a call by performing one of the following actions:

- Press Decline.
- If you have multiple incoming calls, highlight the incoming call and press Decline.

Silence an Incoming Call

You can silence an incoming call when you are busy and don’t want to be disturbed. The phone stops ringing, but you get a visual alert, and can answer the phone call. (Note: Your administrator must configure the Ignore softkey on your phone first.)

Silence the incoming call by any of the methods:

- Press the Ignore softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.

  ![Ignore Softkey]

- Press the Volume button down. If you press this button again, the ringer volume decreases. (Note: The ringer volume is restored during the next incoming call.)

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions. However, you will always receive paging and emergency calls, even when DND is turned on.

When you enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.
When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen. When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from the **Preferences** menu.

When a line key has both feature key sync and DND enabled, the DND icon  is displayed next to the line key label.

Use the following steps to turn on Do Not Disturb.

1. Press **DND** to turn on DND. *(Note: If the **DND** softkey is grayed on the phone screen, contact your administrator.)*
2. Press **Clr DND** to turn off DND.

**Turn On or Turn Off DND Using a Star Code**

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone.

Use the following steps to turn on or off DND using a star code.

1. To turn on DND, dial *78.
2. To turn off DND, dial *79.

**Answer a Co-worker’s Phone (Call Pickup)**

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker’s phone. First, your administrator has to assign you to at least one call pickup group.

**Answer a Call Within Your Group (Pickup)**

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Use the following steps to answer a call within your group.

1. *(Optional)* Press the line button.
2. Press **PickUp** to transfer an incoming call within your pickup group to your phone.

**Mute Your Call**

While you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

When you mute the Cisco IP Phone 6851 Multiplatform Phone, the Mute button lights red. Use the following steps to mute your call.

1. Press the **Mute** icon.
2. Press **Mute** again to turn mute off.
Hold Calls

Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

Use the following steps to put a call on hold.

1. Press the Hold button or Hold.
2. To resume a call from hold, press the Hold button or Resume.

Answer a Call Left on Hold for Too Long

Your phone is configured to provide cues that let you know when you have left a call on hold for too long:

- Flashing red line button
- Flashing message indicator on the handset
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Use the step below to swap between active and calls on hold.

1. Press the line button for the held call, the press Resume to continue that call and place the other call on hold automatically.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

A parked call is monitored by your network for your convenience. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.
Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can also park a call on your own phone. If so, then you may not hear a recording. You can park only one call at the call park number.

Use the following steps to place a call on hold with call park.

1. Press Park. 
   **Result:** Your phone plays a recorded message that asks for the number of the parked call.

2. (Optional) If you have call park configured on a key expansion module, press the call park line key.

3. Enter the number and press **Pound (#)**.

4. (Optional) Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network. Before you begin, you will need the number that was used to park the call.

Use the following steps to retrieve a call on hold with call park.

1. Press Unpark.

2. (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.

3. (Optional) If you have call park configured on a key expansion module, press the call park line key.

4. Enter the number where the call is parked followed by **Pound (#)**. (Note: You can also enter **Pound (#)** to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.)

Park and Unpark a Call with One Line Key

If your administrator has configured a Busy Lamp Field (line status) list with the **prk** function for you, you can park and unpark active calls.

Use the following steps to retrieve a call on hold with call park.

1. Press the line key that monitors the user to park an active call.

2. To unpark a call, either:
   - Press the monitored user that displays the parked call.
   - Press the extension line key, then press the monitored user that displays the parked call.
   - Use the navigation button to focus on the extension line key, then press the monitored user that displays the parked call.
Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

If a line is enabled with feature key sync and call forward on it, the call forward icon is displayed next to the line key label.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

1. Verify that your calls are forwarded by looking for the Call Forwarding icon in the line label or on the middle top of the phone screen.
2. Press Forward all or Forward. (Note: If the Forward all softkey is grayed or doesn't display on the screen, contact your administrator.)
3. Do any of the following: Enter the target number exactly as you would dial it from your phone or select an entry from your list of recent calls or contacts.
   - Enter the target number, to which you want to forward incoming calls from this phone line.
   - Press the Contacts softkey and select a contact from your contact directories.
   - Press Redial and select an entry from the Placed calls list.
4. Press Call to forward all calls to the specified number.

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person (Blind Transfer)

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers. (Note: You can swap between both callers to consult with them individually before you leave the call.)

Use the following steps to transfer a call to another person:

1. From a call that is not on hold, press the Transfer button or Transfer.
2. Enter the other person's phone number and press Call.
3. (Optional) Wait until you hear the line ring or until the other person answers the call.
4. Press Transfer again.
Consult Before You Complete a Transfer (Warm Transfer)

Before you transfer a call, you can talk to the person to whom you're transferring the call. (Note: The call must be in an active state before you transfer.)

Use the following steps to make a consulted transfer.

1. From a call that is not on hold, press the Transfer button or Transfer.
2. Enter the phone number for the party you want to call and Call.
3. When the other person answers, announce the call.
4. (Optional) Press the line key to return to the held call.
5. (Optional) Press the line key to return to the transfer target phone number.
6. Press the Transfer button or Transfer again.

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. The conference ends when all participants hang up.

Add Another Person to a Call

Use the following steps to add another person to a conference call.

1. From an active call, press the Conference button or Conf.
2. Enter the phone number for the party you want to add and press Call.
3. Press Conference or Conf again.

Conference with a Star Code

Use the step below to conference via a star code.

1. Press the Conference button once to combine multiple active calls into a conference and talk to several people in a single call.
2. Make a call from a line and wait for an answer.
3. Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.
4. Press the Conference button or Conf once.

Result: All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active calls.

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Dial the number of the paging group to perform a multicast paging.
Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press Answer.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid red, and the session button pulses red. Your coworker's line button is also solid red, and the session button pulses red.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Use the following steps to add yourself to a call on a shared line.

1. Press the line button for the shared line.
2. Press Barge, BargeSilent, or BargeSInt.
Record a Call

When you're on an active call, you can record it. (Note: Your administrator must enable call recording on your phone.) You may hear a notification tone as you record the call.

During a recording, you see different icons in different recording state. You see the icons on the Calls screen and on the line key on which you are recording a call.

- Recording in progress
- Recording paused

Use the following steps to record a call.

1. Press Record while on an active call.
2. (Optional) While recording is in progress, press PauseRec or Pause to pause the recording.
3. (Optional) Press ResumeRec or Resume to resume the recording.
4. (Optional) Press StopRec or Stop to stop the recording.
5. Press End Call to end the call.
Call Center Features

Your administrator configures your phone as a call center phone.

Sign In as a Call Center Agent

When you're ready to start your work as a call center agent, you sign into the phone and set your status.

Use the following steps to sign in as a call center agent.

1. From your desk phone, press AgtSgnIn or AgtIn/.
2. Press Agt status.
3. Highlight the Available status.
4. Press Select.

Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to Wrap-up by pressing AgtSgnOut or AgtOut.

Change Your Status as a Call Center Agent

Use the following steps to change your status so calls will not ring on your phone.

1. From your desk phone, press Agt status.
2. Highlight the Unavailable status.
3. Press Select.
4. Press Agt status.
5. Highlight the Available status.
6. Press Select.
7. Highlight the Wrap-up status.
8. Press Select.

Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone is ready to accept call center calls. Before you answer a call, you see information about the call.

Use the following steps to accept a call center call.

1. When you receive a call, you will see the call information page, press Back to exit and then press Answer to accept it.
2. Press Call Info to see the call details.
3. At the end of the call, press End call.
Hold an Agent Call
When you are on a call center call, you can put the caller on hold and return to the call. If the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

Use the following steps to put a call on hold and resume the call.

1. Press **Hold**.
2. When you are ready to return, select the held call and press **Resume**.

Set a Disposition Code While on a Call Center Call
You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed. (**Note:** Your administrator must enable your phone to add a disposition code.)

Use the following steps to set a disposition code while on a call center call.

1. Press **Disp code**.
2. Press **Ok**.

Trace a Call
You can trace an active call and the last incoming call in any agent status if your administrator enables your phone to trace calls. To trace a call, press **Trace** when you’re on an active call.

Escalate a Call to a Supervisor
When you need to escalate a call, you can add your supervisor to a conference call with you and your caller. Your administrator must enable emergency escalation on your phone.

Use the following steps to escalate a call to a supervisor.

1. From an active call, press **Emergency**.
2. In the **Emergency Escalation** window, click **OK**. (**Note:** You can enter the preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.)
Contacts

Search for a Contact in Multiple Directories

You can search for a contact in multiple directories simultaneously. The phone searches for the contact in the following locations if Broadsoft directories are configured:

- All Broadsoft directories
- Enterprise directory
- Group directory (included in the Enterprise directory)
- Enterprise Common directory
- Group Common directory
- Personal directory
- The LDAP directory, if it is configured
- Your personal address book

From the search results, you can view the contact's details, add the contact to your personal address book, and call the contact. You can also edit the number before making the call.

Use the following steps to search for a contact in multiple directories.

1. From your desk phone, press, press the **Contacts** button.
2. Select **All**.
3. Enter the name of the contact that you want to find.
   **Result:** The phone searches for first or last names that include your search string anywhere in the name.
4. Press **Search**.
   **Result:** The search results show both full and partial name matches.
5. (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.
6. (Optional) To add a contact to the personal address book on the phone, follow these steps:
   - While viewing the contact details, press **Option**.
   - Select Add Contact.
   - Enter the contact details and press **Save**.
7. (Optional) To call a contact, highlight the contact in the search results, and press **Call**.
8. (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:
   1. Highlight the contact in the search results, and press **Edit call**.
   2. Edit the number as necessary.
3. Press Call.

**Corporate Directory**

You can look up a coworker’s number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

**Dial a Contact in the Corporate Directory**

Use the following steps to dial a contact in the corporate directory.

1. From your desk phone, press, press the **Contacts** button.
2. Select the directory name that you have defined.
3. Select search criteria.
4. Enter your search criteria and press **Submit**.
5. Select the contact and press **Call**.

**IP Centrex Directory**

You can search and view your personal, group, and enterprise contacts in your IP Centrex Directory, which makes it easier to give them a call. Your administrator configures the IP Centrex Directory in your phone.

**Search for a Contact in Your IP Centrex Directory**

Use the following steps to search for a contact in your IP Centrex directory.

1. From your desk phone, press, press the **Contacts** button.
2. Select IP Centrex directory.
3. Select search criteria.
   - In IP Centrex or Group directory, you can search a contact by Last Name, First Name, User ID, Number, Extension, Department, or Email address.
4. Enter your search criteria and press **Submit**.
**Personal Address Book**

**Add a New Contact to Your Personal Address Book**

Use the following steps to add a new contact to your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book**.
3. Press **Add**.
4. Enter first name, last name, and number.
5. Enter a name and at least one phone number.
6. Select a custom ringtone for the contact.
7. Press **Save** to add the entry to your personal directory.

**Search for a Contact in Your Personal Address Book**

Use the following steps to search for a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book**.
3. Select **Option > Search**.
4. Enter the address entry to search for, and press **Submit**. (Note: You can only search by name (case insensitive). Search by number is not supported.)

**Call a Contact in Your Personal Address Book**

Use the following steps to call a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book** and search for an entry.
3. Select the personal address book entry that you want to dial.
4. Press **Call**.

**Edit a Contact in Your Personal Address Book**

Use the following steps to edit a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book** and search for an entry.
3. Select the entry you want to change.
4. Press the **Select** key.
5. Modify the entry information.
6. Press **Save** to modify a phone number.
Remove a Contact from Your Personal Address Book

Use the following steps to remove a contact from your personal address book.

1. On the desk phone, press the **Contacts** button.
2. Select Personal address book.
3. Select Search address entry.
4. Select the address entry and press **Option > Delete** to delete the entry.

Reverse Name Lookup for Incoming and Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transferred call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts
2. Call History
Recent Calls

Recent Calls List

Use the Recents list to see 180 most recent individual calls and call groups. (Note: If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.)

View Your Recent Calls

Check to see who's called you recently.

Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. In addition, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Use the following steps to view your recent calls.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Choose to view all recent calls, or to view a certain kind of recent call.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from

To view calls in the Display recents from option, see the View Local Calls section below.
View Local Calls
You can view local call logs, depending on your selection. Use the following steps to view call logs.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Select Display recents from and choose one of the options.
   **Result:** You can view all calls, missed calls, received calls, and placed calls list.

Return a Recent Call
Use the following steps to return a recent call.

1. From your desk phone, press Recents.
2. Select the call record that you want to dial.
3. (Optional) Press Edit call to edit the call record.
4. Press the required line button or press Call to place the call.

Clear the Recent Calls List
Use the following steps to clear the recent calls list.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Select a list that you want to delete.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from
5. Press Option and select Delete all.
6. Press OK.

Create a Contact from a Recents Record
Use the following steps to create a contact from a Recents record.

1. Display a Recents record.
2. Press Option.
3. Press Add contact.
Delete a Call Record

Use the following steps to delete a call record.

1. From your desk phone, press the Applications button.
2. Select Recents.
3. Choose to view all recent calls, or to view a certain kind of recent call.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from
4. Highlight the individual record or call group that you want to delete.
5. Press Option.
6. Select Delete entry.
7. Press OK.

Delete All Call Records

You can delete all call history records on your phone. Use the following steps to delete all call records.

1. From your desk phone, press the Applications button.
2. Select Recents.
3. Select All calls.
4. Press Option and select Delete all.
5. Press OK.
Voicemail

Your Voicemail Account

You can access your voice messages directly from your phone; however, your administrator must set up your voicemail account and may also set up your phone to access the voicemail system.

Note: The Messages button on your phone acts as a speed dial into the voicemail system.

When you aren’t at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, see the voicemail system user documentation.

Set up Voicemail on Your Phone

If your administrator has not set up your voicemail phone number on your phone, you can set it up yourself.

Use the following steps to set up voicemail on your phone.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences.
3. Enter your voicemail phone number in Voice mail.
4. Press Set.

Check for New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.
- An exclamation mark (!) indicates urgent voicemail messages.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail

Use the following steps to access your voicemail.

1. From your desk phone, press the Messages button.
2. Follow the voice prompts.
Access Audio Voicemail

Depending on how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you want to access your messages without the visual prompts.

Use the following steps to access your audio voicemail.

1. From your desk phone’s screen, press the Audio softkey,
2. When prompted, enter your voicemail credentials.
Settings

Use the following step to customize your phone:

From your desk phone, press the Applications button.

(Note: The common settings menu are User preferences and Device administration.)

User Preferences Menu

You can customize many settings for your phone from the User preferences menu. The menu groups settings according to functions.

Call Preferences

The User preferences > Call preferences menu allows you to set the way your phone manages calls.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy. (Note: Call forwarding must be enabled on your phone before you can forward your calls in specific situations.)

Use the following steps to forward calls in certain situations from your phone.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences.
3. Select On for Call forwarding to enable call forwarding.
4. Enter a phone number for each of the call forwarding services that you want to enable:
   - Forward all number—Forwards all incoming calls to a target phone number.
   - Forward busy number—Forwards all incoming calls to a target phone number when the primary line is active.
   - Forward no answer number—Forwards an incoming call that is not answered.
   - Fwd no answer delay—Assigns a response delay time.

If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

5. Press Set.
Settings

Turn on Do Not Disturb for a Specific Line

Set do not disturb (DND) to silence your phone and suppress incoming call notifications when you need to avoid distractions. You can suppress all incoming call notifications, or you can suppress a specific caller notification.

Use the following steps to turn on DND for a specific line.

1. From your desk phone, select a phone line using the Navigation cluster.
2. Press the Applications button.
3. Select User preferences > Call preferences > Do not disturb. (Note: If the Do not disturb menu doesn't display on the screen, contact your administrator.)
4. Select On to turn on DND or select Off to turn off DND.
5. Press Set to save the setting.

Block an Anonymous Call

Use the following steps to block an incoming call that does not have caller information.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences > Block anonymous call.
3. Select On if you want to block the call that does not have caller information or select Off to allow the call.
4. Press Set to save the setting.

Block Caller ID

You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy.

Use the following steps to block Caller ID.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences.
3. Select Block caller ID.
4. Press Select to toggle caller ID blocking on or off.
5. Press Set to save the change.
Control the Call Waiting Tone

When you are talking with someone and get another call, you can set the phone to give a call waiting tone.

Use the following steps to control the call waiting tone.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences > Call Waiting.
3. Select On to enable the Call Waiting tone or select Off to disable the Call Waiting tone.
4. Press Set to save the changes.

Secure a Call

You can encrypt calls to protect them from eavesdroppers. You can set up the secure call feature on all outbound calls or for a specific call.

Use the following steps to secure a call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences > Secure call.
3. Select On to enable the Secure Call feature or select Off to disable the feature.
4. Press Set to save the changes.

Set Up an Auto Answer Page

Use the following steps to set up an auto answer page.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences > Auto answer page.
3. Select On to enable the Auto answer page or select Off to disable Auto answer page.
4. Press Set to save the changes.
Audio Preferences

The User preferences > Audio preferences menu allows you to customize ringtones and how you prefer to answer calls.

Specify an Audio Device for a Call

You can connect an analog headset and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

Use the following steps to specify an audio device for a call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Preferred audio device.
3. Press Select to choose one of the following options:
   - None: Selects the last used audio device.
   - Speaker: Selects the speakerphone as the audio device.
   - Headset: Selects the headset as the audio device.
4. Press Set to save the selection.

Change the Ringtone

Use the following steps to set a ringtone for an incoming call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Ringtone > Ext (n) - Ring tone, where "n" is the extension number.
3. Scroll through the list of ringtones and press Play to hear a sample.
4. Press Select and then Set to save a selection.
Screen Preferences

The User preferences > Screen preferences menu allows you to set your phone screen display options.

Change the Screen Saver

Use the following steps to enable your phone screen saver and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

1. From your desk phone, press the Applications button.
2. Select User preferences > Screen preferences > Screen saver.
3. Select On to turn on screen saver and select Off to turn it off.
4. Select Screen saver settings to choose the settings:
   - Screen saver type: Choose one of the following options:
     - Clock: Displays the date and time
     - Cox Logo: Displays the Cox logo
   - Trigger interval: Enter the number of seconds that the phone remains idle before the screen saver turns on.
   - Refresh interval: Enter the number of seconds before the screen saver should refresh.
5. Press Set.

Set the Backlight Timer

Use the following steps to adjust the length of time that the phone screen is bright before it automatically dims.

1. From your desk phone, press the Applications button.
2. Select User preferences > Screen preferences > Backlight timer.
3. Press the Select button.
4. Scroll through the list and select a duration for which the backlight remains on:
   - 10 seconds
   - 20 seconds
   - 30 seconds
   - Always On
   - Off
5. Press Set to apply the selection.
Adjust the Phone Screen Contrast

Use the following steps to adjust the phone screen brightness.

1. From your desk phone, press the Applications button.
2. Select User preferences > Screen preferences > Contrast Level.
3. Press the Navigation cluster up or down to increase or decrease the contrast.
4. Press Save.

Set the Phone Wallpaper

You can select the wallpaper (background) for the phone screen. Use the following steps to select the phone screen’s background.

1. From your desk phone, press the Applications button.
2. Select User preferences > Screen preferences > Wallpaper.
3. Press Select to scroll through the list and select a wallpaper.
4. Press Set to apply the selection.

Device Administration Settings

You can set some other preferences from the phone in the Device administration menu.

Set Language

Depending upon how your phone is configured, you may be able to change the language used by your phone.

Use the following steps to set the language

1. From your desk phone, press the Applications button.
2. Select Device administration > Language.
3. Select a language from the list of available languages.
4. Select Save.

Set up Power Save

You can put your phone into power save mode when your phone is idle. If your phone is not idle, you can't turn power save on and you see a message on the screen.

Note: In power save mode, your phone can't receive incoming calls.

When your phone is in power save mode, the screen is not lit and the Select button is lit. You press the Select button to wake up the phone.

Use the following steps to set the language

1. From your desk phone, press the Applications button.
2. Select **Device administration > Power save.**
3. Select **OK.**
Restart Your Phone

You may have to reboot your phone for a software upgrade or other changes to take effect. Your settings or other customizations do not change.

Use the following steps to restart your phone.

1. From your desk phone, press the Applications button.
2. Select Device administration > Restart.
3. Select OK to confirm that you want to reboot your phone.
## Accessories

### Supported Accessories

The Cisco IP Phone 6851 MPP supports Cisco and third-party accessories.

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<td>Add-on module</td>
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<tr>
<td>Cisco Headset 560 Series</td>
<td>Standard RJ9 and AUX</td>
<td>Not supported</td>
</tr>
<tr>
<td><strong>Third-Party Accessories</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headsets</td>
<td>Analog</td>
<td>Supported</td>
</tr>
<tr>
<td></td>
<td>Analog Wideband</td>
<td>Supported</td>
</tr>
<tr>
<td>Microphone</td>
<td>External</td>
<td>Not supported</td>
</tr>
<tr>
<td>Speakers</td>
<td>External</td>
<td>Not supported</td>
</tr>
</tbody>
</table>

### Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

**Important Headset Safety Information**

*Caution:* High Sound Pressure - avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don’t use the headset while driving. Don’t leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.
Cisco Headset 531 and 532

The Cisco Headset 530 Series are two headsets that are developed for Cisco products and services. The 531 headset features a single earpiece and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

Use the following steps to check your phone model.

1. From your desk phone, press the Applications button.
2. Press Status > Product information.
Result: The Product name field shows your phone model.

The Cisco Headset 530 Series require Multiplatform Firmware Release 11.1(2) or a later version. Upgrade your phones to the latest firmware before using these headsets.

The following table describes the Cisco Headset 531 and 532 USB Adapter buttons.

<table>
<thead>
<tr>
<th>Num</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mute button</td>
<td>Toggle the microphone on and off.</td>
</tr>
<tr>
<td>2</td>
<td>Volume button</td>
<td>Adjust the volume on your headset.</td>
</tr>
<tr>
<td></td>
<td>+ and –</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Call button</td>
<td>Incoming and active call management depends upon if you have one call or multiple calls.</td>
</tr>
</tbody>
</table>

One call:

1. Press once to answer incoming calls.
2. Press once to put an active call on hold. Press again to retrieve the call from hold.
3. Press twice to reject an incoming call. Multiple calls:
1. Press once to put an active call on hold, and to answer a second incoming call.
2. Press once to put a current call on hold and press again to resume a call.
3. Press and hold for 2 seconds to end the current call and press again to resume a held call.
4. Press and hold for 2 seconds to end an active call, and to answer another incoming call. (See next page.)
5. Press twice to stay on a current call, and to reject a second incoming call.
Upgrade the Headset 500 Series Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected the upgrade prompt displays when you return to the home screen in idle mode.

If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends. (Note: Your administrator configures the upgrade rule for your headset on the phone administration web page.)

Use the step below to upgrade the headset 500 series firmware.

1. Press Upgrade on the phone when prompted.

The upgrade icon on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

2. (Optional) If you want to upgrade your headset later, press Postpone. (Note: You will be prompted every 2 hours until you start the upgrade.)

Cisco Headset 500 Series Setup

On the phone screen, you can test your headset, customize your bass and treble, gain or microphone volume, and sidetone or feedback settings when:

- The Cisco Headset 531 and 532 is connected to the phone with the USB adapter.

You are prompted to set up your headset when you connect it to the phone. If you ignore the headset setup prompt, you can also access it from Applications > Status > Accessories.

Note: The settings are stored in the inline USB controller, the USB adapter, or the headset base, varying from headset models. A factory reset on the phone does not affect the headset settings.
Adjust Your Headset Bass and Treble

You can customize your headset by adjusting the bass and treble. If you prefer a headset with more bass, tune it toward the warmer setting. If you prefer more treble, tune it toward the brighter setting.

Use the following steps to adjust your headset bass and treble.

1. From your desk phone, press the Applications button.
2. Select Status.
3. Select Accessories.
4. Navigate to Setup > Speaker > Tuning.
5. Press ‹ or › to adjust the tuning.
6. Press Save to apply and retain your setting.

Adjust Your Headset Microphone Volume

Microphone volume is also known as gain. You can adjust the gain level when you are on a call with various loud and soft voices. This setting equalizes the voices that you hear in the earpiece by making the loud voices softer, and the quiet voices louder.

Use the following steps to adjust your headset microphone volume.

1. From your desk phone, press the Applications button.
2. Select Status.
3. Select Accessories.
4. Navigate to Setup > Microphone > Gain.
5. Press ‹ or › to adjust the gain level.
6. Press Save to apply and retain your setting.

Adjust Your Headset Speaker Feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. You can adjust the sidetone level or turn it off if you find it distracting to hear your own voice during a call.

Use the following steps to adjust your headset speaker feedback.

1. From your desk phone, press the Applications button.
2. Navigate to Status > Accessories > Setup > Speaker > Sidetone.
3. Press the Navigation cluster left or right to adjust the sidetone. (Note: The sidetone default value is Low.)
4. Press Set to apply and retain your settings.
Test Your Headset Microphone

Use the following steps to check if your microphone is working before you begin a call.

1. From your desk phone, press the **Applications** button.
2. Select **Status**.
3. Select **Accessories**.
4. Navigate to **Setup > Microphone > Test**.
5. Press **Record** and speak into the microphone.
6. Press **Playback** when you finish speaking and listen to the test recording. Maximum recording time is 20 seconds.

Replace Your Cisco Headset Ear Pads

Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.

**Note**: Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

Use the following steps to replace the Cisco headset ear pads.

1. Rotate the old ear pad counterclockwise.
2. Pull the old ear pad away from the speaker.
3. Push the new ear pad toward the speaker.
4. Rotate the new ear pad clockwise.
**Third Party Headsets**

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you may need to adjust your phone’s audio settings for the best audio experience, including the headset sidetone setting.

If you have a third-party headset and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third-party headset, we recommend better quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. The remote party or the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds, such as electric lights, electric motors, or large PC monitors.

**Note:** Use a local power cube or power injector to help reduce or eliminate a humming sound.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

**Audio Quality**

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any headsets. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

**Wired Headsets**

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone. Failure to press the cable into the channel in the phone can lead to cable damage.

**Standard Headsets**

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connector.

**Connect a Standard Headset**

Standard headsets plug into the back of the phone.

**Figure 8. Standard Headset Connection**

5. Plug the headset into the jack on the back of the phone and press the cable into the cable channel.

**Caution:** Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

**E-Hookswitch Headset**

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. The Cisco IP Phone 6851 MPP supports #-Hookswitch headsets.
Key Expansion Module Power Information

The Cisco IP Phone 6851 Multiplatform Phone supports only one key expansion module. The key expansion module provides 14 lines or programmable buttons, and two pages. Each page contains 14 lines or buttons.

Figure 9. Cisco 6851 with KEM
Key Expansion Module Buttons and Hardware

Figure 10. Cisco 6851 IP Phone KEM

The following table describes the features of the key expansion module.

<table>
<thead>
<tr>
<th>Num</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LCD screen—Displays the phone number, name, and icon. Icons indicate the line status and the phone service assigned on that line.</td>
</tr>
</tbody>
</table>
| 2   | Lighted buttons—14 buttons. Each button corresponds to one line (same as on the phone). The lights beneath each button indicate the state of the corresponding line as follows:
  | • light off—Button is not configured.  
  | • green steady—Line is configured correctly and is in idle state.  
  | • red steady—Line in use and has an active call on it or one parked call.  
  | • amber steady/blinking—A configuration error occurred when this feature was being set up. |
Find Information about the 6851 KEM

Your administrator may ask for information about the key expansion module that is added to your phone. This information uniquely identifies the key expansion module for troubleshooting purposes.

Use the following steps to find information about your KEM.

1. From your desk phone, press the Applications button.
2. Select Status > Accessories.
3. Select Attendant Console Unit1.
4. Press Detail.

Result: In the Accessories details screen, you will see the following information:

- **Name**: Displays the name assigned to the key expansion module.
- **Unit enabled**: Displays Yes or No if the connected key expansion module is enabled or disabled respectively.
- **Unit online**: Displays Yes or No if the connected key expansion module is online or offline respectively.
- **Hardware version**: Displays the hardware version of the key expansion module.
- **Software version**: Displays the software version installed in the key expansion module.
- **VID**: Indicates the extension on the calling phone from which the outbound call is sent.
- **Serial number**: Displays the serial number of the key expansion module.
- **Product name**: Displays the name that you assigned to the key expansion module.
- **Description**: Displays a description for the key expansion module. For example, Cisco IP Phone 6800 Key Expansion Module.
View the UDI Information of the KEM

You can view the Unique Device Identifier (UDI) information of the key expansion module. The UDI information includes:

- Product name (PID)
- Product Version ID (VID)

Use the following steps to find UDI information about your KEM.

1. From your desk phone, press the Applications button.
2. Select Status > Accessories > Attendant console unit n.

Adjust the Contrast of the KEM

You can change the contrast of the key expansion module screen to make it easier to read.

1. From your desk phone, press the Applications button.
2. Select User preferences > Attendant console preferences.
3. Select Contrast level.
4. Press the Navigation cluster up to increase the contrast or down to reduce the contrast.
5. Press Save to save the contrast level.

Change the Display Mode of the KEM from the Phone

Use the following steps to change the display mode of the KEM from the phone.

1. From your desk phone, press the Applications button.
2. Select User Preferences > Attendant console preferences.
3. Select Display mode.
4. Press the Select button of the Navigation cluster to choose a display mode. The options are Both, Name, Ext.
5. Press Save to save the display mode.
Wall Mount Kit

Wall Mount Kit Components

The Cisco IP Phone 6851 Multiplatform Phone (MPP) uses the Cisco IP Phone 6800 Series Multiplatform Phones Wall Mount Kit.

Figure 11. Cisco IP Phone 6800 Series MPP Wall Mount Kit

The kit is made up of these components:

- Wall bracket
- Two M3-7L screws
- Four M4-25L screws
- Four drywall anchors
Install a Cisco IP Phone 6851 with the Wall Mount Kit

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces. To mount the kit on concrete, brick, or similar hard surfaces, you must provide the appropriate screws and anchors for your wall surface.

Before you begin, you will need the following tools:

- #2 Philips-head screwdriver
- Level
- Pencil

You must also install an Ethernet jack for the phone in the desired location if an Ethernet jack does not currently exist. This jack must be wired appropriately for an Ethernet connection. You cannot use a regular phone jack.

1. Hold the bracket against the wall, with the notches at the bottom.
2. Use the level to ensure that the bracket is level.
3. Use a pencil to mark the screw holes.
4. Center the anchor over the pencil mark and use a #2 Phillips-head screwdriver to press the anchor into the wall. Screw the anchor clockwise into the wall until it is seated flush.
5. Use the M4-25L screws provided and the #2 Phillips-head screwdriver to attach the bracket to the wall through the anchors. (Note: You should tighten the screws so that the bracket is held to the wall but can be slipped off.)

The following graphic shows steps 1 to 5.
Figure 12. Installation graphics
6. If the phone is in use, unplug the LAN and power cables from the phone. **(Note:** The handset cable needs to be connected to the phone and seated in the cable channel.)

7. Remove the wall bracket from the wall and place it on the back of the phone so that the bracket fits in the indentations in the back of the phone.
8. Check that the handset cable is between the phone and the bracket, shown below.

![Handset Cable Position](image)

9. Attach the bracket to the phone with the M3-7L screws provided.

10. If you use the power adapter, plug the adapter into the phone and thread the cable through the closest notch in the bottom of the bracket.

![Power Adapter Connection](image)

11. Plug the LAN cable into the phone and thread the cable through a notch in the bottom of the bracket.
12. Place the bracket over the wall screws and pull the phone down until it is seated securely. You may need to remove the phone and loosen or tighten the wall screws to make the phone and bracket stable.
13. Plug the LAN cable into the LAN jack.

14. If you use external power, plug the power adapter into the electrical outlet.
Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Figure 13. Adjust the Handset Rest

Use the following steps to adjust the handset rest.

1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you.
4. Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
5. Return the handset to the handset rest.
Product Safety and Security

Safety and Performance Information

Power Outage
Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

Regulatory Domains
The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of the specific regulatory domain, the phone will not function properly, and you might violate local regulations.

Health-Care Environments
This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

External Devices
We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device or cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device. Cisco cannot guarantee the performance of external devices, cables, and connectors.

Ways to Provide Power to Your Phone
You can provide power to your phone in one of these ways:

- Use the power adapter that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port and into the network.

If you are not sure whether your network supports PoE, check with your administrator.
Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

**UL Warning**

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

**EnergyStar**

The Cisco IP Phone 6851 has EnergyStar certification.
Compliance Statements for the USA

Part 15 Radio Device

**Caution:** The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user’s authority to operate this device.

**FCC Compliance Statements**

The Federal Communications Commission requires compliance statements for the following:

**FCC Part 15.19 Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**FCC Part 15.21 Statement**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC RF Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

**FCC Receivers and Class B Digital Statement**

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance
Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at https://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: https://www.cisco.com/go/eula

Regulatory Compliance and Safety Information


End of Document