Operating the Cisco CP-8851 executive secretary phone
04.02.2026 16:15:23

Kategorie:	Kommunikation & Kollaboration::Telefonie	Bewertungen:	0
Status:	öffentlich (Alle)	Ergebnis:	0.00 %
Sprache:	en	Letzte Aktualisierung:	09:13:02 - 29.01.2026

Schlüsselwörter

VoIP telephone

Lösung (öffentlich)

The Cisco CP-8851 is the standard phone for team assistant applications.

Front view   Cisco CP-8851 secretary phone: Front view

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LED: signals incoming calls or voice messages in the voicemail system

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Graphical color display for showing call statuses, status messages, softkey assignments, etc.

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Programmable function keys (private line, boss key, ringer off, and other services), status display supported by different colored LEDs

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Navigation cluster used to navigate menus by pressing "up" or "down". The center button is used for accessing the selected menu points

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Softkeys: offer context-dependent functions for different status of the device

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Navigation cluster used to navigate menus by pressing "up" , "down", "left" or "right". The center button is used for accessing the selected menu points.

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Buttons to the right below the navigation rocker:

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Hold: To put an active call on hold. The participant listens to some on-hold music

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Transfer: For transfering calls to someone else

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Conference: To add additional participants to an active call

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Buttons on the bottom right:

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Speakerphone: activates the speaker

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Headset: to activate the connected headset

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Mute: deactivates the phone's microphone

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Volume rocker for adjusting the volume of the receiver/speaker/headset/ringtone

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Buttons on the left below the navigation rocker:

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Voicemail: access the voicemail system

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Applications: access features like the recent calls list, preferences or accessories

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Directory: access personal or company contacts

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Back button, which directs back to the previous menu or display

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End button to hang up/end the current call

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12-key keypad for dialing phone numbers/access codes

Back view Cisco CP-8851 secretary phone: Back view

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Port for an optional power adapter (not needed normally)

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Ethernet port (from the data outlet) with PoE (Power over Ethernet)

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Ethernet port for the connection to the PC (so that you only need one data outlet for both the PC an the phone)

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AUX: Auxiliary port for optional audio devices

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Port for the receiver

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Port for the headset

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USB-Port for key modules with additional storage space for contacts or USB-Headset

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Microphone for hands-free mode

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MAC-Address and serial number (used in case of malfunctioning)

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Label with device characterization

Call forwarding

On the home screen you can activate a Call Diversion by pressing the "Fwd All" display button below the phone's display. External diversions are limited to your personal authorization, up to throughout Germany. Context sensitive diversions (at certain times or when the line is busy) have to be requested [1]via e-mail to the Service Desk.

  Activate call forwarding

After pressing the lower display key "Fwd All", you can enter the desired number. After waiting for a timer, the phone returns to its default state. The forwarding symbol appears next to your own line, and the forwarding destination is displayed in the header.

[2]Link to the video "Activate call forwarding" (in German)

Deactivate call forwarding

Press the lower display button "Fwd Off".

Toggling/Putting through/Conference

During a call, you can switch back and forth between different calls (barging), connect the first participant with the second participant, or set up a conference call with multiple participants.

  Toggling between calls

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Pressing the transfer button puts the first call on hold (the other party may hear hold music).

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Dial the destination number and conduct the call-back conversation. Using the appropriate display button, you can switch between the callers as often as you like; the person on hold may hear hold music.

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The display button "End" ends the currently active call, while the button "Continue" resumes the other call that was on hold.

[3]Link to the video "Toggling" (in German)

Putting someone through

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Pressing the transfer button puts the first call on hold (the participant may hear music while waiting).

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Dial the destination number and wait until the call is connected to announce the call to be connected to the second participant. It is also possible to connect the call participants during the dialing phase.

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The two callers are connected by pressing the transfer button again.

[4]Link to the video "Transfering a call using the display key" (in German)

Conference

By pressing the Conference-button the active call is put on hold. Enter the phone number you want to add to the conference and press the Conference-button again to start a 3-person-conference. This can be repeated up to a maximum of a 6-person-conference. Every participant can start or expand the conference, but there is no way to exclude a participant once he has been added. Every participant has to leave the conference manually by hanging up

[5]Link to the video "Starting a conference" (in German)

Redialing

By pressing the Display-button "Redial" you can redial the last number dialed. Numbers, that have been called earlier, can be accessed by pressing the navigation cluster up. You can call these numbers by navigating to the appropriate entry and pressing the middle button of the navigation cluster.

[6]Link to the video "Redialing" (in German)

Recent Calls List

Pressing the navigation cluster up opens the list of recently called numbers. Navigating to an entry and pressing the middle button of the navigation cluster starts a call.

[7]Link to the video "Opening call lists via navigation cluster" (in German)

Alternatively, you can use the application key (gear icon) and then the middle of the navigation rocker to select the "Recents" application. Here, you can use the lower display keys "Missed" and "All Calls" to switch between missed calls and the complete call list. You can also select an entry using the navigation rocker. Entries can be deleted by pressing "Clear" (deletes the whole list) or "Delete" (deletes the selected entry).

[8]Link to the video "Opening call lists via application key" (in German)

Call Waiting

Call waiting (call waiting during an existing call) is disabled by default. Exceptions are boss/secretary relationships, in order to manage the boss's lines. If you would like to have call waiting enabled, this is currently only possible by sending an informal request by [9]e-mail to the Service Desk.

CallBack

The CallBack feature can only be used in the TU TC-System. CallBacks from the public network are not possible. Every VoIP-Phone can only activate one CallBack. Only after the CallBack was performed, it was deleted or overwritten, a new CallBack can be issued. The CallBack feature can be used when the called person is absent or busy. The notification is sent when the target ends a call.

Activating CallBack

If a phone number is busy or unavailable, you can immediately activate a callback using the "Callback" button at the bottom of the display. You can exit using the "Exit" softkey or cancel the callback request by pressing the "Cancel" button at the bottom of the display and then "Exit".

If a callback is already stored, this will be indicated on the display when you press the lower display button "Callback". You can use the lower display button "OK" to overwrite the first callback with the new callback request, or press "Exit" to leave the menu without making any changes.

[10]Link to the video "Activating CallBack" (in German)

Answering the CallBack

When the called subscriber becomes available, this is signaled by a special tone. "XXXXX has become available" appears on the display.

Pressing the lower display key "Dial" triggers the call again and deletes the stored callback. Press the lower display button "Cancel" to delete the callback without using it, press "Exit" to leave the menu. Press the lower display button "Callback" again to reopen the menu later.

Suppress own Caller ID (Display anonymous)

In some cases, it may be necessary to prevent your own phone number (name) from being displayed to the person you are calling. This can be done by simply dialing *05 before the actual phone number.

Example: *05 0 0172 353 84 11

The display of the person being called will show "Private," "Unknown," "Anonymous," or something similar instead of the phone number (name).

Usage two (or more) Phone Numbers

In certain cases, it may be useful to have one or more additional phone numbers (e.g., for call charging purposes) in addition to your own phone number. It is important to note that call forwarding and voicemail boxes must be set up separately for each phone number and do not apply to both phone numbers. You can answer calls for each phone number by simply picking up the receiver. When setting up a call, make sure that you always select the correct phone number for the call.

The CP-8961 telephone always remembers the last line (phone number) used (outgoing or incoming) for the next outgoing call. For example, if you had an incoming call on the second line, the next outgoing call will also be initiated on the second line. It is therefore advisable to initiate each outgoing call by pressing the corresponding line key and only then dialing the number. This ensures that the wrong number is not accidentally used for the outgoing call.

Setting Volume/Ringtone/Display Volume Ringtone/Handset

To change the volume of the ring tone or handset, press the volume rocker when the receiver is on the hook (in idle mode) or off the hook (in idle or call mode).

[11]Link to the video "Setting volume: Speaker and Handset" (in German)

Volume Speaker/Headset

To change the volume for hands-free/headset, press the speaker button or headset button (with the headset plugged in) while the receiver is on the hook, then use the volume rocker to set the desired volume.

[12]Link zum Video "Lautstärke regulieren: Lautsprecher und Headset"

Ringtone

At present, you can only choose from the pre-installed ringtones; it is not possible to personalize your phone with your own tones. Press the application key (gear icon), select "Preferences" using the navigation rocker, and confirm with the middle OK button on the navigation rocker. Repeat this for the "Ringtone" entry. You can now use the navigation rocker to switch between the available ringtones and press the lower display button "Play" to listen to the selected ringtone. Press the display button "Set" to select the ringtone and close the menu.

[13]Link to the video "Configuring ringtone" (in German)

Display (Contrast/Brightness, Background Image)

Depending on the type of device, different display settings can be made. At present, you can only choose from the pre-installed background images; personalization with your own backgrounds is not possible.

After pressing the application button, use the navigation rocker to select "Preferences" and then "Background Image" or "Contrast". Here you can use the navigation rocker to select the desired background image via "Set" or change the brightness and confirm with "Save" or press "Cancel" to exit the menu without changing the contrast.

[14]Link to the video "Setting display contrast" (in German)

Executive-/ Secretary functions 1 Executive / 1 Secretary

Both the executive's phone and the secretary's phone have a BLF-button for each other. The BLF-button allows to directly call, transfer calls to and transfer calls from the other phone. Additionally, the status of the other phone is visible by the LED (available, in use). The default setting for transfering calls to the secretary's phone in the cases "absent" and "busy" is set to 30 seconds. A notification about calls is realized by the PickUp-function visually after 3 seconds on the other phone's display. An immediate transfer can be set, depending on the executive choosing to receive calls directly by default. This immediate transfer has to be set at the executive's phone.

[15]Link to the video "1 Executive / 1 Secretary – Activating call forwarding" (in German)

[16]Link to the video "1 Executive / 1 Secretary – Deactivating call forwarding" (in German)

Executive has activated call forwarding

[17]Link to the video "Secretary forwards call with announcement" (in German)

[18]Link to the video "Executive takes call" (in German)

Executive has deactivated call forwarding

[19]Link to the video "Executive is not available, secretary takes call" (in German)

[20]Link to the video "Executive takes call" (in German)

1 Executive / 2 Secretaries

Every executive's phone has an additional button for logging in/out of the hunt group. By pressing this button, the executive decides wether calls should reach him directly (logged in) or the secretaries (logged out). Independently, both the executive and the secretaries can take calls from the other phones by using the additional PickUp function.

[21]Link to the video "Activating hunt group" (in German)

[22]Link to the video "Deactivating hunt group" (in German)

Executive is logged out of the hunt group

Calls reach the secretary first.

[23]Link to the video "Executive is logged out of the hunt group, Sek 1 takes the call" (in German)

Executive is logged in to the hunt group

Calls reach the executive directly.

[24]Link to the video "Executive is logged in to the hunt group, Sek 1 takes the call" (in German)

[1] mailto:servicedesk@tu-dresden.de
[2] https://videocampus.sachsen.de/getMedium/default/dffbb75c3e760573c0e4481f4f730aeb.mp4
[3] https://videocampus.sachsen.de/getMedium/default/bd63046155494d0847afdd8a56799bd9.mp4
[4] https://videocampus.sachsen.de/getMedium/default/52c10db3c96ea5acfbb70df86545f308.mp4
[5] https://videocampus.sachsen.de/getMedium/default/a0e248946c2cfc2b04e0234d87733116.mp4
[6] https://videocampus.sachsen.de/getMedium/default/b77a8091bca81de3ebfbe81609623c0b.mp4
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[8] https://videocampus.sachsen.de/getMedium/default/c7e6421d3d4f8bea277a08a1f4d3117b.mp4
[9] mailto:servicedesk@tu-dresden.de
[10] https://videocampus.sachsen.de/getMedium/default/8f499d2917d4bfd020eb5d656212e2e4.mp4
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