Cisco Desk Phone 9841, 9851, and 9861 User Guide (MPP+Onprem)

Chapter 1. Special Notes

This User Guide contains information about the phone's hardware features, installation instructions, and available software features as to the time of file generation.

Note:

- The contents of this file are confidential and protected by a Non-Disclosure Agreement. Please refrain from distributing the file to anyone outside the scope of the NDA.
- The contents in this file may change as the development progresses.

Chapter 2. Get started with Cisco Desk Phone 9841, 9851, and 9861

Get started with Cisco Desk Phone 9841, 9851, and 9861

Cisco Desk Phone 9841, 9851, and 9861 are designed to facilitate convenient and flexible collaboration experience during calls and meetings for diverse roles, work modes, and workplaces.

The available hardware features vary flexibly across models to meet different work settings. See the following table for the supported features on each model.

Table 1. Key hardware features

Features	Cisco Desk Phone 9841	Cisco Desk Phone 9851	Cisco Desk Phone 9861
Screen	3.5" Grayscale screen	3.7" Color screen	5" Color screen
Lines	4	6	10
Bluetooth®	No	No	Yes

Table 1. Key hardware features (continued)

Features	Cisco Desk Phone 9841	Cisco Desk Phone 9851	Cisco Desk Phone 9861
Wi-Fi	No	No	Yes
USB ports	USB-A port x 1	USB-A port x 1 USB-C port x 1	USB-A port x 1 USB-C port x 1
KEM support	No	Yes	Yes
PoE support	PoE Class 2	PoE Class 3	PoE Class 3

For details about your phone specifications and features, see *Cisco Desk Phone 9800 Series Data Sheet*.

What's in the box

The following items came with your phone. If any items are missing, contact your administrator.

- Handset x 1
- Foot stand x 1
- Handset cable x 1
- Ethernet cable x 1
- Pointer card x 1, containing the links to the product help and compliance information

Note:

If your network doesn't support Power over Ethernet (PoE), order a power adapter from Cisco. For the list of available power adapters, see the **Ordering information** section in Cisco Desk Phone 9800 Series Data Sheet.

Hardware and buttons

Your phone has several buttons that allow you to access to the phone features.

The features vary with models. See the information for your phone model.

9841

Figure 1. Cisco Desk Phone 9841 front view

Table 2. Hardware and buttons on the front

Hardware Feature	Purpose
1. Phone screen	3.5" grayscale screen (Resolution 384 x 160)
2. The top LED bar	Indicates the states of call, message, and the phone.
3. Emergency button	Press the button to place an emergency call, if configured.

Table 2. Hardware and buttons on the front (continued)

Hardware Feature	Purpose
4. Line buttons and programmable feature buttons	Access your phone lines, features, and call sessions.
5. Softkey buttons	Access to functions and services.
6. NFC tag	The location of the NFC tag. The NFC feature will be available in the later firmware release.
7. **Hold/Resume**, **Transfer**, and **Conference**	**Hold/Resume**  : Place an active call on hold and resume the held call. **Transfer**  : Transfer a call. **Conference**  : Create a conference call.
8. **Headset**, **Speakerphone**, and **Mute**	**Headset**  : Toggle the headset on. When the headset is on, the button lights up. To leave headset mode, pick up the handset or press **Speakerphone**  . **Speakerphone**  : Toggle the speakerphone on or off. When the speakerphone is on, the button lights up. **Mute**  : Toggle the microphone on or off. When the microphone is muted, the button lights up.
9. Alphanumeric keypad	Use the keypad to input numbers, letters, and symbols.

Table 2. Hardware and buttons on the front (continued)

Hardware Feature	Purpose
10. **Volume** button	Adjust the handset, headset, and speakerphone volume (off hook), and the ringer volume (on hook and when the phone is idle).
11. **Favorite**, **Settings**, and **Contacts**	**Favorite**  : Access the Favorites list. **Settings**  : Access the settings menu. **Contacts**  : Access directories.
12. The front LED ribbon	The LED ribbon indicates the states of the phone, calls,and messages.
13. The Navigation Cluster	The Navigation Cluster consists of the Navigation Ring and Select button. Used to scroll through menus, highlight items and select the highlighted item.

Figure 2. Cisco Desk Phone 9841 back view

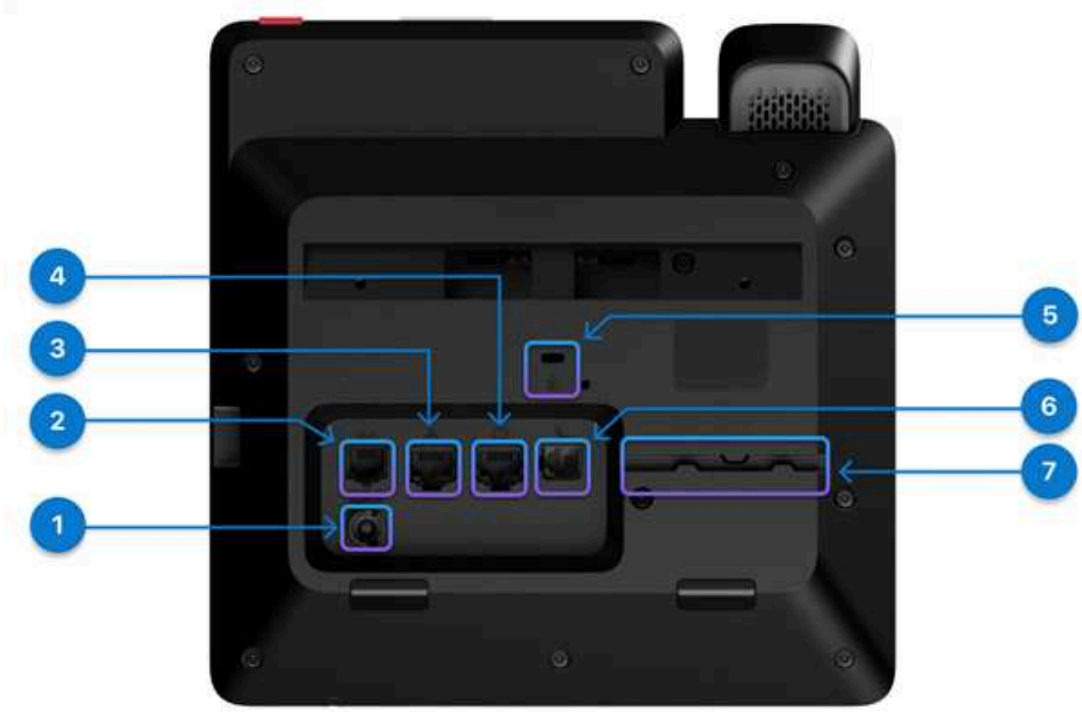


Table 3. Ports on the back of the phone

Port	Description
1. Power port	If your Ethernet doesn't support PoE, connect the power adapter to this port to power up your phone. The power adapter is purchased separately.
2. Auxiliary port	Used for collecting console logs.
3. Ethernet port	Connect this port to your Ethernet port on the wall or on your router with the shipped Ethernet cable.
4. PC port	Used for getting network connection from your laptop or another IP phone.

Table 3. Ports on the back of the phone (continued)

Port	Description
5. Kensington security slot	To physically secure the phone in public places, attach an anti-theft cable lock to the slot.
6. Handset port	Connect your handset to this port with the shipped handset cable.
7. Cable socket	Used for holding the handset cable.

Figure 3. Cisco Desk Phone 9841 right-side view

Table 4. Ports on the right side of

Port	Description
1. USB-A port	Connect your USB-A headset to this port.
2. Foot stand	Supports your phone standing on a desk.

9851

Figure 4. Cisco Desk Phone 9851 front view

Table 5. Hardware and buttons on the front

Hardware Feature	Purpose
1. Phone screen	3.7" color screen (Resolution 480 x 240)
2. The top LED bar	Indicates the states of call, message, and the phone.
3. Emergency button	Press the button to place an emergency call, if configured.
4. Line buttons and programmable feature buttons	Access your phone lines, features, and call sessions.
5. Softkey buttons	Access to functions and services.
6. NFC tag	The location of the NFC tag. The NFC feature will be available in the later firmware release.
7. **Hold/Resume**, **Transfer**, and **Conference**	**Hold/Resume**  : Place an active call on hold and resume the held call. **Transfer**  : Transfer a call. **Conference**  : Create a conference call.
8. **Headset**, **Speakerphone**, and **Mute**	**Headset**  : Toggle the headset on. When the headset is on, the button lights up. To leave headset mode, pick up the handset or press **Speakerphone**  . **Speakerphone**  : Toggle the speakerphone on or off. When the speakerphone is on, the button lights up.

Table 5. Hardware and buttons on the front (continued)

Hardware Feature	Purpose
	Mute  : Toggle the microphone on or off. When the microphone is muted, the button lights up.
9. Alphanumeric keypad	Use the keypad to input numbers, letters, and symbols.
10. **Volume** button	Adjust the handset, headset, and speakerphone volume (off hook), and the ringer volume (on hook and when the phone is idle).
11. **Favorite**, **Settings**, and **Contacts**	**Favorite**  : Access the Favorites list. **Settings**  : Access the settings menu. **Contacts**  : Access directories.
12. The front LED ribbon	The LED ribbon indicates the states of the phone, calls,and messages.
13. The Navigation Cluster	The Navigation Cluster consists of the Navigation Ring and Select button. Used to scroll through menus, highlight items and select the highlighted item.

Figure 5. Cisco Desk Phone 9851 back view

Table 6. Ports on the back of the phone

Port	Description
1. Power port	If your Ethernet doesn't support PoE, connect the power adapter to this port to power up your phone. The power adapter is purchased separately.
2. USB-C port	Connect your USB-C headset. You can also use this port to charge your smartphone.
3. Ethernet port	Connect this port to your Ethernet port on the wall or on your router with the shipped Ethernet cable.

Table 6. Ports on the back of the phone (continued)

Port	Description
4. PC port	Used for getting network connection from your laptop or another IP phone.
5. Kensington security slot	To physically secure the phone in public places, attach an anti-theft cable lock to the slot.
6. Handset port	Connect your handset to this port with the shipped handset cable.
7. Cable socket	Used for holding the handset cable.

Figure 6. Cisco Desk Phone 9851 right-side view

Table 7. Ports on the right side of

Port	Description
1. USB-A port	Connect your USB-A headset or Key Expansion Module (KEM) to this port.
2. Foot stand	Supports your phone standing on a desk.

9861

Figure 7. Cisco Desk Phone 9861 front view

Table 8. Hardware and buttons on the front

Hardware Feature	Purpose
1. Phone screen	5" color screen (Resolution 800 x 480)
2. The top LED bar	Indicates the states of call, message, and the phone.
3. Emergency button	Press the button to place an emergency call, if configured.
4. Line buttons and programmable feature buttons	Access your phone lines, features, and call sessions.
5. Softkey buttons	Access to functions and services.
6. NFC tag	The location of the NFC tag. The NFC feature will be available in the later firmware release.
7. **Hold/Resume**, **Transfer**, and **Conference**	**Hold/Resume**  : Place an active call on hold and resume the held call. **Transfer**  : Transfer a call. **Conference**  : Create a conference call.
8. **Headset**, **Speakerphone**, and **Mute**	**Headset**  : Toggle the headset on. When the headset is on, the button lights up. To leave headset mode, pick up the handset or press **Speakerphone**  . **Speakerphone**  : Toggle the speakerphone on or off. When the speakerphone is on, the button lights up.

Table 8. Hardware and buttons on the front (continued)

Hardware Feature	Purpose
	Mute  : Toggle the microphone on or off. When the microphone is muted, the button lights up.
9. Alphanumeric keypad	Use the keypad to input numbers, letters, and symbols.
10. **Volume** button	Adjust the handset, headset, and speakerphone volume (off hook), and the ringer volume (on hook and when the phone is idle).
11. **Favorite**, **Settings**, and **Contacts**	**Favorite**  : Access the Favorites list. **Settings**  : Access the settings menu. **Contacts**  : Access directories.
12. The front LED ribbon	The LED ribbon indicates the states of the phone, calls,and messages.
13. The Navigation Cluster	The Navigation Cluster consists of the Navigation Ring and Select button. Used to scroll through menus, highlight items and select the highlighted item.

Figure 8. Cisco Desk Phone 9861 back view

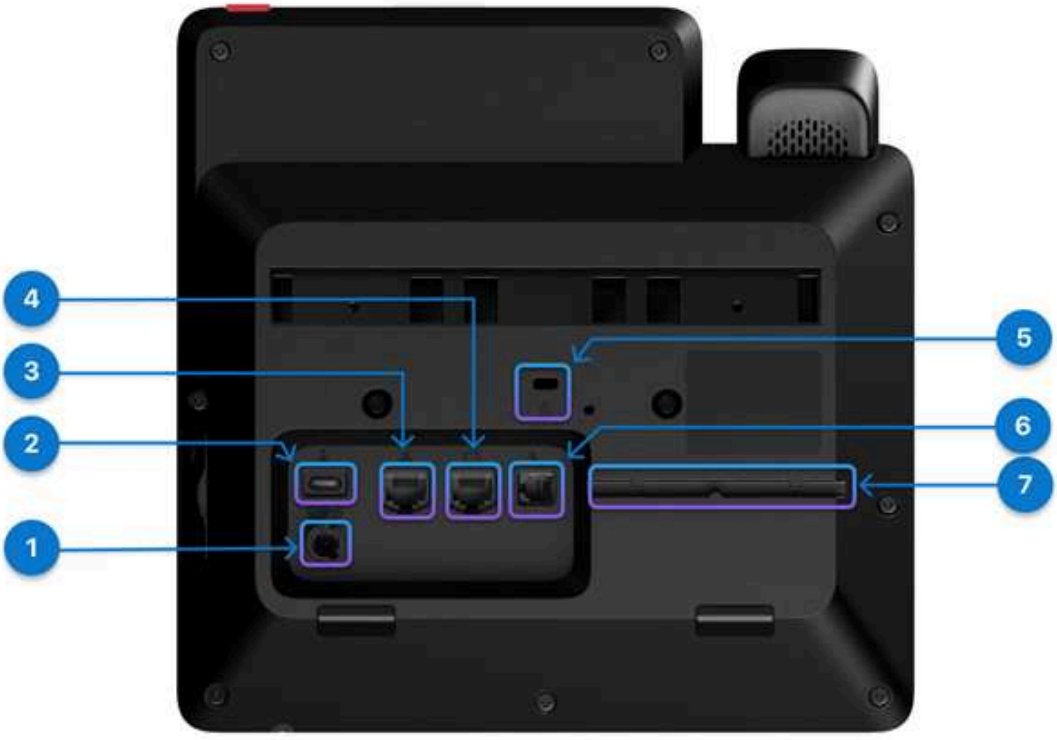


Table 9. Ports on the back of the phone

Port	Description
1. Power port	If your Ethernet doesn't support PoE or you're using a wireless network, connect the power adapter to this port to power up your phone. The power adapter is purchased separately.
2. USB-C port	Connect your USB-C headset. You can also use this port to charge your smartphone.
3. Ethernet port	Connect this port to your Ethernet port on the wall or on your router with the shipped Ethernet cable.

Table 9. Ports on the back of the phone (continued)

Port	Description
4. PC port	Used for getting network connection from your laptop or another IP phone.
5. Kensington security slot	To physically secure the phone in public places, attach an anti-theft cable lock to the slot.
6. Handset port	Connect your handset to this port with the shipped handset cable.
7. Cable socket	Used for holding the handset cable.

Figure 9. Cisco Desk Phone 9861 right-side view

Table 10. Ports on the right side of

Port	Description
1. USB-A port	Connect your USB-A headset or Key Expansion Module (KEM) to this port.
2. Foot stand	Supports your phone standing on a desk.

Connect your phone

Get your phone ready by installing the components and get it connected to the network and power.

The phone register process varies with deployment ways. Your phone may get registered automatically when you connect it to the network. Otherwise, you must get the activation code from your administrator to register your phone.

For a wired network

Use the information in this section to connect your phone in a wired network.

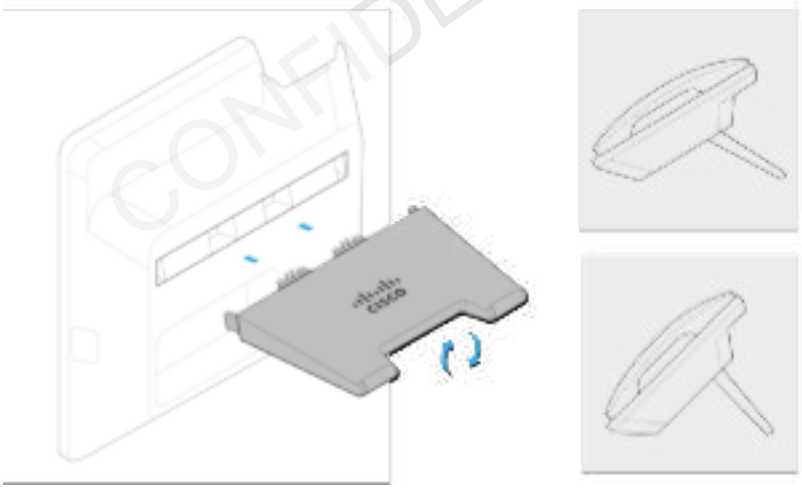
Your phone supports Power over Ethernet (PoE). If your network supports PoE, an Ethernet connection powers up your phone and connects it to the network. You don't have to connect the shipped power adapter.

Note:
Phone ports vary by model. The 9851 diagrams used in the following steps show the ports to connect. Locate the right ports on your phone when you set up the phone.

1. Connect the shipped handset to the handset port.

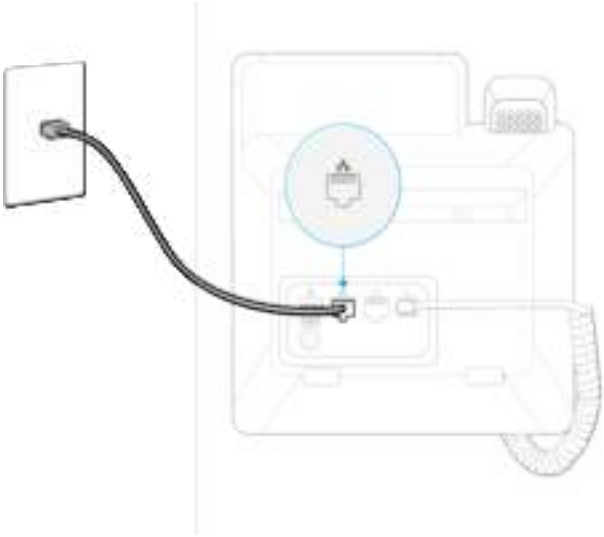
2. Insert the foot stand to the slots on the back of the phone.

   The foot stand is designed for two tilt angles. Try both tilt angles to find the best position for your viewing preferences. To switch to the other angle, unplug the foot stand, flip it over, and reinsert it to the slots.



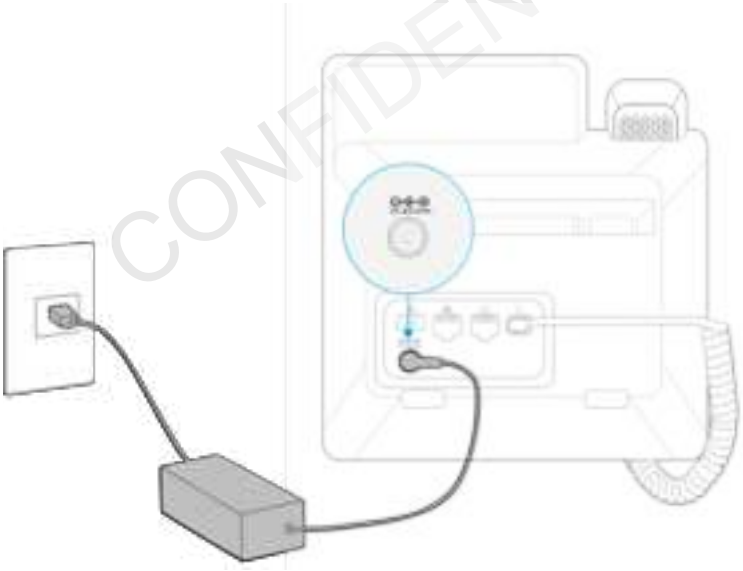
3. Connect your phone to the network with the shipped Ethernet cable.

> **Note:**
> If your network supports PoE, your phone powers up when you connect it to the network. Otherwise, go to the next step to connect the power adapter.



4. **Optional:** Connect your phone to a power socket with the power adapter that you purchased separately from Cisco.
   Your phone boots up automatically when it connects to the power source.

   Note:
   If your network supports PoE, skip this step.



Register your phone.

For a wireless network

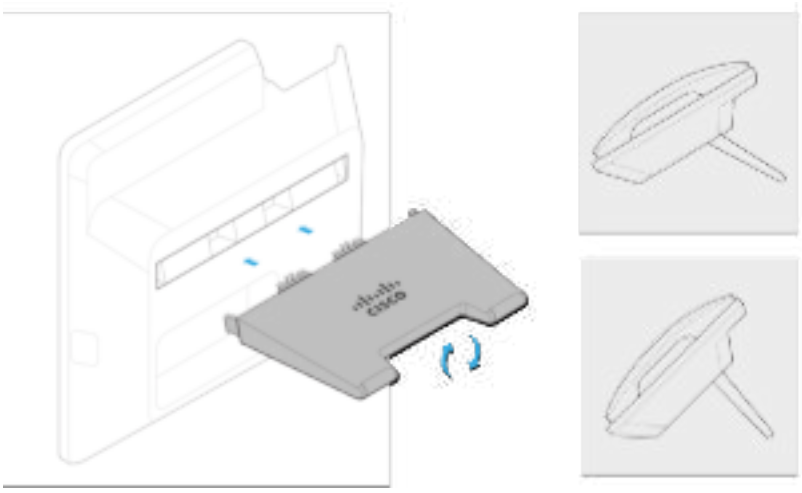
Follow the steps in this section to connect your phone in a wireless network.

Note:
Phone ports vary by model. The 9851 diagrams used in the following steps show the ports to connect. Locate the right ports on your phone when you set up the phone.

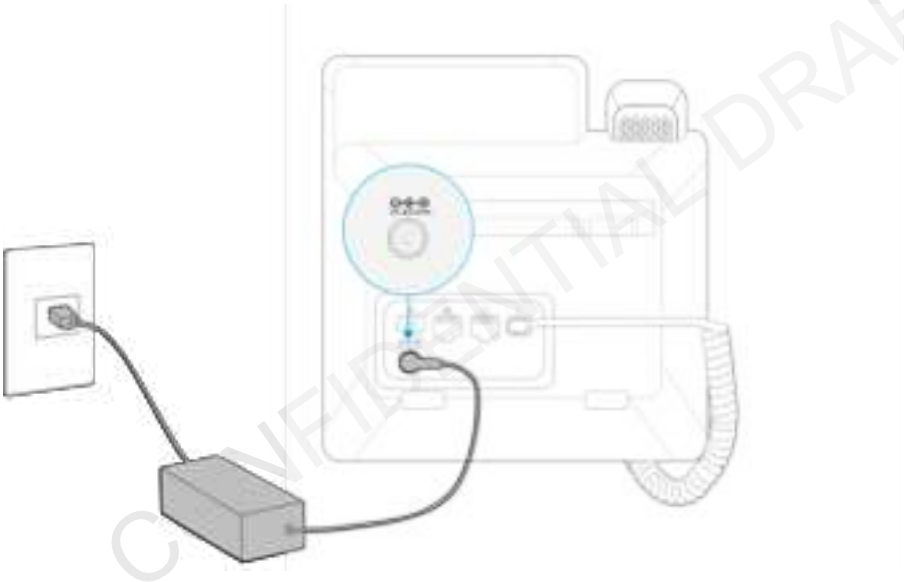
1. Connect the shipped handset to the handset port.

2. Insert the foot stand to the slots on the back of the phone.

   The foot stand is designed for two tilt angles. Try both tilt angles to find the best position for your viewing preferences. To switch to the other angle, unplug the foot stand, flip it over, and reinsert it to the slots.



3. Connect your phone to a power socket with the shipped power adapter.



Your phone boots up automatically when it connects to the power source.

4. Press **Start** on the Welcome screen.
5. Choose your wireless network from the list, enter the username and password, and press **Apply**.

Register your phone.

Register your phone

Depending on how your administrator configures your phone on the call control system, you might use one of the following methods to register your phone:

- **Method 1**: No action is required during the phone registration. The registration is done automatically.
- **Method 2**: A 16-digit activation code is required during the phone registration. You can get it from your administrator in advance. Enter the activation code when you are prompted for it.
- **Method 3**: An alternate TFTP server address is required if your phone is missing a TFTP address. You can get it from your administrator when this situation occurs. You need to manually enter the alternate TFTP server to continue the registration.

With auto registration

- You have turned on your phone.
- Your administrator has configured your phone on the call control system.

Your phone gets registered automatically when it boots up and connects to the network. In this scenario of auto registration, you don't need to enter any input as the whole registration proceeds automatically.

1. Press **Start** on the Welcome screen.

   If you don't take any action, the phone goes to the next step at timeout.

   Your phone tries to connect to the network. If you use the wireless network, perform the next step. Otherwise, skip it.

2. **Optional:** Choose your wireless network from the list, enter your credentials, and press **Apply**.

   Note:
   Cisco Desk Phone 9841 and 9851 don't support Wi-Fi.

3. Press **Next** when the screen displays that your phone successfully connects to Ethernet or WiFi.

   If you don't take any action, the phone goes to the next step at timeout. Then the phone starts checking the configuration, and then starts the registration automatically.

   If you are prompted to choose a call service, do one of the following actions:
   - If your phone will be registered on the Cisco Unified Communications Manager (Unified CM), select **Cisco UCM > Register**.
   - If your phone will be registered on the Webex Calling, select **Cisco cloud service > Register**.

   Note:
   Contact your administrator if you don't know which service to select.

Typically, the registration takes about 3 minutes depending on the network condition.

After the registration succeeds, your primary line name or number displays on the top left of the phone screen.

4. When the registration is complete, you will be prompted to enable or disable the noise removal feature.
   If you don't take any action, the phone enables the feature at timeout.
   This feature can filter out background noises during a call. If you choose to disable the feature now, you can still enable it later.

With activation code

- You have turned on your phone.
- Your phone connects to a wired or wireless network.
- Get a 16-digit activation code from your administrator.

After your phone boots up, it checks the configuration automatically, and you will be prompted to enter an activation code. If you don't have a new activation code, contact your administrator.

Activation codes are used to set up your new phone. They can only be used once, and expire after 1 week.

Note:
You might be prompted to choose a call service during the registration, depending on your network condition and your administrator's configurations on the call control system.

1. Press **Start** on the Welcome screen.

   If you don't take any action, the phone goes to the next step at timeout.

   Your phone tries to connect to the network. If you use the wireless network, perform the next step. Otherwise, skip it.

2. **Optional:** Choose your wireless network from the list, enter your credentials, and press **Apply**.

   Note:
   Cisco Desk Phone 9841 and 9851 don't support Wi-Fi.

3. Press **Next** on the phone screen showing that your phone successfully connects to the network.

If you don't take any action, the phone goes to the next step at timeout. Then the phone starts checking the configuration, and then starts the registration automatically.

If you are prompted to choose a call service, do one of the following actions according to your network environment and the platform where the phone will be registered:

- If your phone connects to the corporate network and will be registered to the Cisco Unified Communications Manager (Unified CM), select **Cisco UCM > Register**.
- If your phone connects to the corporate network and will be registered to the Webex Calling, select **Cisco cloud service > Register**.
- If your phone uses Mobile and Remote Access (MRA) to connect to the corporate network when it's away from the office, select **Cisco cloud service > Register**.

Note:
Contact your administrator if you don't know which service to select.

4. When prompted for an activation code, enter your activation code, and press **Activate**.

   Your phone starts the registration immediately. Typically, it takes about 3 minutes depending on the network condition.

   After the registration succeeds, your primary line name or number displays on the top left of the phone screen.

5. When the registration is complete, you will be prompted to enable or disable the noise removal feature.
   If you don't take any action, the phone enables the feature at timeout.
   This feature can filter out background noises during a call. If you choose to disable the feature now, you can still enable it later.

With alternate TFTP

- You have turned on your phone.
- Your phone connects to a wired or wireless network.
- Get a TFTP server address from your administrator.
- Get a 16-digit activation code from your administrator, if needed.

In some situation, the Cisco DHCP server doesn't contain the network information of the TFTP servers. To accomplish the registration, you need to manually enter an alternate TFTP server address that your administrator provides.

1. Press **Start** on the Welcome screen.

   If you don't take any action, the phone goes to the next step at timeout.

   Your phone tries to connect to the network. If you use the wireless network, perform the next step. Otherwise, skip it.

2. **Optional:** Choose your wireless network from the list, enter your credentials, and press **Apply**.

   > **Note:**
   > Cisco Desk Phone 9841 and 9851 don't support Wi-Fi.

3. Press **Network**.
   The screen shows the message depending on how your phone connects to the network.
4. Select **Network settings** on the **Network connection** screen.
5. Toggle on **Alternate TFTP** in the **IPv4** section.
6. Enter an IP address in **TFTP Server <n>**, where <n> represents the type of the TFTP server.
   TFTP Server 1 is the primary server, **TFTP Server 2** is the secondary server.
7. Press **Apply**.
   The registration starts automatically. If your phone requires an activation code to continue, do the following:
   a. Get an activation code from your administrator if you don't receive it yet.
   b. Enter your activation code, and press **Activate**.

   Typically, the registration takes about 3 minutes depending on the network condition.

   After the registration succeeds, your primary line name or number displays on the top left of the phone screen.

8. When the registration is complete, you will be prompted to enable or disable the noise removal feature.
   If you don't take any action, the phone enables the feature at timeout.
   This feature can filter out background noises during a call. If you choose to disable the feature now, you can still enable it later.

Need more help?

Use the following sections to get more help:

See the following sections for more help information:

- To look for more documentation about your phone, go to **Help Center**.
- To look for technical support, go to **Cisco technical support**.
- To view the hardware warranty terms, go to **Cisco one-year limited hardware warranty terms**.

Help Center

Go to the Cisco Desk Phone 9800 Series Help home page to get more help content about your phone. If you don't find the topic of your interest there, try to search for it and use the filters on the left to narrow down the results, if necessary.

Technical support

Cisco provides around-the-clock technical support services, both online and over the phone to all customers, partners, resellers, and distributors who hold valid Cisco service contracts.

You should have your Cisco.com User ID, Contract, and Serial numbers ready when you contact Cisco Support to prevent any delays with your support request.

In addition, support staff need the following information:

- Serial number—Every device has a serial number on the back.
- Time and date issue occurred—Support staff use device logs or cloud metrics to troubleshoot issues. It is helpful to have the approximate local time and date.
- Device Logs—Support staff may require the device logs to identify the root cause of your issue.
- A brief description—Include any actions prior to the incident.

Most firmware issues can be resolved by support staff without a Return Material Authorization (RMA). It is best to use the RMA process for hardware issues.

You can find a list of Cisco worldwide support centers at https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html.

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 warranties and license agreements applicable to Cisco software, is available at Product Warranties.

Chapter 3. Calls (MPP)

Make and answer calls (MPP)

Your phone works just like a regular phone. However, we have further made it convenient for you to make or receive a call using the phone.

Make a call

Your phone can have one or multiple lines as your administrator configures.

Single line

You have different ways to make a call, such as use your phone just like any other regular phones, use your speakerphone or headset for hands-free calling, or press a button to use a feature available on the phone.

1. Choose either of the following methods to make a call based on your convenience:
    - Press **Call** and do either of the following:
        - Type the contact name or number in the **Search or dial** bar to search from **Favorites** or **Directories**, and then press **Call**.
        - Select a call in **Recents** to call back.
    - On the home screen, enter a phone number using the phone keypad and press **Call** to call the number.
    - Enter a number and pickup the handset.
    - Enter a number using the phone keypad and then press **Speakerphone**  .
    - Use your headset for hands-free calling:
        a. Plug in a headset.
        b. Press **Headset**  .
        c. Enter a number using the keypad.

> **Note:**
>
> An "in-call" screen shows the following information of the contact:
> - Contact name (if configured)
> - Contact number
> - Call duration

2. **Optional:** You can perform the following actions during an active call:

- Press **Hold** to hold the current active call.
- Press **New call** to make a call to another person. In this scenario, the previous active call will be put on hold.
- Press **More** (**...**) > **Home** to return to the home screen during the current active call.

3. Press **End call** when you finish the call.

Multiple lines

You can use a particular line to make calls. The extension that displays on the top is your primary line. If you don't select an extension before you dial a number, then the primary line is used by default.

1. Press the line key to use for making a call.
2. Do one of these actions:
   - Enter a phone number using the phone keypad, and then the phone dials out the number automatically after several seconds. You can also press **Call** to call the number immediately if you don't want to wait.
   - Select a call from the **Recents** list to call back.
3. Press **End call** when you finish the call.

Answer a call

Single incoming call

You can answer an incoming call with the phone handset, the phone speaker, or the connected headset.

1. When prompted with an incoming call, do one of these actions to answer it:
   - Press **Answer** to answer the call.
   - Lift the phone handset to answer the call with the handset.
   - Press **Speakerphone** to answer a call with the phone speaker.

     CAUTION:
     Keep in mind that the people around you might be able to hear your call too.

   - Press **Headset** to answer a call with the connected headset.

Note:

An "in-call" screen shows the following information of the contact:

- Contact name (if configured)
- Contact number
- Call duration

2. **Optional:** You can perform the following actions during the current active call:
   - Press **Hold** to hold the current active call.
   - Press **New call** to make a call to another person. In this scenario, the previous active call will be put on hold.
   - Press **More** (**...**) > **Home** to return to the home screen during the current active call.
3. Press **End call** when you finish the call.

Multiple incoming calls

Place holder for multi incoming call feature.

Single line with multiple incoming calls

When your line receives multiple calls at the same time, the calls list displays the status for each call. You can answer incoming calls on the calls list.

When your line receives incoming calls, the LED lights are flashing amber.

1. Select an incoming call from the calls list by using the navigation button.

   By default, the line can have up to 10 calls at the same time. If you want to change the maximum number, consult your administrator.

2. Do one of the these actions:
   - Press **Answer** to answer the call with the pre-specified audio path.
   - Lift the phone handset to answer the call with the handset.
   - Press **Headset** to answer a call with the connected headset.

Note:

If there are more than one headset connected, the last connected one is used as the active audio path.

- Press **Speakerphone**  to answer a call with the phone speaker.

> **CAUTION:**
> Keep in mind that the people around you might be able to hear your call too.

> **Note:**
> If an active call is ongoing, you can't directly answer an incoming call by lifting the handset, or pressing the headset or Speakerphone key on the phone.

3. **Optional:** If you want to make a new call during the current active call, do the following:

   a. Press **Hold** or **Hold/Resume**  on the phone keypad.
   After you hold the call, **New call** appears on the phone screen.

   b. Press **New call** to make a call to another person.

4. **Optional:** If you want to return to the home screen during an active call, press **More (...) > Home**. Press the line key to return to the calls list.

Multiple lines with multiple incoming calls

On the phone with multiple lines, you can view a list of all your current calls which are from all your phone lines. These calls are sorted in chronological order (from oldest to newest). According to the phone settings, the calls can also be grouped by each line. You have the option to answer an incoming call on the list of calls.

When your phone receives incoming calls, the LED lights are flashing amber.

1. **Optional:** Select a line.
   - If you select the primary line, the calls are sorted in chronological order by default, with the oldest incoming call selected.
   - If you select any of the other lines, the calls are grouped by line and are sorted in chronological order, with the oldest incoming call selected in the group.

   The phone screen **All calls (*n*)** displays all calls (including active, incoming, and held calls, etc.) on the phone, where *n* represents the total number of the current calls.

2. In the **All calls (*n*)** list, use the navigation button to select the incoming call that you want to answer.

When the calls are grouped, you can also select a call from the relevant group by pressing the same line key repeatedly. The selection goes in a loop in the group.

By default, each line can have up to 10 calls at the same time. If you want to change the maximum number, consult your administrator.

3. Do one of the these actions:
   - Press **Answer** to answer the call with the pre-specified audio path.

     Note:
     If you are on an active call, the button is **Hold & Answer** instead. You can press it to hold the current active call and answer the incoming call.

   - Lift the phone handset to answer the call with the handset.
   - Press **Headset** to answer a call with the connected headset.

     Note:

     If there are more than one headset connected, the last connected one is used as the active audio path.

   - Press **Speakerphone** to answer a call with the phone speaker.

     CAUTION:
     Keep in mind that the people around you might be able to hear your call too.

   Note:
   If an active call is ongoing, you can't directly answer an incoming call by lifting the handset, or pressing the headset or Speakerphone key on the phone.

4. **Optional:** If you want to make a new call during the current active call, do the following:

   a. Press **Hold** or **Hold/Resume** on the phone keypad.
   After you hold the call, **New call** appears on the phone screen.

   b. Press **New call** to make a call to another person.

5. **Optional:** If you want to return to the home screen during an active call, press **More (...) > Home**.
   Press the line key to return to the calls list.
6. **Optional:** If you select the primary line, and you want to view the grouped calls, press **More (...) > Group on**.
   Press **Group off** to sort all calls in chronological order again.

> **Note:**
> This feature is available only for the primary line.

Decline a call

When prompted with an incoming call, you can decline it by sending a ringing call to your voicemail system (if configured). If your administrator doesn't set up your voicemail system, the call is rejected and the caller hears a busy tone.

Single incoming call

You can send a ringing call to your voicemail system (if configured). If not set up, the call is rejected and the caller hears a busy tone.

To decline an incoming call, do the following actions:

Press **Decline**.
If your phone has multiple incoming calls, select the incoming call and press **Decline**.

Multiple incoming calls

Place holder for multi calls.

Multiple incoming calls

When your line receives multiple calls at the same time, the calls list displays the status for each call. You can decline incoming calls on the calls list.

When your line receives incoming calls, the LED lights are flashing amber.

Do one of the following actions:

- **Single line**:
  a. Select an incoming call from the calls list by using the navigation button.
  b. Press **Decline**.

- **Multiple lines**:
    a. Select a line.
    b. Select an incoming call from the calls list by using the navigation button.
    c. 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; however, you get a visual alert and can answer the phone call using either the handset, speaker, or headset.

Do one of the following actions to silence an incoming call:

- Press **Ignore**.

  The incoming call that you have ignored is displayed on the phone home screen.
- Press down the **Volume** button.

  The ring volume doesn't return to normal with the next call. You must manually volume up the ringer.

Redial a number

Check whether **Redial** displays on the phone screen. If not, contact your administrator.

The **Redial** button might appear as a softkey button or line key according to the administrator's configuration.

You can call the most recently dialed number from the phone or a selected line.

Do one of the following actions:

- **Single line**: Press **Redial**.

  Your phone dials the most recent number.
- **Multiple lines**: Select a line if needed, then press **Redial**.

  Your selected line dials the most recent number from the phone that just placed a call.

  If you don't select a line and directly press **Redial**, the last line that just placed a call will redial the most recent number.

Note:
You can press the More button (**...**) to locate **Redial**.

Swap between calls

When you have two calls or more on a line, you can see the count of current calls on the phone home screen. For example, `All calls (3)` means that there are total 3 current calls on the phone. The current calls include active, held, incoming, silenced calls, and so on.

The symbol (showed as `+<digit>`) beneath the call status icon of a line shows the count of the remaining current calls on the line.

1. If you are on the phone home screen, press the target line key to open the calls list.
2. On the calls list, use the navigation button to select a desired call.
   You can also press the line key to go through the grouped calls on the target line.
3. Perform the action as needed with the available buttons, such as resume a held call, put the active call on hold, and answer, reject, or ignore an incoming call.

Hold and resume calls (MPP)

Put a call on hold

You can put an active call on hold and then resume it when you're ready. If you are on a call and receive another call, answering the call automatically puts the active call on hold. However, you can swap between active and held calls. Only one call can be active, other calls are automatically placed on hold. For more information, see *Swap between active and held calls*.

Your phone supports the following additional feature:

- Music on Hold—When you place an active call on hold, the held call can listen to a music streamed from the Music on Hold server.

Do the following actions to put a call on hold and resume the held call.

1. Press **Hold** or  to put an active call on hold.

   The line on your phone shows `On hold`  status and the duration.

2. To resume a held call, press **Hold**  or **Resume**.

The line on your phone shows `Active call` status and call duration.

- If Music on Hold feature is configured for held calls, the user can listen to the audio media deployed in the calling system.

Swap between active and held calls

You can easily switch between active and held calls.

Select the held call and press **Hold** or **Resume** to resume that call and place the other call on hold automatically.

Call transfer

With the on-screen transfer softkeys, you can easily transfer an active call to your coworkers.

When you transfer the call, the current call is put on hold. The call ends on your phone after you transfer it.

Consult and transfer a call

When you transfer a call, you can wait until the other person to answer. This allows you to make sure that the other person is available to have a conversation with the caller before you remove yourself from the call.

1. On an active call, press the **More** button (…).
2. Press **Transfer.**
3. Dial the phone number who you want to transfer the call (call reciever) or search for the contact.
4. Talk to the call reciever, when answered.
5. **Optional:** Press the line key to return to the held call.
6. **Optional:** Press the line key to return to the call reciever phone number.
7. Press **Transfer** to complete the transfer.
   Before the receiver answers the call, you can also press **Transfer** and complete the transfer.

Transfer a call without consulting (blind transfer)

Your administrator has enabled:

- Blind Transfer service
- **BlindXfer** softkey

You can do a quick transfer before the call reciever answers the call.

1. On an active call, press the **More** button (…).
2. Press **BlindXfer**.
3. Dial the phone number who you want to transfer the call (call reciever) or search for the contact.
4. Press **Call** to complete the transfer.

Manage audio for calls and meetings

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.

Do the following actions to mute your call:

1. Press **Mute**  .
2. Press **Mute** again to turn mute off.

Adjust audio volume

Adjust your phone volume to make sure you hear the participants clearly.

If the sound on your phone is too loud or too soft, you can change the volume when you're on a call or on a meeting.

The volume change applies to the currently active audio path, which can be the phone handset, the phone speaker, or your headset. You can check the screen header bar to know the active audio path.

See the following table for the audio path status:

Table 11. Audio path status displayed on the screen header

Icon	Active audio path	Status
	Phone speaker	Active

Table 11. Audio path status displayed on the screen header (continued)

Icon	Active audio path	Status
	Phone speaker	Silenced
	Phone handset	Active
	Phone handset	Silenced
	USB headset	Active
	USB headset	Silenced
	Bluetooth head-set	Active
	Bluetooth head-set	Silenced

The Bluetooth headset icon is available only on Cisco Desk Phone 9861 .

Do one of the following actions:

- Press - or + on the volume key on your phone.

- Use the volume buttons on your Cisco Headset.

> **Note:**
>
> Only Cisco Headsets are supported to control the phone audio volume.

Switch the phone audio path

The phone speaker and microphone are the default audio output and input path. You can switch the audio path to the phone speaker, handset, or to a connected headset.

You can connect a Bluetooth headset or a USB headset simultaneously to your phone. However, you can use only one headset at a time. The last connected headset is used as the active headset.

On header bar at the top of the screen, the audio path icon shows the default or active audio path. You may see one of the following icons:

- Handset
- Speaker
- USB headset
- Bluetooth headset

  The Bluetooth headset icon is available only on Cisco Desk Phone 9861.

Do one of the following actions to switch the audio path:

- Use the hard keys:

  : Press this key to switch the audio to the phone speaker.

  : Press this key to switch the audio to the connected headset. If you have more than one headsets connected, the audio switches to the one that you used last time.
- Pick up the handset to switch the audio to the handset.

Recents

The Recents list contains the calls that you made, received, missed on the phone. If your administrator configures it, you can also see the call history from the server.

The calls are sorted into the following types:

- **All**: Lists all the recent calls.
- **Placed**: Lists the outgoing calls that you placed.
- **Received**: Lists the incoming calls that you answered.
- **Missed**: Lists the missed calls

In each of the types, calls are grouped if they are to and from the same number.

Your phone stores a maximum number of 180 calls in the **Recents** list. If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

View your recent calls

Use the **Recents** list to view your call history. The call details include the following information:

- Contact information of a call
- Time that a call was placed or received
- Call duration
- All the history calls with a contact

If you have multiple lines configured on your phone, you can switch to a particular line and see the call history for the line.

1. Press  .
2. Select **Recents** to access the **Recents** list.

   You can also press **Recents** softkey on the phone home screen. Your administrator configures this softkey.
3. (For multiple lines) To view the call history for a specific line, choose the line from the Lines list.

> **Note:**
>
> To view the Lines list, press **Lines** in the **Recents** screen and then choose a line from the list to view the call history.
>
> You can select **All lines >** at the top of the screen to open the Lines list.
>
> If you don't choose a line, the **Recents** list shows the call history for the primary line.

4. Select the **All**, **Placed**, **Received**, or **Missed** tab to view the respective call list.
5. To view the details of a particular call, select the the call entry.

Make a call from call history

Use the **Recents** list to quickly return or repeat a recent call without looking for the contact in your directories.

1. Press  .
2. Select **Recents** to access the **Recents** list.

   You can also press **Recents** on the phone home screen to access the **Recents** list. Your administrator configures this softkey.
3. (For multiple lines) View the call history of a specific line:

   a. Press **Lines**to open the Line list.
   To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

   b. Choose a line by scrolling down the Line list and select it.
4. Locate a call entry by scrolling down the **Recents** list.
5. Press **Call**.
6. (Optional) If you want to modify the dial number before you make a call, do the following:

   a. Scroll down and locate a call entry.

   b. Press **Edit dial**.

   You can select the call entry to show the call history details and then press **Edit dial** to modify the dial number.

c. Enter the dial number based on the existing number.

d. Press **Call**.

Add a contact from Recents

Use the Recents list to add a call entry as a contact.

1. Press  .
2. Select **Recents** to access the **Recents** list.

   You can also press **Recents** on the phone home screen to access the **Recents** list. Your administrator configures this softkey.
3. (For multiple lines) View the call history of a specific line:

   a. Press **Lines** to open the Line list.
   To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

   b. Choose a line by scrolling down the Line list and select it.
4. Locate a call entry by scrolling down the **Recents** list.
5. Press **Options**.
6. Select **Add to contact**.
7. Enter the details and press **Save**.

Delete a recent call

If you don't want a particular call to display in the Recents list, you can delete it.

1. Press  .
2. Select **Recents** to access the **Recents** list.

   You can also press **Recents** softkey on the phone home screen to access the **Recents** list. Your administrator configures this softkey.
3. (For multiple lines) View the call history of a specific line:

a. Press **Lines** to open the Line list.
To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

b. Choose a line by scrolling down the Line list and select it.

4. Locate a call entry by scrolling down the **Recents** list.
5. Press **Options**.
6. Select **Delete**.
7. Press **Delete** to delete the record.

Clear the call history

You can clear the entire call history stored on your phone locally. You can also delete only the call history of a particular type, for example, the placed calls, and keep the others.

Note:
You can't clear the call history that the administrator manages in the server.

1. Press  .
2. Select **Recents** to access the **Recents** list.

   You can also press **Recents** on the phone home screen to access the **Recents** list. Your administrator configures this softkey.
3. (For multiple lines) View the call history of a specific line:

   a. Press **Lines** to open the Line list.
   To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

   b. Choose a line by scrolling down the Line list and select it.
4. To delete the call history of a particular type, do one of the following:

   a. Use left or right navigation cluster to choose one of the following tabs to open it.

   - **All**: (Default) Open this tab if you want to delete all calls on the line.
   - **Placed**: Open this tab if you want to delete all placed calls.

- **Received**: Open this tab if you want to delete all answered calls.
- **Missed**: Open this tab if you want to delete all missed calls.

b. Scroll down to a call entry of a call catergory and press **Options**.

5. Select **Delete all**.
6. Press **Delete** to clear the list.

Set phone ringtone and volume

A different ringtone helps you distinguish incoming calls on your line.

When the phone is in idle mode, you can adjust the ringtone volume with the volume key:

When you're on a call or in a meeting, the volume key controls the audio volume.

To change the ringtone or ringtone volume through the phone menu, follow these steps:

1. Press 
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **User preferences > Audio > Ringtone and volume > Ringtone**.
4. Select a ringtone for each of your configured line.
   On a phone with single line, you can directly select a desired ringtone for your line.
5. Press **Apply** to apply the changes.
   To listen to the selected ringtone, press **Play**.
6. Go back to the **Ringtone and volume** screen, select **Ringtone volume**.
7. Press the navigation button (left or right) to decrease or increase the volume.
   You can also press the volume key (- or +) to adjust the volume.

Chapter 4. Calls (On-prem)

Make and answer calls (On-prem)

Your phone works just like a regular phone. However, we have further made it convenient for you to make an outgoing call or answer an incoming call using the phone.

Make a call

Your phone can have one or multiple lines as your administrator configures.

Single line

You have different ways to make a call. For example, you can use your phone just like any other regular phones, use your speakerphone or headset for hands-free calling, or press a button to use a feature available on the phone.

Choose either of the following methods to make a call based on your convenience.

1. Do one of the following actions:
    - Press **Call** and do either of the following:
        - Type the contact name or phone number in the **Search or dial** bar to search from **Directories** tab, and then press **Call**
        - Select a call in **Recents** to call back.
    - On the home screen, enter a phone number using the phone keypad and press **Call** to call the number.
    - Enter a number and pickup the handset.
    - Enter a number using the phone keypad and then press **Speakerphone**  .
    - Use your headset for hands-free calling:
        a. Plug in a headset.
        b. Press **Headset**  .
        c. Enter a number using the keypad.

> **Note:**
>
> An "in-call" screen shows the following information of the contact:
> - Contact name (if configured)
> - Contact number
> - Call duration

2. **Optional:** If you want to make a new call to another person during the current active call, press **New call** .

   This will put the current active call on hold  .
3. **Optional:** If you want to return to the home screen during an active call, press **More** (**...**) > **Home**.
4. Press **End call** when you finish the call.

Multiple lines

You can use a particular line to make calls. The extension that displays on the top is your primary line. If you don't select an extension before you dial a number, then the primary line is used by default.

1. Press the line key to use for making a call.
2. Do one of these actions:
   - Enter a phone number using the phone keypad.

     The phone calls the number automatically once you enter the phone number.
   - Select a call from the **Recents** list to call back.
3. **Optional:** If you want to make a new call during the current active call, do the following:

   a. Press **Hold** or **Hold/Resume**  on the phone keypad.
   After you hold the call, **New call** appears on the phone screen.

   b. Press **New call** to make a call to another person.
4. Press **End call** when you finish the call.

Answer a call

Single incoming call

You can answer an incoming call with the phone handset, the phone speaker, or the connected headset.

Note:

- Your phone may automatically answer an incoming call according to your administrator's configuration.
- Press the **Volume** button to adjust the ringtone or volume of the call.

1. When prompted with an incoming call, do one of these actions to answer it:
   - Press **Answer** to answer the call.
   - Lift the phone handset to answer the call with the handset.
   - Press **Speakerphone** to answer a call with the phone speaker.

     CAUTION:
     Keep in mind that the people around you might be able to hear your call too.

   - Press **Headset** to answer a call with the connected headset.

   Note:

   An "in-call" screen shows the following information of the contact:
   - Contact name (if configured)
   - Contact number
   - Call duration

2. **Optional:** If you want to make a new call to another person during the current active call, press **New call** .

   This will put the current active call on hold .
3. **Optional:** If you want to return to the home screen during an active call, press **More** (**...**) > **Home**.
4. Press **End call** when you finish the call.

Multiple incoming calls

Placeholder for multiple incoming calls.

Single line with multiple incoming calls

When your line receives multiple calls at the same time, the calls list displays the status for each call. You can answer incoming calls on the calls list.

When your line receives incoming calls, the LED lights are flashing amber.

1. Select an incoming call from the calls list by using the navigation button.

   By default, the line can have up to 10 calls at the same time. If you want to change the maximum number, consult your administrator.

2. Do one of the these actions:
   - Press **Answer** to answer the call with the pre-specified audio path.
   - Lift the phone handset to answer the call with the handset.
   - Press **Headset**  to answer a call with the connected headset.

     Note:

     If there are more than one headset connected, the last connected one is used as the active audio path.

   - Press **Speakerphone**  to answer a call with the phone speaker.

     CAUTION:
     Keep in mind that the people around you might be able to hear your call too.

   Note:
   If an active call is ongoing, you can't directly answer an incoming call by lifting the handset, or pressing the headset or Speakerphone key on the phone.

3. **Optional:** If you want to make a new call during the current active call, do the following:

   a. Press **Hold** or **Hold/Resume**  on the phone keypad.
   After you hold the call, **New call** appears on the phone screen.

   b. Press **New call** to make a call to another person.

4. **Optional:** If you want to return to the home screen during an active call, press **More (...) > Home**. Press the line key to return to the calls list.

Multiple lines with multiple incoming calls

On the phone with multiple lines, you can view a list of all your current calls which are from all your phone lines. These calls are sorted in chronological order (from oldest to newest). According to the phone settings, the calls can also be grouped by each line. You have the option to answer an incoming call on the list of calls.

When your phone receives incoming calls, the LED lights are flashing amber.

1. **Optional:** Select a line.
   - If you select the primary line, the calls are sorted in chronological order by default, with the oldest incoming call selected.
   - If you select any of the other lines, the calls are grouped by line and are sorted in chronological order, with the oldest incoming call selected in the group.

   The phone screen **All calls (*n*)** displays all calls (including active, incoming, and held calls, etc.) on the phone, where *n* represents the total number of the current calls.

2. In the **All calls (*n*)** list, use the navigation button to select the incoming call that you want to answer.

   When the calls are grouped, you can also select a call from the relevant group by pressing the same line key repeatedly. The selection goes in a loop in the group.

   By default, each line can have up to 10 calls at the same time. If you want to change the maximum number, consult your administrator.

3. Do one of the these actions:
   - Press **Answer** to answer the call with the pre-specified audio path.

     Note:
     If you are on an active call, the button is **Hold & Answer** instead. You can press it to hold the current active call and answer the incoming call.

   - Lift the phone handset to answer the call with the handset.
   - Press **Headset**  to answer a call with the connected headset.

     Note:

     If there are more than one headset connected, the last connected one is used as the active audio path.

   - Press **Speakerphone**  to answer a call with the phone speaker.

     CAUTION:
     Keep in mind that the people around you might be able to hear your call too.

> **Note:**
> If an active call is ongoing, you can't directly answer an incoming call by lifting the handset, or pressing the headset or Speakerphone key on the phone.

4. **Optional:** If you want to make a new call during the current active call, do the following:

   a. Press **Hold** or **Hold/Resume**  on the phone keypad.
   After you hold the call, **New call** appears on the phone screen.

   b. Press **New call** to make a call to another person.

5. **Optional:** If you want to return to the home screen during an active call, press **More (...) > Home**.
   Press the line key to return to the calls list.
6. **Optional:** If you select the primary line, and you want to view the grouped calls, press **More (...) > Group on**.
   Press **Group off** to sort all calls in chronological order again.

> **Note:**
> This feature is available only for the primary line.

Decline a call

When prompted with an incoming call, you can decline it by sending a ringing call to your voicemail system (if configured). If your administrator doesn't set up your voicemail system, the call is rejected and the caller hears a busy tone.

Single incoming call

You can send a ringing call to your voicemail system (if configured). If not set up, the call is rejected and the caller hears a busy tone.

To decline an incoming call, do the following actions:

Press **Decline**.
If your phone has multiple incoming calls, select the incoming call and press **Decline**.

Multiple incoming calls

Place holder for multi calls.

Multiple incoming calls

When your line receives multiple calls at the same time, the calls list displays the status for each call. You can decline incoming calls on the calls list.

When your line receives incoming calls, the LED lights are flashing amber.

Do one of the following actions:

- **Single line**:
    a. Select an incoming call from the calls list by using the navigation button.
    b. Press **Decline**.
- **Multiple lines**:
    a. Select a line.
    b. Select an incoming call from the calls list by using the navigation button.
    c. 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; however, you get a visual alert and can answer the phone call using either the handset, speaker, or headset.

Do one of the following actions to silence an incoming call:

- Press **Ignore**.

  The incoming call that you have ignored is displayed  on the phone home screen.
- Press down the **Volume** button.

  The ring volume doesn't return to normal with the next call. You must manually volume up the ringer.

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.

Do the following actions to mute your call:

1. Press **Mute**  .
2. Press **Mute** again to turn mute off.

Redial a number

Check whether **Redial** displays on the phone screen. If not, contact your administrator.

The **Redial** button might appear as a softkey button or line key according to the administrator's configuration.

You can call the most recently dialed number from the phone or a selected line.

Do one of the following actions:

- **Single line**: Press **Redial**.

  Your phone dials the most recent number.

- **Multiple lines**: Select a line if needed, then press **Redial**.

  Your selected line dials the most recent number from the phone that just placed a call.

  If you don't select a line and directly press **Redial**, the last line that just placed a call will redial the most recent number.

Note:
You can press the More button (**...**) to locate **Redial**.

Swap between calls

When you have two calls or more on a line, you can see the count of current calls on the phone home screen. For example, `All calls (3)` means that there are total 3 current calls on the phone. The current calls include active, held, incoming, silenced calls, and so on.

The symbol (showed as `+<digit>`) beneath the call status icon of a line shows the count of the remaining current calls on the line.

1. If you are on the phone home screen, press the target line key to open the calls list.
2. On the calls list, use the navigation button to select a desired call.

You can also press the line key to go through the grouped calls on the target line.

3. Perform the action as needed with the available buttons, such as resume a held call, put the active call on hold, and answer, reject, or ignore an incoming call.

Hold and resume calls (On-prem)

Put a call on hold

You can put an active call on hold and then resume it when you're ready. If you are on a call and receive another call, answering the call automatically puts the active call on hold. However, you can swap between active and held calls. Only one call can be active, other calls are automatically placed on hold. For more information, see *Swap between active and held calls*.

Your phone supports the following additional features:

- Hold Reversion—When you place an active call on hold and the configured time limit to put the call on hold expires, the Cisco Unified Communications Manager generates an alert on your phone, such as ring or beep, to remind you to handle the call. The held call becomes a reverted call when the hold duration exceeds the configured time limit. For more information about hold Reversion feature, see Features and Services Guide for Cisco Unified Communications Manager.
- Music on Hold—When you place an active call on hold, the held call can listen to a music streamed from the Music on Hold server.

Do the following actions to put a call on hold and resume the held call.

1. Press **Hold** or  to put an active call on hold.

   The line on your phone shows `On hold`  status and the duration.

2. To resume a held call, press **Hold**  or **Resume**.

   The line on your phone shows `Active call`  status and call duration.

   - If Music on Hold feature is configured for held calls, the user can listen to the audio media deployed in the calling system.
   - If Hold Reversion feature is configured for held calls, an alert (such as beep or ring) is generated to revert the held call, when the hold duration exceeds the configured time limit.

Swap between active and held calls

You can easily switch between active and held calls.

Select the held call and press **Hold**  or **Resume** to resume that call and place the other call on hold  automatically.

Call transfer

With the on-screen transfer softkeys, you can easily transfer an active call to your coworkers.

When you transfer the call, the current call is put on hold. The call ends on your phone after you transfer it.

Consult and transfer a call

When you transfer a call, you can wait until the other person to answer. This allows you to make sure that the other person is available to have a conversation with the caller before you remove yourself from the call.

1. On an active call, press the **More** button (…).
2. Press **Transfer.**
3. Dial the phone number who you want to transfer the call (call reciever) or search for the contact.
4. Talk to the call reciever, when answered.
5. **Optional:** Press the line key to return to the held call.
6. **Optional:** Press the line key to return to the call reciever phone number.
7. Press **Transfer** to complete the transfer.
   Before the receiver answers the call, you can also press **Transfer** and complete the transfer.

Manage audio for calls and meetings

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.

Do the following actions to mute your call:

1. Press **Mute**  .
2. Press **Mute** again to turn mute off.

Adjust audio volume

Adjust your phone volume to make sure you hear the participants clearly.

If the sound on your phone is too loud or too soft, you can change the volume when you're on a call or on a meeting.

The volume change applies to the currently active audio path, which can be the phone handset, the phone speaker, or your headset. You can check the screen header bar to know the active audio path.

See the following table for the audio path status:

Table 12. Audio path status displayed on the screen header

Icon	Active audio path	Status
	Phone speaker	Active
	Phone speaker	Silenced
	Phone handset	Active
	Phone handset	Silenced
	USB headset	Active
	USB headset	Silenced
	Bluetooth head-set	Active

Table 12. Audio path status displayed on the screen header (continued)

Icon	Active audio path	Status
	Bluetooth head-set	Silenced

The Bluetooth headset icon is available only on Cisco Desk Phone 9861 .

Do one of the following actions:

- Press - or + on the volume key on your phone.

- Use the volume buttons on your Cisco Headset.

Note:

Only Cisco Headsets are supported to control the phone audio volume.

Switch the phone audio path

The phone speaker and microphone are the default audio output and input path. You can switch the audio path to the phone speaker, handset, or to a connected headset.

You can connect a Bluetooth headset or a USB headset simultaneously to your phone. However, you can use only one headset at a time. The last connected headset is used as the active headset.

On header bar at the top of the screen, the audio path icon shows the default or active audio path. You may see one of the following icons:

- Handset
- Speaker
- USB headset

- Bluetooth headset

  The Bluetooth headset icon is available only on Cisco Desk Phone 9861.

Do one of the following actions to switch the audio path:

- Use the hard keys:

  : Press this key to switch the audio to the phone speaker.

  : Press this key to switch the audio to the connected headset. If you have more than one headsets connected, the audio switches to the one that you used last time.
- Pick up the handset to switch the audio to the handset.

Recents

The Recents list contains the calls that you made, received, missed on the phone. If your administrator configures it, you can also see the call history from the server.

The calls are sorted into the following types:

- **All**: Lists all the recent calls.
- **Placed**: Lists the outgoing calls that you placed.
- **Received**: Lists the incoming calls that you answered.
- **Missed**: Lists the missed calls

In each of the types, calls are grouped if they are to and from the same number.

Your phone stores a maximum number of 180 calls in the **Recents** list. If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

View your recent calls

The **Recents** list contains the calls that you made, received, missed on the phone. If your administrator configures it, you can also see the call history from the server.

1. Press .
2. Select **Recents** to access the **Recents** list.

3. (For multiple lines) To view the call history for a specific line, choose the line from the Lines list.

> **Note:**
>
> To view the **Lines** list, press **Lines** in the **Recents** screen and then choose a line from the list to view the call history. You can also choose a line from **All lines >** at the top of the screen.
>
> If you don't choose a line, the **Recents** list shows the call history for the primary line.

4. Select the **All**, **Placed**, **Received**, or **Missed** tab to view the respective call list.
5. To view the details of a particular call, select the call entry.

Make a call from call history

Use the **Recents** list to quickly return or repeat a recent call without looking for the contact in your directories.

1. Press  .
2. Select **Recents** to access the **Recents** list.
3. (For multiple lines) View the call history of a specific line:

    a. Press **Lines** to open the Line list.
    To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

    b. Choose a line by scrolling down the Line list and select it.

4. Locate a call entry by scrolling down the **Recents** list.
5. Press **Call**.
6. (Optional) If you want to modify the dial number before you make a call, do the following:

    a. Scroll down and locate a call entry.

    b. Press **Edit dial**.

    You can select the call entry to show the call history details and then press **Edit dial** to modify the dial number.

    c. Enter the dial number based on the existing number.

    d. Press **Call**.

Delete a recent call

Delete a call entry from the Recents list.

1. Press  .
2. Select **Recents** to access the **Recents** list.
3. (For multiple lines) View the call history of a specific line:

    a. Press **Lines** to open the Line list.
    To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

    b. Choose a line by scrolling down the Line list and select it.

4. Locate a call entry by scrolling down the **Recents** list.
5. Press **Options**.
6. Select **Delete**.
7. Press **Delete** to delete the record.

Clear the call history

You can clear the entire call history stored on your phone locally. You can also delete only the call history of a particular type, for example, the placed calls, and keep the others.

Note:
You can't clear the call history that the administrator manages in the server.

1. Press  .
2. Select **Recents** to access the **Recents** list.
3. (For multiple lines) View the call history of a specific line:

    a. Press **Lines** to open the Line list.
    To open the Line list, you can also select **>** next to the line that appears at the top of the screen.

    b. Choose a line by scrolling down the Line list and select it.

4. To delete the call history of a particular type, do one of the following:

a. Use left or right navigation cluster to choose one of the following tabs to open it.

- **All**: (Default) Open this tab if you want to delete all calls on the line.
- **Placed**: Open this tab if you want to delete all placed calls.
- **Received**: Open this tab if you want to delete all answered calls.
- **Missed**: Open this tab if you want to delete all missed calls.

b. Scroll down to a call entry of a call catergory and press **Options**.

5. Select **Delete all**.
6. Press **Delete** to clear the list.

Set phone ringtone and volume

A different ringtone helps you distinguish incoming calls on your line.

When the phone is in idle mode, you can adjust the ringtone volume with the volume key:

When you're on a call or in a meeting, the volume key controls the audio volume.

To change the ringtone or ringtone volume through the phone menu, follow these steps:

1. Press 
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **User preferences > Audio > Ringtone and volume > Ringtone**.
4. Select a ringtone for each of your configured line.
   On a phone with single line, you can directly select a desired ringtone for your line.
5. Press **Apply** to apply the changes.
   To listen to the selected ringtone, press **Play**.
6. Go back to the **Ringtone and volume** screen, select **Ringtone volume**.
7. Press the navigation button (left or right) to decrease or increase the volume.
   You can also press the volume key (- or +) to adjust the volume.

Chapter 5. Settings and Troubleshooting

Use a Bluetooth® headset with your phone (Both)

Connect a Bluetooth® headset to your phone

When your Bluetooth headset is paired with the phone, it's the active audio path until you connect another headset or change the audio path. You can see on the phone home screen header. If the phone audio is in silence, you can see on the header.

When you use a Bluetooth headset with your phone, keep in mind the following limitations:

- Effective signal range varies by headset model. Check with your headset manufacturer for the maximum headset range. For example, you can take the Cisco Bluetooth Headset as far as 30 meters (90 feet) from the device before you experience a dip in signal quality.
- Your environment may affects your Bluetooth signal quality. Objects such as walls, windows, and desks can reduce your headset range.

1. Press .
2. Scroll down to the **Audio** section and tap **Bluetooth**.
3. Tap the Bluetooth switch to toggle it on.
4. When you see your headset in the list, tap it to connect.

Unpair a Bluetooth® headset

If you don't want your phone to automatically connect to a particular Bluetooth headset, you can unpair the headset from your phone.

1. Press .
2. Scroll down to the **Audio** section and tap **Bluetooth**.
3. Under the device you wish to disconnect, tap **Unpair**.

Manage network and services (MPP)

Change the internet protocol mode

If requires you may need to change the internet protocol mode on which the phone operates.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network settings > IP stack**.
3. In the **IP stack** screen, select one of the following internet protocol modes:
    - **IPv4 and IPv6**
    - **IPv4**
    - **IPv6**
4. Select **Apply**.

Change the IP address on the phone

As your network settings require, you may need to change or manually assign the IP address to your phone. You can set or change the IP address on your phone from the network connection menu.

Your phone supports IP version 4 (IPv4), IP version 6 (IPv6), and IPv4 and IPv6. IPv4 and IPv6 is the default setting. The IP parameters can be assigned automatically by the network, or you can set them manually.

Follow the steps in the following sections as needed to change your IPv4 or IPv6 address.

Change IPv4 settings

Follow these steps to change or set your IPv4 network.

If your network supports both IPv4 and IPv6, you may also need to set the IPv6 settings. For how to change IPv6 settings, see esp_t_mpp_change-ipv6-settings.dita.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network settings > IPv4 settings**.
3. In the **IPv4 settings** screen, configure the following settings as needed.

Table 13. Parameters for IPv4 settings

Parameters	Options	Default	Description
DHCP	On Off	On	Enable or disable DHCP on your phone. Enable DHCP to allow your phone to get an IP address from the DHCP server. Otherwise, dis-

Parameters	Options	Default	Description
			able DHCP and manually assign an IP address to your phone.
IPv4 address			Available only when DHCP is disabled. You must assign an IP address to the phone when DHCP is disabled.
Subnet mask			Available only when DHCP is disabled. You must specify the subset mask used by the phone when DHCP is disabled.
Gateway			Available only when DHCP is disabled. Identify the default router for the phone to use when DHCP is disabled.
DHCP address released	On Off	Off	Available only when DHCP is enabled. To release the IP address that DHCP assigned for reassignment, turn on this switch. Otherwise, turn it Off.
DHCPv4 option to use		66,160,159, 150,60,43,125	Specify the order in which the phone uses the IP addresses provided by DHCP server.

Parameters	Options	Default	Description
			Separate each option with a comma.
IPv4 DNS address 1			Identify the primary Domain Name System (DNS) server that the phone uses.
IPv4 DNS address 2			Identify the secondary Domain Name System (DNS) server that the phone uses.

4. Select **Apply** when done.
   The phone restarts to apply the changes.

Change IPv6 settings

You can change the IPv6 settings when your phone's IP stack is set to **IPv6** or **IPv4 and IPv6**.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network settings > IPv6 settings**.
3. In the **IPv6 settings** screen, configure the following settings as needed.

Table 14. Parameters for IPv6 settings

Parameters	Options	Default	Description
DHCPv6	On Off	On	Enable or disable DHCP on your phone. Enable DHCP to allow your phone to get an IP address from the DHCP server. Otherwise, disable DHCP and manually assign an IP address to your phone.

Parameters	Options	Default	Description
IPv6 address			Available only when DHCPv6 is disabled. You must assign an IP address to the phone when DHCP is disabled.
IPv6 prefix length			Available only when DHCPv6 is disabled. Identify how many bits of a Global Unicast IPv6 Address are there in the network part.
IPv6 Gateway			Available only when DHCPv6 is disabled. Identify the default router for the phone to use when DHCP is disabled.
DHCPv6 option to use		66,160,159, 150,60,43,125	Specify the order in which the phone uses the IP addresses provided by DHCP server. Separate each option with a comma.
IPv6 DNS address 1			Identify the primary Domain Name System (DNS) server that the phone uses.

Parameters	Options	Default	Description
IPv6 DNS address 2			Identify the secondary Domain Name System (DNS) server that the phone uses.

4. Select **Apply** when done.
   The phone restarts to apply the changes.

Change VLAN settings on your phone

Consult your administrator before you make changes to the VLAN settings.

Determines which Virtual LAN (VLAN) your phone resides in. You phone uses CDP to communicate information such as auxiliary VLAN ID, per port power management details, and Quality of Service (QoS) configuration information with the Cisco Catalyst switch.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network settings > IPv4 settings**.
3. In the **IPv4 settings** screen, configure the following settings as needed.

Table 15. Parameters for VLAN settings

Parameters	Options	Default	Description
Admin VLAN ID	On Off	On	Enter a VLAN ID for the IP phone when you use a VLAN without CDP (VLAN enabled and CDP disabled). Note that only voicepackets are tagged with the VLAN ID. Do not use the 1 value for the VLAN ID. If VLAN ID is 1, you cannot tag voice packets with the VLAN ID.

Parameters	Options	Default	Description
PC VLAN ID			Enter a value of the VLAN ID that is used to tag communications from the PC port on the phone. The phone tags all the untagged frames coming from the PC (it does not tag any frames with an existing tag). Valid values: 0 through 4095 Default: 0

4. Click **Apply** when done.
   The phone restarts to apply the changes.

Find information on network settings of your phone

If you experience problems, your administrator may ask for information about network status of your phone. This information uniquely identifies the phone for troubleshooting purposes.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network status**.
3. Select **Network status** to view the following information.

Table 16. Network status

Parameters	Description
IP stack	Specifies the Internet protocol mode on which the phone operates.
IPv4 address	IPv4 address of the phone.
IPv6 address	IPv6 address of the phone.

Parameters	Description
VLAN	Specifies the VLAN ID of the phone.
IPv4 DNS address 1	Identify the primary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv4.
IPv4 DNS address 2	Identify the secondary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv4.
IPv6 DNS address 1	Identify the primary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv6.
IPv6 DNS address 2	Identify the secondary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv6.

Enable 802.1x authentication

When 802.1X authentication is enabled, the phone uses 802.1X authentication to request network access.When 802.1X authentication is turned off, the phone uses CDP to acquire VLAN and network access. You can also view the transaction status on the phone screen menu.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Security settings**.
3. Select **Security settings > 802.1x authentication**.
4. In the **802.1x authentication** screen, configure the following settings as needed.

Table 17. Parameters for 802.1x

Parameters	Options	Default	Description
Device authentication	On Off	On	Enable or disable 802.1x on your phone.

Parameters	Options	Default	Description
Transaction status			Displays the state of 802.1x authentication.
Protocol			Displays the EAP method that is used for 802.1x authentication. The protocol can be EAP-FAST or EAP-TLS.

Manage network and services (Onprem)

Change the IP address on your phone

As your network settings require, you may need to change or manually assign the IP address to your phone. You can set or change the IP address on your phone from the network connection menu.

Your phone supports IP version 4 (IPv4), IP version 6 (IPv6), and IPv4 and IPv6. IPv4 and IPv6 is the default setting. The IP parameters can be assigned automatically by the network, or you can set them manually.

Follow the steps in the following sections as needed to change your IPv4 or IPv6 address.

Change IPv6 settings

You can change the IPv6 settings when your phone's IP stack is set to **IPv6** or **IPv4 and IPv6**.

1. Press **Settings** .
2. Navigate to **Network and service** and go to **Network settings > IPv6 settings**.
3. In the **IPv6 settings** screen, configure the following settings as needed.

Table 18. Parameters for IPv6 settings

Parameters	Options	Default	Description
DHCPv6	On Off	On	Enable or disable DHCP on your phone.

Parameters	Options	Default	Description
			Enable DHCP to allow your phone to get an IP address from the DHCP server. Otherwise, disable DHCP and manually assign an IP address to your phone.
IPv6 address			Available only when DHCPv6 is disabled. You must assign an IP address to the phone when DHCP is disabled.
IPv6 prefix length		0	Available only when DHCPv6 is disabled. Identify how many bits of a Global Unicast IPv6 Address are there in the network part.
IPv6 Gateway			Available only when DHCPv6 is disabled. Identify the default router for the phone to use when DHCP is disabled.
IPv6 DNS address 1			Identify the primary Domain Name System (DNS) server that the phone uses.
IPv6 DNS address 2			Identify the secondary Domain Name System (DNS) server that the phone uses.

Parameters	Options	Default	Description
IPv6 alternate TFTP	On Off	Off	Available only when DHCP is enabled. Indicates whether the phone is using an alternate TFTP server.
IPv6 TFTP server 1			Unavailable only when **Alternate TFTP** is disabled. Primary Trivial File Transfer Protocol (TFTP) server that the phone uses. If you are not using DHCP in your network and you want to change this server, you must use the TFTP Server 1 option. If Alternate TFTP is enabled, enter a non-zero value for the TFTP Server 1 option. If neither the primary TFTP server nor the backup TFTP server is listed in the CTL or ITL file on the phone, you must unlock the file before you can save changes to the TFTP Server 1 option. In this case, the phone deletes the file when you save changes to the TFTP Server 1 option. A new CTL or ITL file downloads from the new TFTP Server 1 address. When the phone looks for the TFTP server, the phone gives precedence to manually as-

Parameters	Options	Default	Description
			signed TFTP servers, regardless of the protocol. If your configuration includes both IPv6 and IPv4 TFTP servers, the phone prioritizes the order that it looks for the TFTP server by giving priority to manually assigned IPv6 TFTP servers and IPv4 TFTP servers. The phone looks for the TFTP server in this order: a. Any manually assigned IPv4 TFTP servers b. Any manually assigned IPv6 servers c. DHCP assigned TFTP servers d. DHCPv6 assigned TFTP servers
IPv6 TFTP server 2			Unavailable only when **Alternate TFTP** is disabled. Optional backup TFTP server that the phone uses if the primary TFTP server is unavailable. If neither the primary TFTP server nor the backup TFTP server is listed in the CTL or ITL file on the phone, you must unlock either of the files before you can save changes to the TFTP Server 2 option. In this case, the phone deletes either of the files when

Parameters	Options	Default	Description
			you save changes to the TFTP Server 2 option. A new CTL or ITL file downloads from the new TFTP Server 2 address. If you forget to unlock the CTL or ITL file, you can change the TFTP Server 2 address in either file, then erase them by pressing Erase from the Security Configuration menu. A new CTL or ITL file downloads from the new TFTP Server 2 address. When the phone looks for the TFTP server, it gives precedence to manually assigned TFTP servers, regardless of the protocol. If your configuration includes both IPv6 and IPv4 TFTP servers, the phone prioritizes the order that it looks for the TFTP server by giving priority to manually assigned IPv6 TFTP servers and IPv4 TFTP servers. The phone looks for the TFTP server in the following order: a. Any manually assigned IPv4 TFTP servers b. Any manually assigned IPv6 servers

Parameters	Options	Default	Description
			c. DHCP assigned TFTP servers d. DHCPv6 assigned TFTP servers
IPv6 address released	On Off	Off	Available only when DHCP is enabled. To release the IP address that DHCP assigned for reassignment, turn on this switch. Otherwise, turn it Off.

4. Select **Apply** when done.
   The phone restarts to apply the changes.

Change VLAN settings on your phone

Consult your administrator before you make changes to the VLAN settings.

Determines which Virtual LAN (VLAN) your phone resides in. You phone uses CDP to communicate information such as auxiliary VLAN ID, per port power management details, and Quality of Service (QoS) configuration information with the Cisco Catalyst switch.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network settings > IPv4 settings**.
3. In the **IPv4 settings** screen, configure the following settings as needed.

Table 19. Parameters for VLAN settings

Parameters	Options	Default	Description
Admin VLAN ID	On Off	On	Enter a VLAN ID for the IP phone when you use a VLAN

Parameters	Options	Default	Description
			without CDP (VLAN enabled and CDP disabled). Note that only voicepackets are tagged with the VLAN ID. Do not use the 1 value for the VLAN ID. If VLAN ID is 1, you cannot tag voice packets with the VLAN ID.
PC VLAN ID			Enter a value of the VLAN ID that is used to tag communications from the PC port on the phone. The phone tags all the untagged frames coming from the PC (it does not tag any frames with an existing tag). Valid values: 0 through 4095 Default: 0

4. Click **Apply** when done.
   The phone restarts to apply the changes.

Find information on network settings of your phone

If you experience problems, your administrator may ask for information about network status of your phone. This information uniquely identifies the phone for troubleshooting purposes.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Network status**.
3. Select **Network status** to view the following information.

Table 20. Network status

Parameters	Description
IP stack	Specifies the Internet protocol mode on which the phone operates.
IPv4 address	IPv4 address of the phone.
IPv6 address	IPv6 address of the phone.
VLAN	Specifies the VLAN ID of the phone.
IPv4 DNS address 1	Identify the primary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv4.
IPv4 DNS address 2	Identify the secondary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv4.
IPv4 DNS address 3	Identify the optional Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv4.
IPv4 TFTP address 1	Identify Primary Trivial File Transfer Protocol (TFTP) server that the phone uses.
IPv4 TFTP address 2	Identify Secondary Trivial File Transfer Protocol (TFTP) server that the phone uses.
IPv6 DNS address 1	Identify the primary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv6.
IPv6 DNS address 2	Identify the secondary Domain Name System (DNS) server that the phone uses when Internet protocol mode is IPv6.

Parameters	Description
IPv6 TFTP address 1	Identify Primary Trivial File Transfer Protocol (TFTP) server that the phone uses when Internet protocol mode is IPv6.
IPv6 TFTP address 2	Identify Secondary Trivial File Transfer Protocol (TFTP) server that the phone uses when Internet protocol mode is IPv6.

Enable 802.1x authentication

When 802.1X authentication is enabled, the phone uses 802.1X authentication to request network access.When 802.1X authentication is turned off, the phone uses CDP to acquire VLAN and network access. You can also view the transaction status on the phone screen menu.

1. Press **Settings**  .
2. Navigate to **Network and service** and go to **Security settings**.
3. Select **Security settings > 802.1x authentication**.
4. In the **802.1x authentication** screen, configure the following settings as needed.

Table 21. Parameters for 802.1x

Parameters	Options	Default	Description
Device authentication	On Off	On	Enable or disable 802.1x on your phone.
Transaction status			Displays the state of 802.1x authentication.
Protocol			Displays the EAP method that is used for 802.1x authentication. The protocol can be EAP-FAST or EAP-TLS.

Set the time and language for your phone (MPP)

Set time zone and time format

The default time zone on your phone is GMT-8:00. Set your time zone to display your local time on the phone. Your phone displays time in 12-hour format by default. You can change it to 24-hour time format, if needed.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Go to the **Language and region** section.
4. Tap **Time settings > Time zone** and select your time zone.
5. Tap **Time format** and select the 24-hour or 12-hour time format.

Change language for your phone

You can change your phone's language settings in the phone **Settings** menu.

You can change the language when your phone is not in a call or a meeting. When you change the language settings, the soft keyboard on your device reflects that change. This means that you can use the alphabet of your language when you use the keyboard, for example when you search in the directory.

Note:
The soft keyboard doesn't support Korean, Japanese, and Traditional Chinese. When you set your phone to any of these languages, only the English keyboard is available.

Your administrator can deploy specific languages to your phone. If you can't change the language or can't find your language, contact your administrator.

Your phone supports the following languages:

- Arabic
- Czech
- Danish
- Dutch
- English

- French (France)
- French(Canada)
- German
- Hebrew
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Portugal)
- Simplified Chinese
- Spanish (Spain)
- Swedish
- Traditional Chinese
- Turkish
- Ukrainian

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Go to the **Language and region** section.
4. Tap **Language**, navigate through the list, and select the language for your phone.

Troubleshoot your Cisco Desk Phone 9800 Series

Find information about your phone

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

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **About this device**.

   You can view the following information:

   - **Product name**—Name that represents the phone.
   - **Serial number**—Serial number of the phone.
   - **MAC address**—Unique Media Access Control (MAC) address of the phone.
   - **IPv4 address**—Internet Protocol Version 4 (IPv4) address of the phone.
   - **IPv6 address**—Internet Protocol Version 6 (IPv6) address of the phone.
   - **Active server**—IP address of the active Cisco Unified Communications Manager (CUCM) server.
   - **Standby server**—IP address of the standby CUCM server.
   - **Software version**—Version number of the phone firmware.
   - **Last upgrade**—Information about the last upgrade or status of the software download progress.
   - **Hardware version**—Version number of the phone hardware.
   - **VID**—Version ID of the phone.
   - **Certificate**—The status of certificate installation: Installed or Uninstalled. This item is available only on phones registered to Cisco BroadWorks or Webex Calling.
   - **Customization**—The status of onboarding with EDOS or GDS. This item is available only on phones registered to Cisco BroadWorks or Webex Calling.

     The status can be one of the following statuses:

     - **Aborted**: The device has been provisioned through the phone web page or the phone screen. The onboarding process through EDOS and GDS is discarded.
     - **Acquired**: The device has downloaded configuration from the EDOS server.
     - **GDS-Acquired**: The device has downloaded configuration from the GDS server.
4. Select **Back** to exit the **About this device** screen.

Check phone issues and diagnostics

If you are experiencing any issues with your phone (for example, network connection, phone registration, or phone upgrade), then you see an error message displayed under **Issues**.

Use the information and functions listed under the **Issues and diagnostics** section to collect data and troubleshoot any problems on your phone. Typically, this section contains the following functions:

Table 22. Issues and diagnostics

Diagnostics	Function
Issues	Select this item to view the detected issues. When issues are found, it shows the number of issues. If no issues are detected. it shows None.
Diagnostics	Select this item if you want to see the statistics information about the network, service, and calls. The specific statistics vary with the calling system that your phone is deployed to.
Report problem	Select this item if you want to collect and send your device logs to your administrator.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **Issues and diagnostics** and go to **Issues** or **Diagnostics** as you need.
4. Select the field as you need to see the relevant statistics.
5. Select **Back** to return to the upper-level menu.

Report problem from your phone

When you seek for help on phone issues from your administrator, send your device logs to the administrator for troubleshooting.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **Issues and diagnostics > Report problem**.
4. Enter the date and time when the issue occurred.
   By default, the current date and time are populated, you can further change them.
5. Choose a description from the **Problem description** list.

6. Select **Submit**.

   After the report is sent, you can see the report file name and the submission time.

   Note:
   If your phone can't sent out the problem report, the report file is generated locally, and you can download the file from a given IP address.

Check network status

Check the network connection details when you are troubleshooting a network issue. The **Network status** screen in the phone menu gives you the details about the Ethernet or Wi-Fi settings.

Note:
Cisco Desk Phone 9841 and 9851 don't support Wi-Fi network. The network status doesn't show wireless network related information.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Select **Network and service > Network status**.

Restart your phone

You may need to restart your phone to resolve some issues or for some changes to take effect. A phone restart doesn't erase the phone settings. You can restart your phone either from the touch user interface.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Scroll down to the menu bottom and select **Restart**.
4. Select **Restart** in the prompt window.

Reset security settings (Cisco Unified CM)

Note:
The security certificate reset option isn't available on phones that are registered to Cisco BroadWorks or Webex Calling.

If you want to change the phone registration from a Cisco Unified Communications Manager (Unified CM) server to another Cisco Unified CM server , we recommend that you delete the security settings on your phone. Security settings reset removes the Certificate Trust List (CTL) file. The phone gets the new CTL file from the new Unified CM cluster so that the phone can register successfully.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Scroll down the list and select **Restart and reset > Reset security certificate**.
4. Select **Reset**.

Reset your phone to the factory settings

A factory reset clears all settings from your phone. You lose your current registration and all the configuration after a factory reset. You must register and set up your phone as you do for a new phone before you can use it again.

Reset your phone using the phone menu

In some circumstances, you may want to reset your phone settings. For example, when you encounter severe technical problems with your phone or you want to clear the existing configuration, a factory reset can help.

You can use the phone menu to factory reset your phone. If you can't access to the menu from the phone screen, you can use the phone keypad to reset your phone.

1. Press **Settings**  .
2. If prompted, enter the password to access the **Settings** menu. You can get the password from your administrator.
3. Scroll down to the menu bottom and select **Factory reset**.
4. Select **Reset** in the prompt window to start the reset.
   Your phone reboots when the reset completes.

Reset your phone with the keypad

Use these steps to reset the phone to the factory default settings using the keypad.

You have two methods to perform the factory reset:

- **Method 1** (recommended): Press **# > 123456789*0#**
- **Method 2**: Press **0 > 369#**

1. Unplug the phone:
   - If using Power over Ethernet (PoE), unplug the Ethernet cable.
   - If using the power cube, unplug the power cube.
2. Wait 5 seconds.
3. Press and hold **#** and plug the phone back in.
   The Headset button, the Speaker button, and the Mute button light up.
4. As soon as the Mute button goes off, release **#** and press **123456789*0#** in sequence.

> **Note:**
>
> When you press **1**, the Headset button goes off.
>
> You have less than 15 seconds to finish pressing the keys. The phone goes into a normal startup if you don't finish the input before it times out or you press the keys out of sequence.

After you finish pressing these keys, the Mute button lights up, indicating the factory reset process has started.

> **CAUTION:**
>
> Don’t power down the phone until it completes the factory reset process and the **Welcome** screen appears.

Reset your phone with the phone web page (BroadWorks or Webex Calling)

You can remote restore your phone to its default settings from the phone web page only when your phone is registered to Cisco BroadWorks or Webex Calling.

Reset your phone from the phone web page with one of the methods:

- In your web browser, enter the URL in the following format and click **Confirm Factory Reset**.

  `http://<Phone IP>/admin/factory-reset`

  where:

  `Phone IP` = the actual IP address of your phone.

  `/admin` = the path to access admin page of your phone.

  `/factory-reset` = the command that you must enter in the phone web page to factory-reset your phone.

- An administration access to the phone web page is required to use this method.

  a. On the phone web page, select **Admin Login > Advanced > Info > Debug Info**.

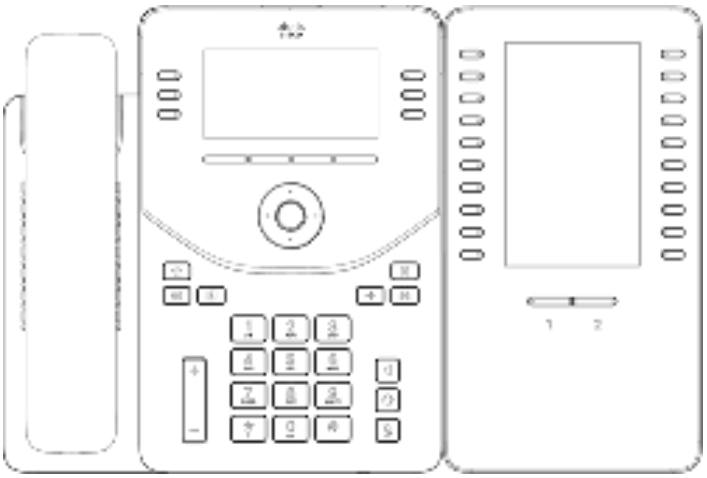
  b. Click **Factory Reset** in the **Factory Reset** section.

  c. Click **CONFIRM FACTORY RESET** on the next page.

Chapter 6. Cisco 9800 Series Key Expansion Module

Cisco 9800 key expansion module overview

Figure 10. Key expansion module

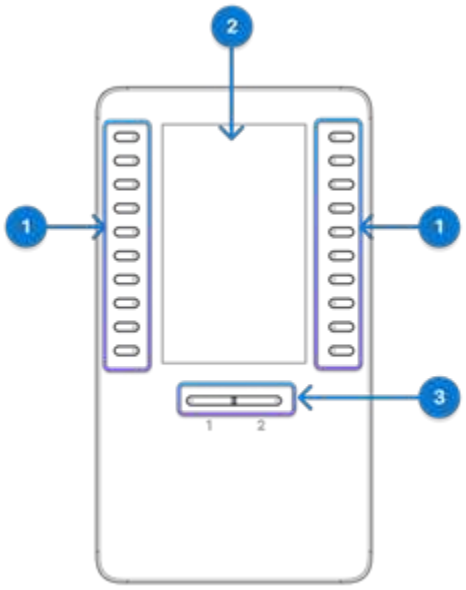


You can use more than one expansion module per phone. But each module must be the same type. The following table lists the phones and the number of key expansion modules that each model supports.

Table 23. Cisco IP phones and supported Cisco IP phone 9800 key expansion module

Cisco IP phone model	Supported number of key expansion modules and buttons
Cisco Desk Phone 9851	1; single LCD; 20 line keys
Cisco Desk Phone 9861	3; single LCD; 20 line keys
Cisco Desk Phone 9871	3; single LCD; 20 line keys

Key Expansion Module buttons and hardware



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

Table 24. Key Expansion Modules Buttons and Hardware

Hardware	Description
1. Line keys	Lighted buttons—Line buttons. Each button or pair of buttons corresponds to one line. The lights beneath each button indicate the state of the corresponding line as follows:  light off—Button is not configured.  green steady LED—Line is configured correctly is in idle state.  red steady LED—Line in use and have an active call on it.  amber steady/blinking LED—A configuration error occurred when this feature was being set up.

Table 24. Key Expansion Modules Buttons and Hardware (continued)

Hardware	Description
2. LCD screen	LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button. Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.
3. Shift buttons	Shift buttons—2 buttons. The button for page 1 is labeled as 1 and the button for page 2 is labeled as 2. The lights in each button indicate the state of the page as follows:  green steady LED—Page is in view.  light off—Page is not in view.  amber steady LED—Page is not in view with one or more alerting calls on the page.

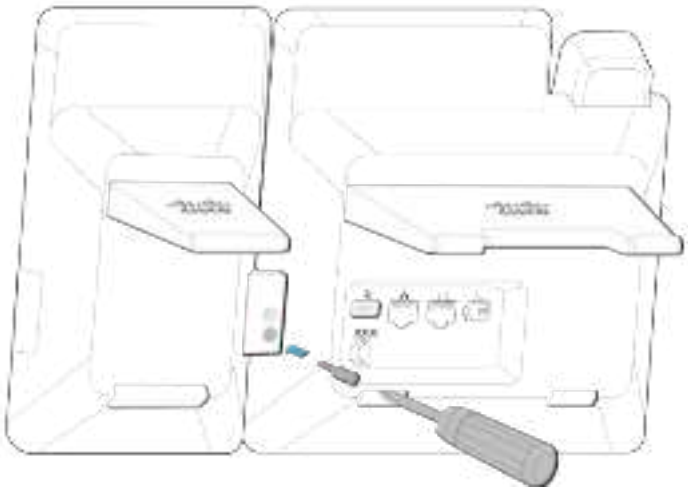
Install key expansion module

You can connect the key expansion module to the phone.

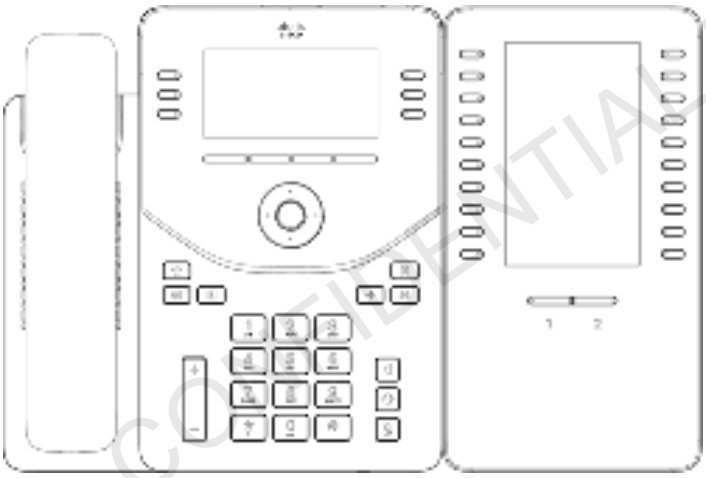
1. Remove the accessory connector cover.

2. Firmly press the USB connector attached to the module to the phone.

3. Fasten the screws into the phone.



After you firmly attach the module to the phone, the front screen of the phone and KEM appears as following. No line numbers appear on the screen.



Chapter 7. Safety and Compliance Information

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, emergency calling service dialing, and emergency alarm service access do 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.

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 use 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.

CAUTION:

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [2014/30/EU] or RED Directive [2014/53/EU].

Bluetooth wireless headset performance

Cisco IP Phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can pair up to five headsets, but only the last one paired is used as the default.

Because of potential interference issues, we recommend that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

The Bluetooth wireless headset does not need to be within direct line-of-sight of the phone. However, some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

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.

UL warning

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

Energy star

The following phones have Energy Star certification:

- Cisco Desk Phone 9841
- Cisco Desk Phone 9851
- Cisco Desk Phone 9861
- Cisco Desk Phone 9871

Any phone model that isn't listed in the above list isn't certified.

Product label

The product label is located on the bottom of the device.

Compliance statements

Compliance statements for the European Union

CE marking

The following CE mark is affixed to the equipment and packaging.

RF exposure statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

This device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

Compliance statements for the US

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.

Compliance statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Canadian RF exposure statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Canadian high-power radars statement

Users should also be advised that high-power radars are allocated as primary users (that is, priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Devraient également être informés des utilisateurs que les radars à haute puissance sont désignés comme utilisateurs principaux (à savoir des utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650 à 5.850 MHz et que ces radars pourraient provoquer des interférences et / ou endommager les périphériques LE-LAN.

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/index.php/regulations/export-administration-regulations-ear.

Cisco circular economy

Cisco has adopted circular design principles in its products by pioneering the use of post-consumer recycled plastic. Cisco Desk Phone 9800 Series now reduces the use of natural resources while closing the loop with its own electronic waste.

Visit Cisco's Circular Economy website to learn more about what this means:

- Web site URL: https://www.cisco.com/c/en/us/about/circular-economy.html
- Web site QR code:

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

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/9800-series/regulatory_compliance/rcsi-0274-book.pdf