



Cisco Desk Phone 9800 Series Quick Reference Guide



Your phone

- ① Phone screen
- ② Action button
- ③ Softkey buttons
- ④ Navigation Cluster (Navigation Ring and **Select** button)
- ⑤ **Hold/Resume** and **Transfer**
- ⑥ **Speakerphone**, **Headset**, and **Mute**
- ⑦ Alphanumeric keypad
- ⑧ Volume button
- ⑨ **Favorite** and **Settings**
- ⑩ Front Arc LED
- ⑪ Line buttons and programmable feature buttons

LED indicators

LED indicators indicate the states of call, message, and the phone.

Line buttons LED

- Green, steady: In call, Off hook call
- Amber, solid: Remote incoming call
- Amber, flashing: Incoming call
- Red, solid: Remote in call
- Red, flashing: Call on hold
- LED off: Idle

Front Arc LED

- Green, solid: In call, Hot desking (desk available)
- Amber, flashing: Incoming call
- White, solid: Hot desking (desk booked)
- White, breathing: Sleep, Standby
- White (50% brightness): Idle, On hook call

Make a call

Enter a number and pick up the handset.

Answer a call

Pick up the handset or press the **Answer** softkey.

Decline a call

Press the **Decline** softkey.

Use Do Not Disturb (DND)

DND silences your phone and silences incoming calls.

1. Press **More (...)**.
2. Select **DND** to turn on DND.
3. To turn off DND, select **DND off**.

Put a call on hold

1. Press **Hold** .
2. To resume a call from hold, press **Hold** again.

View your recent calls

1. Press **Settings** .
2. Select **Recents**.
3. Select a line to view.


Add another person to a call

1. From an active call, press **Conf**.
2. Enter the person's phone number, search for the contact, or select the call from **Calls**.
3. Press **Call**.
4. Wait for the contact to answer your call, and press **Conf**.


Transfer a call to another person

1. From a call that is not on hold, press **Transfer** .
2. Enter the person's phone number, search for the contact, or select the call from **Calls**.
3. Press **Transfer** again.


Make a call with a headset

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


Make a call with the speakerphone

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


Mute your audio

1. Press **Mute** .
2. Press **Mute** again to unmute.

Listen to voice messages

Press **Favorite**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward all calls (Unified CM)

1. Select a line and press **FWD all**.
2. Dial the number that you want to forward to, or press **Favorite**  to forward incoming calls to your voicemail.
3. When you return, press **FWD off**.

Forward all calls (Multiplatform)

1. Press **Forward** and select a line.
2. Select **Forward all**.
3. Turn on Forward all and enter the number that you want to forward to.
4. Press **Apply**.
5. When you return, press **Forward**.
6. Press **Off** to turn off Forward all.
7. Press **Apply**.


Adjust the volume in a call

Press **Volume** (- or +) up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the ringtone volume

Press **Volume** (- or +) up or down to adjust the ringer volume when the phone is not in use.

Change ringtone

1. Press **Settings** .
2. Select **User Preferences > Audio > Ringtone and Volume > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Apply** to save a selection.

More Help documentation

View the Cisco Desk Phone 9800 Series help articles at <https://cisco.com/go/dp9800help>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Front view of Cisco Desk Phone 9861.



Your phone

- ① Phone screen
- ② Top 360 LED
- ③ Action button
- ④ Line buttons and programmable feature buttons
- ⑤ Softkey buttons
- ⑥ NFC tag
- ⑦ **Hold/Resume, Transfer, and Conference**
- ⑧ **Speakerphone, Headset, and Mute**
- ⑨ Alphanumeric keypad
- ⑩ Volume button
- ⑪ **Favorite, Settings, and Contacts**
- ⑫ Front Arc LED
- ⑬ Calendar button
- ⑭ Navigation Cluster (Navigation Ring and **Select** button)

LED indicators

LED indicators indicate the states of call, message, and the phone.

Top 360 LED

- Green, solid: In call, Hot desking (desk available)
- Amber, flashing: Incoming call
- Red, heartbeating: Missed call, Voicemail

Line buttons LED

- Green, steady: In call, Off hook call
- Amber, solid: Remote incoming call
- Amber, flashing: Incoming call
- Red, solid: Remote in call
- Red, flashing: Call on hold
- LED off: Idle

Front Arc LED

- Green, solid: In call, Hot desking (desk available)
- Amber, flashing: Incoming call
- White, solid: Hot desking (desk booked)
- White, breathing: Sleep, Standby
- White (50% brightness): Idle, On hook call

Make a call

Enter a number and pick up the handset.

Answer a call

Pick up the handset or press the **Answer** softkey.

Decline a call

Press the **Decline** softkey.

Use Do Not Disturb (DND)

DND silences your phone and silences incoming calls.

1. Press **More (...)**.
2. Select **DND** to turn on DND.
3. To turn off DND, select **DND off**.

Put a call on hold

1. Press **Hold** .
2. To resume a call from hold, press **Hold** again.


View your recent calls

1. Press **Settings** .
2. Select **Recents**.
3. Select a line to view.

Add another person to a call

1. From an active call, press **Conference** .
2. On the **Recents, Calls, or Directories** tab, search and select another contact.
3. Press **Call**.
4. Wait for the contact to answer your call, and press **Conf**.


Transfer a call to another person

1. From a call that is not on hold, press **Transfer** .
2. Enter the person's phone number, search for the contact, or select the call from **Calls**.
3. Press **Transfer** again.


Make a call with a headset

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


Make a call with the speakerphone

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


Mute your audio

1. Press **Mute** .
2. Press **Mute** again to unmute.

Listen to voice messages

Press **Favorite**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward all calls (Unified CM)

1. Select a line and press **FWD all** or **Forward all**.
2. Dial the number that you want to forward to, or press **Favorite**  to forward incoming calls to your voicemail.
3. When you return, press **FWD off** or **Forward off**.

Forward all calls (Multiplatform)

1. Press **Forward** and select a line.
2. Select **Forward all**.
3. Turn on Forward all and enter the number that you want to forward to.
4. Press **Apply**.
5. When you return, press **Forward**.
6. Press **Off** to turn off Forward all.
7. Press **Apply**.


Adjust the volume in a call

Press **Volume** (- or +) up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.


Adjust the ringtone volume

Press **Volume** (- or +) up or down to adjust the ringer volume when the phone is not in use.


Change ringtone

1. Press **Settings** .
2. Select **User Preferences > Audio > Ringtone and Volume > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Apply** to save a selection.

Change brightness

1. Press **Settings** .
2. Select **User Preferences > Screen > Brightness**.
3. Press right (>) to increase, or left (<) to decrease the brightness.

Pair a wireless headset (9861)

1. Press **Settings** .
2. Select **User preferences > Bluetooth**.
3. Press **On**.
4. Press **Select**. The phone starts scanning for the Bluetooth devices.
5. Turn on your headset and make it discoverable.
6. Select the wireless headset from the available devices list, and press **Connect**.

More Help documentation

View the Cisco Desk Phone 9800 Series help articles at <https://cisco.com/go/dp9800help>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)



Your phone

- ① Phone screen
- ② Top 360 LED
- ③ Action button
- ④ NFC tag
- ⑤ **Hold/Resume, Transfer, and Conference**
- ⑥ **Speakerphone, Headset, and Mute**
- ⑦ Alphanumeric keypad
- ⑧ Volume button
- ⑨ **Favorite, Settings, and Contacts**
- ⑩ Front Arc LED
- ⑪ Home button

LED indicators

LED indicators indicate the states of call, message, and the phone.

Top 360 LED

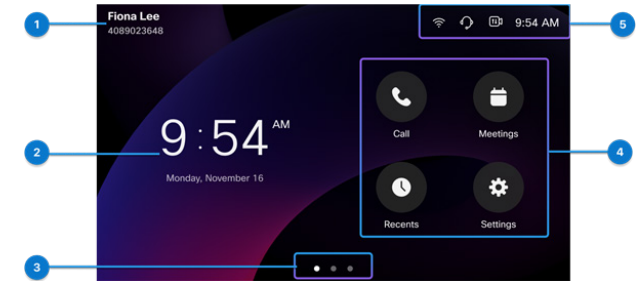
- Green, solid: In call, Hot desking (desk available)
- Amber, flashing: Incoming call
- Red, heartbeating: Missed call, Voicemail

Front Arc LED

- Green, solid: In call, Hot desking (desk available)
- Amber, flashing: Incoming call
- White, solid: Hot desking (desk booked)
- White, breathing: Sleep, Standby
- White (50% brightness): Idle, On hook call

Touchscreen

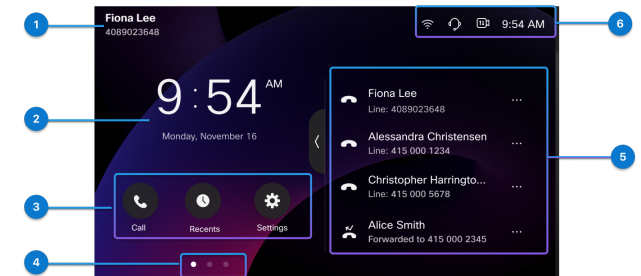
Single line



- ① Line name and number
- ② Time and date
- ③ Navigation buttons
- ④ Feature buttons
- ⑤ Header

Swipe on the screen to navigate between screens. Tap a button to access a feature.

Multiple lines



- ① Primary line name and number
- ② Time and date
- ③ Feature buttons
- ④ Navigation buttons
- ⑤ Lines
- ⑥ Header

Swap on the left half of the screen to navigate the features. Tap **Expand** (<) to use the full-screen mode. Tap **Fold** (>) to exit the full-screen mode. Tap a button to access a feature. Tap **More** (...) button on a line to access a feature. Tap a line to call your contacts.

Make a call

Enter a number and tap

Answer a call

Pick up the handset or tap **Answer**.

Decline a call

Tap **Decline**.

Use Do Not Disturb (DND)

DND silences your phone and silences incoming calls.

1. Tap **DND** to turn on DND.
2. To turn off DND, tap **DND off**.

Put a call on hold

1. From an active call, press **Hold** or tap **Hold**.
2. To resume a call from hold, press or tap **Hold** again.

View your recent calls

1. Tap **Recents** .
2. Select a line to view.

Add another person to a call

1. From an active call, press **Conference** .
2. On the **Recents**, **Calls**, or **Directories** tab, search and tap another contact.
3. Wait for the contact to answer your call, and press or tap **Conference**.

Transfer a call to another person

1. From a call that is not on hold, press **Transfer** .
2. On the **Recents**, **Calls**, or **Directories** tab, search and tap another contact.
3. Press or tap **Transfer** again.

Make a call with a headset

1. Connect a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

Make a call with the speakerphone

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

Mute your audio

1. From an active call, press **Mute** or tap **Mute**.
2. Press **Mute** again or tap **Unmute** to turn mute off.

Listen to voice messages

Press **Favorite** and follow the voice prompts. To check messages for a specific line, tap the line first.

Forward all calls (Unified CM)

1. Single line: Tap **Forward all** .
- Multiple lines: Tap **More** on a line and turn on **Forward all**.

2. On the **Recents** or **Directories** tab, search and tap the number that you want to forward to. Or, press **Favorite** to forward incoming calls to your voicemail.
3. When you return:
 - Single line: Tap **Forward off** .
 - Multiple lines: Tap **More** on a line and turn off **Forward all**.

Forward all calls (Multiplatform)

1. Single line: Tap **Forward** .
- Multiple lines: Tap **More** on a line and tap **Forward**.
2. In the **Forward all** field, enter the number that you want to forward to.
3. Turn on **Forward all**.
4. Tap **Save**.
5. When you return, tap **Forward** and turn off **Forward all**.
6. Tap **Save**.



Adjust the volume in a call

Press **Volume** (+ or -) to increase or decrease the handset, headset, or speakerphone volume when the phone is in use.


Adjust the ringtone volume

Press **Volume** (+ or -) to increase or decrease the ringer volume when the phone is not in use.


Change ringtone

1. Press **Settings** .
2. Tap **Ringtone and Volume** and select a line.
3. Scroll through the list of ringtones and tap a ringtone to hear a sample.
4. Tap  to return.
Your selection is saved automatically.

Change brightness

1. Press **Settings** .
2. Tap **Brightness**.
3. Drag the slider right to increase, or left to decrease the brightness.

Pair a wireless headset

1. Press **Settings** .
2. Tap **Bluetooth**.
3. Turn on Bluetooth. The phone starts scanning for the Bluetooth devices.
4. Turn on your headset and make it discoverable.
5. Tap the wireless headset from the available devices list.

More Help documentation

View the Cisco Desk Phone 9871 help articles at <https://cisco.com/go/dp9800help>.