

Cisco 9800 Series Quick Start Guide

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Your Desktop Device



Display

The lines screen is the first screen that appears once the phone is powered on. This shows your phone lines and provides access to your directory.

Voicemail Indicator

The indicator is located in the center arc of the phone. The light flashes red to indicate new messages and other notifications.

Softkeys

The functions for the soft-key buttons appear directly above them on the display. Their functions are context-sensitive, meaning the functions of the softkey changes depending on your current activity. For example, if you are conferencing, the softkeys display functions related to the conference feature.

Navigation

All of the Cisco 9800 series phones have navigation keys. By pressing left or right, you can scroll through the options and lists on the display up or down. To select an item, press the **OK** button in the center of the four-way navigation arrows.

Headset, Speaker, and Mute Keys

These keys are located along the right edge of the phone and used as they are stated.

Volume Key

The volume key is located at the bottom of the phone below the dial pad. This key adjusts the volume of the handset, headset, speaker, and phone's ringer.

Transfer Button

This button will transfer active calls to another number.

Message softkey

This action gives you access to your voicemail messages.

Hold Button

This button will place a call on hold.

Line Keys

These buttons indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold, or disconnected.

Favorites, Settings, and Contacts

1. Favorites: Access Voicemail, Help Desk list, and message services, if configured.
2. Settings button: Access the settings menu.
3. Contacts button: Access directories.

Action button

Press the button to place a service call, such as an emergency call, if configured.

Calendar button

Tap the Calendar button to open your calendar.

Note: This button is only accessible if your administrator has set up the Calendar service on your phone.

Use Your Desktop Device

Place a Call

1. First, dial the number and then pick up the handset.
2. To activate the hands-free speakerphone, dial the phone number, then press the **Speaker** button or press the **Dial** softkey while the headset is resting on the cradle.

Answer a Call

1. Pick up the handset.

2. To activate the hands-free speakerphone, press the **Answer** soft key or press the **Speaker** button.

Dial a Number From Your Directories

1. Press the **Home** button, and then select **Directories**.
2. Proceed to **Contact Directory**.
3. Select the contact, then the number from the Contact Information Screen, and then press **Ok**.

Dial a Number From Your Recent Calls

1. Press the **Home** button, then select **Directories**.
2. Proceed to **Recent Calls**.
3. Press the **Sort** softkey to sort and order calls; Press **Type** to display only specific calls. Select a call record to call the person.

Hold and Resume

1. From Lines, Calls, or Active Call view, press the **Hold** softkey or function button.
2. To retrieve the call, press the **More** softkey and press the **Resume** softkey or **Hold** function button again.

Call Park / Call Retrieve

Call Park places a call on hold so that other users assigned to Call Park service can retrieve that call from any phone in the office.

To Park: Press the **Park** softkey. Enter the extension where the call will be parked, and then press **#**.

To Retrieve: Press the **Retrieve** softkey. Enter the extension where the call was parked, then **#**.

Transfer a Call

Announced Transfer: Press the **Transfer** button to place an active call on hold. Dial the number where you want to transfer the call. Once the third-party answers, announce the call and press the **Transfer** button.

Blind Transfer: Press the **Transfer** button to place an active call on hold. Press the **Blind** softkey (If you don't see Blind, press the **More** softkey.) Dial the number where you want to transfer the call.

Mute

1. Press the **Mute** function button to silence your phone's mouthpiece and speaker.
2. To unmute, press **Mute** again.

Voicemail

1. Press **Messages** from the home view, then press the **Connect** softkey.
2. Your phone will ring your voice portal. Enter your passcode, then **#**. Follow the voice prompts to listen to, delete, and save messages.

Call Forward

1. Press the **Forward** softkey from the home or lines view.
2. Select the forwarding type and enter the number to forward your calls to. Then press **Enable** softkey. Calls Forwarded will be displayed on the LCD screen.
3. To turn off Call Forwarding, press the **More** softkey and then press the **Forward** softkey.
4. Select the forwarding type and press **Disable** softkey.

Bluetooth

Note: Bluetooth is only available on the Cisco 9861 phones.

You can pair your Cisco 9800 phone with a mobile device or headset and use it to place, answer, and manage calls.

1. On the phone, press the **Home** button.

2. Select **Bluetooth**.
3. Select **Manage Devices**.
4. Select **Scan**.

The phone will search for available Bluetooth devices within range to pair with them. Locate and select the name of the headset to pair with it.

To reconnect a headset that was already paired:

1. Go to **Menu** and select **Bluetooth**.
2. Select **Manage Devices**.
3. Choose your device name from the list of paired devices and press **Connect**.

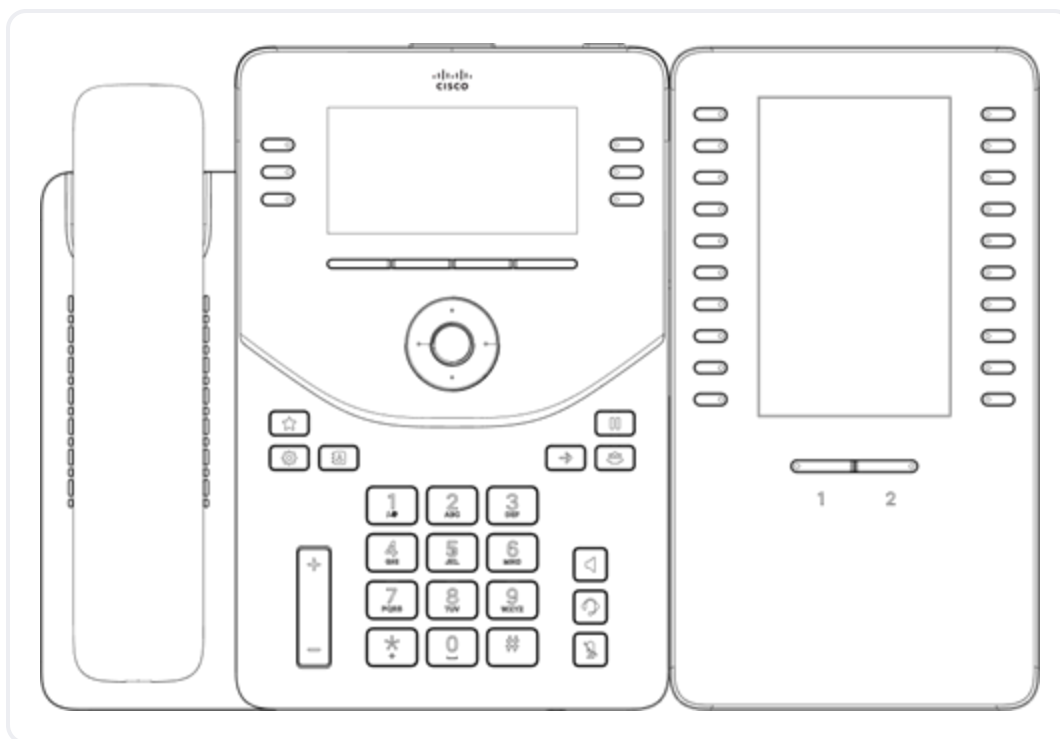
WiFi

Note: Wifi is only available on the Cisco 9861 phone.

To connect to the Wifi:

1. Press the **Menu** softkey.
2. Navigate to **Basic** Settings.
3. Click the **Wifi** option or simply press the number **8**.
4. When the WiFi menu appears, use the right navigation arrow to enable wifi.
5. Choose **Available Networks** and press **OK**.
6. Locate your network and press the **Connect** softkey.
7. When and if prompted, enter the WiFi network password and press the **Ok** button. If successful, a connection success message will appear. If the connection has failed, please make sure you have selected the correct network and supplied the correct password.

9800 Key Expansion Module



With the key expansion module, users can:

1. Expand phone functions.
2. Easily track call activity on the color LCD screen.
3. Quickly access more contacts.

Cisco Desk Phone 9800 Series and supported Key Expansion Module

Phone model	Supported total number of KEMs and lines
Cisco Desk Phone 9861	Supports up to 2 KEMs 130 lines (10 lines on phone)

The following features are available:

1. **Line keys**— Each button corresponds to one line. The light of each button indicates the state of the corresponding line as follows:
 - Light off—Line is idle or not configured.
 - Green steady—Line is in use.

- Red steady—Shared line or monitored line is in use remotely.
- Red flashing—Line has calls on hold.
- Amber blinking—Line has an incoming call. The LEDs also reflect the status of the extended features assigned to the buttons.

1. **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 KEM is attached.

1. **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.
- Off Light off—Page is not in view.
- Amber Amber steady LED—Page is not in view with one or more alerting calls on the page.