

Cisco 9800 Quick Reference Guide



Cisco Desk Phone 9851 front view

Hardware Feature	Purpose
1. Phone screen	3.7" color screen (Resolution 480 x 240)
2. Top 360 LED	Indicates the states of call, message, and the phone.
3. Action button	Press the button to place a service call, such as 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.
	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 Voicemail, Help Desk list, and message services, if configured.
	Settings : Access the settings menu.
	Contacts : Access directories.
12. Front Arc LED	Indicates the states of the phone, calls, and messages.
13. Calendar button	Tap the Calendar button to open your calendar. This button is only accessible if your administrator has set up the Calendar service on your phone.
14. 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.

Placing a Call

To place a call, pick up the handset and enter a 10-Digit number or, try one of these alternatives:

Redial the last number

Press the **Redial** softkey to redial on your primary line.

Dial on-hook

- 1. Enter a number when the phone is idle
- 2. Lift the handset or press one of these: the **Call** softkey, the handset button, or the speakerphone button


Answering a Call

New call indicators:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or press the flashing amber line button, the **Answer** softkey, or the unit headset or speakerphone button.


Transferring a Call

- 1. From a connected call (not on hold), press the **Transfer** button.
- 2. Enter the transfer recipient’s phone number. Alternatively, if you have **Speed Dials**, you can press the button next to the speed dial.
- 3. Press the **Transfer** button  or the **Transfer** softkey (before or after the recipient answers).


Transferring a Call directly to Voicemail

- 1. From a connected call (not on hold), press the **Transfer** button.
- 2. Enter *55 + transfer recipient’s phone number, then hit the “Call” Softkey.

Hold

- 1. Press the **Hold** button  or Softkey. The hold icon appears.
- 2. To resume a call from hold, press the **Resume** softkey or **Hold** button.

Mute

- 1. While on a call, press the **Mute**  button. The button glows to indicate that Mute is on.
- 2. Press **Mute** again to turn off.


Call Park

- 1. While on an active call, use the far right softkey button to change softkey screens until you see the “Park” option and select it.
- 2. Enter an extension to park the call on (generally your own) and select the “Call” softkey.


Call UnPark

- 1. From any phone, use the far right softkey button to change softkey screens until you see “UnPark” option and select it.
- 2. Dial the extension that the call is parked on and press “call” or lift-up the handset.

Conference


- 1. From an active call, press Conference button  or use Conference softkey.
- 2. Enter the number you want to join and press Dial.
- 3. Once the call is connected, press Conference again.

Directories

- 1. Press the **Contacts**  button.
- 2. Select a directory. (Use the **Navigation** bar and round **Select** button to scroll and select).
- 3. Use your keypad to input search criteria.
- 4. Press the **Search** softkey.
- 5. To dial, scroll to a listing and press the **Call** softkey.

Voicemail

Initial setup of your voicemail box from phone.

- 1. Press the **Messages**  button on your phone.
- 2. When prompted, enter the default passcode: **419946**
- 3. You will now be asked to record you name and to change your passcode.
- 4. To record your greeting after initial setup, select “1” to “enter your mailbox” option.
- 5. Then select the options to record your busy and away greetings.

New message indicators

- A solid red light on your handset
- “New Voicemail” message on the screen

Listen to messages from your phone

- 1. Press the **Messages** button and follow the voice prompts.
- 2. To listen to messages for a specific line, select the line button first, then press the Messages button.

Listen to messages from another IP phone

- 1. Press the **Messages** button.
- 2. Press * after the initial greeting.
- 3. Enter your mailbox ID (your extension).
- 4. Enter your passcode.

Speed Dials

Initial setup of Speed Dial

- 1. Press any unused line button and hold it down for 3 seconds.
- 2. Scroll to “Speed Dial” option and press “Select”
- 3. Enter Label for Speed dial and number
- 4. Select “Save”