



Cisco Wireless Phone 9821 User Guide

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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. Do not distribute it until its official release.
- The contents of this file are subject to change as the development progresses.

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Chapter 2. Get started with your phone

About Cisco Wireless Phone 9821



Cisco Wireless Phone 9821 is a 802.11 triple-band wireless device running Cisco Unified PhoneOS. It supports Cisco Unified Communications Manager (Unified CM), Webex Calling, and third-party call control platforms, offering flexibility to meet evolving business needs. This phone enables comprehensive voice communication over the same wireless LAN used by your computer, allowing you to place and receive calls, hold, transfer, and conduct conference calls seamlessly.

Cisco Wireless Phone 9821 is a 802.11 triple-band wireless device running Cisco Unified PhoneOS. It supports Cisco Unified Communications Manager (Unified CM) and Webex Calling, offering flexibility to meet evolving business needs. This phone enables comprehensive voice communication over the same wireless LAN used by your computer, allowing you to place and receive calls, hold, and transfer calls seamlessly.

Audio and codec support

Cisco Wireless Phone 9821 supports a wide range of codecs, including G.711a, G.711u, G.722, G.722.2, G.729a, G.729ab, iLBC, iSAC, and OPUS. It also supports uncompressed wideband audio (16 bits, 16 kHz) for superior voice quality. Designed for demanding environments, Cisco Wireless Phone 9821 features AI-powered noise removal technology to ensure crystal-clear conversations even in noisy settings.

Accessibility and physical features

- Hearing aid compatible (HAC); however, it does not support TTY features.
- The number **5** key includes tactile ridges for easy identification.
- The physical characteristics include:
 - Shockproof and vibration-proof
 - IP54-rated for dust and water resistance
 - Tolerance of antibacterial wipes
 - Latex-free and lead-free
 - USB On-the-Go (OTG) 2.0 interface
- A customizable red Action button allows quick access to critical functions.
- Integrated man-down detection enhances safety for at-risk employees.
- Compatibility with existing Cisco Wireless IP Phone 8821 desktop charger and multichargers, maximizing your investment and simplifying upgrades. Charge with a desktop charger for a single phone or a multicharger for up to six phones. For more information, see [Accessories](#).

For details about your phone specifications and features, see the Cisco Wireless Phone 9821 Data Sheet.

Enhanced productivity features

Beyond basic call handling, the phone supports advanced productivity features depending on configuration:

- Bluetooth wireless headset support, including certain hands-free call capabilities.
- Access to your phone number and corporate directory.
- Access to network data, XML applications, and web-based services.
- Online customization of phone features and services via the Cisco Unified Communications Self Care Portal.
- Location reporting upon initial registration, with updates when the phone moves (for example, walking around a building) and periodic reports every 24 hours if stationary.

For more information, see the [Cisco Unified CM documentation](#) and the administration articles in the Help Center.

What's in the box

The following items are bundled with your Cisco Wireless Phone 9821 (part number **WP-9821-BUN-K9** and **WP-9821-BUN-CN-K9**). If any items are missing, contact your administrator.

- Battery x 1
- Power adapter x 1
- Power adapter replacement plug x 1
- USB cable x 1
- Pointer card x 1, containing the links to the product help and compliance information

Hardware and buttons

Your wireless phone has many buttons and hardware features that you will use regularly. Use the following figures and tables to identify the important button and hardware features.

Figure 1. Cisco Wireless Phone 9821 front and right view



Table 1. Hardware and buttons on the front and right side

Number	Hardware Feature	Purpose
1	Indicator light (LED)	<p>Indicates the states of call, message, and the phone.</p> <ul style="list-style-type: none"> • Steady amber: The phone is connected to the AC power source and the battery is charging. • Steady green: The phone is connected to the AC power source and the battery is fully charged. • Fast blinking amber: The phone may be in one of the following states: Incoming call, Remote incoming call. • Fast blinking green: There is a voice message. When the phone is connected to the AC power source, the green light displays longer than when using only the battery. • Slow blinking green (every 2.5 seconds): The phone is operating on battery power and is registered to the wireless network within the service coverage area. The phone may be in one of the following states: Idle, Display off, Ongoing call, Call on hold, Remote in use, Remote on hold, Muted, Missed call. • Off: The phone has a network or SIP connection failure. Or, the phone is in a silent emergency call.
2	Receiver	The phone's built-in receiver.
3	Speaker button	<p>Toggle the speaker mode on or off for the phone.</p> <p>When there is more than one audio path, press and hold for 3 seconds to change the audio path.</p>
4	Phone screen	2.4" color screen (Resolution 240 x 320)

Table 1. Hardware and buttons on the front and right side (continued)

Number	Hardware Feature	Purpose
5	Action button	Press the button to place a service call, such as an emergency call, or to run a service application, if configured.
6	Softkey buttons	Access to functions and services.
7	Navigation Cluster	<p>The Navigation Cluster consists of the Navigation Ring and Select button.</p> <p>Navigation Ring (outer ring):</p> <ul style="list-style-type: none"> • In the Applications view, move up, down, left, or right to select the Recents, Contacts, Apps, and Settings apps. • Scroll up and down menus to highlight options and to move left and right through phone numbers and text entries. • In the Line view, press left on the Navigation Ring to go to the Applications view. <p>Select button (center of the Navigation Cluster):</p> <ul style="list-style-type: none"> • Make a call from the main screen. • Select a menu item, a softkey, a call, or an action.
8	Power/End Call button	<ul style="list-style-type: none"> • Turn the phone on or off. • Return to the home screen when you are in an app. • Decline an incoming call. • End a connected call. • Cancel call transfer.
9	Alphanumeric keypad	Use the keypad to dial numbers, enter letters and symbols, and choose menu items by number.

Table 1. Hardware and buttons on the front and right side (continued)

Number	Hardware Feature	Purpose
		<p>One (1)</p> <ul style="list-style-type: none"> • Enter 1 when you dial a number. • Access voicemail. Press and hold to automatically dial the voicemail system. • Enter these special text characters: / . @ : ; = ? - _ & % <p>Asterisk (*)</p> <ul style="list-style-type: none"> • Before you enter an international phone number, press and hold for a few seconds to add the plus (+) symbol to the phone number. If you are off-hook, you hear that the dial tone changes when the plus symbol is displayed. • Enter these special text characters: + * ~ ` < > <p>Zero (0)</p> <ul style="list-style-type: none"> • Enter 0 when you dial a number. • Lock the keypad. • Enter a space or these special text characters: 0 , ! ^ ' " <p>Pound (#)</p> <ul style="list-style-type: none"> • Press to silence the phone ringer. If configured, the phone will vibrate instead. • Enter these special text characters: # \$ £ ¤ () { } []
10	Answer/Send button	<ul style="list-style-type: none"> • Answer a ringing call. • Place a call after dialing the number.

Table 1. Hardware and buttons on the front and right side (continued)

Number	Hardware Feature	Purpose
		<ul style="list-style-type: none"> • Press twice to redial the last dialed number. • Open the new call window using the selected line.

Figure 2. Cisco Wireless Phone 9821 back and left view

**Table 2. Hardware and buttons on the back and left side**

Number	Hardware Feature	Description
1	Lanyard slot	Used for tying the lanyard.
2	Latch lock	Push and hold the latch lock to the left to release the battery door.

Table 2. Hardware and buttons on the back and left side (continued)

Number	Hardware Feature	Description
3	Application button	<p>Use with XML applications, such as Push to Talk.</p> <p>Depending on how your administrator sets up the button, you may be able to use it from the Applications screen only, or you may use it from any menu or service, or even when the phone is locked.</p> <p>The button can also be configured to start an application immediately after you press it or only after you hold it for several seconds.</p> <p>For more information, contact your administrator.</p>
4	Volume button	<ul style="list-style-type: none"> • When the phone is idle, change the ring volume or turn off the ringer. • When you have an incoming (ringing) call, press the button once to silence the ringer. • During a call, control the speaker volume for the active handset, headset, or speaker. • When the phone is docked in the desktop charger, control the volume of the charger speaker.
5	Mute button	Toggle the mute feature on or off.
6	Battery door	Cover of the battery compartment.

Figure 3. Cisco Wireless Phone 9821 top view



Table 3. Hardware on the top

Number	Hardware Feature	Description
1	Speakerphone	The phone's built-in speaker.
2	Headset port	Lift the protective cover and plug in a headset.

Figure 4. Cisco Wireless Phone 9821 bottom view

**Table 4. Hardware on the bottom**


Number	Hardware Feature	Description
1	microphone	The phone's built-in microphone. Remove the protective sticker before using the phone.
2	Charging port	Used for charging the 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:

- **Zero-touch:** No manual intervention is required during the phone registration. The registration is done automatically.
- **Activation code:** (Webex Calling registration only) 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.

- **Opted UCM registration:** Select **Cisco UCM** when you are prompted to choose a call service. The registration is done automatically.
- **Alternate TFTP:** (Cisco Unified CM registration only) 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.

 **Warning:**

- During registration, the phone checks the DHCP options in the default sequence of 66, 160, 159, 150, 60, 43, and 125 to obtain the URL of the provisioning server. The first valid configuration response the phone receives (which includes a 401 authorization request) will determine its provisioning server. Ensure that your server is properly configured to process phone registrations successfully.
- By default, 802.1X authentication is disabled on your phone.

If your network uses the 802.1X protocol, ensure that you enable 802.1X authentication on your phone by accessing **Settings**  **> Wi-Fi > <Profile name> > WLAN configuration.** Otherwise, your phone will fail to connect to the network.
- If your phone has HTTP connection issues during the registration, you might be prompted to set up an HTTP proxy server on the phone. The HTTP proxy setting is only required for the phones registered to Webex Calling or BroadWorks. For more information about how to set up the HTTP proxy, see [HTTP proxy settings](#).

With zero-touch registration

- You have turned on your phone.
- Your phone connects to a wireless network.
- 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 zero-touch registration scenario, you don't need to enter any input or make any selection as the whole registration proceeds automatically.

1. Select **Start** on the Welcome screen. Your phone tries to connect to the network and goes to the next step at timeout.
2. The screen displays that your phone successfully connects to Wi-Fi. At timeout, the phone starts checking the configuration and then starts the registration automatically.

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.

3. 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 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. Select **Start** on the Welcome screen. Your phone tries to connect to the network.

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

2. Select **Next** on the phone screen showing that your phone successfully connects to the network.

If you don't take any action, the phone starts checking the configuration at timeout.

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



Note:

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

3. Depending on your network condition and your administrator's configurations on the call control system, the phone may prompt you to choose a call service. In this case, select **Cisco cloud service > Register**. Otherwise, continue with the next step.
4. When prompted for an activation code, enter your activation code, and select **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 opted UCM registration

- You have turned on your phone.
- Your phone connects to a wireless network.
- Your administrator has configured your phone on Cisco Unified CM.

Register your phone to Cisco Unified CM when it boots up and connects to the network. In this opted UCM registration scenario, the only action from you is to select the **Cisco UCM** service and the rest of the registration proceeds automatically.

1. Select **Start** on the Welcome screen. Your phone tries to connect to the network.

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

2. Select **Next** on the phone screen showing that your phone successfully connects to the network.

If you don't take any action, the phone starts checking the configuration at timeout.

3. Depending on your network condition and your administrator's configurations on the call control system, the phone prompts you to choose a call service. In this case, select **Cisco UCM > Register**.
4. 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.
- Get a TFTP server address from your administrator.
- Your administrator has enabled autoregistration on Cisco Unified CM
- 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. Select **Start** on the Welcome screen. Your phone tries to connect to the network.

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

2. Select **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 prompts you to choose a call service.

3. Press **Settings**.
4. Select **Admin settings > Network configuration > IPv4 setup**.
5. Toggle on **Alternate TFTP**.
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 **Save**.

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 select **Activate**.

The registration starts automatically. Typically, the registration takes about 1 minute 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.

With domain credentials

- You have turned on your phone.
- Your phone connects to a wireless network.
- Get a service domain, user ID, and password from your administrator.

After your phone boots up, it checks the configuration automatically. If you're prompted to enter an activation code, but you want to use the domain credentials for this registration, select **Domain**. If you don't have a valid service domain and user credentials, contact your administrator.



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.
- This registration method is only available for the phones registered to Cisco Unified Communications Manager (Unified CM).

1. Select **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 select **Apply**.
3. Select **Next** on the phone screen showing that your phone successfully connects to the network.
4. When prompted to choose a call service, select **Cisco cloud service > Register**.
5. When prompted for an activation code, select **Domain** to switch to the domain activation screen.
6. Enter a valid service domain, and select **Continue**.
7. Enter your user ID and password, and press **Sign in**.

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.

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.

Additional help and information

Browse this Help Center to get help content about your Cisco Wireless Phone 9821. 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.

If you have questions about the functions available on your phone, you should contact your administrator.

See the following sections for more help information:

- To look for quick start guides, accessory guides, go to ...
- 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**.

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.
- Brief description—Include any actions prior to the incident.

Support staff can resolve most firmware issues 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](#).

Battery warranty

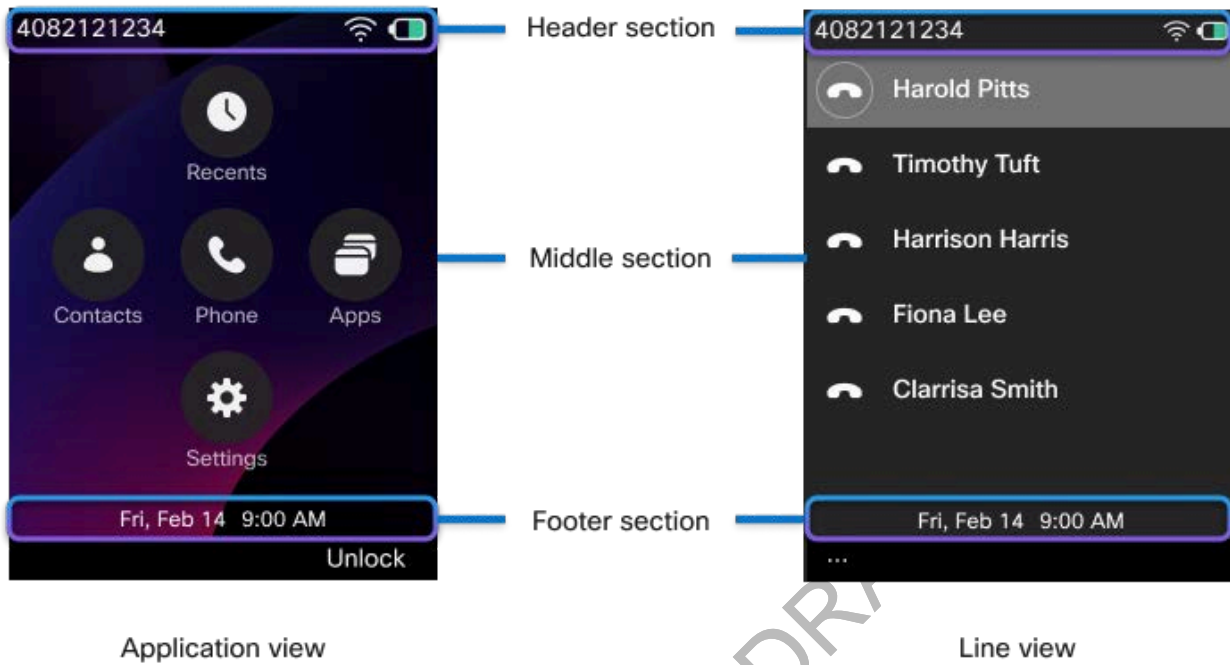
The warranty period of the battery is six months after the manufacturing date.

The Cisco Wireless Phone 9821 battery only has a limited 90-day warranty after being shipped out from Cisco.

Phone screen features overview

The Cisco Wireless Phone 9821 phone home screen shows information such as directory number, active call and line status, softkeys, speed dials, and placed calls. The home screen is made up of these sections:

- Header section—displays the phone number, Wi-Fi strength, battery capacity, and a number of feature icons. The feature icons display when features are active.
- Middle section—displays the Application icons or phone lines.
- Footer section—displays the current date and time or softkey labels. Each softkey label indicates the action for the softkey button below the screen.



Depending on your administrator's configuration, the Cisco Wireless Phone 9821 home screen can be either the Application view or the Line view. If you frequently make or receive calls, you may prefer the Line view as your default home screen.

Application view

The following figure is a home screen in Applications view.

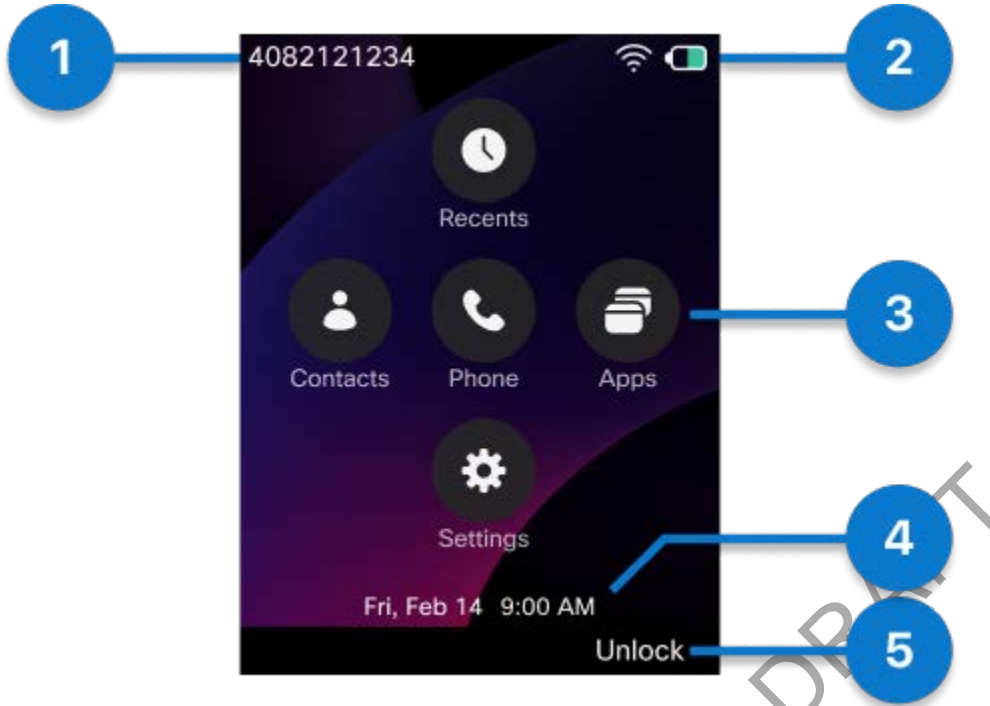










Table 5. Home screen items

Number	UI element	Description
1	Line number	Displays the line number.
2	Header icons	Displays the Wi-Fi strength, battery capacity, and so on. The icons display when the corresponding features are active. See Header icons for details.
3	Application icons	Entries to the respective applications. <ul style="list-style-type: none"> • Recents: Access your voicemail messages, missed calls, and recent calls. • Contacts: Access Corporate directory, Personal directory, Local contacts, and Favorites.

Table 5. Home screen items (continued)

Number	UI element	Description
		<ul style="list-style-type: none"> • Apps: Access special services on the phone. • Settings: Set up, manage, and customize your phone. <p>The Phone app icon indicates the existing call session type.</p> <ul style="list-style-type: none"> • : The phone is idle. • : The phone is in an active call or in a two-way intercom call. • : Any line on the phone has an incoming call or reverting call. • : The shared line is in use. • : The phone is on hold. • : The shared line is on hold. • : Any line on the phone is set to forward all calls.
4	Time and date	Displays the current time and date.
5	Softkey label	Displays the action for the softkey button below the screen.

Line view

To see your phone lines from the Application view, press the **Select** button in the center of the Navigation Cluster to access the **Phone**  app. Depending on configurations, your phone can have a single line or multiple lines.

The following figure is a home screen in Line view.

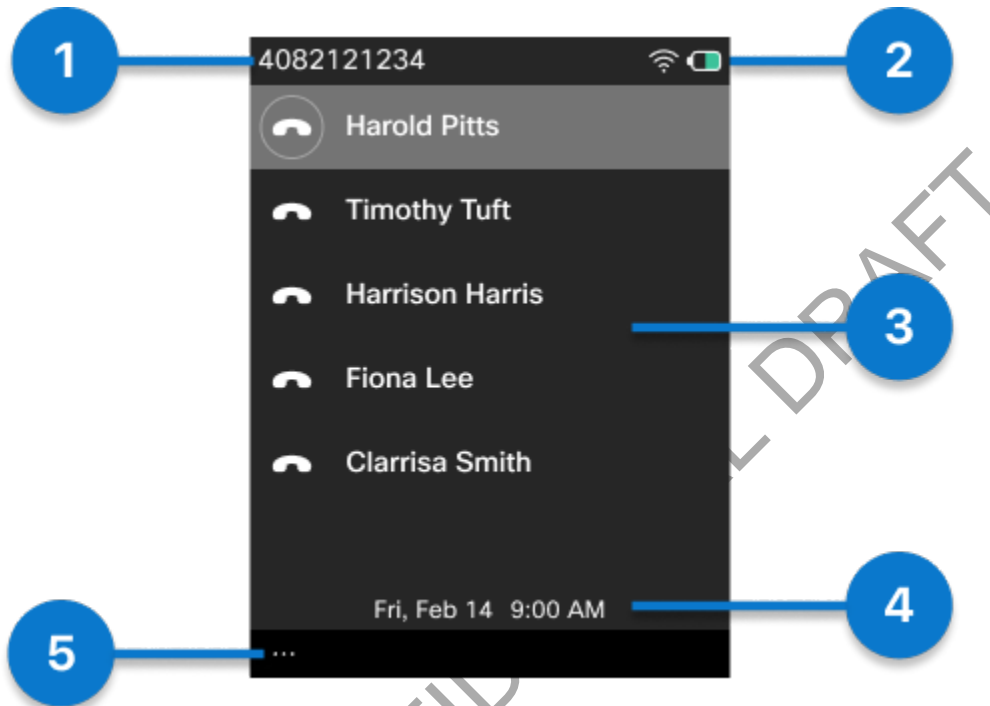



Table 6. Home screen items

Number	UI element	Description
1	Line number	Displays the line number.
2	Header icons	Displays the Wi-Fi strength, battery capacity, and so on. The icons display when the corresponding features are active. See Header icons for details.
3	Lines	Use the registered lines for calls.

Table 6. Home screen items (continued)

Number	UI element	Description
		<p>Each line corresponds to a directory number or intercom number that others can use to call you. Your phone supports up to six lines.</p> <p>Each line can support multiple calls. Your system administrator can adjust the number of calls on a line according to your needs. Only one call can be active at any time, and other calls are automatically placed on hold.</p>
4	Time and date	Displays the current time and date.
5	More softkey	<p>Label for the More softkey below the screen.</p> <p>Press the More softkey on a line to access a list of menus or functions.</p>

To return to the Applications view when all lines are idle, press **More**  and select **Exit**. Alternatively, press the left arrow on the Navigation Cluster.

The following figures are screens in Line view with ongoing calls.

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Figure 5. Line view: single line with ongoing calls

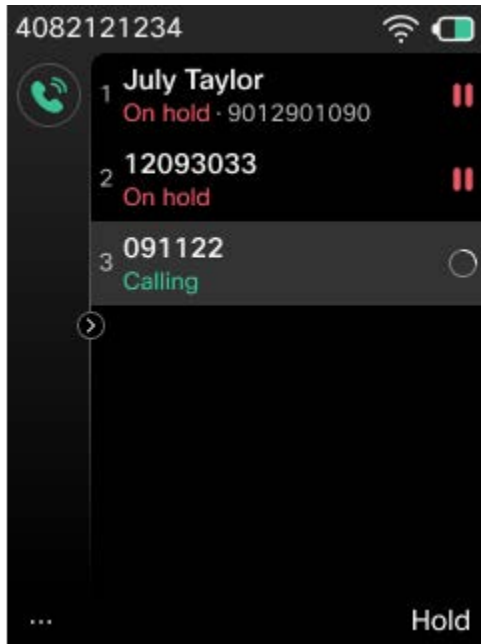
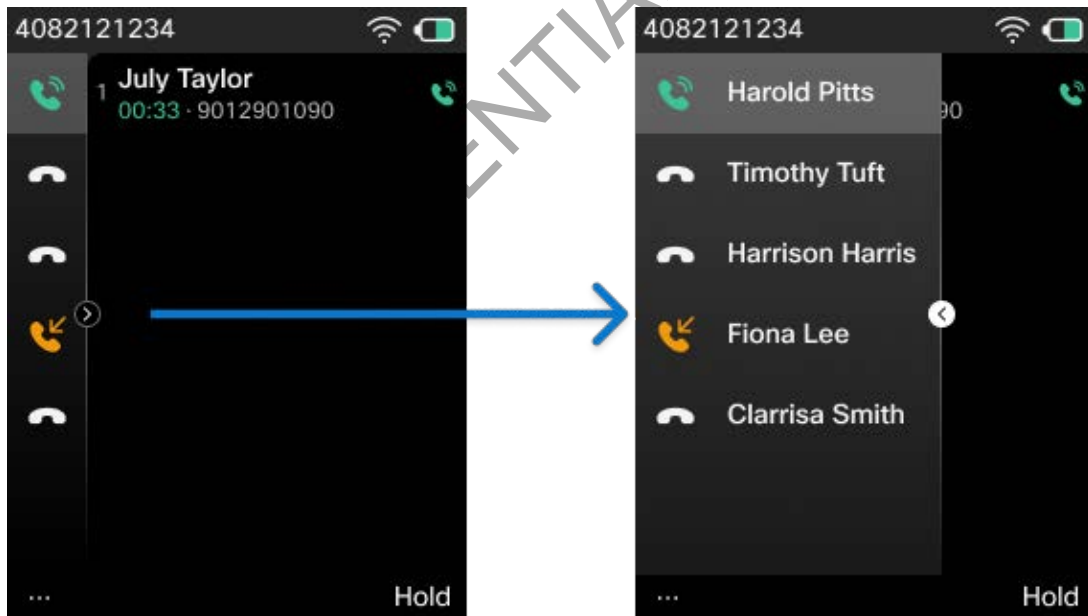


Figure 6. Line view: multiple lines with an ongoing call














Press the right arrow on the Navigation Cluster to expand the Lines panel. The line that is currently selected displays at the top of the list.

When the Lines panel is expanded, press the left arrow on the Navigation Cluster to collapse the Lines panel.

Header icons


The screen header displays many icons as interpreted in the following tables.

Table 7. Home screen header icons

Icon	Description
	The speakerphone or desktop charger speaker is active.
	The speakerphone or desktop charger speaker is muted.
	A wired headset or Bluetooth headset is active.
	A wired headset or Bluetooth headset is muted.
	A Bluetooth headset is active.
	A Bluetooth headset is muted.
	The microphone is muted.
	There is a new voice message.
	The phone ringer is muted.
	Bluetooth is turned on.
	Wi-Fi connection status. The number of bars indicates the signal strength.









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Table 7. Home screen header icons (continued)

Icon	Description
	The phone is connected to the Ethernet.

By default, your phone displays the battery charge icons. You can enable the phone to display the battery level as a percentage. For more information, see [Set battery level display](#).

Table 8. Battery icons

Not charging	Charging	Description
		The battery is fully charged.
		The battery remaining capacity is at about 10% to 100%.
		The battery remaining capacity is at about 10%.
		The battery remaining capacity is at about 2%. Recharge the battery or exchange it for a charged battery.

Get started with your Cisco Wireless Phone 9821

Read the [Product safety and security](#) information before installing or charging the battery.

Your phone is powered by a rechargeable Lithium-ion battery. Before using your phone, you must install the battery and fully charge it.

To operate, your phone must connect to the corporate wireless network and the IP telephony network. Depending on your organization's setup, your administrator may configure your new wireless phone, or you may need to set it up yourself.

Once the phone is set up, it is ready for use.

Turn on your phone

When you turn the phone on, you may need to enter a username and password to access the wireless network. After the phone authenticates and registers with the call control system, the main screen displays and you can make or receive calls.

Press and hold **Power/End Call**  for four seconds. The red LED lights up.

Wake up the screen display

By default, the phone screen dims after 10 seconds of inactivity. After 10 more seconds of inactivity, the screen display turns off. When the screen display is off, the phone uses less battery power.


If the screen display is off, you must wake it up to make a call.

Press any key.

Turn off your phone

To conserve the battery, turn off the phone when you are not using it to make or receive calls.

Do one of the following actions:

- Press and hold **Power/End Call**  for four seconds. When prompted, press **Power off** to confirm.



Note:


If the phone is currently on a call or undergoing a firmware upgrade, this method will not power off the phone immediately. Use this method again when the call ends or upgrade completes.

- Press and hold **Power/End Call** for ten seconds.

The phone will power off immediately, regardless of active calls or firmware upgrades.


Lock the phone keypad

You can lock the keypad so that you don't press any key by mistake.

Press and hold **Zero (0)**  until you see the message that the keypad is locked.

Unlock the phone keypad

If you lock the keypad, you need to unlock it to use the phone.


1. Press **Unlock**.
2. Press **Zero (0)** .

Access your voicemail

You can access your voicemail by calling the voicemail system phone number. But, if your administrator has enabled quick access, you can access voicemail with a single button. The button automatically dials the voicemail system for you.

Your voicemail system is separate from the phone. If you need information about the voicemail system phone numbers for internal and external access and other voicemail system information, contact your administrator.

Your administrator can configure the left softkey in the Applications view to be **Voicemail**.

1. Press and hold **One (1)**  on the keypad or press **Voicemail**.
2. Follow the prompts.

Chapter 3. Phone setup

Install the Cisco Wireless Phone 9821 battery

Follow the instructions below to install the Cisco Wireless Phone 9821 battery. Phone life and functions could be compromised if:

- The battery is installed incorrectly.
- The battery cover is not closed properly.
- The IP54 gasket is poorly maintained or damaged.

The IP54 gasket is a sealing component on the inner edge of the battery compartment cover that is designed to meet the IP54 Ingress Protection standard, ensuring protection against limited dust ingress and water splashes from any direction.

- The phone is frequently dropped on a hard surface.

1. Remove the cover from the battery compartment.

Your Cisco Wireless Phone 9821 is factory-sealed against dust and water. Ensure you are working in a clean, dry environment to maintain the phone's dust and water resistance. In addition, don't use tools to pry open the cover.

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- a. Push and hold the locking catch to the left to release the cover.
 - b. Use the tabs on the sides of the cover to lift the top of the cover and lift the cover up to unlock the bottom tabs.
2. Install the battery.

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- a. Hold the battery so that the lower edge is close to the bottom of the compartment. Make sure that the metal contacts on the phone and battery face each other. On the battery, the Cisco logo must be near the locking catch and the arrow must point to the base of the phone.
- b. Slide the bottom of the battery under the tabs in the bottom of the battery compartment.

The following graphic shows the battery compartment without and with the battery correctly installed.



- c. Press the battery into the battery compartment until it is flat in the compartment.

The following graphic shows a properly-installed battery.



3. The IP54 gasket on the battery cover ensures water and dust resistance. Inspect the IP54 gasket and, if necessary, clean it with a cloth dampened with water.



CAUTION:

Do not use oil-based or alcohol-based cleaners on the IP54 gasket. These cleaners will damage the IP54 gasket and void the phone warranty.

4. Replace the cover to the battery compartment. Make sure that it is completely closed. Otherwise dust and water can enter the battery compartment.



a. Align the tabs at the bottom of the cover into the notches on the phone.



b. Press the cover firmly against the phone until it clicks in place. Press at the top, middle, and bottom of the cover on each side.



CAUTION:

Do not force the cover. If it doesn't click into place easily, remove the cover and check that the battery is inserted correctly.

- c. Check that the cover is flush with the phone along all four sides of the cover, then slide the lock to the right to lock the cover in place.

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Note:

If the cover is not flush at the top, press the cover between the latch and the Cisco logo.



Replace the Cisco Wireless Phone 9821 battery

Follow the instructions below to replace a depleted battery with a charged battery. Phone life and functions could be compromised if:

- The battery is installed incorrectly.
- The battery cover is not closed properly.
- The IP54 gasket is poorly maintained or damaged.

The IP54 gasket is a sealing component on the inner edge of the battery compartment cover that is designed to meet the IP54 Ingress Protection standard, ensuring protection against limited dust ingress and water splashes from any direction.

- The phone is frequently dropped on a hard surface.



CAUTION:

- The expected lifecycle for a battery is two years. Based on the average usage, this corresponds to approximately 500 charges. You can check the date printed on the battery to calculate the age of the battery. We recommend you to replace the battery when it reaches its end of life.



- Dirt, oil, alcohol, or other products can damage the IP54 gasket on the battery compartment cover, resulting in a poor seal. Every time you change the battery, inspect the gasket for damage. If the gasket is damaged, you can order a replacement cover.
- Check the battery and battery compartment for physical signs of damage before you replace your battery. Don't use a damaged battery in your phone. Properly dispose of the damaged battery and use a new one.

1. Remove the cover from the battery compartment.

Your Cisco Wireless Phone 9821 is factory-sealed against dust and water. Ensure you are working in a clean, dry environment to maintain the phone's dust and water resistance. In addition, don't use tools to pry open the cover.



- a. Push and hold the locking catch to the left to release the cover.
- b. Use the tabs on the sides of the cover to lift the top of the cover and lift the cover up to unlock the bottom tabs.

2. Do one of these actions:

- Pull the battery tab away from the phone.
- (Optional) Hold the phone in one hand with the screen towards the palm of your hand. Cup your other hand near the base of the phone. Shake the phone to make the battery fall into your hand.



3. Refer to [Install the Cisco Wireless Phone 9821 battery](#) for detailed instructions about how to install a new battery.

Identify damaged battery

Your phone battery can develop physical signs of damage. Physical signs include:

- Swelling
- Bending
- Broken end caps

Swollen battery

Identification

- The battery doesn't sit flat on a table. It may rock if you touch the corners.
- The installed battery is not flat in the battery compartment.
- The back cover won't completely close (especially in the middle of the door)
- The battery doesn't fall out of the battery compartment when you try to remove it. You may think that you need to pry the battery out of the compartment.



CAUTION:

The battery may swell along the length or width, which makes the battery hard to remove. Don't use tools to pry open the battery door or remove the battery out of the compartment.

Bent battery

Identification

The battery doesn't sit flat on a table. It may rock if you touch the corners.

End caps are broken or damaged

Identification

The plastic caps at the ends of the battery aren't properly attached.

Charge phone battery

You can charge the battery using any of the following options:

- USB cable—Charge the phone using an AC power adapter or your computer.
- Desktop charger—Charge the phone while using it simultaneously.
- Multicharger—Charge up to six phones and six batteries at the same time.

The battery takes about 3 hours to charge in the AC power adapter, desktop charger, or multicharger. It takes about 6 hours to charge using the USB cable and your computer.

If you need longer talk times, having a spare, fully charged battery is recommended. Spare batteries can be charged using the desktop charger or multicharger.



CAUTION:

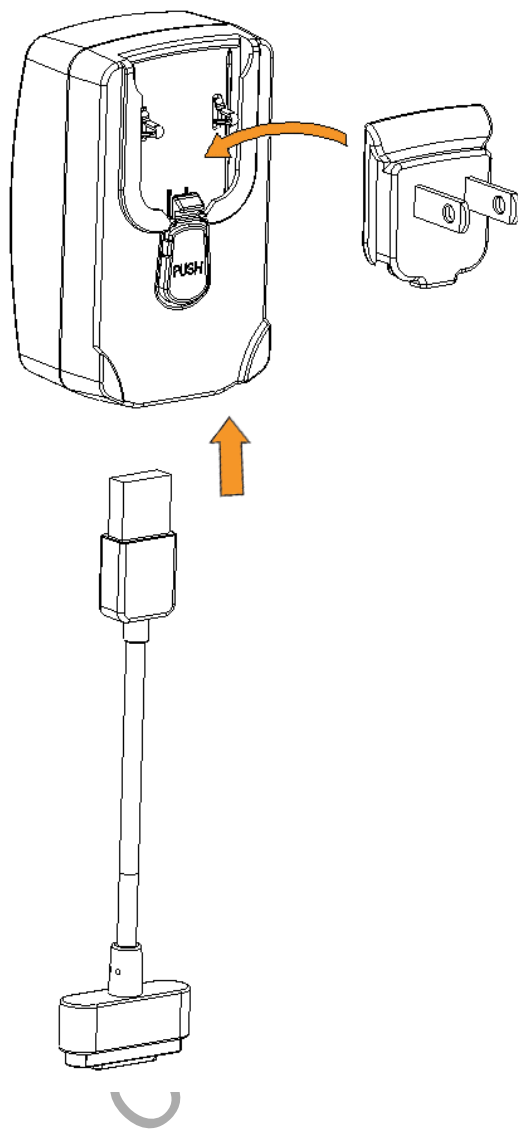
Do not charge the phone in a hazardous environment.

Do not charge the phone if it is wet.

Prepare the power adapter

The power adapter for your phone is split. Before using the power adapter, you have to attach the power adapter replacement plug to the power adapter.

1. Align the tabs on the underside of the plug with the recesses on the power adapter.
2. Slide the plug into the power adapter until it clicks into place.



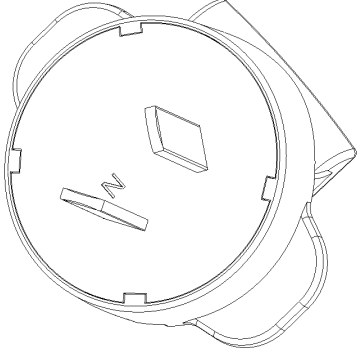
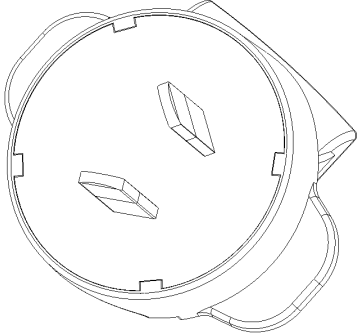
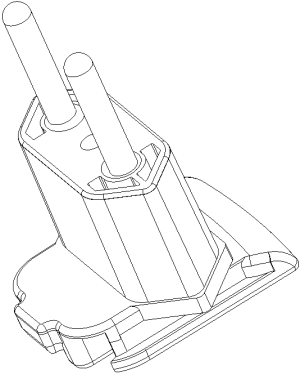
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To remove the power adapter replacement plug, press and hold the PUSH button and slide the power adapter replacement plug up.

AC adapter replacement plugs

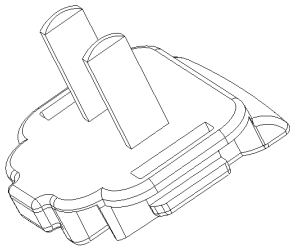
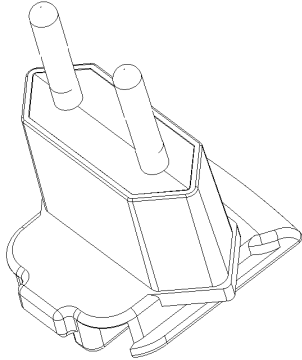
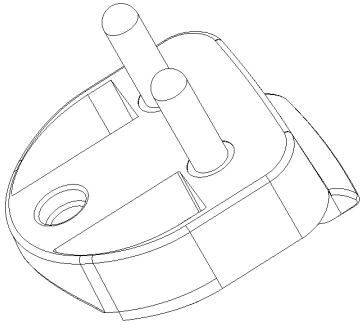
Based on the country or region you're in, your Cisco Wireless Phone 9821 includes one of the eight different AC adapter replacement plugs.

Table 9. AC adapter replacement plugs

Country or region	AC adapter replacement plugs
Argentina	
Australia	
Brazil	

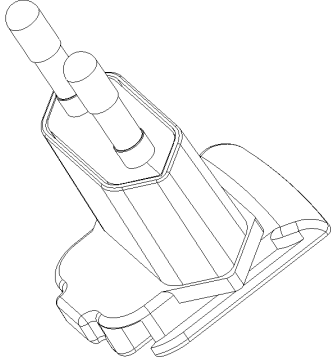
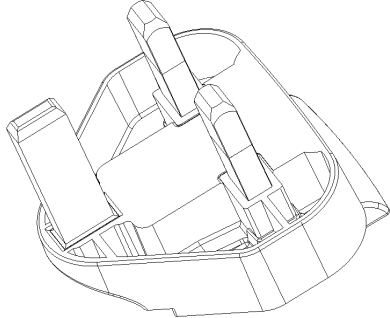
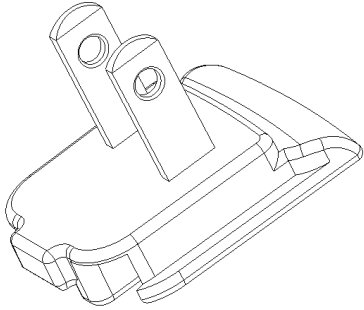
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Table 9. AC adapter replacement plugs (continued)

Country or region	AC adapter replacement plugs
China	
European Union	
India	

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Table 9. AC adapter replacement plugs (continued)

Country or region	AC adapter replacement plugs
Korea	
United Kingdom	
United States	

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Charge the battery with the AC power supply

You can charge your phone using an AC power supply. When charging with the power supply, the battery may take up to 3 hours to fully charge.

The wide connector on the USB cable attaches to the phone magnetically to hold it securely in place. It has pins that must be aligned correctly. When holding the phone with the screen facing you, the battery icon on the connector will be visible.



1. Plug the wide connector of the USB cable into the charging port of the phone with the pins aligned. If you hold the phone so that the screen is towards you, the battery icon on the connector is visible.
2. Plug the other end of the USB cable into the power adapter.
3. Plug the power adapter into the electrical outlet.

Charge the battery with your computer

You can charge your phone using your computer. When charging with the computer, the battery may take up to 6 hours to fully charge.

The wide connector on the USB cable attaches to the phone magnetically to hold it securely in place. It has pins that must be aligned correctly. When holding the phone with the screen facing you, the battery icon on the connector will be visible.



1. Plug the wide connector of the USB cable into the charging port of the phone with the pins aligned.
If you hold the phone so that the screen is towards you, the battery icon on the connector is visible.
2. Plug the other end of the USB cable into the USB port in the computer.

To charge a Cisco Wireless Phone 9821 with a spare battery at the same time, see [Desktop charger](#).

To charge up to six Cisco Wireless Phone 9821 with six spare batteries at the same time, see [Multicharger](#).

Phone battery life

Your phone contains a lithium ion battery. When fully charged, the battery provides:

- Up to 11.5 hours of talk time
- Up to 145 hours of standby time

Battery life depends on a number of factors, including:

- On time—Battery life decreases when the phone is turned on. Activities such as calls, messaging, application use, Bluetooth usage, and menu navigation consume power.
- Scan mode—The phone can scan access points in three different ways (Continuous, Auto, and Single AP). Using Continuous or Auto scan modes requires more power, which reduces talk time.
- Background noise filter—Talk time may reduce to 8.5 or 9.5 hours when this feature is turned on.

If you need longer talk times, it is advisable to have a spare, fully charged battery available.

 **Warning:**

Use only approved batteries that come with your Cisco Wireless Phone 9821 or are specified by Cisco. Use of unapproved batteries might be dangerous and invalidates the warranty on your phone. To obtain replacement batteries, contact your local dealer and use only Cisco specified batteries with the correct part number.

 **Note:**

The expected lifecycle for a battery is two years. Based on the average usage, this corresponds to approximately 500 charges. You can check the date printed on the battery to calculate the age of the battery. We recommend you to replace the battery when it reaches its end of life.

Low battery warning

Your phone has two low battery warning levels. When the battery charge reaches each level, a low battery alarm sounds and a warning message appears on the screen. Depending on the warning level, you have a specific amount of time to either charge or replace the battery before the phone automatically powers off. The following table describes the low battery warning levels.

Table 10. Low battery warning levels

Level	Warning appears at this battery charge level	Onscreen warning	Length of time that the warning stays on screen
2	10%	Warning: Battery is low Please connect charger.	5 seconds
1	2%	Warning: Battery is low Phone will power off.	Until the phone powers off (1 minute)

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Chapter 4. Calling

Access the Phone app

We make it easy for you to make and receive calls with the **Phone** app.

If your home screen is line view, then you are already in the **Phone** app.

Use one of these ways to access the **Phone** app:



- From the Application view screen, press the **Select** button in the center of the Navigation Cluster to select **Phone** .
- Press **Answer/Send**  to make a call or to answer an incoming call.
- Enter a number using the keypad to make a call.

Make and answer calls

Your Cisco Wireless Phone 9821 works just like a regular phone. For example, you can make an outgoing call or answer an incoming call through the phone.

Make a call

You have different ways to make a call. If your phone has multiple lines configured, you can use a particular line to make a call. The extension that displays on the top left is your currently selected line. If you don't select an extension before you dial a number, then the primary line is used by default.


1. From the Applications view, do one of the following actions to make a call based on your convenience.
 - Enter a phone number. Press **Answer/Send** .
 - Enter a phone number. Press **More**  and select **Call**.
 - [Access the Phone app](#). Select a line. Enter a phone number and then press **Answer/Send**.
 - [Access the Phone app](#). Select a line. Select a number in the Recents list and then press **Call**.
2. **Optional:** If you want to make a new call to another person during the current active call, press **Hold** to put the active call on hold, and then press **New call**.

**Note:**

According to your administrator's configuration, the **New call** softkey might appear during the current active call. In this case, you can press the softkey to make a new call directly. Once you press the softkey, the current active call will be put on hold automatically.

3. **Optional:** If you want to return to the Applications view during an active call, press the left arrow on the Navigation Cluster.


Do one of the following actions to end a call:

- Press **More**  and select **End call**.
- Press **Power/End Call** .

Make an emergency call

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you. If your call disconnects, the emergency services can call you back.

1. If your phone is not turned on, press **Power/End Call**  for 4 seconds to power on the phone.
2. Use the keypad to enter your emergency number.



You can make an emergency call from your phone, even if the phone is locked. When you start to dial the emergency number, the list of emergency numbers displays although you cannot select the number. If you try to dial a number that is not in the list of emergency numbers, the phone does not dial the number.

3. Press **Answer/Send** .

Make a call with a headset



You have a wired or Bluetooth headset connected to the phone.

You can make a call using a headset. If you disconnect the headset during a call, the phone continues the call on the speakerphone.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Enter a phone number.
4. Press **Answer/Send**  .

Make a call with the phone speaker

You can make a call with the speakerphone built into the phone.

1. Press and hold **Speakerphone**  to activate the speaker.
2. Dial the phone number.
3. Press **Answer/Send**  to place your call.
4. Press and hold **Speakerphone** again to turn off speaker mode.


Make a call with the desktop charger speaker

When your phone is in the desktop charger, you automatically use the speakerphone built into the charger. If you remove the phone from the charger when you are on the call, hold the phone to your ear to hear the call.

1. Dial the phone number.
2. Press **Answer/Send**  to place your call.

Make a call with a phone or video address (URI dialing)

Sometimes, instead of just having someone's phone number, you might also have an alphanumeric phone or video address that you can use to place the call instead. These addresses might look like an email address, such as `username1@example.com`, or it might contain numbers like `username2@209.165.200.224`.



1. Access the **Phone** app.
2. **Optional:** Select a line.
3. Press **More**  and select **ABC**, and you'll be able to enter text using the keypad.
4. Press a number on the keypad to see the available options, and then press the number again to move through the choices.

For example, press **One (1)**  three times to enter the @ symbol.

5. Press **Answer/Send**  .



Redial a number

You can call the most recently dialed phone number from the **Phone** app.

1. Access the **Phone**  app.
2. Press **Redial** or press **Answer/Send**  twice.
Your phone dials the most recent number from a line that just placed a call.

Make a Speed Dial call

Your administrator must set up a Speed Dial line for you.

1. Access the **Phone**  app.
2. Select a **Speed dial**  line.
3. Press **Select**.

Use call back

Your administrators has configured this feature on your phone.

If you find that the person you called is busy or doesn't answer your call, you can choose to be notified with a special ringtone and a notification message later when the person is available.

1. When you are making a call to a person who is busy or doesn't answer your call, press **Call back**.
2. **Optional:** In the next screen, do one of the following actions:
 - Press **Cancel** to deactivate the call back, and then press **Exit** to exit the confirmation screen.
 - Press **Exit** to exit the conformation screen directly. In this case, the call back is still activated.
3. When the person is available, you will hear the ringtone and see the message. Press **Call** to make the call again.

Calls that require authorization code or client matter code

Your administrator may require that you enter an authorization code or a client matter code, or both, after you dial a phone number. The authorization code, called Forced Authorization Code (FAC), controls access to certain phone numbers. The Client Matter Code (CMC), also called as billing code, is used for accounting or billing purposes.

- When an authorization code is required, the phone displays `Authorization code`, followed by #. Your entered number is hidden by dots for security reasons, and you hear a special tone.

If you want to check the code that you entered, press **Show PWD**.



- When a billing code is required, the phone displays `Client matter code`, followed by # and you hear a special tone.
- When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

Make and answer calls



Your Cisco Wireless Phone 9821 works just like a regular phone. For example, you can make an outgoing call or answer an incoming call through the phone.

Make a call

You have different ways to make a call. If your phone has multiple lines configured, you can use a particular line to make a call. The extension that displays on the top left is your currently selected line. If you don't select an extension before you dial a number, then the primary line is used by default.

1. From the Applications view, do one of the following actions to make a call based on your convenience.
 - Enter a phone number. Press **Answer/Send**  .
 - Enter a phone number. Press **More**  and select **Call**.
 - [Access the Phone app](#). Select a line. Enter a phone number and then press **Answer/Send**.
 - [Access the Phone app](#). Select a line. Select a number in the Recents list and then press **Call**.
2. **Optional:** If you want to make a new call to another person during the current active call, press **Hold** to put the active call on hold, and then press **New call**.
3. **Optional:** If you want to return to the Applications view during an active call, press the left arrow on the Navigation Cluster.


Do one of the following actions to end a call:

- Press **More**  and select **End call**.
- Press **Power/End Call**  .

Make an emergency call

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you. If your call disconnects, the emergency services can call you back.

1. If your phone is not turned on, press **Power/End Call**  for 4 seconds to power on the phone.
2. Use the keypad to enter your emergency number.



You can make an emergency call from your phone, even if the phone is locked. When you start to dial the emergency number, the list of emergency numbers displays although you cannot select the number. If you try to dial a number that is not in the list of emergency numbers, the phone does not dial the number.

3. Press **Answer/Send** .

Make a call with a headset



You have a wired or Bluetooth headset connected to the phone.

You can make a call using a headset. If you disconnect the headset during a call, the phone continues the call on the speakerphone.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Enter a phone number.
4. Press **Answer/Send** .


Make a call with the phone speaker

You can make a call with the speakerphone built into the phone.

1. Press and hold **Speakerphone**  to activate the speaker.
2. Dial the phone number.
3. Press **Answer/Send**  to place your call.
4. Press and hold **Speakerphone** again to turn off speaker mode.


Make a call with the desktop charger speaker

When your phone is in the desktop charger, you automatically use the speakerphone built into the charger. If you remove the phone from the charger when you are on the call, hold the phone to your ear to hear the call.

1. Dial the phone number.
2. Press **Answer/Send**  to place your call.

Make a call with a phone or video address (URI dialing)

Sometimes, instead of just having someone's phone number, you might also have an alphanumeric phone or video address that you can use to place the call instead. These addresses might look like an email address, such as `username1@example.com`, or it might contain numbers like `username2@209.165.200.224`.



1. Access the **Phone** app.
2. **Optional:** Select a line.
3. Press **More**  and select **ABC**, and you'll be able to enter text using the keypad.
4. Press a number on the keypad to see the available options, and then press the number again to move through the choices.

For example, press **One (1)**  three times to enter the @ symbol.

5. Press **Answer/Send** .

Redial a number



You can call the most recently dialed phone number from the **Phone** app.

1. Access the **Phone**  app.
2. Press **Redial** or press **Answer/Send**  twice.

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

Make a Speed Dial call








Your administrator must set up a Speed Dial line for you.

1. Access the **Phone**  app.
2. Select a **Speed dial**  line.
3. Press **Select**.

Make and answer calls

Your Cisco Wireless Phone 9821 works just like a regular phone. For example, you can make an outgoing call or answer an incoming call through the phone.

Answer a call

1. Do one of the following actions:
 - **Single incoming call:**
 - Press **Answer** or **Answer/Send**  .
 - **Single line with multiple incoming calls:**
 - a. Access the **Phone**  app.
 - b. Highlight an incoming call from the calls list.
 - c. Press **Answer** or **Answer/Send**  .
 - **Multiple lines with multiple incoming calls:**
 - a. Access the **Phone**  app.
 - b. Select a line.
 - c. (Optional) To view the calls grouped by line, press **More**  and select **Group on**. To view all calls in chronological order, press **More**  and select **Group off**.
 - d. Highlight an incoming call from the calls list.
 - e. Press **Answer** or **Answer/Send**  .
2. **Optional:** If you want to make a new call to another person during the current active call, select **Hold** to put the active call on hold, and then select **New call**.

**Note:**

According to your administrator's configuration, the **New call** softkey might appear during the current active call. In this case, you can press the softkey to make a new call directly. Once you press the softkey, the current active call will be put on hold automatically.

3. **Optional:** If you want to return to the home screen during an active call, press the left arrow on the Navigation Cluster.

Answer a waiting call

When you have an incoming call while you are on an active call, you hear a single beep. You can answer the new call and automatically hold the active call.


1. Press **Answer** or **Answer/Send** .
2. **Optional:** If you have more than one call waiting, select an incoming call.

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.

If you don't see the **Decline** softkey, then your administrator has disabled the ability to decline a call.

Do one of the following actions:

- Single line: When prompted with an incoming call, press **Decline**.
- Multiple lines:
 - a. Access the **Phone**  app.
 - b. Select a line.
 - c. Select an incoming call from the calls list and press **Decline**.


Ignore a call

When you get an incoming call that you don't want to answer, you can ignore the call. The call shows up in your call list.

Press the **Up** or **Down** arrow on the Navigation Cluster.

Silence a single incoming call

You can silence the phone ringer for an individual call.

1. Press **Volume** down.
2. Do one of the following actions:
 - Press **Volume** down.
 - Press **Pound (#)**  for 2 seconds to turn the ringer off or on.

Silence incoming calls on your phone (DND)

Your administrator has enabled the **DND** soft key on your phone.



Do Not Disturb (DND) silences your phone and rejects incoming calls. If configured, your phone directs incoming calls to your voicemail.


However, you will always receive intercom and emergency calls, even when DND is turned on.

If Multilevel Precedence and Preemption (MLPP) is set up for your phone and DND is turned on, priority calls can still ring your phone depending on your administrator's configuration.

Choose one of these options:

- From the Self Care Portal, turn on **Do Not Disturb**.
- From your phone:

- a. Access the **Phone**  app.
- b. (Optional) Select a line
- c. Press **More**  and select **DND**

When your phone is in DND mode, you can see a red bar and the DND icon  in the header. If your phone has multiple lines configured, the DND setting applies to all lines.

To turn off DND, press **More** and select **DND off**.

Answer calls for your coworkers (Call Pickup)



If you share call handling responsibilities with your coworkers, the Call Pickup feature allows you to answer a call that is ringing on their phones. You can answer calls for your coworkers both within or outside of your call pickup group.

Answer a call within your group (Pickup)

Your administrator has assigned you to a call pickup group and configured the feature key on your phone.

When there's an incoming call on your group members' phone, a notification appears on your phone. Even if the notification disappears, you can still answer the call as long as it's still waiting to be answered.



If multiple calls are available for pickup, you'll answer the call that has been ringing the longest.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Pickup**.
4. Press **Answer** when the call rings on your phone.
If your administrator has enabled auto answer, the call is automatically answered when you press **Pickup**.

Answer a call from another group (Group pickup)

Your administrator has assigned you to a call pickup group and configured the feature key on your phone.



Group pickup allows you to answer a call to a phone outside your designated call pickup group. You can redirect the call to your own phone using the group pickup number or the number of the phone line that is ringing. This is helpful if you're responsible for answering calls for multiple groups.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Group pickup**.
4. Enter the number of the other call pickup group or the directory number of the phone line that is ringing.
5. Press **More** and select **Call**.
6. Press **Answer** when the call rings on your phone.

Answer a call from an associated group (Other pickup)

Your administrator has assigned you to a call pickup group and configured the feature key on your phone.

If your administrator has associated your call pickup group with another, you can redirect a call that rings on a phone from that group to your own phone. If you are responsible for answering the calls for that group, use the Other pickup feature to answer the call.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Other pickup**.
4. Press **Answer** when the call rings on your phone.

Monitor and answer calls for your coworkers (BLF with Call Pickup)

Your administrator has assigned you to a call pickup group and configured the Busy Lamp Field (BLF) feature on your phone.

The BLF feature (with both speed dial and call pickup) provides you a visual indicator on the status of the monitored line. With this feature, you can do the following actions:

- Check the status of the monitored line (Idle, Alerting, In use, or Do not disturb)
- Answer the incoming call for the monitored line
- Quickly dial the number of the monitored line

Table 11. Status indicators for BLF with both speed dial and call pickup






Icon	Status	Description
	Idle	The monitored line is in idle mode. You can select the line to call the monitored line.
	Alerting	There's an incoming call waiting for picking up. You can select the line to answer the call for the monitored line.
	In use	The monitored line is in use.

Table 11. Status indicators for BLF with both speed dial and call pickup (continued)


Icon	Status	Description
	Do not disturb	The monitored line is set to Do Not Disturb (DND). The calls to the line don't alert.

For more information about BLF with speed dial, see [Use speed dials](#).

When an incoming call alerts on the monitored line, press **More**  and select **Answer**.

Trace a suspicious call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.




1. Press **More**  and select **Report caller**.
2. End the call.





Make and answer calls

Your Cisco Wireless Phone 9821 works just like a regular phone. For example, you can make an outgoing call or answer an incoming call through the phone.

Answer a call

1. Do one of the following actions:
 - **Single incoming call:**

Press **Answer** or **Answer/Send** .
 - **Single line with multiple incoming calls:**
 - a. Access the **Phone**  app.
 - b. Highlight an incoming call from the calls list.
 - c. Press **Answer** or **Answer/Send** .
 - **Multiple lines with multiple incoming calls:**

- a. Access the **Phone**  app.
 - b. Select a line.
 - c. (Optional) To view the calls grouped by line, press **More**  and select **Group on**. To view all calls in chronological order, press **More**  and select **Group off**.
 - d. Highlight an incoming call from the calls list.
 - e. Press **Answer** or **Answer/Send**  .
2. **Optional:** If you want to make a new call to another person during the current active call, press **Hold** to put the active call on hold and then press **New call**.
 3. **Optional:** If you want to return to the home screen during an active call, press the left arrow on the Navigation Cluster.

Answer a waiting call

When you have an incoming call while you are on an active call, you hear a single beep. You can answer the new call and automatically hold the active call.


1. Press **Answer** or **Answer/Send**  .
2. **Optional:** If you have more than one call waiting, select an incoming call.

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.

If you don't see the **Decline** softkey, then your administrator has disabled the ability to decline a call.

Do one of the following actions:

- Single line: When prompted with an incoming call, press **Decline**.
- Multiple lines:
 - a. Access the **Phone**  app.
 - b. Select a line.
 - c. Select an incoming call from the calls list and press **Decline**.


Ignore a call

When you get an incoming call that you don't want to answer, you can ignore the call. The call shows up in your call list.

Press the **Up** or **Down** arrow on the Navigation Cluster.

Silence a single incoming call

You can silence the phone ringer for an individual call.



1. Press **Volume** down.
2. Do one of the following actions:
 - Press **Volume** down.
 - Press **Pound (#)**  for 2 seconds to turn the ringer off or on.

Silence incoming calls on your phone (DND)

Your administrator has enabled the **DND** soft key on your phone.

DND silences your phone and rejects incoming calls. When DND is turned on, your phone directs incoming calls to your voicemail. However, you will always receive emergency calls even when DND is on.

If you turn on DND for a specific line, the line can still receive paging calls. When the DND applies to all lines, the paging calls will be ignored.


1. Access the **Phone**  app.
2. Choose one of these options:
 - Single line: press **More**  and select **DND**.
 - Multiple lines: select a line. Press **More** and select **DND**.




Tip:

On a line with either Feature Key Sync or XSI enabled, the DND setting applies to this line only.

If a line has both Feature Key Sync and XSI disabled, the DND setting on this line applies to all the lines on the phone that have both Feature Key Sync and XSI disabled.

Single line: when your phone is in DND mode, you can see a red bar and the DND icon  in the screen header.

Multiple lines: When the primary line is in DND mode, you can see the DND icon  in the screen header. When a specific line is in DND mode, you can see the DND icon on the line.

To turn off DND, press **More** and select **DND off**.

Answer calls for your coworkers (Call Pickup)

If you share call handling responsibilities with your coworkers, the Call Pickup feature allows you to answer a call that is ringing on their phones. You can answer calls for your coworkers both within or outside of your call pickup group.

Answer calls for a specific coworker (Pickup)

Your administrator has assigned you to a call pickup group and configured the feature key on your phone.

You can answer calls for specific coworkers either within or out of your pickup group. You must know the coworkers' extension numbers before you answer calls for them.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Pickup**. Dial the extension number.


Alternatively, you can use the feature access code by dialing `*97 + <extension number>` on your phone. For example, if a coworker's extension is 1234, dial `*971234`.

Answer a call for coworkers within your group (Group Pickup)

Your administrator has assigned you to a call pickup group and configured the feature key on your phone.

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing the longest.

1. Access the **Phone**  app.
2. **Optional:** Select a line.

3. Press **More**  and select **Group pickup**.

Alternatively, you can use the feature access code by dialing *98 on your phone.

Monitor and answer calls for your coworkers (BLF with Call Pickup)





Your administrator has assigned you to a call pickup group and configured the Busy Lamp Field (BLF) feature on your phone.

The BLF feature provides you a visual indicator on the status of the monitored line. By using BLF, you can quickly determine whether a colleague is available or on a call.

If your administrator has configured BLF with call pickup, you're able to answer incoming calls for the monitored line.

The following tables show the status indicators of the monitored line.

Table 12. Status indicators for BLF with call pickup

Icon	Status	Description
	Idle	The line is configured with call pickup. The monitored line is in idle mode.
	Alerting	There's an incoming call waiting for picking up. You can select the line to answer the call for the monitored line.
	In use	The monitored line is in use.
	Do not disturb	The monitored line is set to Do Not Disturb (DND). The calls to the line don't alert.

If a BLF key is configured with both call pickup and speed dial, the status indicators on the monitored line will be slightly different:

Table 13. Status indicators for BLF with both speed dial and call pickup






Icon	Status	Description
	Idle	The monitored line is in idle mode.

Table 13. Status indicators for BLF with both speed dial and call pickup (continued)


Icon	Status	Description
		You can select the line to call the monitored line.
	Alerting	There's an incoming call waiting for picking up. You can select the line to answer the call for the monitored line.
	In use	The monitored line is in use.
	Do not disturb	The monitored line is set to Do Not Disturb (DND). The calls to the line don't alert.

For more information about BLF with speed dial, see [Use speed dials](#).

When an incoming call alerts on the monitored line, press **More**  and select **Answer**.

End a call

Do one of the following actions:



- Press **More**  and select **End call**.
- Press **Power/End Call** .

Adjust audio volume

If the sound in your handset, headset, or speakerphone is too loud or too soft, you can change the volume while you are listening to the other person. When you change the volume during a call, the change only affects the speaker you're using at the time. For example, if you adjust the volume while you're using a headset, the handset volume doesn't change.

You can check the screen header bar to know the active audio path. See the following table for the audio path status:

Table 14. Audio path status displayed on the screen header

Icon	Active audio path	Status
	Phone speaker or desktop charger speaker	Active
	Phone speaker or desktop charger speaker	Silenced
	Phone handset	Active
	Phone handset	Silenced
	Wired headset or Bluetooth headset	Active
	Wired headset or Bluetooth headset	Silenced
	Bluetooth headset	Active
	Bluetooth headset	Silenced

When you're on a call or in a meeting, do one of the following actions to adjust the volume:




- Press - or + on the **Volume** button.
- Use the volume buttons on your Cisco Headset.


**Note:**

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

Mute your audio

You can mute the phone so that you can hear the other caller but they cannot hear you. The **Mute** 

button is located below the **Volume**  button on the left side of the phone.

When your phone is in the desktop charger, you mute the desktop charger speaker with the **Mute**  button on the lower right corner of the charger.



On an active call, press **Mute** to mute your audio.

Press **Mute** again to unmute your audio.

Switch the phone audio path

The phone handset and microphone are the default audio output and input paths. If you plug a headset into the phone during an active call, the audio path automatically changes to the 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:


-  Phone speaker or desktop charger speaker
-  Wired headset or Bluetooth headset

When there is more than one audio path, you can manually switch the audio path to the phone speaker, handset, desktop charger speaker, or to a connected headset.



Note:

You can connect different types of headsets simultaneously to your phone. However, you can use only one headset at a time. The last connected headset is used as the active headset.


1. Press and hold the **Speaker**  button for three seconds.
2. Highlight an audio path.
3. Press **Apply** or **Select**.

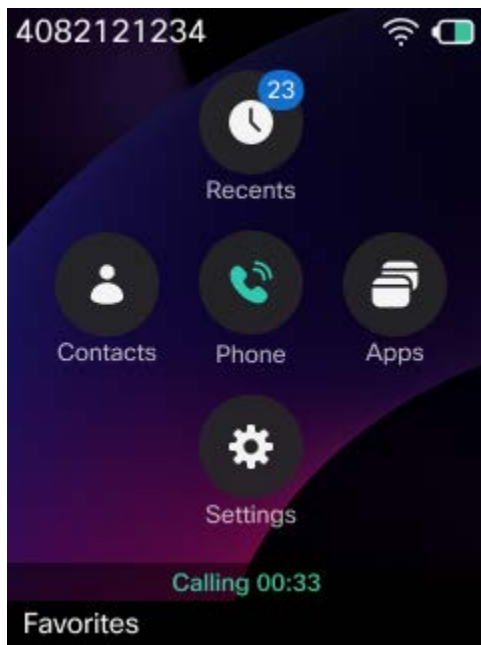
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Chapter 5. Contacts and call history


Access the Recents app

You can access the **Recents** app from the Applications screen. From the **Recents** app, you can see your voicemail messages, missed calls, and recent calls.

A digit appears on the **Recents**  on the Application screen when your phone has new missed calls, voice messages, or both. The digit represents the total number of new missed calls and voice messages on the phone (including all lines).



On the Line view screen, the digit beside the line shows the count of missed calls.

1. From the Line view screen, press the left arrow of the Navigation Cluster to view the Applications screen.
2. From the Applications screen, press the up arrow of the Navigation Cluster to select **Recents**  .



Manage missed calls

You can use the **Missed calls** list to see the most recent individual calls and call groups. If your phone has multiple lines, your administrator can set up the **Missed calls** list so that calls on all lines are in one list. If

your phone is registered to Cisco Unified CM, calls in each line are grouped together if they are from the same number and are consecutive.

A digit appears on the **Missed calls** list when your phone has new missed calls. The digit represents the total number of new missed calls on the phone (including all lines). Access the **Missed calls** list, you will find that the **All missed** list has the same digit and each line has a digit represents the number of missed calls for that line.




View your missed calls and find details

1. Access the **Recents**  app.
2. Select **Missed calls**.
3. Select a phone line or **All missed**.
4. To view the details of a specific missed call, select the call entry.
5. Do one of the following actions:
 - Press **More**  and select **Details**.
 - Press the right arrow on the Navigation Cluster.

The Missed details page displays detailed information about the call you have selected, including name, number, time, and call type. You can also press **Call** to return this call.



Return a missed call

Use the **Missed calls** list to quickly return a missed call.

1. Access the **Recents**  app.
2. Select **Missed calls**.
3. Select a phone line or **All missed**.
4. Select a call entry.
5. Do one of the following actions:
 - Press **More**  and select **Call**.
 - Press **Select**.
 - Press .
6. (Optional) If you want to modify the dial number before you make a call, press **More** and select **Edit dial**. Edit the number, and then continue to follow step 5.



Create a new local contact from a missed call record (Unified CM only)

You can add the person associated with a missed call record to your local contacts list.

1. Access the **Recents**  app.
2. Select **Missed calls**.
3. Select a phone line or **All missed**.
4. Select a missed call entry.
5. Press **More**  and select **Create new local contact**.
6. Press **Save**.



Delete a missed call entry

You can delete an entry from your **Missed Call** list.

1. Access the **Recents**  app.
2. Select **Missed calls**.
3. Select a phone line or **All missed**.
4. Select a missed call entry.
5. Press **More**  and select **Delete**.
6. Press **Delete** to confirm the deletion.

Clear the Missed calls list

You can delete all entries from your **Missed calls** list.



1. Access the **Recents**  app.
2. Select **Missed calls**.
3. Select a phone line or **All missed**.
4. Press **More**  and select **Clear list**.
5. Press **Clear** to confirm the deletion.

All missed call entries are cleared. Placed and received calls are not affected; these entries remain available in **Recents**.

Manage recent calls

You can use the **Recents** list to see the most recent individual calls and call groups. If your phone has multiple lines, your administrator can set up the Recents list so that calls on all lines are in one list. If your phone is registered to Cisco Unified CM, calls in each line are grouped together if they are to and from the same number and are consecutive.




View your recent calls and find details

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. To view the details of a specific recent call, select the call entry.
5. Do one of the following actions:
 - Press **More**  and select **Details**.
 - Press the right arrow on the Navigation Cluster.

The Recents details page displays detailed information about the call you have selected, including name, number, time, and call type. You can also press **Call** to return this call.



Return a recent call

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

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. Select a call entry.
5. Do one of the following actions:
 - Press **More**  and select **Call**.
 - Press **Select**.
 - Press .
6. **Optional:** If you want to modify the dial number before you make a call, press **More** and select **Edit dial**. Edit the number, and then continue to follow step 5.



Create a new local contact from a recent call (Unified CM only)

You can add an entry from your **Recents** list into your **Local contacts** list.

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. Select a recent call entry.
5. Press **More**  and select **Create new local contact**.
6. Press **Save**.



Add recent call information to a local contact

If the contact is already in your **Local contacts** list, but you see an alternate number, you can add information to the existing Local contacts entry.

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. Select a recent call entry.
5. Press **More**  and select **Add to existing local contact**.
6. Press **Save**.



Delete a recent call entry

You can delete an individual call from your **Recent calls** list.

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. Select a recent call entry.
5. Press **More**  and select **Delete**.
6. Press **Delete** to confirm the deletion.

Clear the Recents list

You can clear all the entries from your **Recents** list.

1. Access the **Recents**  app.
2. Select **Recents**.
3. Select a phone line or **All recents**.
4. Press **More**  and select **Clear list**.
5. Press **Clear** to confirm the deletion.

All recent call entries are cleared, including missed, placed, and received calls.

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Chapter 6. Meeting



Make conference calls

You can converse with several people in a single call. When you're on a phone call, you can dial another person and add them to the conversation. If you have multiple phone lines, you can join two calls across two lines.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add more people to a call

You can invite additional participants to join your ongoing call and hold an ad-hoc conference. According to the configuration on the server side, a conference call can accommodate up to 64 person (including yourself).

1. Access the **Phone**  app.
2. While you are on a call, press **More**  and select **Conference**.
3. Do one of these actions.
 - Dial a number and wait for the person to answer. Press **Merge** after the call is answered.
 - Select an entry from your Recents list and wait for the person to answer. Press **Merge** after the call is answered.
 - Select another held call on the same line. Press **More** and select **Merge**. To merge all the held calls on the current line into a conference, select **Merge all**.
 - Press the right arrow on the Navigation Cluster to expand the Lines panel. Select a line, and select a held call on that line. Press **Merge**.
4. Repeat Step 2 and Step 3 to add more person.



Tip:

When you add more than one person to a conference call, wait a few seconds between adding participants.

View and remove conference participants

- You are in an active conference call.
- Your administrator allows you to view and manage the conference participants.

When you are in a conference call, you can view the conference participants. If you are the host of the conference call, you can remove participants from the conference call. According to the administrator's configuration, all participants might have the permission to remove participants. The screen displays a star (*) beside the conference host.

1. Press **More**  and select **Details**.

The participants list displays.

2. **Optional:** Select **Update** to refresh the participant list.
3. **Optional:** Select a participant and press **Remove**.



Make scheduled conference calls (Meet-me)

You can use your phone to host or join a conference by using a Meet-me conference number.

The conference doesn't start until the host dials in, and it ends when all participants hang up. The conference doesn't end automatically when the host hangs up.



Host a Meet-me conference

Get a meet me phone number from your administrator, and distribute the number to the conference participants.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Meet me**.
4. Dial the Meet-me conference number.
5. Enter the host password for the meeting.

Join a Meet-me conference

You can't join a Meet-me conference until the conference hosts dials in. If you hear a busy tone, the host hasn't dialed into the conference. Hang up and try your call again.

1. Access the **Phone**  app.
2. **Optional:** Select a line.
3. Press **More**  and select **Meet me**.
4. Dial the Meet-me phone number that the conference host provides.

Make conference calls

You can converse with several people in a single call. When you're on a phone call, you can dial another person and add them into the conversation without having to schedule a meeting.



On Cisco Video Phone 8875, you (as a host) can also remove a participant from the conference call when they finish their part. By default, if the host drops the conference call, it ends for all participants. However, it is still possible for a 3-way conference to continue as a 2-way call when the host leaves according to your administrator's configuration.

Add more people to a call

You can invite additional participants to join your ongoing call and hold an ad-hoc conference. According to the configuration on the server side, a conference call can accommodate up to 6 person (including yourself).

According to the call control system and the configuration on it, the maximum number of participants in a conference call is different:

- On the phone registered to Webex Calling, a conference call can accommodate up to 6 participants.
- On the phone registered to BroadWorks, a conference call can accommodate up to 15 participants.

1. Access the **Phone**  app.
2. While you are on a call, press **More**  and select **Conference**.
3. Do one of these actions.
 - Select an entry from your Recents list.
 - Enter a phone number in the search bar.



Tip:

You can also add a contact to the conference call by entering a complete URI address of the contact. However, the phone doesn't support searching for a contact by URI address.

4. Do one of these actions.
 - To directly add the person to the call, press **Conference**.
 - Wait for the person to answer your call, consult with them, and then press **Conference** to add them to the conference call.
5. Repeat Step 2 and Step 4 to add more person.

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Chapter 7. Settings

Access the Settings app

You use the **Settings** app to set up, manage, and customize your phone.

Menu entries that are unavailable mean that your administrator has restricted access to the menu.

1. From the Line view screen, press the left arrow of the navigation cluster to view the Applications screen.
2. From the Applications screen, press the down arrow of the Navigation Cluster to select **Settings**



Make the phone vibrate for an incoming call

You can configure your phone to vibrate for incoming calls. Vibration settings can be customized independently based on whether the phone rings or not.




Tip:

Placing a vibrating Cisco Wireless Phone 9821 into a desktop charger will immediately stop the vibration. Once removed from the charger, the phone will resume vibrating.



Note:

If vibrate settings are enabled for a line, the phone will not vibrate for subsequent incoming calls while that line is in an active call.

1. Access the **Settings**  app.
2. Select **Phone settings > Sounds > Vibrate**
3. Select **Vibrate on ring** and press **On** to set the phone to vibrate when the phone rings.


4. Select **Vibrate on silent** and press **On** to set the phone to vibrate when the ringer is silenced.

**Note:**


If the ringer is silenced, the phone still vibrates for incoming calls, provided the **Vibrate on ring** setting is **On** and the phone volume is not zero.

Change the ringtone

A different ringtone helps you distinguish incoming calls on your line. You can change the sound that you hear for incoming calls and you can set a different ringtone for each phone line.


1. Access the **Settings**  app.
2. Select **Phone settings > Sounds > Ringtone**
3. **Optional:** Select a line.
4. Highlight a ringtone to hear an automatic preview.
The phone plays the corresponding ringtone automatically.
5. **Optional:** Press **Play** to listen to the full tone from the start.
6. Press **Select** to use the ringtone.

If your phone ringer is too loud or too soft when you get an incoming call, you can change the ringer volume. Changes to the ringer volume do not affect the call volume you hear when you are on a call.

To adjust the ringer volume, press the **Volume** button up or down when the phone is idle. When the ringer volume reaches zero, the silenced ringer icon  appears on the home screen.


Select where you hear ringing

When you have an incoming call, you can set up your phone to play the ringtone on your headset or on the speaker.

1. Access the **Settings**  app.
2. Do one of the following actions:
 - (Cisco Unified CM registration) Select **Phone settings > Sounds > Ringer/PTT output**
 - (Webex Calling registration) Select **Phone settings > Sounds > Ringer output**
3. Highlight the option required.
4. Press **Select**.

Manage the keypad tone


You can turn off the keypad tone to silence audio feedback when pressing buttons on the keypad. This setting also applies to the **Action** and **Speaker** buttons.

1. Access the **Settings**  app.
2. Select **Phone settings > Sounds > Keypad tone**
3. Press **Off** to turn the tone off.

Press **On** to turn the tone on as required. When the keypad tone is on, the volume of the keypad is linked to the audio volume of the phone. For more information, see [Adjust the audio volume](#).

Change the screen display timeout

By default, the screen display dims after 15 seconds of inactivity, and then turns off after an additional 10 seconds. If you find that 10 seconds of inactivity is too short, you can adjust the display timeout setting to a longer duration.

1. Access the **Settings**  app.
2. Select **Phone settings > Display > Sleep**.
3. Highlight a display timeout setting as required. The available options are:
 - 15 seconds
 - 20 seconds
 - 1 minute
 - 2 minutes
4. Press **Select**. The phone automatically saves your selection.


Control the LED indicator light

Your phone has an LED indicator light at the top that indicates the status of the phone.

- Steady amber: The phone is connected to the AC power source and the battery is charging.
- Steady green: The phone is connected to the AC power source and the battery is fully charged.
- Fast blinking amber: The phone may be in one of the following states: Incoming call, Remote incoming call.

- **Fast blinking green:** There is a voice message. When the phone is connected to the AC power source, the green light displays longer than when using only the battery.
- **Slow blinking green (every 2.5 seconds):** The phone is operating on battery power and is registered to the wireless network within the service coverage area. The phone may be in one of the following states: Idle, Display off, Ongoing call, Call on hold, Remote in use, Remote on hold, Muted, Missed call.
- **Off:** The phone has a network or SIP connection failure. Or, the phone is in a silent emergency call.

You can enable or disable the slow blinking green LED indicator. This setting does not affect other LED indicators.

1. Access the **Settings**  app.
2. Select **Phone settings > Display > LED coverage indicator**.
3. Press **On** or **Off** to update your preference.

Set the phone wallpaper and color theme

The phones provide six wallpapers with predefined dark and light themes. You can choose a different color theme to personalize the user interface on your phone. Each theme uses a unique color palette that significantly alters the overall appearance of the user interface.


If your administrator has deployed custom wallpapers, you can apply them and choose your desired color theme. Additionally, your administrator can also deploy corporate logo on your phone, it will replace the time and date display on the home screen when you enable it.

Switching the appearance theme doesn't require a phone restart.



Note:

Your administrator can specify the wallpaper and the color theme on your phone. If your administrator hides the appearance settings, you can't change the wallpaper or color theme on your phone.

1. Access the **Settings**  app.
2. Select **Phone settings > Display > Appearance**
3. To use a system-predefined wallpaper, do the following:

- a. Select **System wallpaper**.
 - b. Select a wallpaper with your desired color theme.
 - c. Press **Preview** to view the wallpaper.
 - d. Press **Save**.
4. To use a customized wallpaper, do the following:
- a. Select **Custom wallpaper**.
 - b. Select a custom wallpaper with the default color theme.
 - c. Press **Preview** to view the wallpaper.
 - d. Press **Light** or **Dark** to change the color theme of the wallpaper.
 - e. Press **Save**.


Set time and date on your phone

You can manage some of the date and time settings on your phone. Typically, the phone automatically sets the date, time, and time zone using the information from the call control system. But, you may need to override the automatic settings.

Control the date and time manually

When the phone date and time is controlled manually, you can change the following settings:


- Automatic time zone
- Time
- Date
- Time zone
- 12-hour or 24-hour date format
- Date format

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time**
3. Select **Automatic date and time**.
4. Press **Off**.

Control the date and time automatically


When the phone date and time is controlled automatically, you can change the following settings:

- Automatic time zone

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time**
3. Select **Automatic date and time**.
4. Press **On**.


Set the time zone automatically

You can set up your phone to automatically or manually set the time zone. When the **Automatic time zone** field is set to **On**, you cannot change the time zone that your phone uses. When the **Automatic time zone** field is set to **Off**, you can set the time zone that your phone uses.

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time > Automatic time zone**
3. Press **Off** to enable you to set the time zone manually.
4. Press **Set**.


Set the time, date, and time zone

If your phone date, time, and time zone are manually controlled, you can set these settings.

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time** and perform the following:
 - a. To set the time, select **Time**. Enter the time using the keypad. Use the right and left navigation keys to move between the fields. Press **Set**.
 - b. To set the date, select **Date**. Enter the date using the keypad. Use the right and left navigation keys to move between the fields. Press **Set**.
 - c. To set the time zone, select **Time zone**. Select the correct time zone. Press **Set**.

Use a 12-hour or 24-hour clock


If your phone date and time is manually controlled, you can change the time display.

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time**

3. Select **Use 24-hour format**.
4. Press **Off** for 12-hour format or press **On** for 24-hour format.

Set the date format

If your phone date and time is manually controlled, you can set your phone to display the date in one of the preset formats.

1. Access the **Settings**  app.
2. Select **Phone settings > Date and Time > Date format**
3. Select the required format.
4. Press **Set**.


Use a Bluetooth® headset

Before using Bluetooth on your phone, keep the following in mind:

- When you use Bluetooth, your phone battery has less talk time.
- Cisco Wireless Phone 9821 does not support other Bluetooth devices except Bluetooth headsets and Bluetooth speakers.
- Effective signal range varies by headset model. Check with your headset manufacturer for the maximum headset range. For example, you can take the Bang & Olufsen Cisco 980 headset as far as 12 meters (40 feet) from the device before you experience a dip in signal quality.
- Your environment may affect your Bluetooth signal quality. Objects such as walls, windows, and desks can reduce your headset range.


Turn on Bluetooth



Before you can use Bluetooth, you must turn on the ability for the phone to use Bluetooth.

1. Access the **Settings**  app.
2. Select **Bluetooth > Bluetooth**.
3. Press **On**.

Add a new Bluetooth headset

You can add up to 5 Bluetooth headsets to Cisco Wireless Phone 9821.



1. Access the **Settings**  app.
2. Make sure that the Bluetooth headset is discoverable. Select **Add Bluetooth device**.
The phone searches for any Bluetooth devices in range. This scan can take a couple of minutes.
3. Select a device from the list and press **Pair**.
4. **Optional:** Enter the passkey for the device.

When your Bluetooth headset is paired with Cisco Wireless Phone 9821, 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.

Connect a Bluetooth headset



Bluetooth must be turned on and the headset needs to be already added to the Bluetooth device list.

After you pair and connect a Bluetooth headset to your phone, the headset automatically connects when it is turned on and close to your phone. Only one Bluetooth headset can be connected to the phone. But, if you have two Bluetooth headsets turned on, the phone uses the most recently connected headset. You can change which headset the phone uses.

1. Access the **Settings**  app.
2. Select **Bluetooth**.
3. Select a device from the list.
4. **Required:** Press **More**  and select **Connect**.



Rename a Bluetooth headset

If you have several entries in your Bluetooth device list that are identical, you can rename the entries to be more meaningful.

1. Access the **Settings**  app.
2. Select **Bluetooth**.
3. Select a device from the list.
4. **Required:** Press **More**  and select **Rename**.
5. Use the keypad to enter a name.



Disconnect a Bluetooth headset

If you have a Bluetooth headset connected to your phone and want to use it with your mobile phone or computer, you can disconnect the Bluetooth headset. The headset remains in the list of Bluetooth devices and you can reconnect it.

1. Access the **Settings**  app.
2. Select **Bluetooth**.
3. Select a device from the list.
4. Press **More**  and select **Disconnect**.

Delete a Bluetooth headset

When you do not want a Bluetooth headset in the list of devices available, you can delete it.

1. Access the **Settings**  app.
2. Select **Bluetooth**.
3. Select a device from the list.
4. **Required:** Press **More**  and select **Delete**.

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Chapter 8. Accessories

Supported accessories

You can use a number of accessories with your Cisco Wireless Phone 9821.

- [Batteries](#)
- [Cisco Wireless Phone 9821 AC Power Adapter](#)
- USB cable
- Cisco Wireless Phone 9821 Desktop Charger
- Cisco Wireless Phone 9821 Multi Charger
- Carry cases
- Silicon case
- Headsets:
 - Standard headsets that use a 3.5 mm jack
 - Bluetooth headsets
- Other accessories, including lanyard and battery door

The phone does not support any other type of Bluetooth device than Bluetooth headsets and speakers.

USB cable

You can connect your phone to your computer or power adapter using a special USB cable.

The wide connector on the USB cable connects to the phone with magnets to hold it secure. It has pins that you must align correctly. If you hold the phone so that the screen is toward you, the battery icon on the connector is visible. For more information, see [Charge phone battery](#).

Desktop charger

You can use the Cisco Wireless Phone 9821 Desktop Charger to charge your Cisco Wireless Phone 9821 and spare phone battery. The charger works on AC power or from a charged spare phone battery. It can be secured with a standard laptop cable lock. The maximum voltage for the desktop charger is 4.35 V.

The following figure shows the desktop charger with a phone.

Figure 7. Cisco Wireless Phone 9821 and Cisco Wireless Phone 9821 Desktop Charger



If your phone has a protective case, you don't need to remove the case before you charge the phone in the desktop charger. You adapt the charger to fit the phone.

You can use a USB to Ethernet adapter (dongle) to connect the desktop charger to the Ethernet for only automatic Wi-Fi profile provisioning and certificate enrollment purposes. You cannot use the dongle to make voice calls over the Ethernet.

Built-in speakerphone and microphone

The charger includes a speakerphone and a microphone that you can use while the phone is docked. Use the phone volume buttons to control the speakerphone volume, and the **Mute** button on the charger itself. When the speakerphone is muted, the **Mute** button lights red.

Phone charging indications

When you put the phone into the charger, the phone indicates that the battery is charging with the red LED on the top of the phone. If the phone is turned on when you put it into the charger, you see a message on

the screen. If the phone is turned off or the battery is too weak, you see an icon displayed on the screen. When the battery is charged, the phone LED is green.

Spare battery charging indications

You can charge a spare battery with the additional charging port behind the main phone charging port. When you put a spare battery into the charger, the Battery LED (to the right of the phone) lights to show the charging status:

- Red—The spare battery is charging.
- Green—The spare battery is fully charged.

Set up the desktop charger

- You need the cable that comes with the charger. This cable has a round barrel plug on one end and a USB connector on the other end.
- You need the power adapter that comes with the charger.

Place the desktop charger on a stable work surface.

1. Plug the round barrel plug end of the cable into the desktop charger.
2. Plug the USB end of the cable into the power adapter and plug the power adapter into the electrical outlet.

Charge your phone with the desktop charger

You can tell when your phone is charging in the charger when the phone LED lights red and a message or icon displays on the phone screen. When the battery is fully charged, the LED turns green. Your phone can take up to 3 hours to recharge.

If your phone has a protective case, you don't need to remove the case before you charge the phone in the desktop charger. You adapt the charger to fit the phone.

When you put the phone into the charger, make sure that you align the charging pins on the bottom of the phone with the connector in the charger. When the phone is correctly placed in the charger, it is held in place with magnets. If the LED does not light, then the alignment is not correct.



CAUTION:

Do not charge the phone in a hazardous environment.



Do not charge the phone if it is wet.

1. **Optional:** Adapt the charger for a phone in a case. Turn the charger so that the back is facing you, put three fingers about 3/4 of the way into the cup, press in, and lift. The cup should slide out.



Note:

You might need to use two hands to remove the cup the first time.

2. Place your phone in the charging slot with the screen facing towards you. If your phone is in a case, press the phone into the charging slot to ensure that the phone connects with the contacts.

Make sure that the LED on the phone lights red. If the LED does not light up, remove the phone and reinsert it into the charger.

If your phone is in a case, the phone and case will tilt out because of the case.

3. When you remove the phone from the charger, tilt the phone forward and lift it up to disconnect the connector from the magnets.



4. **Optional:** Slide the charging cup into the charger. Make sure that the cup is flush with the front and top of the charger.



Charge your spare battery with the desktop charger

You can charge a spare battery in the desktop charger. The battery can take up to 3 hours to charge.



CAUTION:

Do not charge the battery in a hazardous environment.

When the battery is charging, the spare battery LED on the charger lights red. When the battery is charged, the spare battery LED on the charger lights green.

1. Hold the battery so that the Cisco label faces you, and the arrows on the battery point down.
2. Place the spare battery in the slot behind the phone cradle and press down firmly.

Multicharger

You can charge up to six Cisco Wireless Phone 9821 and six spare batteries at the same time with the Cisco Wireless Phone 9821 Multi Charger. If your phone is in a protective case, you can charge it without removing the case. The maximum voltage for the multicharger is 4.35 V.

The following figure shows the multicharger. The phones are placed in the charging cups on the left and right, and the spare batteries are placed in the center.

Figure 8. Cisco Wireless Phone 9821 and Cisco Wireless Phone 9821 Multi Charger



You can place the multicharger on a work surface or mount it on a wall with the wall mount kit. You can also secure the multicharger with a standard laptop cable lock.

The LED on the phone shows the charging status. When the battery is charging, the LED lights red. When the battery is charged, the LED lights green.

The LED beside the spare battery shows the charging status. When the battery is charging, the LED lights red. When the battery is charged, the LED lights green.

Battery slot LEDs can take several minutes to indicate that the battery is fully charged. If you move a fully-charged battery to another slot, the LED might initially light red before it turns green.

Set up the multicharger

The power jack is on the right side of the multicharger.

1. Plug the jack end of the power cord into the multicharger.
2. Plug the other end of the power cord into the power adapter.
3. Plug the power adapter into the electrical outlet.
4. Place the multicharger on a stable work surface.

Install the multicharger wall mount kit

You need the following tools:

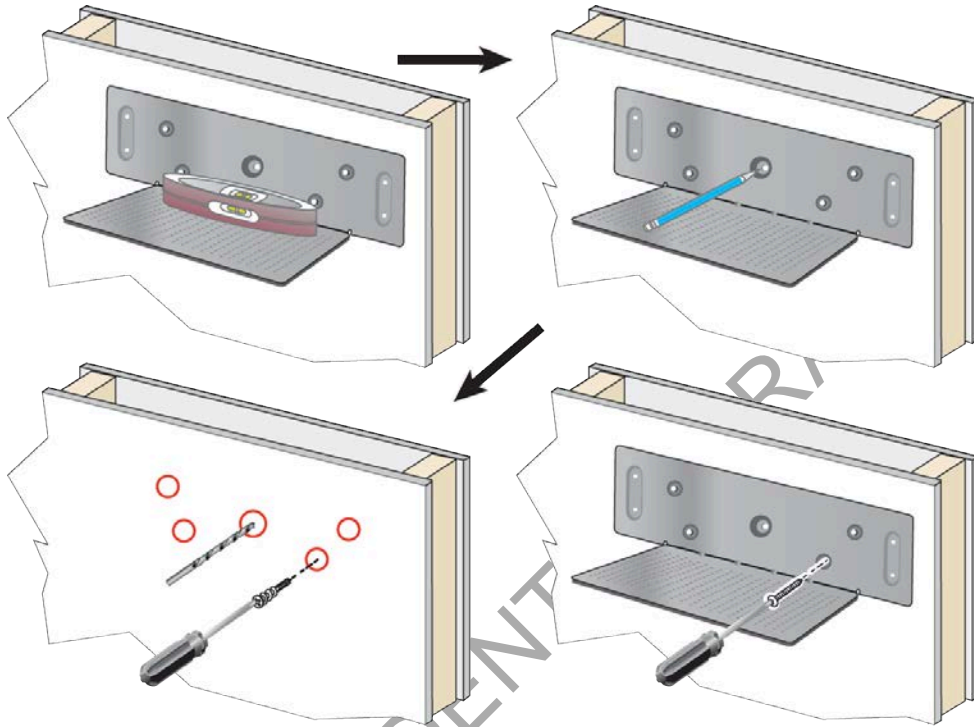
- Drill and a 0.25 inch drill bit
- Pencil
- Level
- Philips #1 and #2 screwdrivers

You need the power cable and power adapter.

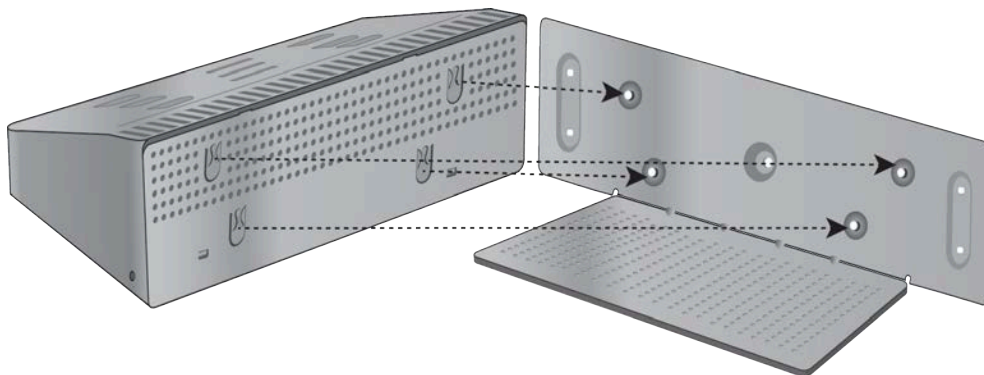
The wall mount kit comes with the following components:

- bracket
- package with 5 screws and 5 self-tapping wall anchors

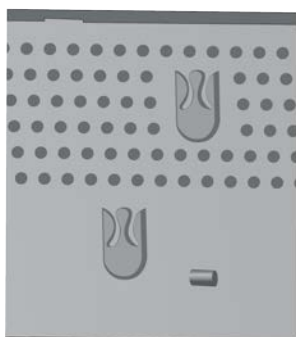
1. Determine the location for the bracket. The mounting location must be away from sinks, water lines, and areas with high humidity or potential splashes. The bottom right corner of the bracket must be less than 50 inches (127 cm) from an electrical outlet.
2. Mount the wall bracket.



- a. Hold the bracket on the wall, as shown in the diagram.
 - b. Use the level to ensure that the bracket is level and use a pencil to mark the screw holes.
 - c. Install the anchors, using the drill and drill bit.
 - d. Screw the bracket to the wall.
3. Locate the post holders in the multicharger.
 4. Hold the multicharger so that the post holders are in front of the posts on the bracket, press the multicharger towards the wall, and then push the multicharger down so that the posts seat into the holder.



Here is a close-up of the post holder.



5. Plug the jack end of the power cord into the multicharger.
6. Plug the other end of the power cord into the power adapter.
7. Plug the power adapter into the electrical outlet.

Charge your phone with the multicharger

You can tell when your phone is charging in the multicharger when the phone LED lights red. When the battery is fully charged, the LED turns green. Your phone can take up to 3 hours to recharge.

If your phone has a protective case, you don't need to remove the case before you charge the phone in the multicharger. You adapt the multicharger to fit the phone.

When you put the phone into the multicharger, make sure that you align the charging pins on the bottom of the phone with the connector in the multicharger. If the LED does not light, then the alignment is not correct.

**CAUTION:**

Do not charge the phone in a hazardous environment.

Do not charge the phone if it is wet.

1. **Optional:** Adapt the charger for a phone in a case: Reach into the cup with three fingers, locate the slots on the inside of the cup, and use the slots to pull the cup out.



2. Place your phone in the empty charging slot. If your phone is in a case, press the phone into the charging slot to ensure that the phone connects with the contacts.

Make sure that the LED on the phone lights red. If the LED does not light up, remove the phone and reinsert it into the multicharger.

3. **Optional:** Slide the charging cup into the multicharger and press the cup into place so that the cup is flush with the top of the multicharger.

Charge your spare battery with the multicharger

You can charge a spare battery in the multicharger. The battery can take up to 3 hours to charge.

**CAUTION:**

Do not charge the battery in a hazardous environment.

When the battery is charging, the Battery LED beside the battery lights red. When the battery is charged, the Battery LED lights green.

Place the battery in an empty spare battery slot, aligning the battery contacts with the charger connector.

If the Battery LED does not light red, remove the battery and reinsert it into the battery slot.

Secure the charger with a cable lock

You can secure your desktop charger or multicharger with a laptop cable lock that is up to 20 mm wide.

1. Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.
2. Pass the lock through the looped end of the cable.
3. Unlock the cable lock.
4. Press and hold the locking button to align the locking teeth.
5. Insert the cable lock into the lock slot of your charger and release the locking button.
6. Lock the cable lock.

Carry cases

You can put your phone into a carry case to make it easy to carry your wireless phone and to provide some protection for the phone. When your phone is in the case, you don't have to remove the case to charge the phone.

We have the following cases available:

- Cisco Wireless Phone 9821 Leather Case
- Cisco Wireless Phone 9821 Holster Case

You can attach a Cisco Wireless Phone 9821 Silicon Clip to either case. The following picture shows the silicon clip.

[Graphical representation of the text]

When you buy a case, we supply this clip and you can also order replacement clips.

**Note:**

Cisco does not endorse, support, or test third party cases or covers for the 9821 Wireless Phones. Using your Cisco Wireless Phone 9821 with third party cases or covers may void your warranty.

Cisco Wireless Phone 9821 leather case

You can slide the phone into the leather case to protect the phone and then attach the case to the belt clip or pocket clip. The button on the back of the case attaches to the clip. The following pictures show the front and back of the leather case.

[Graphical representation of the text]

[Graphical representation of the text]

You can also clip a lanyard to the metal ring on the top of the leather case

When your phone is in the case, you don't have to remove the case to charge the phone.

Cisco Wireless Phone 9821 holster case

You can press the phone into the holster case to protect the phone and then attach the case to the belt clip or pocket clip. The button on the back of the case attaches to the case to the clip. The following pictures show the front and back of the holster case.

[Graphical representation of the text]

[Graphical representation of the text]

When your phone is in the case, you don't have to remove the case to charge the phone.

Silicone case

You can use the Cisco Wireless Phone 9821 Silicon Case to protect your wireless phone.

Figure 9. Cisco Wireless Phone 9821 and Cisco Wireless Phone 9821 Silicone Case



The case has these benefits:

- Hypoallergenic
- Antimicrobial
- Resistant to wear from 15% alcohol, 75% alcohol, 2.5% hydrogen peroxide, mineral oil, soap, water, bleach, and dish soap.



Note:

Use the lowest-strength cleaning agent to prolong the life and look of the case.

- Reduces damage when the phone is dropped
- Covers more of the phone than the other cases.

The case comes with an optional belt clip that you can slide onto the case.

The case doesn't need to be removed to charge the battery in the desktop charger or multicharger. You remove the cup in the charger to place the phone and case into the charger.

Install the silicone case

You put the phone into the case through the screen opening in the case. If you need to remove the case, reverse the steps below.

1. Slide the bottom of the phone into the screen opening until the phone is completely in the case.



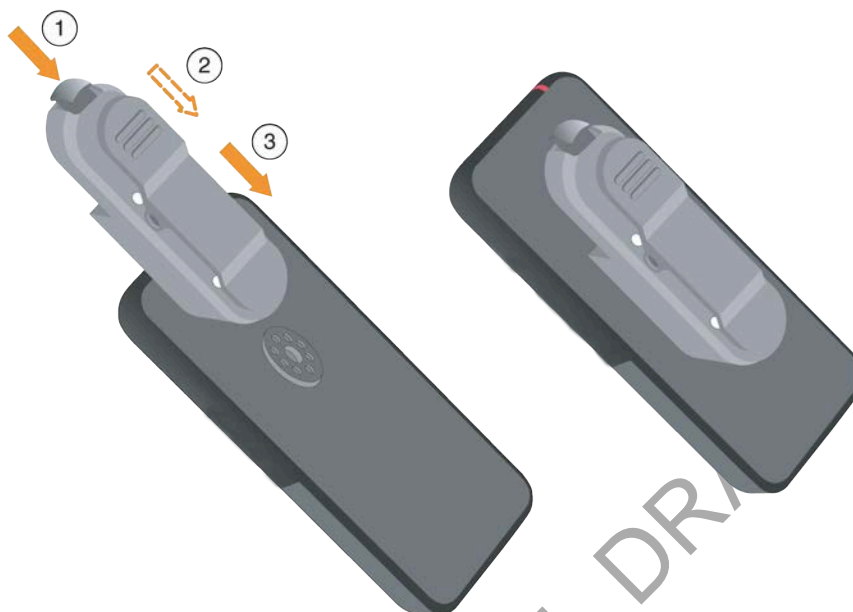
2. If the screen opening has rolled up, unroll it until it is flat.
3. One corner at a time, slide the case corner up to cover the phone.



4. If the screen opening has rolled up, unroll it until it is flat.

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5. **Optional:** If required, press the base of the belt clip in and slip the clip onto the post in the back of the case.



Clean the silicone case

1. Remove the silicone case. You reverse steps in [Install the silicone case](#).
2. Clean the case,
3. Dry the case thoroughly. Don't put it back on the phone until it is completely dry.
4. Put the case back on the phone. See [Install the silicone case](#).

Headsets

You can use wired and Bluetooth headsets with your phone. Although we perform some internal testing of third-party wired and Bluetooth wireless headsets for use with Cisco Wireless Phone 9821, we do not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where phones are deployed, there is not a single best solution that is optimal for all environments. We recommend that customers test the headsets that work best in their environment before deploying a large number of units in their network.

We recommend the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur.

Standard headsets

You can use a wired headset with your phone. The headset requires a 3.5 mm, 3-band, 4-connector plug.

We recommend the Cisco Headset 520 Series. This headset offers outstanding audio performance. It has a 3.5 mm audio plug that you can plug into the wireless phone. You can also use the headset and its inline controller with some of the desk phones in the Cisco IP Phone 8800 Series. For more information on the headset, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html>.

We recommend the Cisco Headset 520 Series. These headsets offer outstanding audio performance. For more information about the headset, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html>.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Bluetooth headsets

You can use a Bluetooth® headset with your phone. When you use a Bluetooth wireless headset, the headset usually increases battery power consumption on your phone and may result in reducing battery life.

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

We recommend the Cisco Headset 560 Series and Cisco Headset 730. These headsets offer outstanding audio performance. For more information about the headsets, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html> and <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-700-series/index.html>.

Headset tips

If your headset has a control button, you can use the headset to listen (headphone mode) and the phone microphone to pick up your voice. Just press the control button when you plug the phone headset in. If you use this mode, the phone microphone automatically filters the background noise.

Other accessories

Cisco Wireless Phone 9821 lanyard

You can attach the lanyard to the top of the wireless phone. The following graphic shows the lanyard.

picture of the lanyard

To install the lanyard, slip the loop of cord around the bar on the back of the phone and pass the lanyard through the loop.




Cisco Wireless Phone 9821 battery door

You can replace the battery door if the IP54 gasket on the door gets damaged. If the gasket is damaged, dirt and liquids can get into the battery compartment and cause damage to the phone. Failure to replace a damaged gasket voids the phone warranty.

Chapter 9. Maintenance

View phone statistics on your phone

You can access some statistics about the phone from the **Admin settings** menu. This information can also be accessed remotely through the phone's web interface, enabling comprehensive monitoring and faster problem resolution.

1. Access the **Settings**  app.
2. If prompted, enter the password to access the Settings menu. You can get the password from your administrator.
3. Select **Admin settings**.

You can view the [Neighbor list](#), [Status](#), and [System configuration](#) information.

4. Select **Back** to exit the **Admin settings** screen.

Neighbor list

The Neighbor list displays detailed information about the current access point and its neighboring access points. It includes identifiers such as access point names, BSSID, SSID, and device capabilities. This information enables effective monitoring of access point relationships and supports network troubleshooting and management.

The following table describe the fields in the Neighbor list menu.

Table 15. Neighbor list

Field	Description
AP name	Name of the access point (AP) to which the phone is associated.
BSSID	Basic Service Set Identifier (BSSID). The access point radio MAC address.
SSID	Service Set Identifier (SSID) that the phone uses.

Table 15. Neighbor list (continued)

Field	Description
Channel	Number of channels on the access point.
RSSI	Received Signal Strength Indicator (RSSI) of the access point.
CU	Channel Utilization (CU). Percentage of time, normalized to 255, in which the AP sensed the medium was busy, as indicated by the physical or virtual carrier sense (CS) mechanism.

Status

The Status menu on the phone provides administrators and users with access to detailed information about phone health, network connectivity, and call control system interactions. It includes status messages, network statistics, and call statistics that aid in efficient troubleshooting and effective device management. Submenus in this menu vary slightly depending on the call control system that the phone is registered to.

Table 16. Status menu submenus

Submenu	Call control system	Description
Status messages	Both	Provides a list of status messages. Each message has a date and time stamp. You can use these messages to troubleshoot problems.
Wireless statistics	Both	Displays real-time information about the phone's detailed wireless network performance metrics. You can use this information to monitor and troubleshoot connectivity issues.

Table 16. Status menu submenus (continued)

Submenu	Call control system	Description
Call statistics	Cisco Unified CM	Displays real-time detailed call performance data. You can use this information to help monitor and troubleshoot voice quality and connectivity issues.
Trace settings	Cisco Unified CM	Displays diagnostic features that enables capturing detailed logs and network traces from Cisco IP phones to assist in troubleshooting and resolving issues.

The following tables describe the submenus and fields in the Status menu.

Table 17. Submenu: Wireless statistics

Field	Description
tx bytes	Number of bytes transmitted.
rx bytes	Number of bytes received.
tx packets	Number of packet transmitted.
rx packets	Number of packet received.
tx packets dropped	Number of packets transmitted that were dropped.
rx packets dropped	Number of packets received that were dropped.

Table 17. Submenu: Wireless statistics (continued)

Field	Description
tx packets errors	Number of transmitted packet errors.
rx packets errors	Number of received packet errors.
tx frames	Number of frames transmitted.
tx multicast frames	Number of multicast frames transmitted.
tx retry	Number of transmission retries.
tx multi retry	Number of multicast transmission retries.
tx failure	Number of transmission failures.
rts success	Number of Request to Send (rts) successes.
rts failure	Number of rts failures.
ack failure	Number of Acknowledgment (ack) failures.
rx duplicate frames	Number of duplicate frames received.
rx fragmented packets	Number of fragmented packets received.
Roaming count	Number of times the phone successfully transitions between Access Points (APs) during a single session.

Table 18. Submenu: Call statistics

Field	Description
Receiver codec	Type of audio encoding received by the phone: G.729, G.711 u-law, G.711 A-law.
Sender codec	Type of audio encoding sent by the phone: G.729, G.711 u-law, G.711 A-law.
Receiver size	The packetization period of the incoming audio stream.
Sender size	The packetization period of the outgoing audio stream.
Receiver packets	Number of packets received by the phone.
Sender packets	Number of packets sent by the phone.
Transmitter DSCP	Differentiated Services Code Point (DSCP) of the outgoing audio packets sent by the phone.
Receiver DSCP	DSCP of the incoming audio packets received by the phone.
Transmitter WMM UP	Wireless Multimedia (WMM) user priority used for outgoing audio packets.
Receiver WMM UP	Wireless Multimedia (WMM) user priority of incoming audio packets.
Avg jitter	Estimated average RTP packet jitter (dynamic delay that a packet encounters when going through the network).
Max jitter	Maximum jitter observed since the receiving voice stream was opened.

Table 18. Submenu: Call statistics (continued)

Field	Description
Receiver discarded	Number of packets dropped by the phone during the receiving process.
Receiver lost packets	The number of packets that failed to reach the phone during the receiving process.
Cumulative conceal ratio	Total number of concealment frames divided by total number of speech frames received from the start of the voice stream.
Interval conceal ratio	Ratio of concealment frames to speech frames in preceding 3-second interval of active speech. If using voice activity detection (VAD), a longer interval might be required to accumulate 3 seconds of active speech.
Max conceal ratio	Highest interval concealment ratio from start of the voice stream.
Severely conceal seconds	Number of seconds that have more than 5 percent concealment events (lost frames) from the start of the voice stream.
Latency	Delay time in audio transmission.
MOS-LQ	Mean Opinion Score for Listening Quality (MOS-LQ) represents the estimated subjective quality of the received audio.
MOS-CQ	Mean Opinion Score for Conversational Quality (MOS-CQ) evaluates the bidirectional quality of a voice session, incorporating the effects of mouth-to-ear latency and packet loss on the conversation.

Table 19. Submenu: Trace settings

Field	Description
Remote syslog	Displays whether remote system logging is enabled or not.
Log profile	Displays the type of logging.
Additional debugs	Displays the device log information.

You can configure the **Remote Log**, **Log Profile**, and **Log Server** settings on Cisco Unified CM. Once configured, the **Remote syslog**, **Log profile**, and **Additional debugs** fields on the phone will update to reflect your settings.

System configuration

The System configuration menu on the phone displays key security settings, including the web access, web admin, security mode, certificate status, and trust list. It enables administrators and users to monitor and manage the phone's security configuration effectively. Access to this menu can be controlled through Cisco Unified Communications Manager to restrict or allow user permissions for viewing or modifying security settings. Fields in the submenus vary slightly depending on the call control system that the phone is registered to.

The following tables describe the submenus and fields in the System configuration menu.

Table 20. Submenu: Security

Field	Call control system	Description
Web access	Cisco Unified CM	Displays whether web access to the phone is enabled or not.
Web admin	Cisco Unified CM	Displays whether the phone administration web page is accessible or not.

Table 20. Submenu: Security (continued)

Field	Call control system	Description
Security mode	Cisco Unified CM	Displays the security information of the signaling channel between the phone and Cisco Unified CM.
MIC	Both	Displays whether a Manufacturer Installed Certificate (MIC) is installed or not.
LSC	Cisco Unified CM	<p>Displays whether a Locally Significant Certificate (LSC) is installed or not. This certificate is a locally issued device certificate signed by the enterprise Cisco Unified CM specifically for IP phones. It is used to authenticate the phone's identity during run time, helping to ensure secure communication and device validation within the network.</p> <p>You can press Select to set up an LSC. For more information, see Cisco Wireless Phone 9821 security.</p>
Trust list	Cisco Unified CM	Displays information for CTL file , ITL file , and Configuration (signed) . These files and configuration manage and enforce trust at both the cluster and endpoint levels, securing communications and configurations for Cisco IP phones and related services.


You can configure the **Web Access**, **Web Admin**, and **Device Security Profile** settings on Cisco Unified CM. Once configured, the **Web access**, **Web admin**, and **Security mode** fields on the phone will update to reflect your settings.

Table 21. Submenu: USB

Field	Description
IP address	Configure the IP address of the USB port to allow access when the phone is connected to a computer via a USB cable. Once connected, an administrator can access the phone administration web page using this IP address. Additionally, developers can establish a Telnet connection to the phone through the same IP address for further management and troubleshooting.
Subnet mask	Configure the subnet mask of the USB port.

Reboot the phone



You may need to restart your phone to resolve some issues or to ensure that the configuration is applied to the phone. A phone restart doesn't erase the phone settings.

1. Access the **Settings**  app.
2. Select **Admin settings > Reset settings > Restart**.
3. Press **Restart**.

Boot the phone to the alternate firmware

You can reboot the phone to the previous version of the phone firmware. This allows you to temporarily use the previous firmware load.

When the phone next powers on, it will use the new firmware load.


1. Press and hold **Power/End Call**  until the phone turns off.
2. Press and hold **Asterisk (*)**  , and then press and hold **Power/End Call**.
3. When the LED changes to red, release the **Asterisk (*)** and **Power/End Call** keys.

The phone boots to the previous firmware version.

Reset the phone

Reset the phone to factory defaults from the phone menu



You can reset the phone to the factory defaults. The phone resets user and network setup settings to their default values and then restarts.

1. Access the **Settings**  app.
2. Select **Admin settings > Reset settings > Factory reset**.
3. Press **Reset**.

You have lost 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 the phone to factory defaults from the phone keypad

You can reset the phone to factory defaults using the keypad. The phone resets user and network setup settings to their default values and then restarts.

1. Press and hold **Power/End Call**  until the phone turns off.
2. Press and hold **Pound (#)** , and then press and hold **Power/End Call**.
3. When the LED changes to amber, release the **Pound (#)** and **Power/End Call** keys.
4. Press **1 2 3 4 5 6 7 8 9 * 0 #**.

If the LED blinks green, the factory reset is in progress.

If the LED blinks red, the factory reset was not accepted.

You have lost 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 the phone to factory defaults from the phone web page (Webex Calling)

You can remote restore your phone to its default settings from the phone administration 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 administration 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.

You have lost 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 the network settings


You can reset the network settings on the phone to the factory defaults. The phone resets network setup settings to their default values and then restarts.

1. Access the **Settings**  app.
2. Select **Admin settings > Reset settings > Network settings**.
3. Press **Reset**.

You have lost your current network settings. You must set up the network settings again.

Reset the security settings

You can reset the security settings on the phone to the factory defaults. The phone resets security settings to their default values and then restarts.


1. Access the **Settings**  app.
2. Select **Admin settings > Reset settings > Security settings**.
3. Press **Reset**.

You have lost your current security settings. You must set up the security settings again.

Chapter 10. Troubleshooting

Find information about your phone

When you troubleshoot phone problems, you often need information from the phone. The phone information in the menu is read-only.

1. Access the **Settings**  app.
2. If prompted, enter the password to access the Settings menu. You can get the password from your administrator.
3. Select **Phone information**.

You can view the [Device information](#), [Model information](#), and [Firmware information](#).

4. Select **Back** to exit the **Phone information** screen.

Device information

The Device information menu and submenus provide information related to the connections between the phone and the call control system. Submenus in this menu vary slightly depending on the call control system that the phone is registered to.

Table 22. Device information submenus

Submenu	Call control system	Description
Call Manager	Cisco Unified CM	Displays information about the Cisco Unified CM servers.
Network	Both	Displays information about the IPv4 network.
WLAN	Both	Displays information about the Wi-Fi connection.
HTTP	Cisco Unified CM	Displays information about configured URLs.

Table 22. Device information submenus (continued)

Submenu	Call control system	Description
Locale	Both	Displays information about the language locale.
Security	Cisco Unified CM	Displays information about the security settings.
QoS	Cisco Unified CM	Displays information related to the Quality of Service.
UI	Cisco Unified CM	Displays information related to the user interface.
Battery	Both	Displays information related to the battery.

The following tables describe the submenus and fields in the Device information menu.

Table 23. Submenu: Call Manager

Field	Description
Server 1	Primary Cisco Unified CM server that the phone uses. Displays the IP address and status.
Server 2	Secondary Cisco Unified CM server that the phones uses. Displays the IP address and status, or is blank if not in use.
Server 3	Displays the IP address and status of an additional Cisco Unified CM server, or is blank if not in use.
Server 4	
Server 5	

Any of these Call Manager fields can also show the IP address of an SRST router that is capable of providing limited call control system functionality.

Each available server displays the server IP address and one of the following states:

- **Active:** Call control system from which the phone is currently receiving call-processing services.
- **Standby:** Call control system to which the phone switches if the current server becomes unavailable.
- **Blank:** No current connection to this call control system.

Table 24. Submenu: Network > IPv4

Field	Call control system	Description
MAC address	Both	MAC address of the phone.
Host name	Both	Unique, fixed name that is automatically assigned to the phone based on the MAC address.
Domain name	Both	Name of the DNS in which the phone resides.
DHCP server	Both	IP address of the DHCP server from which the phone obtains its IP address.
IP address	Both	IP address of the phone.
Subnet mask	Both	Subnet mask used by the phone.
Default router	Both	IP address for the default gateway used by the phone.
DNS server 1	Both	Primary DNS server used by the phone.
DNS server 2	Both	First backup DNS server used by the phone.

Table 24. Submenu: Network > IPv4 (continued)

Field	Call control system	Description
DNS server 3	Both	Second backup DNS server used by the phone.
Alternate TFTP	Cisco Unified CM	Address of the TFTP server (other than the one assigned by DHCP).
TFTP server1	Cisco Unified CM	Primary TFTP server used by the phone.
TFTP server 2	Cisco Unified CM	Secondary TFTP server used by the phone.
Load server	Cisco Unified CM	Host name or IP address for the alternate server that the phone uses for firmware upgrades.
BOOTP server	Cisco Unified CM	
CDP	Both	Cisco Discovery Protocol (CDP) usage.
GARP	Both	Gratuitous ARP used for MAC address discovery.

Table 25. Submenu: WLAN

Field Name	Call control system	Description
Profile name	Both	Name of the network profile that the phone is currently using.
SSID	Both	Service Set ID (SSID) that the phone is currently using.
Security mode	Both	Authentication method that the phone is currently using in the wireless network.

Table 25. Submenu: WLAN (continued)

Field Name	Call control system	Description
802.11 mode	Both	Wireless signal mode that the phone is currently using.
On call power save	Cisco Unified CM	Type of power save mode that the phone uses to save battery power: PS-Poll or U-APSD.
Scan mode		Type of AP scanning.
WLAN SCEP server	Both	URL or host name of the Simple Certificate Enrollment Protocol (SCEP) server.
WLAN Root CA fingerprint	Both	SHA256 or SHA1 fingerprint of the Root CA for WLAN authentication.

Table 26. Submenu: HTTP

Field Name	Description
Authentication URL	URL that the phone uses to validate requests made to the phone web server.
Directories URL	URL of the server from which the phone obtains directory information.
Idle URL	<p>URL of an XML service that the phone displays when the phone has not been used for the time specified in the Idle URL Time option and no menu is open.</p> <p>For example, you could use the Idle URL option and the Idle URL Time option to display a stock quote or a calendar on the LCD screen when the phone has not been used for 5 minutes.</p>

Table 26. Submenu: HTTP (continued)

Field Name	Description
Idle time	Number of seconds that the phone has not been used and no menu is open before the XML service specified in the Idle URL option is activated.
Information URL	URL of the help text that appears on the phone.
Messages URL	URL of the server from which the phone obtains message services.
IP phone proxy address	URL of proxy server, which makes HTTP requests to remote host addresses on behalf of the phone HTTP client and provides responses from the remote host to the phone HTTP client.
Services URL	URL of the server from which the phone obtains phone services.
Secured authentication URL	Secure URL that the phone uses to validate requests made to the phone web server.
Secured directory URL	Secure URL of the server from which the phone obtains directory information.
Secured idle URL	Secure URL of an XML service that the phone displays when the phone has not been used for the time specified in the Idle URL Time option and no menu is open.
Secured information URL	Secure URL of the help text that appears on the phone.
Secured messages URL	Secure URL of the server from which the phone obtains message services.

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Table 26. Submenu: HTTP (continued)

Field Name	Description
Secured services URL	Secure URL of the server from which the phone obtains phone services.

Table 27. Submenu: Locale

Field	Description
User locale	User locale associated with the phone user. Identifies a set of detailed information to support users, including language, font, date and time formatting, and alphanumeric keyboard text information.
Network locale	Network locale associated with the phone user. Identifies a set of detailed information to support the phone in a specific location, including definitions of the tones and cadences used by the phone.
User locale version	Version of the user locale loaded on the phone.
Network locale version	Version of the network locale loaded on the phone.

Table 28. Submenu: Security

Field	Description
Web access	Indicated web access capability for the phone. <ul style="list-style-type: none"> • Disabled—No Self Care Portal access. • ReadOnly—Can view information only. • Enabled: HTTP and HTTPS—Can use the configuration pages
Web admin	Indicates if the web admin page is enabled.

Table 28. Submenu: Security (continued)

Field	Description
Security mode	Security mode assigned to the phone.

Table 29. Submenu: QoS

Field Name	Description
DSCP for call control	Differentiated Services Code Point (DSCP) IP classification for call control signaling.
DSCP for configuration	DSCP IP classification for any phone configuration transfer.
DSCP for services	DSCP IP classification for phone-based service.

Table 30. Submenu: UI

Field Name	Description
BLF for call lists	Indicates whether the Busy Lamp Field (BLF) is enabled for call lists.
Reverting focus priority	Indicates whether the phone shifts the call focus on the phone screen to an incoming call or a reverting hold call.
Personalization	Indicates whether the phone has been enabled for configuration of custom ring tones and wallpaper images.

Table 31. Submenu: Battery

Field Name	Description
Battery health	Indicates the overall health of the battery.

Table 31. Submenu: Battery (continued)

Field Name	Description
Battery temperature	Indicates the current temperature of the battery. If the battery runs excessively hot, the battery may fail soon.
Battery level	Indicates the current charge level of the battery.

Model information

The Model information menu provides information related to the phone model.

The following table describes the fields and contents in the Model information menu.

Table 32. Model information fields

Field	Description
Model number	Set to WP-9821.
MAC address	MAC address of the phone.
App load ID	Firmware version running on the phone.
Serial number	Phone serial number.
USB vendor ID	Set to Cisco.
USB product ID	Set to 9821.
RNDIS device address	Remote Network Device Interface Specification (RNDIS) address of the USB.
RNDIS host address	RNDIS for the USB.

Firmware information

The Firmware information menu provides information related to the firmware running on the phone.

The following table describes the fields and contents in the Firmware information menu.

Table 33. Firmware information fields

Field	Description
Active load	Firmware load that is active.
Last upgrade	Upgrade status: date and time for successful update; otherwise messages about upgrade failure.
Boot load ID	Identification of the boot loader version.
WLAN driver ID	Identification of the WLAN driver.
WLAN firmware ID	Identification of the WLAN firmware load.


Hardware diagnostics overview

When encountering problems with audio, WLAN, or Webex connection on your Cisco Wireless Phone 9821, you can access detailed statistics and data from **Issue and diagnostics** to help identify the issue. This can assist you in troubleshooting the problem or ensure you have the necessary details when reaching out to Cisco Support.

For more on how to contact Cisco Support, see [Contact Support](#).

Perform audio diagnostics


You can check that the audio on your phone is working correctly.

1. Access the **Settings**  app.
2. Select **Issue and diagnostics > Diagnostics > Audio**.
3. Listen to the tone on the handset speaker.

4. Press the **Speaker** button to turn on handsfree, and listen to the tone.
5. Plug in a wired headset and listen to the tone.

Perform WLAN diagnostics

You can check the Wi-Fi connection for your phone. The phone lists the access points in order, from the strongest signal to the weakest or offline access point. You can then view details of the wireless access point.

1. Access the **Settings**  app.
2. Select **Issue and diagnostics > Diagnostics > WLAN**.
3. Press **Continue**.
4. Scroll to an access point and press **Select** to see detailed information about the access point.

WLAN diagnostics fields

The following table describes the fields in the WLAN Diagnostics screen.

Field	Description
AP name	Name of the access point (AP) to which the phone is associated
BSSID	The access point radio MAC address
SSID	The Service Set Identifier (SSID) that the phone uses
Frequency	The frequency that the phone uses
Current channel	The channel that the AP uses
Last RSSI	Last Received Signal Strength Indicator (RSSI) that the phone received.
Beacon interval	Number of time units between beacons. A time unit is 1.024 milliseconds.

Field	Description
Capability	802.11 capabilities
Basic rates	Data rates required by the AP at which the station must be capable of operating.
Optional rates	Data rates supported by the AP that are optional for the station to operate at.
Supported HT MCS	802.11n data rates
Supported VHT (rx) rates	802.11ac receive data rates
Supported VHT (tx) rates	802.11ac transmit data rates
DTIM period	Delivery Traffic Indication Map (DTIM) information
Country code	A two-digit country code. Country information might not be displayed if the country information element (IE) is not present in the beacon.
Channels	List of supported channels (from the country IE).
Power constraint	802.11h power constraint offset in dB
Power limit	Dynamic Transmit Power Control (DTCP) value advertised by the access point.
Channel utilization	Percentage of time, normalized to 255, in which the AP sensed the medium was busy, as indicated by the physical or virtual carrier sense (CS) mechanism.


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Field	Description
Station count	Total number of spanning tree algorithms (STAs) currently associated with this BSS.
Admission capacity	An unsigned integer that specifies the remaining amount of medium time available through explicit admission control, in units of 32 microseconds per second.
WMM supported	Support for Wi-Fi Multimedia Extensions.
UAPSD supported	Unscheduled Automatic Power Save Delivery (UAPSD) is supported by the AP. May only be available if WMM is supported. This feature is critical to talk time and achieving maximum call density on the wireless phone.
Proxy ARP	CCX-compliant AP supports responding to IP ARP requests on behalf of the associated station. This feature is critical to standby time on the wireless phone.
CCX version	Version of CCX if the AP is CCX compliant.
AC: Best effort, AC: Background, AC: Video, and AC: Voice	Information for each Access Category (AC). There is one set of data for best effort, background, video, and audio.
<ul style="list-style-type: none"> • Admission control • AIFSN • ECWMin • ECWMax • TXOpLimit 	<ul style="list-style-type: none"> • Admission control—If yes, admission control must be used prior to transmission using the access parameters specific for this AC. • AIFSN—Number of slots after an SIFS duration a non-AP STA should defer before invoking a backoff or starting a transmission. • ECWMin—Encodes value of CWmin in an exponent form to provide the minimum amount of time in a random backoff.

Field	Description
	<ul style="list-style-type: none"> • ECWMax—Encodes value of CWmax in an exponent form to provide the maximum amount of time in a random backoff. • TXOpLimit—Interval of time in which a particular quality of service (QoS) station has the right to initiate

Check Webex connection status (Webex Calling registration only)


You can check the Webex connection status for your phone.

1. Access the **Settings**  app.
2. Select **Issue and diagnostics > Diagnostics > Webex connection details**.
3. Scroll to an item and press **Select** to see detailed information. The available items are as follows.
 - Call log
 - Configuration
 - Credentials
 - Metrics
 - Notifications
 - Phonebook
 - Registration

If green check marks do not appear beside any of these items, the services are not working properly. You may need to [contact Cisco Support](#).

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. Access the **Settings**  app.
2. Select **Issue and diagnostics > Report problem**.
3. Enter the date and time when the issue occurred.

By default, the current date and time are populated, you can further change them.

4. Choose a description from the **Problem description** list.
5. Press **Submit**.
6. When the success message is displayed, notify your administrator that a problem report is available.

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Maximum SAR for this Model and Conditions Under Which it was Recorded

Head SAR	WLAN 5GHz	xxxx W/kg
Body-worn SAR	WLAN 5GHz	xxxx W/kg

Déclaration d'Exposition aux RF CanadienneCE 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 0.5 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.

DAS maximal pour ce modèle et conditions dans lesquelles il a été enregistré

DAS au niveau de la tête	WLAN 5GHz	xxxx W/kg
DAS près du corps	WLAN 5GHz	xxxx W/kg

Chapter 11. Safety and compliance information

Safety and performance information

Read the following safety notices before installing or using your IP phone.

 **Warning:**

IMPORTANT SAFETY INSTRUCTIONS


This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

To see translations of the warnings that appear in this publication, refer to the statement number in the *Regulatory Compliance and Safety Information—Cisco Wireless Phone 9821* at the following URL: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/9821/regulatory_compliance/rcsi-0505-book.pdf

 **Warning:**

Voice over IP (VoIP) service and the emergency calling service do not function if power fails or is disrupted. After power is restored, you might have to reset or reconfigure equipment to regain access to VoIP and the emergency calling service. In the USA, this emergency number is 911. You need to be aware of the emergency number in your country. Statement 361

 **Warning:**

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 9001

Safety guidelines

The following are safety guidelines for using the in specific environments:

- Do not use this product as the primary communications tool in healthcare environments, as it may use an unregulated frequency band that is susceptible to interference from other devices or equipment.
- The use of wireless devices in hospitals is restricted to the limits set forth by each hospital.
- The use of wireless devices in hazardous locations is limited to the constraints posed by the safety directors of such environments.
- The use of wireless devices on airplanes is governed by the Federal Aviation Administration (FAA).

Battery safety notices

These battery safety notices apply to the batteries that are approved for the Cisco Wireless Phone 9821.

Warning:

There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015

Warning:

Explosion Hazard: Do not charge the phone battery in a potentially explosive environment. Statement 431

Warning:

Lithium ion batteries have limited lifetimes. Any lithium ion battery that shows any signs of damage, including swelling, should be properly discarded immediately.

CAUTION:

- Do not dispose of the battery pack in fire or water. The battery may explode if placed in a fire.
- Do not disassemble, crush, puncture, or incinerate the battery pack.



- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).
- Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).
- When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

To obtain a battery, contact your local dealer. Use only the batteries that have a Cisco part number.

Battery

WP-9821-BATT=

Use only the Cisco power supply that is compatible with your phone. To order your power supply, contact your local dealer and refer to the list of Cisco part numbers.

Argentina

CP-PWR-ADPT10W-AR=

Australia

CP-PWR-ADPT10W-AU=

Brazil

CP-PWR-ADPT10W-BR=

China

CP-PWR-ADPT10W-CN=

Europe / Switzerland

CP-PWR-ADPT10W-EU=

India

CP-PWR-ADPT10W-IN=

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Korea

CP-PWR-ADPT10W-KR=

North America / Japan

CP-PWR-ADPT10W-NA=

United Kingdom

CP-PWR-ADPT10W-UK=



Note:

The battery and power supply are not provided with your phone. To order the battery and power supply, contact your local dealer.

Power outage

The ability to access emergency service through the phone depends on the wireless access point being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the 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.

Health-care environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

External devices usage

The following information applies when you use external devices with the wireless phone.

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

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, Cisco recommends that you take one or more of the following 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 the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.



CAUTION:

In European Union countries, use only external headsets that are fully compliant with the EMC Directive [89/336/EC].

Phone behavior during times of network congestion

Anything that degrades network performance can affect phone audio and, in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan.
- Attacks that occur on your network, such as a Denial of Service attack.

SAR



This product meets applicable national SAR limits of 1.6W/kg. The specific maximum SAR values can be found in the **Compliance statements** sections.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or other-

wise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

Energy star



The following phone have Energy Star certification:

- Cisco Wireless Phone 9821 (WP-9821)

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.

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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 Directive 2014/53/EU.

Wi-Fi statement for the European Union

5945-6425 MHz indoor use only.

For the following countries, the WLAN function for this device is restricted to indoor use only when operating in the 5150 to 5250 MHz frequency range.

	ES	LU	RO	CZ	FR	HU	SI
	DK	HR	BE	BG	DE	EE	IE
	EL	IT	Cy	LV	LT	SK	MT
	NL	AT	PL	PT	FI	SE	TR
	NO	CH	IS	LI			

Compliance statements for the US

SAR Statement

has been tested for body-worn Specific Absorption Rate (SAR) compliance using the specific belt-clip/holster configuration provided with the handset. The FCC has established the detailed body-worn SAR requirements and has established that these requirements have been met with the specific belt-clip/

holster provided with the handset. Other belt-clip/holsters or similar accessories that have not been tested may not comply and therefore should be avoided.

RF exposure information

The radio module has been evaluated found to be compliant to the requirements as set forth in 47 CFR Sections 2.1091, 2.1093, and 15.247 (b) (4) addressing RF Exposure from radio frequency devices. This model meets the applicable government requirements for exposure to radio frequency waves.

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.

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

Maximum SAR for this Model and Conditions Under Which it was Recorded

Maximum Head SAR (1g)	1.371 W/kg
Maximum Body-worn SAR (1g)	1.308 W/kg

This wireless phone contains a radio transceiver. The radio transceiver and antenna have been designed to meet the RF emission requirements for human exposure as specified by the FCC as well as by other agencies from other countries. These guidelines were developed by the industry based on guidance from the World Health Organization (WHO). These industry standards have been developed to include additional safety margins to ensure that the user is exposed to the least amount of RF radiation.

The radio transceiver uses a non ionization type of radiation as opposed to an ionized radiation such as an X-Ray wave.

The exposure standard for these devices references a unit of measure known as SAR. The limit as set by the FCC is 1.6W/kg. The tests for this emission level is done in an independent laboratory who employs test methods and operating positions reviewed by the FCC and other agencies.

Before the phone was placed on the market, the product was tested and certified in accordance with the FCC regulations to verify that the product did not exceed the FCC SAR requirements.

Additional information on SAR and RF Exposure can be obtained off the FCC website at: <http://www.fcc.gov/oet/rfsafety>

There is no conclusive proof that these mobile phones are or are not a health risk. The FDA and numerous researchers are continuing studies of RF radiation and health issues. Additional information on this subject can be obtained from the FDA web site at: <http://www.fda.gov>

Cisco Wireless Phone 9821 operates at power levels that are 5 to 6 times lower than most standard cellular, Personal Communications Service (PCS), or Global System for Mobile Communication (GSM) phones. This lower power coupled with a lower transmitter duty cycle reduces the user's exposure to the RF fields.

There are several suggested methods to reduce exposure for the user. Among those include:

1. Using a hands-free handset to increase the distance between the antenna and the head of the user.
2. Orienting the antenna away from the user.

Additional information can be obtained from the following documentation:

- Cisco Systems Spread Spectrum Radios and RF Safety white paper at the following location: http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr_wi.htm
- FCC Bulletin 56: Questions and Answers about Biological Effects and Potential Hazards of Radio Frequency Electromagnetic Fields
- FCC Bulletin 65: Evaluating Compliance with the FCC guidelines for Human Exposure to Radio Frequency Electromagnetic Fields

Additional information can also be obtained from the following organizations:

- World Health Organization Internal Commission on Non-Ionizing Radiation Protection at <http://www.who.int/emf>
- United Kingdom, National Radiological Protection Board at <http://www.nrpb.org.uk>
- Cellular Telecommunications Association at <http://www.wow-com.com>

General RF exposure compliance

This device has been evaluated and found compliant to the ICNIRP (International Committee on Non-Ionizing Radiation Protection) limits for Human Exposure of RF Exposure.

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.

Wi-Fi statement

Control of or communications with unmanned aircraft systems is prohibited, including drones.

No direct internet connection permitted.

limited to indoor use by low-power indoor access point associations.

Attestation Required.

Under the control of an access point, a network cannot be initiated.

Contention Based Protocol.

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;

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;

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.

For body-worn operation, this device has been tested with the specific belt-clip/holster provided with the handset at a separation distance of 15 mm. Use only provided or approved accessories and maintain at least 15 mm separation between the device and the body to ensure compliance with FCC/ISED RF exposure requirements.

This equipment should be installed and operated with minimum distance 1.5 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.

Maximum SAR for this Model and Conditions Under Which it was Recorded

Maximum Head SAR (1g)

1.371 W/kg

Maximum SAR for this Model and Conditions Under Which it was Recorded

Maximum Body-worn SAR (1g)	1.308 W/kg
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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 1.5 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.

DAS maximal pour ce modèle et conditions dans lesquelles il a été enregistré

DAS maximal tête (1g)	1.371 W/kg
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DAS maximal près du corps (1g)	1.308 W/kg
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Wi-Fi statement

Devices shall automatically stop transmitting if there is an absence of information to transmit or an operational failure. Note that the intention is not to prohibit either the transmission of control or

signalling information, or the use of repetitive codes, where one or both are required by the technology. An explanation of how transmitting is stopped shall be included in the certification filing.

Devices shall not be used for control of or communications with unmanned aircraft systems.

Devices shall not be used on oil platforms.

Devices shall not be used on aircraft.

Client devices shall not be capable of initiating a network.

Low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band may be used on large aircraft, as defined in the [Canadian Aviation Regulations](#), while flying above 3,048 metres (10,000 feet).

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Spark NZ has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Spark NZ, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark NZ network services.



Use of IP Networks with the PSTN

Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Spark NZ Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay.

The Use of Voice Compression Through the PSTN

Because of the extensive delay already experienced when calling cellular and international networks, some of which is already caused by their use of voice compression technologies. Spark NZ Access Standards will only approve G711 voice technology for use on the PSTN. G711 is an 'instantaneous speech-encoding technique' whereas G729 and all its variants are considered 'near instantaneous' introducing additional delay into the speech signal.

Echo Cancellation

Echo cancelers are not normally required in the Spark NZ PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks that make use of Voice-over-IP (VoIP) technology are required to provide echo cancellation for all voice calls. The combined effect of audio/VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.

Compliance Statements for Japan

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

Compliance Statements for Taiwan

DGT Warning Statement

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

電磁波警語：

減少電磁波影響，請妥適使用

警告：為避免電磁干擾，本產品不應安裝或使用於住宅環境。

BSMI Battery Statement

M.10 預防合理可預期之誤用之說明

結合於設備中的電池或與其相關組件（包括單電池及電力產生器）在一起的電池的結構應使得電擊或火焰安全防護的失效（例：可燃性化學漏液起火或絕緣損壞）不會發生，考慮所有可能發生的條件。若可行，應包括製造商指示的嚴苛條件，例：

- 電池在使用、儲存或運送期間可能承受的高低溫度；且
- 在高海拔的低氣壓。

考慮實際電池或包含電池的設備的本質功能，凡提供安全裝置或設計係不符合實際時，應提供參照 F.5 的指示以保護電池免於極端的條件或使用者的誤用。應考慮的範例包括：

- 置換可能影響安全防護的錯誤型式的電池（例：在某些鋰電池類型的情形下）；
- 電池丟入火焰或烤箱中，或將電池作可能導致爆炸的機械擠壓或切割；
- 電池置於可能導致爆炸或可燃性液體或氣體洩漏的高溫環境中；且
- 電池承受可能導致爆炸或可燃性液體或氣體洩漏的極度低氣壓。

對於含有可讓普通人員置換電池之設備，應依據 F.5 提供指示型安全防護，除非說明書中提供了完整的指示型安全防護。

指示型安全防護之要素應如下：

- 要素 1a 或 1b：無要求
- 要素 2：「警告」或同義文字或語句
- 要素 3：「若置換不同型式之電池有起火或爆炸風險」或同義語句
- 要素 4：選項

由檢驗、評估製造商提供的資料查核其符合性。

Compliance Statement for Argentina

Advertencia

No utilizar una fuente de alimentación con características distintas a las expresadas ya que podría ser peligroso.

Compliance information for Brazil



This section contains special information for operation of in Brazil.

This equipment is not entitled to the protection from harmful interference and may not cause interference with duly authorized systems.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br

Model

Certificate Number

Compliance Statement for Singapore

**Complies with
IMDA Standards
DB101992**

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://cisco.com/go/usear>.

CONFIDENTIAL DRAFT

Important online information

End User License Agreement

Find the End User License Agreement (EULA) at:

<https://www.cisco.com/go/eula>

Regulatory Compliance and Safety Information

Find the Regulatory Compliance and Safety Information (RCSI) at:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/9821/regulatory_compliance/rcsi-0505-book.pdf

CONFIDENTIAL DRAFT