



## Phone Setup

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- [Phone Hardware Installation, on page 1](#)
- [Phone Configuration Tasks, on page 27](#)

### Phone Hardware Installation

Before you can use your phone, you must install and charge the battery. The battery may already be installed in your phone, or you may have to install it yourself.

You must read the safety information in [Product Safety and Security](#) before you use, install, or charge the phone.

The battery may already be charged using one of the supported charging methods. If the battery isn't charged, you must charge the battery before you can set up the phone.



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**Caution** The Cisco Wireless IP Phone 8821 and the Cisco Wireless IP Phone 8821-EX have different ways to lock the battery compartment. Use the correct procedures for your phone.

- Cisco Wireless IP Phone 8821
    - [Install the Cisco Wireless IP Phone 8821 Battery, on page 1](#)
    - [Replace the Cisco Wireless IP Phone 8821 Battery, on page 10](#)
  - Cisco Wireless IP Phone 8821-EX
    - [Install the Cisco Wireless IP Phone 8821-EX Battery, on page 6](#)
    - [Replace the Cisco Wireless IP Phone 8821-EX Battery, on page 15](#)
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### Install the Cisco Wireless IP Phone 8821 Battery

Use this task for the Cisco Wireless IP Phone 8821 only. For the Cisco Wireless IP Phone 8821-EX, see [Install the Cisco Wireless IP Phone 8821-EX Battery, on page 6](#).

IP54 compliance mean that the phone is sealed from dust and water. When the phone leaves the factory, it is completely sealed.

If you need to open the battery compartment, don't open it in a dusty or wet environment.

You should make sure that the battery cover is closed to ensure that dust and water cannot enter the battery compartment.



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**Note** Dirt, oil, or other products can damage the 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.

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**Caution** Don't use tools to pry open the cover.

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**Caution** Phone life and functions could be compromised if:

- The battery is installed incorrectly.
- The battery cover is not closed properly.
- The rubber gasket on battery cover is poorly maintained.
- The rubber gasket on battery cover is damaged.
- The phone is dropped on a hard surface on a regular basis.

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## Procedure

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**Step 1** Remove the cover from the battery compartment.



- 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.

**Step 2** Install the battery.

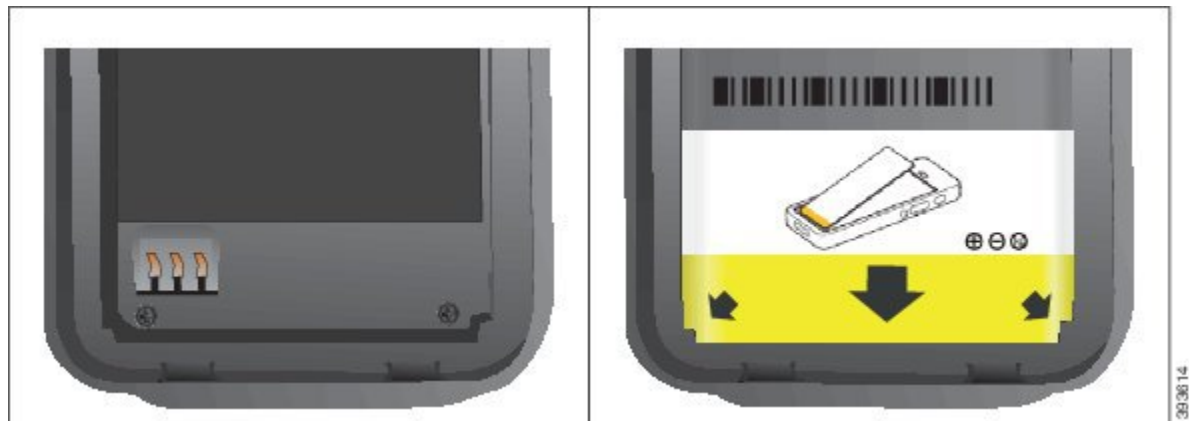
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



The battery has metal contacts that must connect to the contacts in the battery compartment. The battery also has an arrow at the bottom and the Cisco logo at the top.

When the battery is correctly inserted, the logo and arrow are visible. The arrow points towards the connector on the base of the phone and the logo is close to the locking catch.

The battery compartment has small tabs in the bottom corners. The battery must slide under these tabs. The following graphic shows the battery compartment without and with the battery correctly installed.



- 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.

**Caution** Do not force the battery into the compartment or you will damage the compartment and the battery.

- b) Slide the bottom of the battery under the tabs in the bottom of the battery compartment.
- c) Press the battery into the battery compartment until it is flat in the compartment.

The following graphic shows a properly-installed battery.



- d) If the battery has a light plastic pull tab, fold the tab over the battery.

**Step 3** Inspect the gasket on the inside of the battery compartment cover and, if necessary, clean it with a cloth dampened with water.

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

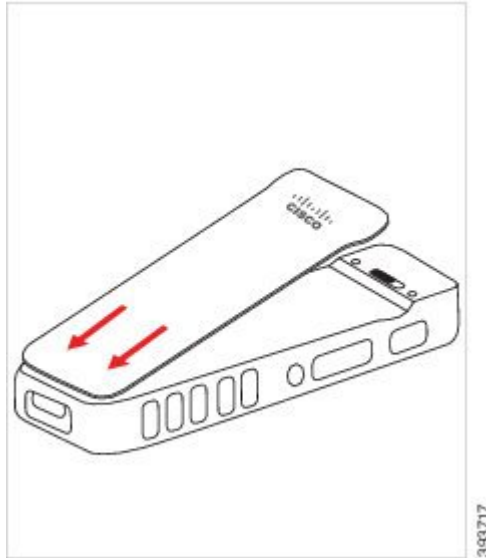
**Step 4** Replace the cover to the battery compartment.



**Caution** When you close the battery cover, make sure that it is completely closed. Otherwise dust and water can enter the battery compartment.

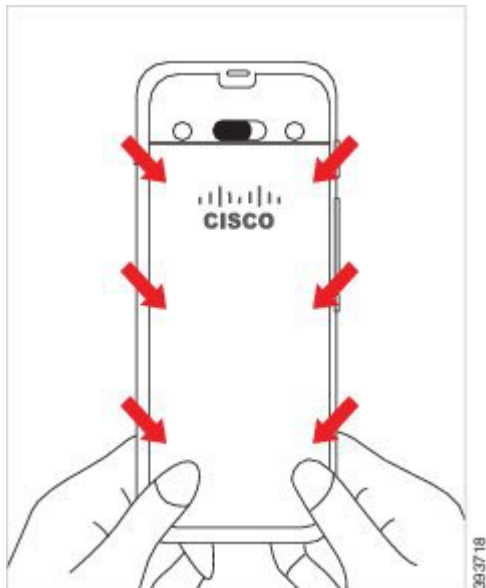
- a) Align the tabs at the bottom of the cover into the notches on the phone.

The tabs slide into 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.

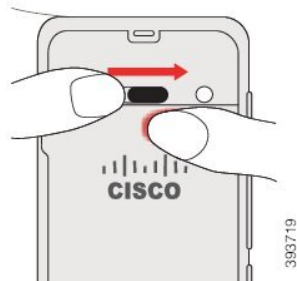
Press the cover firmly.



**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.

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




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### Related Topics

[Damaged Battery Identification](#), on page 22

## Install the Cisco Wireless IP Phone 8821-EX Battery

Use this task for the Cisco Wireless IP Phone 8821-EX only. For the Cisco Wireless IP Phone 8821, see [Install the Cisco Wireless IP Phone 8821 Battery, on page 1](#).

IP67 compliance mean that the phone is sealed from dust and water. When the phone leaves the factory, it is completely sealed.




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**Caution** If you need to open the battery compartment, don't open it in a dusty or wet environment or in a hazardous location.

Don't open the compartment if the temperature is 0°C or less.

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You should make sure that the battery cover is closed to ensure that dust and water cannot enter the battery compartment.




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**Note** Dirt, oil, or other products can damage the 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.

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**Caution** Don't use tools to pry open the cover.

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- Caution** Phone life and functions could be compromised if:
- The battery is installed incorrectly.
  - The battery cover is not closed properly.
  - The rubber gasket on battery cover is poorly maintained.
  - The rubber gasket on battery cover is damaged.
  - The phone is dropped on a hard surface on a regular basis.

### Procedure

- Step 1** Use a coin to unscrew the battery cover and remove the cover from the battery compartment.



- Caution** Don't use a sharp object to unscrew the battery compartment door or to pry the battery door off the phone.

- Use a coin to turn the screw and unlock the battery compartment.  
The screw remains in the cover.
- Lift and remove the cover of the battery compartment with your fingers, *one corner at a time*.

- Step 2** Install the battery.

- Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



The battery has metal contacts that must connect to the contacts in the battery compartment. The battery also has an arrow at the bottom and the Cisco logo at the top.

When the battery is correctly inserted, the logo and arrow are visible. The arrow points towards the connector on the base of the phone and the logo is close to the locking catch.

The battery compartment has small tabs in the bottom corners. The battery must slide under these tabs. The following graphic shows the battery compartment without and with the battery correctly installed.



- 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.

**Caution** Do not force the battery into the compartment or you will damage the compartment and the battery.

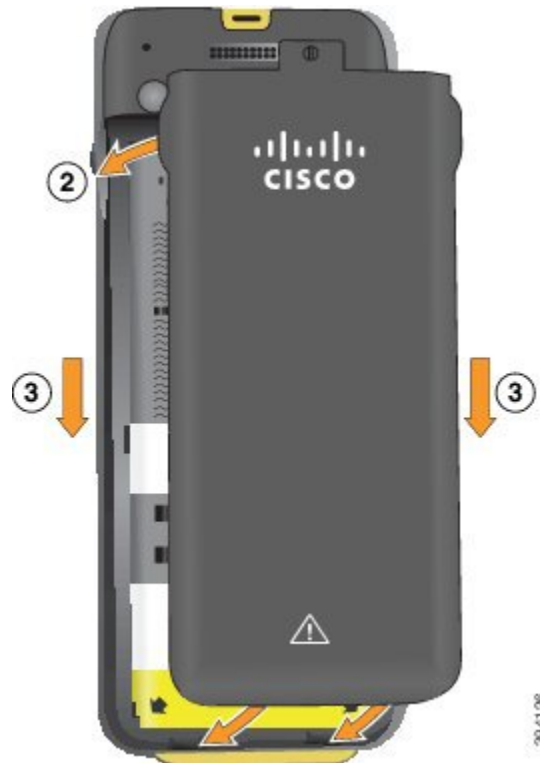


- b) Slide the bottom of the battery under the tabs in the bottom of the battery compartment.
- c) Press the battery into the battery compartment until it locks in place. Make sure that is flat in the compartment.
- d) If the battery has a light plastic pull tab, fold the tab over the battery.

**Step 3** Inspect the gasket on the inside of the battery compartment cover and, if necessary, clean it with a cloth dampened with water.

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

**Step 4** Replace the cover to the battery compartment.



**Caution** When you close the battery cover, 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.  
The tabs slide into 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 down. 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, then use a coin to screw the cover in place. The screw should be snug. Don't make it too tight.




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### Related Topics

[Damaged Battery Identification](#), on page 22

## Replace the Cisco Wireless IP Phone 8821 Battery

Use this task for the Cisco Wireless IP Phone 8821 only. For the Cisco Wireless IP Phone 8821-EX, see [Replace the Cisco Wireless IP Phone 8821-EX Battery, on page 15](#).

If you have a spare battery, you can replace a depleted battery with a charged battery.

IP54 compliance means that the phone is sealed from dust and water. When the phone leaves the factory, it is completely sealed.

If you need to open the battery compartment, don't open it in a dusty or wet environment.

You should make sure that the battery cover is closed to ensure that dust and water cannot enter the battery compartment.




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**Note** Dirt, oil, or other products can damage the 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.

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**Caution** Don't use tools to pry open the cover or pry out the battery.

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**Caution**

Phone life and functions could be compromised if:

- The battery is installed incorrectly.
- The battery cover is not closed properly.
- The rubber gasket on battery cover is poorly maintained.
- The rubber gasket on battery cover is damaged.
- The phone is dropped on a hard surface on a regular basis.

**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.

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.

**Procedure**

**Step 1** Remove the cover from the battery compartment.



- 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 .

**Step 2** Do one of these actions:

- If the battery has a pull tab, pull the tab away from the phone.
- If the battery doesn't have a pull tab, 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.



**Step 3** Install the battery.

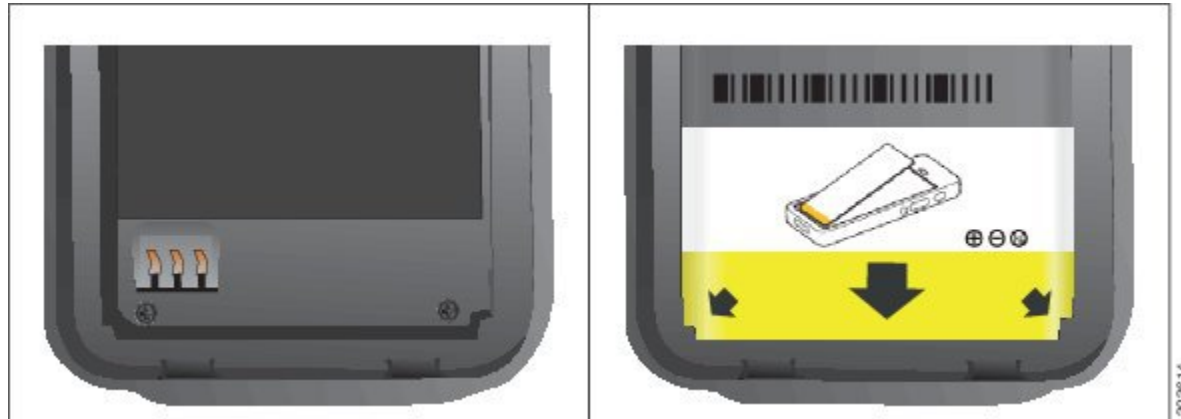
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



The battery has metal contacts that must connect to the contacts in the battery compartment. The battery also has an arrow at the bottom and the Cisco logo at the top.

When the battery is correctly inserted, the logo and arrow are visible. The arrow points towards the connector on the base of the phone and the logo is close to the locking catch.

The battery compartment has small tabs in the bottom corners. The battery must slide under these tabs. The following graphic shows the battery compartment without and with the battery correctly installed.



- 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.

**Caution** Do not force the battery into the compartment or you will damage the compartment and the battery.

- b) Slide the bottom of the battery under the tabs in the bottom of the battery compartment.  
c) Press the battery into the battery compartment until it is flat in the compartment.

The following graphic shows a properly-installed battery.



- d) If the battery has a light plastic pull tab, fold the tab over the battery.

**Step 4** Inspect the gasket on the inside of the battery compartment cover and, if necessary, clean it with a cloth dampened with water.

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

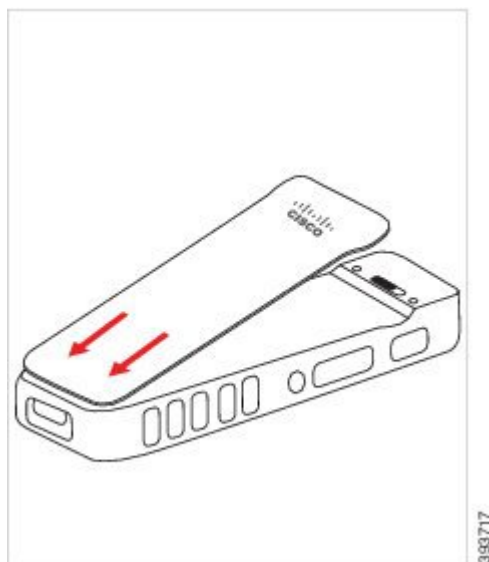
**Step 5** Replace the cover to the battery compartment.



**Caution** When you close the battery cover, make sure that it is completely closed. Otherwise dust and water can enter the battery compartment.

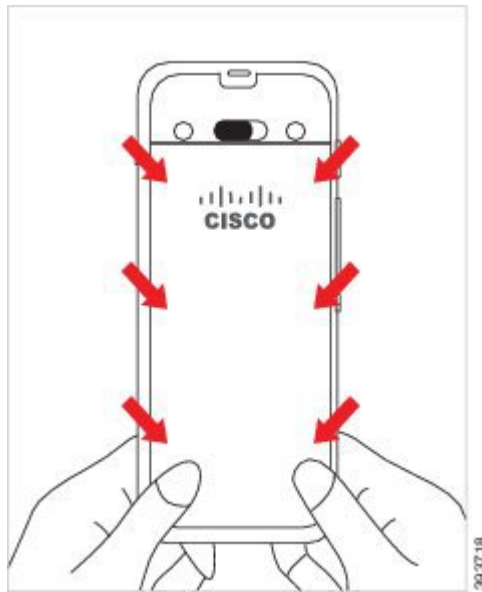
a) Align the tabs at the bottom of the cover into the notches on the phone.

The tabs slide into 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.

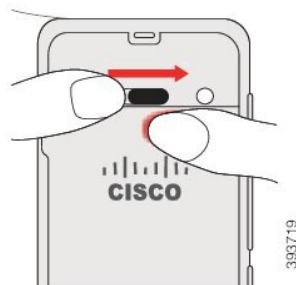
Press the cover firmly.



**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.

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



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### Related Topics

[Damaged Battery Identification](#), on page 22

## Replace the Cisco Wireless IP Phone 8821-EX Battery

Use this task for the Cisco Wireless IP Phone 8821-EX only. For the Cisco Wireless IP Phone 8821, see [Replace the Cisco Wireless IP Phone 8821 Battery](#), on page 10.

If you have a spare battery, you can replace a depleted battery with a charged battery.

IP67 compliance means that the phone is sealed from dust and water. When the phone leaves the factory, it is completely sealed.



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**Caution** If you need to open the battery compartment, don't open it in a dusty or wet environment or in a hazardous location.

Don't open the compartment if the temperature is 0°C or less.

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You should make sure that the battery cover is closed to ensure that dust and water cannot enter the battery compartment.



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**Note** Dirt, oil, or other products can damage the 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.

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**Caution** Don't use tools to pry open the cover or pry out the battery.

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**Caution** Phone life and functions could be compromised if:

- The battery is installed incorrectly.
  - The battery cover is not closed properly.
  - The rubber gasket on battery cover is poorly maintained.
  - The rubber gasket on battery cover is damaged.
  - The phone is dropped on a hard surface on a regular basis.
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**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.

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.

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## Procedure

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**Step 1** Use a coin to unscrew the battery cover and remove the cover from the battery compartment.





**Caution** Don't use a sharp object to unscrew the battery compartment door or to pry the battery door off the phone.

- a) Use a coin to turn the screw and unlock the battery compartment.  
The screw remains in the cover.
- b) Lift and remove the cover of the battery compartment with your fingers, *one corner at a time*.

**Step 2** Do one of these actions:

- If the battery has a pull tab, pull the tab away from the phone
- If the battery doesn't have a pull tab, 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.



**Step 3** Install the battery.

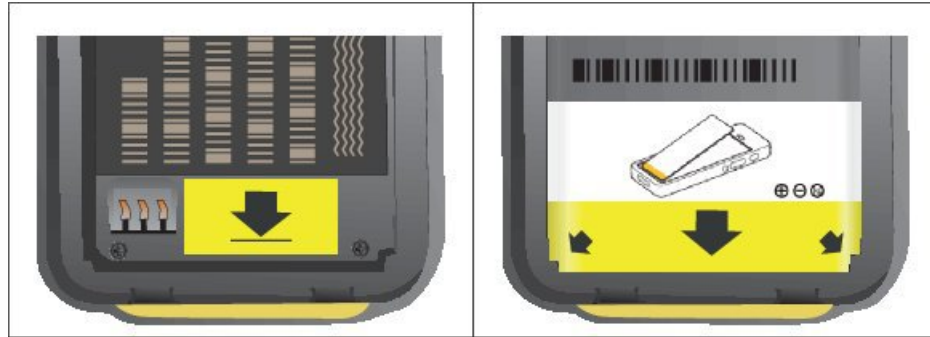
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



The battery has metal contacts that must connect to the contacts in the battery compartment. The battery also has an arrow at the bottom and the Cisco logo at the top.

When the battery is correctly inserted, the logo and arrow are visible. The arrow points towards the connector on the base of the phone and the logo is close to the locking catch.

The battery compartment has small tabs in the bottom corners. The battery must slide under these tabs. The following graphic shows the battery compartment without and with the battery correctly installed.



- 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.

**Caution** Do not force the battery into the compartment or you will damage the compartment and the battery.

- b) Slide the bottom of the battery under the tabs in the bottom of the battery compartment.
- c) Press the battery into the battery compartment until it is flat in the compartment.
- d) If the battery has a light plastic pull tab, fold the tab over the battery.

**Step 4** Inspect the gasket on the inside of the battery compartment cover and, if necessary, clean it with a cloth dampened with water.

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

**Step 5** Replace the cover to the battery compartment.



**Caution** When you close the battery cover, 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.  
The tabs slide into 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 down. 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, then use a coin to lock the cover in place.



**Step 6** Replace the cover to the battery compartment.



**Caution** When you close the battery cover, 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.  
The tabs slide into 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 down. 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, then use a coin to screw the cover in place. The screw should be snug. Don't make it too tight.



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### Related Topics

[Damaged Battery Identification](#), on page 22

## Damaged Battery Identification

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

- Swelling
- Bending
- Broken end caps



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**Caution** 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.

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### 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.



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**Caution** **Don't** try to pry the battery out of the compartment.

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#### Examples

The next image shows a swollen battery from the end.



The next image shows another swollen battery.



The next image shows a swollen battery in the battery compartment. Notice that the battery isn't flush with the compartment walls around the battery perimeter.



The next image shows the same swollen battery when the cover is put on. Notice that the middle of the cover is arched. The catches in the middle of the cover won't easily connect.



The battery may also swell along the length or width, which makes the battery hard to remove. Don't use any instrument to pry the battery out.

### **Bent Battery**

#### **Identification**

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

#### **Example**

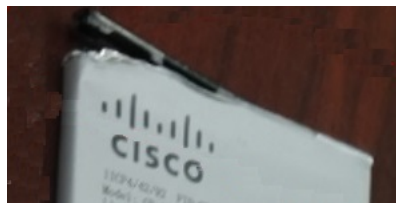


### **End Caps are Broken or Damaged**

#### **Identification**

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

#### **Example**



## Phone Battery Charging

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

- USB cable—You can charge the phone with an AC power adapter or your computer.
- Desktop charger—You can use the phone and charge it at the same time.
- Multicharger—You can charge several phones at the same time.



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

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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.

## Spare Battery Charging

If you require longer talk times, you will find it useful to have a spare, charged battery. You can charge a spare battery in the desktop charger or multicharger.



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**Warning** Explosion Hazard: Do not charge the spare battery in a potentially explosive atmosphere. Statement 431

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The spare battery takes about 3 hours to charge in the desktop charger or multicharger.

## Prepare the Power Adapter

The power adapter for your phone is compact. Before you use the power adapter, you have to unfold the prongs. After you use the adapter, you can fold in the prongs.

The power adapter for your region may also require an additional clip to allow the adapter to be plugged into the electrical outlet.

### Procedure

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- Step 1** Catch the edge of a prong with your finger and pull the prong up until it clicks into position.

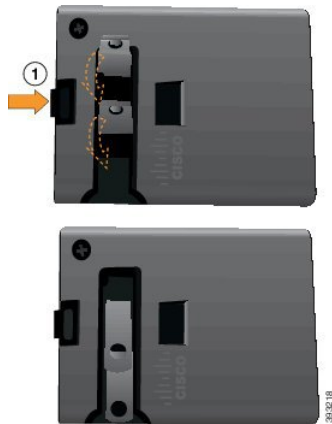




**Step 2** (Optional) Install the international power clip.

**Step 3** (Optional) Before you close the adapter, remove the international power clip.

**Step 4** (Optional) Hold the lever on the top of the adapter down and press the prongs down to close the adapter.



## Charge the Battery with the AC Power Supply

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

The wide connector on the USB cable connects to the phone using magnets to hold it secure. It has pins that you need to align correctly. If you hold the phone so that the screen is towards you, the battery icon on the connector is visible.



**Caution** Do not charge the phone in a hazardous environment.  
Do not charge the phone if it is wet.

### Before you begin

You need the USB power cable supplied with your phone.

You need to prepare the power adapter for use as described in [Prepare the Power Adapter, on page 24](#).

### Procedure

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- Step 1** Plug the USB cable into the bottom of the phone with the pins aligned.
  - Step 2** Plug the USB cable into the power adapter.
  - Step 3** Plug the power adapter into the electrical outlet.
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## Charge the Battery with the USB Cable and a USB Port on Your Computer

You can charge your phone using your computer. When you use the computer to charge your phone, the battery can take up to 6 hours to fully charge.

The wide connector on the USB cable connects to the phone using magnets to hold it secure. It has pins that you need to align correctly. If you hold the phone so that the screen is towards you, the battery icon on the connector is visible.



**Caution** Do not charge the phone in a hazardous environment.  
Do not charge the phone if it is wet.

### Procedure

- Step 1** Connect the long connector of the USB cable to the bottom of the phone with the pins aligned.
- Step 2** Plug the other end into the USB port in the computer.

## Phone Configuration Tasks

When you set up a new phone, you connect it to your call control system and set up the phone features. This connection takes the following steps.

1. Gather information. You need the following information:
  - Wireless access point information: SSID, security type, security password or pin or key
  - MAC address of the phone
  - Directory number plan, to determine the DN to assign to the user
2. Set up the call control system:

- a. Ensure that your Cisco Unified Communications Manager has the latest firmware load and any required device packages.
  - b. (Optional) Set up Wi-Fi profiles, Wi-Fi profile groups, phone button templates, softkey templates, and the common phone profile on the Cisco Unified Communications Manager.
  - c. (Optional) Set up the Cisco Unified Communications Manager to automatically register phones.
3. If your Cisco Unified Communications Manager is not set up for automatic phone registration,
  - a. Set up the new user.
  - b. Add the new phone.
  - c. Associated the new phone to the user.
  - d. Enable the features that the user needs.
4. Set up the phone to connect to the call control system.

After the phone is connected to the call control system, it should automatically update to the latest firmware load.

**Related Topics**

- [Cisco Unified Communications Manager Phone Configuration](#)
- [Configuration on the Phone](#)
- [Determine the MAC Address of the Phone](#)