Cisco Wireless Phone 9821 Quick Reference Guide

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Quick Reference Guide

Your phone

① Indicator light (LED)
② Receiver
③ Speaker button
④ Phone screen (Remove the protective film before use)
⑤ Action button
⑥ Softkey buttons
⑦ Navigation Cluster (Navigation Ring and **Select** button)
⑧ Power/End Call button
⑨ Alphanumeric keypad
⑩ Answer/Send button
⑪ Lanyard slot
⑫ Latch lock
⑬ Application button
⑭ Volume button
⑮ Mute button
⑯ Battery door
⑰ Speakerphone
⑱ Headset port
⑲ Microphone (Remove the protective film before use)
⑳ Charging port

LED indicators

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

- Green, steady: Battery fully charged.
- Green, slow blinking (every 4 seconds): Idle, Display off, Ongoing call, Call on hold, Remote in use, Remote on hold, Muted, Missed call.
- Green, fast blinking: Voice message.
- Amber, steady: Battery charging.
- Amber, fast blinking: Incoming call, Remote incoming call.
- Off: Network or SIP connection failure, Silent emergency call.

Turn on your phone

Press and hold **Power/End Call** until the keypad backlight lights.

Turn off your phone

1. Press and hold **Power/End Call** for 4 seconds.
2. Press **Power off**.

Make a call

1. Enter a number.
2. Press **Answer/Send** or **Select**.

Answer a call

Press the **Answer** softkey or **Answer/Send**.

Decline a call

Press the **Decline** softkey or **Power/End Call**.

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Use Do Not Disturb (DND)

DND silences your phone and silences incoming calls.

1. Access the **Phone** app.
2. Press **More** and select **Do not disturb** to turn on DND.
3. To turn off DND, select **Turn DND off**.

Put a call on hold

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

View your call history

1. Access the **Recents** app.
2. To view your recent calls, select **Recents**. Select **All recents** or a single line.
3. To view your missing calls, select **Missed calls**. Select **All missed** or a single line.

Add another person to a call (Unified CM)

1. From an active call, press **More** and select **Conference**.
2. Do one of these actions.
   - Enter a number. After the call is answered, press **Merge**.
   - Select an entry from your **Recents** list and press **Call**. After the call is answered, press **Merge**.
   - Select another call that is on hold. Press **More** and select **Merge**.

Transfer a call to another person

1. From a call that is not on hold, press **More** and select **Transfer**.
2. Do one of these actions.
   - Enter a number. After the call is answered, press **Transfer**.
   - Select an entry from your **Recents** list and press **Call**. After the call is answered, press **Transfer**.
   - Expand the Lines panel, highlight a speed dial line, and then press **Answer/Send** or **Select**. After the call is answered, press **Transfer**.
   - (Unified CM only) Select another call that is on hold. Press **Transfer**.

Make a call with a headset

1. Connect a wired headset or pair a wireless headset to your phone.
2. Enter a number.
3. Press **Answer/Send**.

Make a call with the phone speaker

1. Press and hold the **Speaker** button to activate the speaker.
2. Enter a number.
3. Press **Answer/Send**.
4. To turn off the speaker, press and hold **Speaker** again.

Mute your audio

1. From an active call, press the **Mute** button.
2. To unmute, press **Mute** again.

Access your voicemail service

1. Press and hold **One (1)**.
2. Follow the voice prompts.

Forward all calls (Unified CM)

1. Access the **Phone** app.
2. Select a line.
3. Press **More** and select **Forward all**.
4. Do one of these actions.
   - Enter the number that you want to forward to.
   - Select an entry from your **Recents** list and press **Call**.
5. When you return, press **More** and select **Forward off**.

Forward all calls (Multiplatform)

1. Access the **Phone** app.
2. Press **More** and select **Forward**.
3. Select **Forward all**.
4. Enter the number that you want to forward to, and turn on Forward all.
5. When you return, press **More** and select **Forward**.
6. Select **Forward all**.
7. Press **Off** to turn off Forward all.

Adjust the volume in a call

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

Adjust the ringtone volume

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

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Pair a wireless headset

1. Access the **Settings** app.
2. Select **Bluetooth > Bluetooth**.
3. Press **On**.
4. Turn on your headset and make it discoverable.
5. Select **Add Bluetooth device**. The phone starts scanning for the Bluetooth devices.
6. Select the wireless headset from the list and press **Pair**.

Change the ringtone

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

Adjust the screen brightness

1. Access the **Settings** app.
2. Select **Phone settings > Display > Brightness**.
3. Use the arrow keys of the Navigation cluster to adjust the brightness.
4. Press **Save**.

Change the font size

1. Access the **Settings** app.
2. Select **Phone settings > Display > Font size.**
3. Highlight a font size setting as required.
4. Press **Select**.

Change the screen display timeout

1. Access the **Settings** app.
2. Select **Phone settings > Display > Sleep**.
3. Highlight a time setting as required.
4. Press **Select**.

Charge the battery with the AC power supply

1. Plug the wide connector of the USB cable into the charging port of the phone with the pins aligned.
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 the desktop charger

1. Place your phone in the charging slot of the desktop charger with the screen facing towards you.
2. Plug the DC barrel connector of the USB cable into the DC power jack of the desktop charger.
3. Plug the other end of the USB cable into the power adapter.
4. Plug the power adapter into the electrical outlet.

More Help documentation

View the Cisco Wireless Phone 9821 help articles at https://cisco.com/go/wp9821help.

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