



Phone Setup

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



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](#)
-

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 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.



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.



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



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 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.

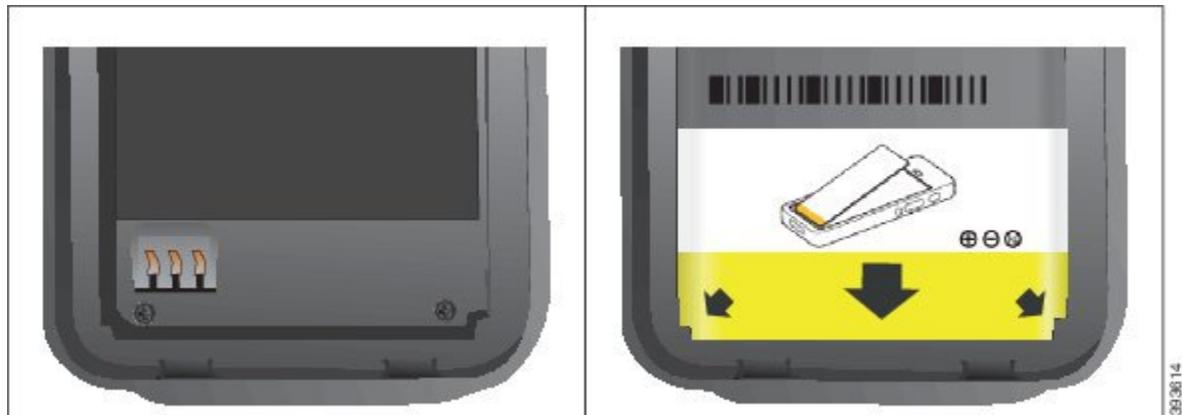
Caution If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



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.

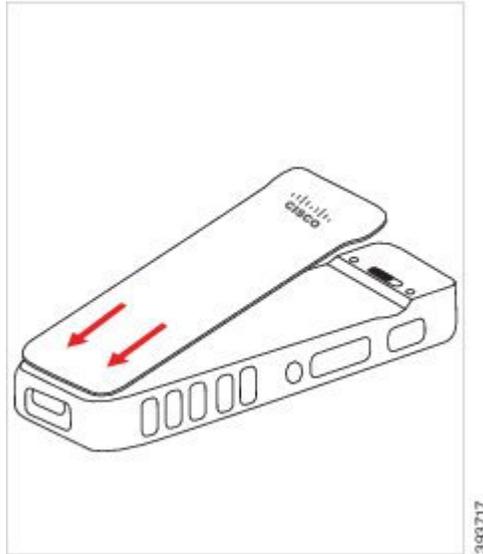
Step 4 Replace the cover to the battery compartment.



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

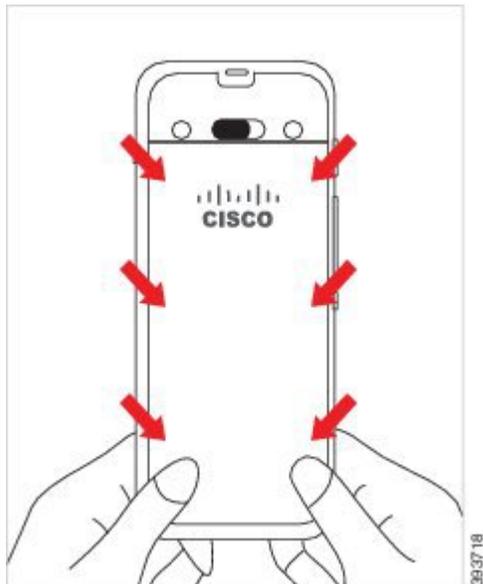
- a) Align the tabs at the bottom of the cover into the notches on the phone.

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.

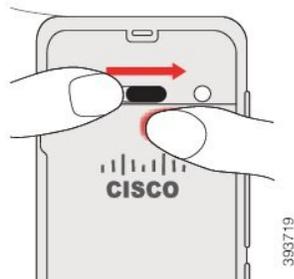
Press the cover firmly.



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.



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.



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.

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



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.



Caution

Don't use tools to pry open the cover.



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.

- 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 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.



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.



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.



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



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.

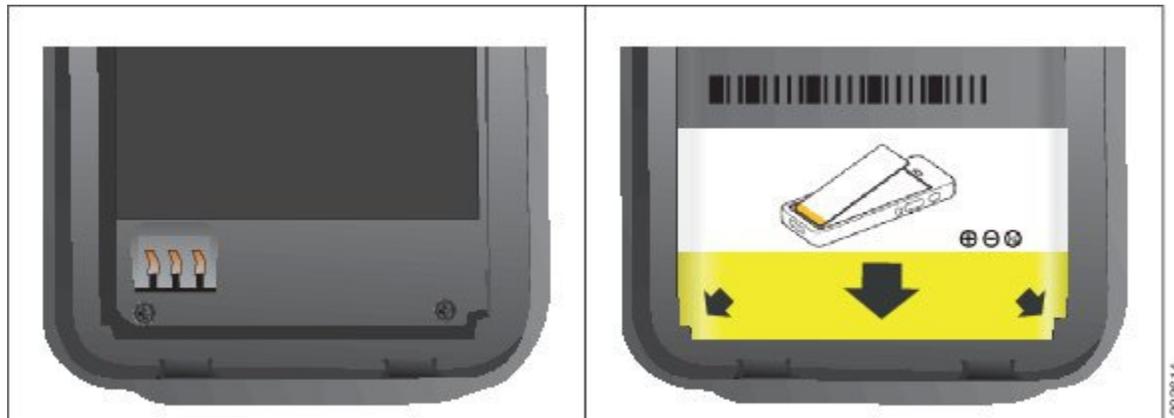
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- b) Slide the bottom of the battery under the tabs in the bottom of the battery compartment.
c) Press the battery into the battery compartment until it is flat in the compartment.

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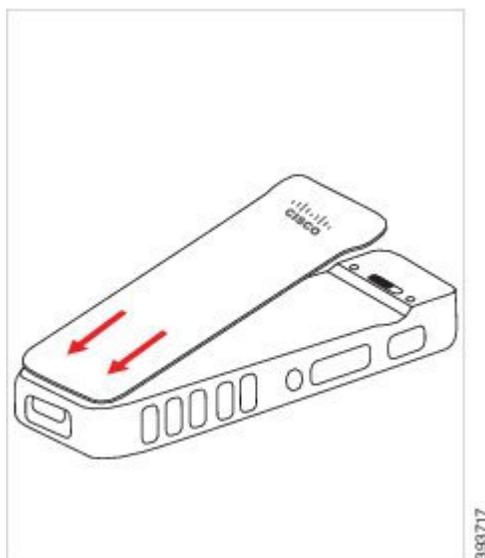
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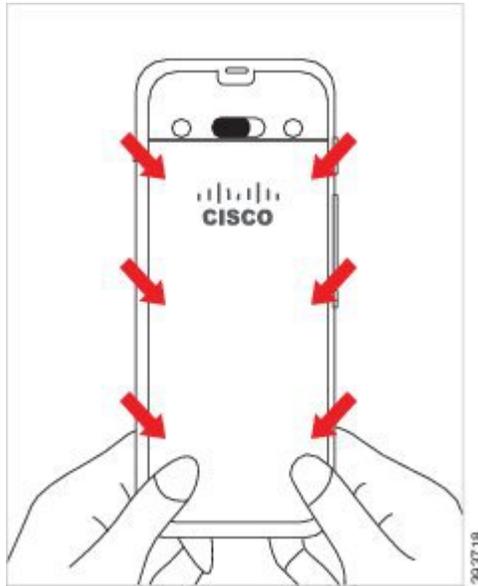
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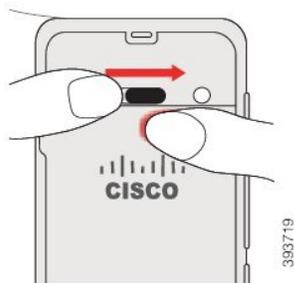
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Related Topics

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

Replace the Cisco Wireless IP Phone 8821-EX Battery

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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.

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The tabs slide into the phone.



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Press at the top, middle, and bottom of the cover on each side.



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- c) Check that the cover is flush with the phone, then use a coin to lock the cover in place.



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- 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.



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



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.

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

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.



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

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.

Related Topics

[Multichargers](#)

[Desktop Chargers](#)

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.



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

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

Related Topics

[Multichargers](#)

[Desktop Chargers](#)

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

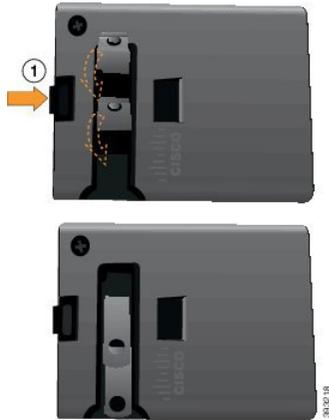
Step 1 Catch the edge of a prong with your finger and pull the prong up until it clicks into position.



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

- 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.

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

Phone configuration uses one of these methods:

- Your administrator sets up the phone. When this happens, you don't need to do any configuration. Your administrator may lock your access to the configuration menus.
- You set up the phone for your Wi-Fi network and to connect to the call control system. When this happens, your administrator gives you the information you need to enter in the phone.

Add the Phone to the Wi-Fi Network

When you enter an IP address, scroll to the field, and press **Select**. The field changes from one field into input boxes. You use the keypad to enter the digits and the navigation ring to move between the fields.

After you configure the phone and save the changes, the phone connects to the Cisco Unified Communications Manager. After the connection is made, the phone downloads the configuration file and, if necessary, upgrades the firmware to a new firmware load.

Before you begin

You need the following information about the Wi-Fi network:

- SSID
- Security type (for example, WEP, EAP)
- PIN or passkey for the selected security type

Procedure

Step 1 Access the **Settings** app.

Step 2 Select **Wi-Fi**.

Step 3 Select a profile.

Step 4 (Optional) Set a profile name.

- a) Select **Profile name**.
- b) Use the keypad to enter a new name.
 - The **Back**  softkey deletes the character to the left of the cursor.
 - Use the Navigation ring to move from left to right in the field.
- c) Press **More**  and select **Save**.

Step 5 Select **Network configuration > IPv4 setup**.

If your network does not support DHCP, perform these steps.

- a) Required: Select **DHCP** and press **Off**.
- b) Select **IP address** and enter the assigned address of the phone.
- c) Select **Subnet mask** and enter the required subnet mask. For example, 255.255.255.0.
- d) Select **Default router** and enter the IP address of the Default router.
- e) Select **DNS server 1** and enter the IP address of the DNS server.

For all networks,

- a) Select Alternate TFTP and set to **On**.
- b) Select TFTP Server 1 and enter the TFTP IP address for the Cisco Unified Communications Manager.
- c) Press **More** and select **Save**.
- d) In the **Trust list** window, press **More** and select **Erase**.
- e) Select **Back** and then select **Back** again.

Step 6 Select **WLAN configuration**.

Step 7 Select **SSID**.

- a) Use the keypad to enter the SSID of the access point.
- b) Press **More** and select **Save**.

Step 8 Select **Security mode**.

Step 9 Select the type of security that the access point requires.

Step 10 Set the required security fields using the following table:

Security Mode	Configured Field	Description
None	None	When the Security mode is set to None, no other fields are required.
WEP	WEP key	Enter the 40/104 or 64/128 ASCII or Hex WEP key.
PSK	Passphrase	Enter the 8-63 ASCII or 64 Hex Passphrase.
EAP-FAST	User ID	Enter the userid.
PEAP-GTC	Password	Enter the password
PEAP-MSCHAPV2		
EAP-TLS	User certificate	Your administrator will give you the certificate type to select and will arrange for the certificate to be installed on your phone.

Step 11 Select **802.11 mode** and select the required mode.

The mode determines the frequency. If you set the mode to Auto, the phone can use either the 5 GHz or 2.4 GHz frequency, with 5 GHz as the preferred frequency.

Step 12 Select **On call power save** and press **Select** to change the setting.

This field should only be set to Disabled if required for troubleshooting.

Step 13 Press **More** and select **Save**.

Step 14 Press **Power/End Call** .

