



## **Cisco Wireless IP Phone 8821 and 8821-EX User Guide**

**First Published:** 2016-06-29

**Last Modified:** 2020-08-26

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# CHAPTER 1

## Your Phone

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- [Cisco Wireless IP Phone 8821 and 8821-EX, on page 1](#)
- [New and Changed Information, on page 4](#)
- [Getting Started, on page 6](#)
- [Self Care Portal, on page 8](#)
- [Buttons and Hardware, on page 10](#)
- [Care of Your Phone, on page 19](#)
- [Additional Help and Information, on page 23](#)

## Cisco Wireless IP Phone 8821 and 8821-EX

The Cisco Wireless IP Phone 8821 and 8821-EX are 802.11 dual-band wireless devices that provide comprehensive voice communications in conjunction with Cisco Unified Communications Manager and with Cisco Aironet and Cisco Meraki access points (APs) in a private business communications network.

The phones provide voice communication over the same wireless LAN that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

The Cisco Wireless IP Phone 8821-EX is certified for Potentially Explosive Atmosphere ATEX Zone 2 IP54 (pending) and North America Class I Division 2/Zone 2. The phone is certified for use in potentially explosive (hazardous) environments where flammable gases, vapors or liquids may be present for a short period of time or under abnormal conditions. The phone has an industry-standard yellow styling that offers fast recognition in emergency situations.

The following figure shows the Cisco Wireless IP Phone 8821 on the left and the Cisco Wireless IP Phone 8821-EX on the right.

Figure 1: Cisco Wireless IP Phone 8821 and 8821-EX



These phones, like other network devices, must be configured and managed. The phones support G.711a, G.711u, G.722, G.729a, G.729ab, iLBC, iSAC, and OPUS codecs. The phones also support uncompressed wideband (16 bits, 16 kHz) audio.

The phones are hearing aid compatible (HAC) but do not have any TTY features. They have ridges on the sides of the 5 key that is a tactile identifier.

The physical characteristics include:

- Resistance to damage from dropping the phone
- Tolerance of antibacterial and alcohol-based wipes
- Latex- and lead-free
- Shockproof and vibration-proof
- USB On-the-Go (OTG) 2.0 interface
- Cisco Wireless IP Phone 8821: IP54 protection, which indicates dust-tight equipment that is protected against water (see below)
- Cisco Wireless IP Phone 8821-EX only:
  - IP67 protection in ordinary locations
  - Certified for use in Potentially Explosive Atmosphere:
    - ATEX Zone 2 IP54 (pending)
    - METLABS Certified for Class I and II, Division 2 and Class III, Divisions 1 and 2, Groups A, B, C and D
  - Industry-standard yellow styling offers fast recognition in emergency situations.
- Charge with a desktop charger for a single phone or a multicharger for up to 6 phones. For more information, see [Supported Accessories, on page 105](#).

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities.

Depending on the configuration, your phone supports:

- Use of Bluetooth wireless headsets, including certain hands-free call features.
- Wireless access to your phone number and the corporate directory.
- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your Self Care portal.

To prevent device damage:

- Don't bathe or swim with the phone.
- Don't expose phone to pressurized water or high velocity water, such as when showering, cleaning, or hand washing.
- Don't use the phone in a sauna or steam room.
- Don't intentionally submerge phone in water.
- Don't operate the phone outside the suggested temperature ranges or in extremely humid, hot, or cold conditions.
- Don't store phones, batteries, and accessories outside the suggested temperature ranges or in extremely humid, hot, or cold conditions.
- Don't drop the phone or subject it to other impacts.
- Don't disassemble the phone; don't remove any screws.
- Don't use harsh cleaning agents, like bleach and other chemicals, to clean the phone exterior
- Don't use a broken battery door or a battery door with a broken seal.

Minimize the exposure of your phone to soap, detergent, acids or acidic foods, and any liquids; for example, salt water, soapy water, pool water, perfume, insect repellent, lotions, sun screen, oil, adhesive remover, hair dye, soft drinks, and solvents. For more information, see [Care of Your Phone, on page 19](#).

### **IP54 and IP67**

The Cisco Wireless IP Phone 8821 and 8821-EX are tested under controlled laboratory conditions under IEC standard 60529. The Cisco Wireless IP Phone 8821 has a rating of IP54 and the Cisco Wireless IP Phone 8821-EX has a rating of IP67 in ordinary locations. Ingress Protection 54 (IP54) and Ingress Protection 67 (IP67) indicate dust-tight equipment that is protected against water. Splash, water, and dust resistance are not permanent conditions, and resistance might decrease as a result of normal wear. Users are expected to take care of the phone and should not deliberately expose the device to a hostile environment of dust, splash, or water immersion.

### **Related Topics**

[Hazardous Environments](#), on page 126

## Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

## New and Changed Information

### New and Changed Information for Cisco Wireless IP Phone 8821-EX Support

The following updates were made to the document.

| Feature                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco Wireless IP Phone 8821-EX Support | <a href="#">Cisco Wireless IP Phone 8821 and 8821-EX, on page 1</a><br><a href="#">Phone Batteries, on page 18</a><br><a href="#">Install the Cisco Wireless IP Phone 8821-EX Battery, on page 30</a><br><a href="#">Replace the Cisco Wireless IP Phone 8821-EX Battery, on page 39</a><br><a href="#">Supported Accessories, on page 105</a><br><a href="#">Desktop Chargers, on page 107</a><br><a href="#">Multichargers, on page 111</a> |
| Battery information update              | <a href="#">Phone Batteries, on page 18</a><br><a href="#">Damaged Battery Identification, on page 46</a><br><a href="#">Replace the Cisco Wireless IP Phone 8821 Battery, on page 34</a><br><a href="#">Replace the Cisco Wireless IP Phone 8821-EX Battery, on page 39</a>                                                                                                                                                                  |

### New and Changed Information for Firmware Release 11.0(5)SR1

The following updates were made to the document.

| Feature       | Description                                 |
|---------------|---------------------------------------------|
| Minor updates | <a href="#">Phone Batteries, on page 18</a> |

### New and Changed Information for Firmware Release 11.0(5)

The following table describes changes to this book to support Firmware Release 11.0(5).



**Note** Cisco Wireless IP Phone 8821 Firmware Release 11.0(5) has been deferred. The features from the release are available in subsequent firmware releases.

| Feature Name                                                                                                                                                                          | Updates                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New Chargers for the Cisco Wireless IP Phone 8821                                                                                                                                     | <a href="#">Phone Batteries, on page 18</a><br><a href="#">Desktop Chargers, on page 107</a><br><a href="#">Multichargers, on page 111</a>                                                                                                                                                                                                                                                                                                                                                                                          |
| User Interface Enhancements                                                                                                                                                           | <a href="#">Header Icons, on page 14</a><br><a href="#">Make a Call to a Favorite Number from the Applications Screen, on page 59</a><br><a href="#">Decline a Call, on page 61</a><br>Several changed sections in <a href="#">Favorites, on page 75</a><br>Several changed sections in <a href="#">Local Contacts, on page 77</a><br><a href="#">Create a New Local Contact from a Recent Call, on page 88</a><br><a href="#">Perform Audio Diagnostics, on page 119</a><br><a href="#">Set Battery Level Display, on page 100</a> |
| As a result of recent changes to the hardware, the Cisco Wireless IP Phone 8821 is now certified for IP54 ingress protection, and is no longer certified for IP67 ingress protection. | <a href="#">Cisco Wireless IP Phone 8821 and 8821-EX, on page 1</a><br><a href="#">Install the Cisco Wireless IP Phone 8821 Battery, on page 25</a><br><a href="#">Replace the Cisco Wireless IP Phone 8821 Battery, on page 34</a>                                                                                                                                                                                                                                                                                                 |

## New and Changed Information for Firmware Release 11.0(4)

The following table describes changes to this book to support Firmware Release 11.0(4).

| Feature Name             | Updates                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configurable home screen | <a href="#">Buttons and Hardware, on page 10</a> was updated to discuss navigation.<br><a href="#">Phone Screen Features, on page 14</a> was updated.<br><a href="#">Home Screen, on page 16</a> was added to describe the home screen options.<br>Many of the procedures for app access were updated. |

| Feature Name                  | Updates                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Improve cleaning instructions | The phone can be damaged if you blow or use compressed air on the microphones, so additional caution statements are added to: <ul style="list-style-type: none"> <li>• <a href="#">Care of Your Phone, on page 19</a></li> <li>• <a href="#">Clean the Phone Exterior, on page 20</a></li> <li>• <a href="#">If You Drop Your Phone in Water, on page 21</a></li> </ul> |
| Local contacts                | <a href="#">Favorites, on page 75</a> and <a href="#">Local Contacts, on page 77</a> and their subsections were added to the “Contacts” chapter.                                                                                                                                                                                                                        |
| Problem report tool           | <a href="#">Create a Problem Report from the Phone, on page 122</a> describes how to report a phone problem.                                                                                                                                                                                                                                                            |
| Resized wallpapers            | <a href="#">Change the Wallpaper, on page 97</a> was updated for the new wallpapers.                                                                                                                                                                                                                                                                                    |
| User Interface Enhancements   | <a href="#">Adjust the Screen Brightness, on page 95</a> and <a href="#">Change the Screen Display Timeout, on page 97</a> were updated with the default setting information.                                                                                                                                                                                           |
| General updates               | <a href="#">Important Headset Safety Information, on page 106</a> added.                                                                                                                                                                                                                                                                                                |

## New and Changed Information for Firmware Release 11.0(3)

The following table contains the information that was added or changed in this book for this firmware release.

| Feature                   | Updates                                                                                                     |
|---------------------------|-------------------------------------------------------------------------------------------------------------|
| Background noise filter   | <a href="#">Adjust the Background Noise Filter, on page 95</a><br><a href="#">Headset Tips, on page 107</a> |
| Power saving enhancements | <a href="#">Phone Batteries, on page 18</a>                                                                 |

## Getting Started

You must read [Product Safety and Security, on page 123](#) before you install or charge the battery.

Your phone is powered by a rechargeable Lithium ion battery. Before you can use your phone, you must install the battery in the phone and charge the battery.

Your phone needs to connect to the corporate wireless network and the IP telephony network. Your administrator might set up your new wireless phone, or you might have to set it up.

After the phone is set up, you can use the phone.

### Related Topics

[Phone Setup, on page 25](#)



[Phone Batteries](#), on page 18

## Turn On Your Phone

Your phone automatically turns the power off when you are not using it to conserve battery power. You need to turn the phone back on in order to use it.

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.

### Procedure

---

Press and hold **Power/End Call**  until the red LED lights.

---

## Sign In to Your Phone

If you see a sign-in screen when you turn the phone on, you must enter your username and password to access the phone functions. You may also need to enter other information, as required by your wireless security requirements. Contact your administrator for assistance.


### Procedure

- 
- Step 1** Enter your user ID.
  - Step 2** Enter your password.
- 

## Turn Off Your Phone

To conserve the battery, turn off the phone when you don't need it to make or receive calls.

### Procedure

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

### Related Topics


[Change the Screen Display Timeout](#), on page 97

## Lock the Phone Keypad

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

### Procedure

---

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

---

### Related Topics

[Automatically Lock the Keypad](#), on page 97


## Unlock the Phone Keypad

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

### Procedure

---

**Step 1** Press **Unlock**.

**Step 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.

### Procedure

---

**Step 1** Press and hold **One (1)**  on the keypad.

**Step 2** Follow the prompts.

---

## Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager.

Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password.

In the Self Care portal, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.

- Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). Use the Self Care Portal to subscribe to a phone service before you access it on your phone.

The following table describes some specific features that you configure with the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

**Table 1: Features Available on the Self Care Portal**

| Features          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call forward      | Use the number that receives calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Additional phones | Specify the additional phones such as your mobile phone that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: <ul style="list-style-type: none"> <li>• Single number reach—Specify whether the additional phone should ring when someone calls your desk phone.</li> <li>• Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.</li> </ul> |
| Speed dial        | Assign phone numbers to speed-dial numbers so that you can quickly call that person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (\*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.

- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

### Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

### Related Topics

[Calls That Require a Billing Code or Authorization Code](#), on page 60



## Buttons and Hardware











Your wireless phone has many buttons and hardware features that you will use regularly. Use the following figure and table to identify the important button and hardware features. The following figure shows the Cisco Wireless IP Phone 8821, but the Cisco Wireless IP Phone 8821-EX is similar in appearance.








Figure 2: Cisco Wireless IP Phone 8821 Buttons and Hardware



The following table describes the functions of the keys on the phones.

| Item | Name or Grouping                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Indicator light (LED)<br>Headset port | <p>Indicator light—Use the light to identify states:</p> <ul style="list-style-type: none"> <li>• Solid red—the phone is connected to the AC power source and battery is charging.</li> <li>• Solid green—the phone is connected to the AC power source and battery is fully charged.</li> <li>• Fast blinking amber—There is an incoming call. Phone can be charging or fully charged.</li> <li>• Fast blinking green—There is a voice message. When phone is connected to the AC power source, the green light displays longer than when using only the battery.</li> <li>• Slow blinking green (every 2 seconds): The phone is using only battery power. The phone is registered with the wireless network and is within service coverage area.</li> </ul> <p>Headset port with cover  Remove the protective cover and plug in a headset or ear buds.</p> |
| 2    | Speaker button                        | <b>Speaker</b>  Toggle the speaker mode on or off for the phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Item | Name or Grouping                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3    | Softkey buttons<br>Navigation cluster<br>Call control buttons | <p>Softkeys </p> <ul style="list-style-type: none"> <li>• The <b>More</b>  softkey accesses a list of menus or functions.</li> <li>• The softkey activates the option displayed on the screen.</li> </ul> <p>Navigation cluster  Navigation ring and <b>Select</b> button</p> <p>Navigation ring (outer ring):</p> <ul style="list-style-type: none"> <li>• Move up, down, left, or right in the Applications view to select these apps: <ul style="list-style-type: none"> <li>• <b>Recents</b> </li> <li>• <b>Contacts</b> </li> <li>• <b>Apps</b> </li> <li>• <b>Settings</b> </li> </ul> </li> <li>• Scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.</li> <li>• In Line view, press left on the Navigation ring to go to the Applications view.</li> </ul> <p><b>Select</b>  button (center of the cluster):</p> <ul style="list-style-type: none"> <li>• Make a call from the main screen.</li> <li>• Select a menu item, a softkey, a call, or an action.</li> </ul> <p><b>Answer/Send</b>  Answer a ringing call or, after dialing a number, place the call.</p> <p><b>Power/End Call</b>  Turn the phone on or off, or end a connected call. When you use menus or when you are in an app, it acts as a shortcut to return to the main screen.</p> |

| Item | Name or Grouping  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4    | Keypad            | <p>Dial numbers, enter letters, and choose menu items by number.</p> <p><b>One (1)</b> </p> <ul style="list-style-type: none"> <li>• Enter “1” when you dial a number.</li> <li>• Access voicemail. Press and hold to automatically dial the voicemail system.</li> <li>• Enter these special text characters: / . @ : ; = ? - _ &amp; %</li> </ul> <p><b>Asterisk (*)</b> </p> <ul style="list-style-type: none"> <li>• Before you enter an international phone number, press and hold for a few seconds to add the plus (+) symbol to the phone number.</li> <li>• Enter these special text characters: + * ~ ` &lt; &gt;</li> </ul> <p><b>Zero (0)</b> </p> <ul style="list-style-type: none"> <li>• Enter “0” when you dial a number.</li> <li>• Lock the keypad.</li> <li>• Enter a space or these special text characters: 0 , ! ^ ' "  </li> </ul> <p><b>Pound (#)</b> </p> <ul style="list-style-type: none"> <li>• Press to silence the phone ringer. If configured, the phone will vibrate instead.</li> <li>• Enter these special text characters: # \$ £ ¤ ( ) { } [ ]</li> </ul> |
| 5    | Left Side Buttons | <p><b>Application</b>  Use with XML applications, such as Push to Talk.</p> <p><b>Volume</b> </p> <ul style="list-style-type: none"> <li>• When the phone is idle, change the ring volume or turn off the ringer.</li> <li>• When you have an incoming (ringing) call, press the button once to silence the ringer.</li> <li>• During a call, control the speaker volume for the active handset, headset, or speaker.</li> <li>• When the phone is docked in the desktop charger, control the volume of the charger speaker.</li> </ul> <p><b>Mute</b>  Toggle the mute feature on or off.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster to select menu items.



If a menu item has an index number, you can enter the index number with the keypad to select the item.

## Phone Screen Features

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

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





### Related Topics

[Home Screen](#), on page 16

## Header Icons




The screen header displays many icons. The following tables interpret these icons.

**Table 2: Audio Path Icons**







| Icon                                                                                | Description                                                                                                |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
|  | The speakerphone or desktop charger speaker is in use.                                                     |
|  | A wired or Bluetooth headset in use.                                                                       |
|  | The phone is muted.                                                                                        |
|  | The phone is in silent mode. This mode happens when you turn off the ringer from the <b>Settings</b> menu. |



**Table 3: Bluetooth Icons**








| Icon                                                                              | Description                                        |
|-----------------------------------------------------------------------------------|----------------------------------------------------|
|  | Bluetooth is turned on.                            |
|  | A device is connected with Bluetooth.              |
|  | Bluetooth is turned on but no device is connected. |

**Table 4: Network Icons**

| Icon                                                                                                                                                                                                                                                                                                                                             | Description                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <br><br><br> | Wi-Fi connected and the number of bars indicates the signal strength. |
|                                                                                                                                                                                                                                                                 | There is no Wi-Fi connection                                          |
|                                                                                                                                                                                                                                                                | The phone is connected to the Ethernet with the USB Ethernet dongle.  |

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, on page 100](#).

**Table 5: Battery Icons**

| Icon                                                                                | Description                                                                        |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|  | The battery fully charged.                                                         |
|  | The battery charge is at about 75%.                                                |
|  | The battery charge is at about 50%.                                                |
|  | The battery charge is at about 25%.                                                |
|  | The battery charge is less than 25%.                                               |
|  | The battery is drained. Recharge the battery or exchange it for a charged battery. |
|  | There is no battery detected.                                                      |

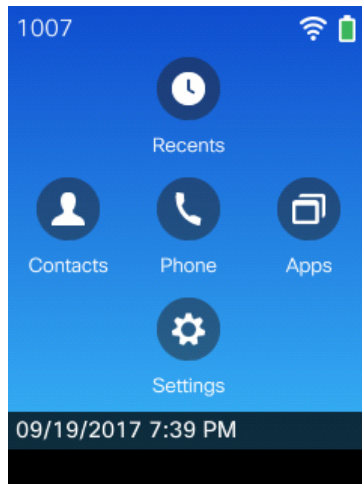
## Home Screen

When your phone is idle, the home screen displays. The home screen can be either the Application view or the Line view.

Your administrator determines which home screen displays on your phone. If you frequently make or receive calls, you may prefer the Line view as your default home screen.

The following figure is a home screen in Applications view.

**Figure 3: Application View**

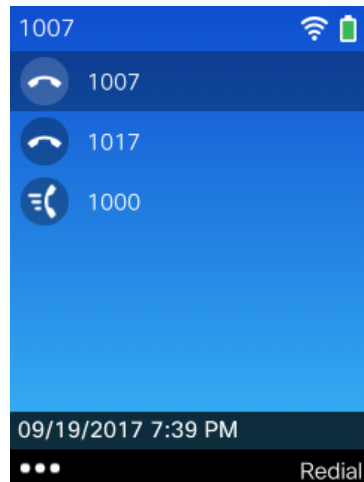


In the Applications view, the Phone app icon indicates the phone state:

- Blue background and white icon: the phone is idle.
- Yellow background and white icon: The phone is in an active call.
- Blue background and red icon: The phone is on hold or the shared line is in an active call.

The following figure is a home screen in Line view. To access the Applications screen, press left on the Navigation ring.



Figure 4: Line View



## Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone. Here is an explanation of the differences.

### Lines


Each line corresponds to a directory number or intercom number that others can use to call you. Your phone supports up to six lines. To see your phone lines, press **Phone**  to open the line view. You have as many lines as you have directory numbers with phone line icons  in the line view list.

### Calls

Each line can support multiple calls, typically up to four calls. Your phone can support up to 24 connected calls, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.


Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

## Out-of-Range Alerts

Your system administrator can configure your phone to send you an audible alert (beep) when you are out of range of the wireless network. When you hear the alert, the  (no signal) icon displays on the phone screen.

When you are out of range of the wireless network, you cannot use the phone for features requiring a wireless network connection, such as making and receiving calls.

If your system administrator enabled the out-of-range alert, depending on the configuration, you might hear a beep only once, or every 10, 30, or 60 seconds until you are back within range of the wireless network.

To reconnect to the wireless network after you hear the alert, move to another location until you see the signal icon  on the phone screen again.

## Phone Batteries

Your phone contains a lithium ion battery. The fully charged battery provides the following hours of service:

- Up to 11.5 hours of talk time (depends on phone firmware and charger version)

The following table shows the differences in talk time when you use:

- The new 4.35V Cisco Wireless IP Phone 8821 Desktop Charger and Cisco Wireless IP Phone 8821 Multi Charger
- The Cisco Wireless IP Phone 8821-EX Desktop Charger and Cisco Wireless IP Phone 8821-EX Multi Charger

**Table 6: Comparison of Talk Times**

| Condition                                                                                                            | Original Cisco Wireless IP Phone 8821 Desktop Charger and Cisco Wireless IP Phone 8821 Multi Charger | New Cisco Wireless IP Phone 8821 Desktop Charger and Cisco Wireless IP Phone 8821 Multi Charger | Cisco Wireless IP Phone 8821-EX Desktop Charger and Cisco Wireless IP Phone 8821-EX Multi Charger |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Phone charged in charger, with wall adapter, or with USB<br><br>Phone running Firmware Release 11.0(4)SR3 or earlier | 9.5 hours                                                                                            | 9.5 hours                                                                                       | 9.5 hours                                                                                         |
| Phone charged in charger, with wall adapter, or with USB<br><br>Phone running Firmware Release 11.0(5) or later      | 11.5 hours                                                                                           | 11.5 hours                                                                                      | 9.5 hours                                                                                         |
| Spare battery charged in the charging slot                                                                           | 9.5 hours                                                                                            | 11.5 hours                                                                                      | 9.5 hours                                                                                         |

- Up to 145 hours of standby time

Battery life depends on a number of factors including:

- On time—The battery life is reduced when the phone is turned on. Calls, messages, application use, Bluetooth use, and actions like menu navigation use power.
- Scan mode—Your phone can be set up to scan the access points in three different ways (Continuous, Auto, Single AP). If your phone uses Continuous or Auto scan modes, the phone requires more power, which reduces battery talk time.

If you require longer talk times, you will find it useful to have a spare, charged battery.

**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.

## Bluetooth and Your Phone

You can use a Bluetooth headset with your phone.

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your phone, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your phone and the connected device.

To connect a headset to your phone with Bluetooth, you start by pairing the headset with your phone. You can pair up to 5 Bluetooth headsets with the phone. After the headset is paired, the phone connects to the headset when the headset is turned on. The last Bluetooth headset connected with the phone is the headset that the phone uses.

**Note**

The Cisco Wireless IP Phone 8821-EX has not been tested or certified with any accessories for use in Potentially Explosive Atmosphere.

**Related Topics**

[Bluetooth Headsets](#), on page 107

[Access Bluetooth Settings](#), on page 101

## Care of Your Phone

You can clean your phone. Make sure you follow our cleaning instructions.

Clean your phone immediately if it comes in contact with anything that may cause stains, or other damage; for example, dirt or sand, ink, makeup, soap, detergent, acids, acidic foods, or lotions.

**Caution**

Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the phone.



Do not use a vacuum cleaner or other suction device to clean the openings of the phone.

Do not use pins or other objects to clean the openings of the phone.

Use of air, suction, or mechanical objects to clean the openings can damage the phone and voids the phone warranty.

If you happen to drop the phone into water, or it gets splashed, follow our instructions to dry off the phone. See [If You Drop Your Phone in Water, on page 21](#).

## Clean the Phone Exterior

You can clean the phone exterior using a dry, lint-free cloth. For the health-care environment, we recommend that you use Caviwipes™ and Saniwipes™ to thoroughly clean the phone. Caviwipes and Saniwipes contain up to 17% isopropanol.

Any cleaning solution containing a higher amount of isopropanol, including pure isopropanol, or an alternative alcohol-based liquid could potentially damage the phone. Do not clean the phone with bleach or other caustic products.

Excessive use of Caviwipes and Saniwipes more than 3 times a day will damage the phone surface coating and will change the appearance of phone.

Clean your phone immediately if it comes in contact with anything that may cause stains, or other damage; for example, dirt or sand, ink, makeup, soap, detergent, acids, acidic foods, or lotions.



**Caution** Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the phone.



Do not use a vacuum cleaner or other suction device to clean the openings of the phone.

Do not use pins or other objects to clean the openings of the phone.

Use of air, suction, or mechanical objects to clean the openings can damage the phone and voids the phone warranty.

Do not submerge the phone in any liquid.

Do not use a heavily-saturated cloth.

---

### Procedure

- 
- Step 1** Remove the phone from the charger or unplug it from the charging cable.
- Step 2** If the phone is in a protective case, remove the phone from the case.
- Step 3** Wipe the phone and screen with a damp, soft, lint-free cloth.
- Step 4** If there are foreign objects (for example, fine sand) in an opening in the phone, tap the phone against your hand to dislodge the objects.
- 

## If You Drop Your Phone in Water

If you drop your phone in water, here's what you do:

- *Gently* shake the water off the phone.
- Dry the phone with a soft, dry, lint-free cloth.
- Leave your phone in a dry area with some air flow; for example, a fan blowing *cool* air can be directed onto the phone speaker grill to help the phone dry out. Just don't put the fan close to the phone.

Here are some things you don't do:

- Don't open the battery door while the phone is wet.
- Don't use compressed air to blow off the water.
- Don't use a hair dryer to dry off the phone.
- Don't put a cotton swab, paper towel, or cloth into the headset jack or inside the battery compartment.
- Don't tap the phone on a hard surface.
- Don't charge a wet phone using the charging cable. You must wait until the phone is completely dry.
- Don't put a wet phone into the desktop charger, or multicharger. You must wait until the phone is completely dry.




---

**Caution**

Do not blow or use compressed air (for example, aerosol cans, low- or high-pressure air nozzles) to clean the openings of the phone.



Do not use a vacuum cleaner or other suction device to clean the openings of the phone.

Do not use pins or other objects to clean the openings of the phone.

Use of air, suction, or mechanical objects to clean the openings can damage the phone and voids the phone warranty.

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**Caution**

To ensure that the phone does not get water into the battery compartment, make sure that the compartment is tightly closed. See [Install the Cisco Wireless IP Phone 8821 Battery](#), on page 25.

---

If the sound is muffled after you dry the phone, there may still be water in the microphone or speaker compartments. Place your phone, speaker-side down, on a dry, lint-free cloth to see if water drips out. If there is still water in the phone, allow the phone to completely dry before you use it.



## Additional Help and Information

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

The Cisco web site (<http://www.cisco.com>) contains more information about the phones and call control systems.

- For quick start guides, accessory guides, and end-user guides in English, follow this link:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

- For guides in languages other than English, follow this link:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html>

- For licensing information, follow this link:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html>

### Related Topics

[Troubleshooting](#), on page 117

## Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

This warranty does not apply to phone batteries.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at this URL: <https://www.cisco.com/go/hwwarranty>.

## Battery Warranty

The warranty period of the battery is 6 months after the manufacturing date.





## CHAPTER 2

# Phone Setup

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- [Phone Hardware Installation, on page 25](#)
- [Phone Configuration, on page 51](#)

## 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, on page 123](#) 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 25](#)
    - [Replace the Cisco Wireless IP Phone 8821 Battery, on page 34](#)
  - Cisco Wireless IP Phone 8821-EX
    - [Install the Cisco Wireless IP Phone 8821-EX Battery, on page 30](#)
    - [Replace the Cisco Wireless IP Phone 8821-EX Battery, on page 39](#)
- 

## 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 30](#).

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.

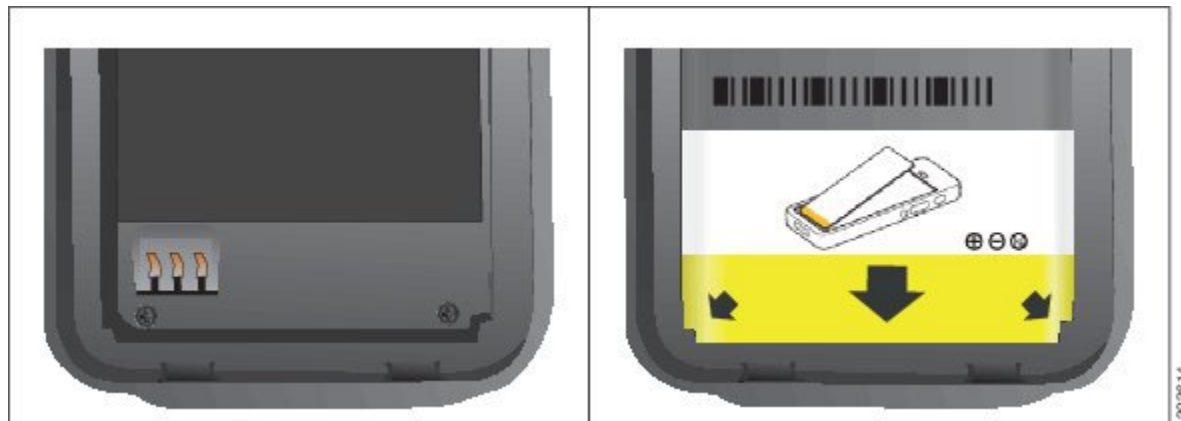
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



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.

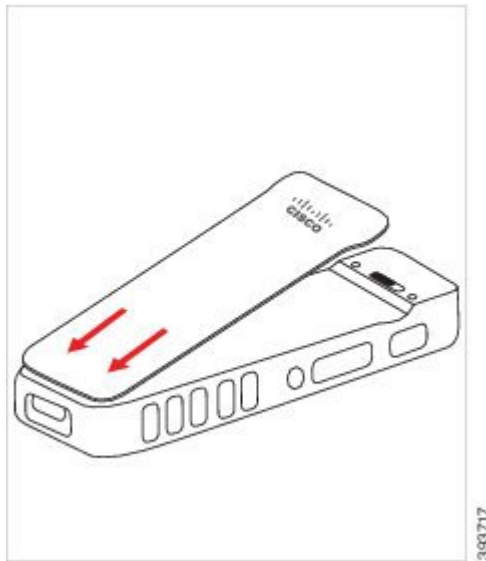
**Step 4** Replace the cover to the battery compartment.



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

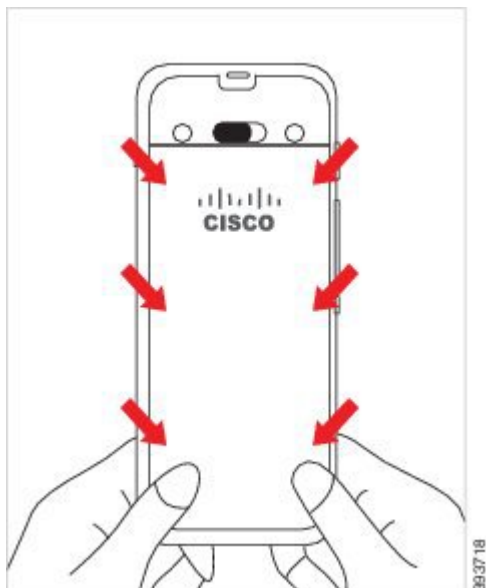
- a) Align the tabs at the bottom of the cover into the notches on the phone.

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.

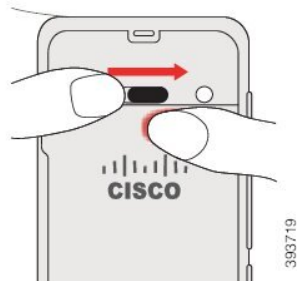
Press the cover firmly.



**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 46

## 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 25.

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 46

## 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 39](#).

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.

### 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.

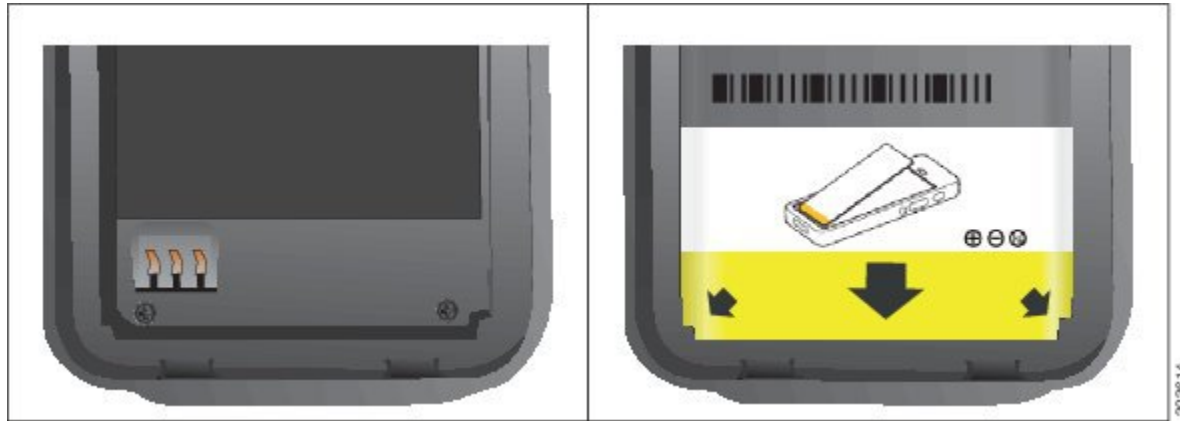
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



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.

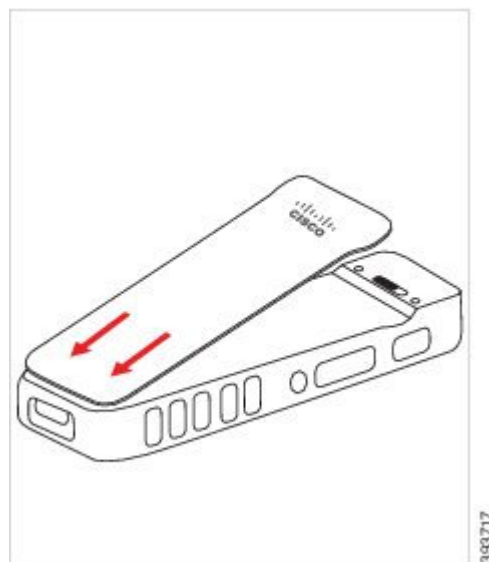
**Step 5** Replace the cover to the battery compartment.



**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.

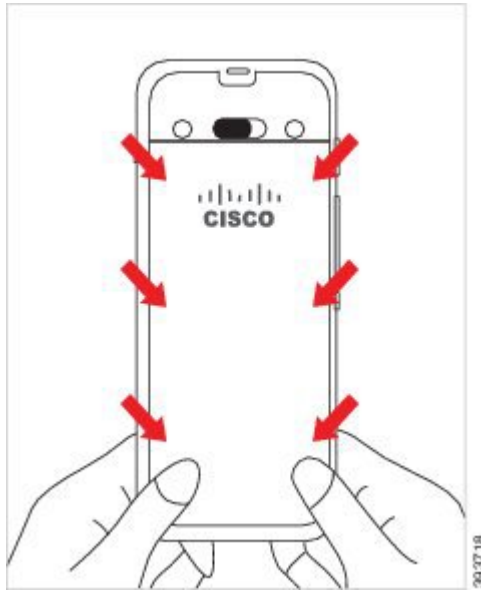
The tabs slide into the phone.



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.

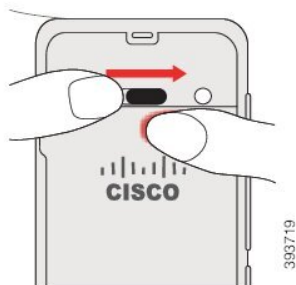




**Caution** Do not force the cover. If it doesn't click into place easily, remove the cover and check that the battery is inserted correctly.

- 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.



---

#### Related Topics

[Damaged Battery Identification](#), on page 46

## 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 34.

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.



---

**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 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.

---

### 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** 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.

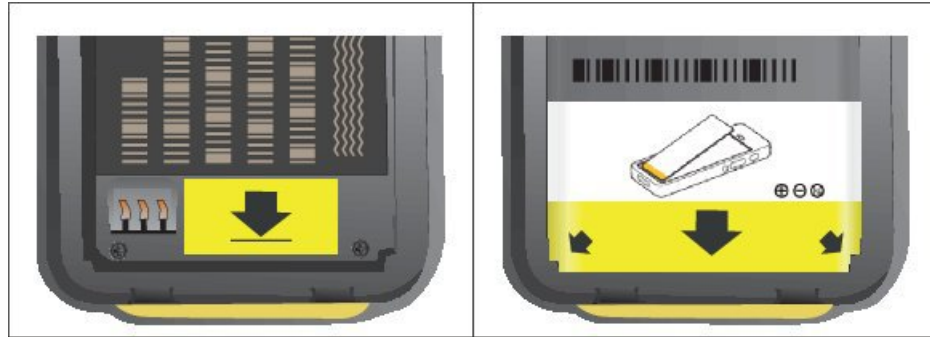
**Caution** If you install the battery incorrectly in the battery compartment, the battery and the battery compartment will be damaged.



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.

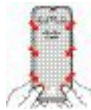


**Caution** When you close the battery cover, make sure that it is completely closed. Otherwise dust and water can enter the battery compartment.

- 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.



---

### Related Topics

[Damaged Battery Identification](#), on page 46

## Damaged Battery Identification

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

- Swelling
- Bending
- Broken end caps



---

**Note** We recommend that you check the battery and battery compartment for physical signs of damage when you replace your battery.

---

### 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**

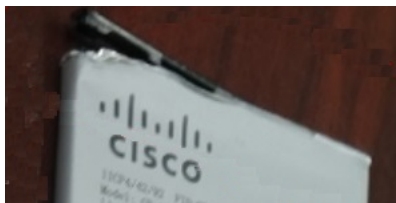


### **End Caps are Broken or Damaged**

#### **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](#), on page 111

[Desktop Chargers](#), on page 107

## 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](#), on page 111

[Desktop Chargers](#), on page 107

## 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.

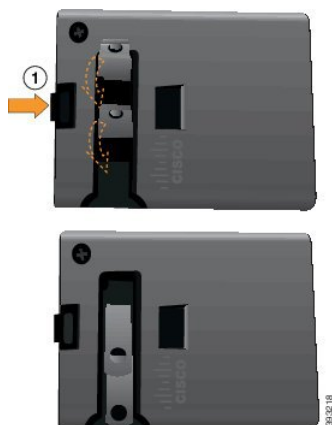
The power adapter for your region may also require an additional clip to allow the adapter to be plugged into the electrical outlet.

**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 48](#).

### 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** .







## CHAPTER 3

# Calls

---

- [Access the Phone App, on page 55](#)
- [Make Calls, on page 56](#)
- [Answer Calls, on page 61](#)
- [End a Call, on page 64](#)
- [Mute Your Audio, on page 64](#)
- [Hold Calls, on page 65](#)
- [Forward Calls From Your Phone, on page 67](#)
- [Transfer a Call to Another Person, on page 67](#)
- [Conference Calls and Meetings, on page 68](#)
- [Intercom Calls, on page 69](#)
- [Supervise and Record Calls, on page 70](#)
- [Prioritized Calls, on page 71](#)
- [Multiple Lines, on page 73](#)



## 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.

### Procedure

---

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

- From the Application view screen, press the **Select** button 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.

### Related Topics

---

[Home Screen](#), on page 16

# Make Calls


Your Cisco Wireless IP Phone works just like a regular phone. But we make it easier for you to make calls.

## Make a Call

You can easily make a call from the Applications home screen, the Line view home screen, or the Phone app.

### Procedure

---

- Step 1** Enter a phone number.
  - Step 2** Press **Answer/Send** .
- 



## Make an Emergency Call

You can make an emergency call from your phone, even if you are not signed in. 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.

### Procedure

---

- Step 1** If your phone is not turned on, press **Power/End Call**  for 4 seconds to power on the phone.
  - Step 2** Use the keypad to enter your emergency number.
  - Step 3** Press **Answer/Send** .
- 

## Make a Call with a Headset

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

### Before you begin

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

### Procedure

---

- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select a line.
- Step 3** Enter a phone number.

- Step 4** Press **Answer/Send** .

---

**Related Topics**



[Headsets](#), on page 106

## Make a Call with the Phone Speaker

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

**Procedure**

---


- Step 1** Press and hold **Speakerphone**  to activate the speaker.
- Step 2** Dial the phone number.
- Step 3** Press **Answer/Send**  to place your call.
- Step 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.

**Procedure**

---

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


## Make a Call with a Phone or Video Address

Sometimes, instead of just having someone's phone number, you might also have a 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`.

**Procedure**

---

- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select a line.
- Step 3** Press **More**  and select **ABC**, and you'll be able to enter text using the keypad.

**Step 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.

**Step 5** Press **Answer/Send** .

---

## Redial a Number

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

### Procedure

---

**Step 1** Required: Access the **Phone** app.

**Step 2** (Optional) Select a line.

**Step 3** Press **Redial**.

---

## Return a Recent Call

You can return a recent call with the Recents list in the **Phone** app.

### Procedure

---

**Step 1** Access the **Phone** app.

**Step 2** Required: Select a line.

**Step 3** Select an entry from your Recents list.

**Step 4** Press **Answer/Send** .

---

## Make a Call to a Favorite Number from the Contacts App

You can easily call a contact in your Favorites list.

### Before you begin


You must set up a favorite (a frequently-dialed number) in your Favorites list in the **Contacts** app.

### Procedure

---

**Step 1** Access the **Contacts** app.

**Step 2** Select **Favorites**.

- Step 3** Select an entry and press **Answer/Send** .

---

**Related Topics**

[Favorites](#), on page 75

## Make a Call to a Favorite Number from the Applications Screen

You can easily call a contact in your Favorites list from the Applications view.




**Before you begin**

- You must set up a favorite (a frequently-dialed number) in your Favorites list in the **Contacts** app.
- You need to know the index number assigned to the favorite.

**Procedure**

---

Do one of these actions:

- If the favorite is assigned a single-digit index, press and hold the number key. For example, if the favorite is assigned to index number 1, press and hold **1**  until the phone makes the call.
- If the favorite is assigned a double-digit index, press the first number key and then press and hold the second number key. For example, if the favorite is assigned to index number 10, press **1** , and then press and hold **0**  until the phone makes the call.

---

**Related Topics**


[Favorites](#), on page 75

## Make a Speed Dial Call

**Before you begin**

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

**Procedure**

- 
- Step 1** Access the **Phone** app.
- Step 2** Required: Select a **Speed dial**  line.
- 



## Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

**Before you begin**

You must be in the Phone app window.

**Procedure**

- 
- Step 1** Press and hold **Asterisk (\*)**  for at least 1 second.
- The plus (+) sign is displayed as the first digit in the phone number. If you are off-hook, you hear that the dial tone changes when the + signs is displayed.
- Step 2** Dial the number.
- Step 3** Press **Answer/Send** .
- 

## Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a message and a special ringtone when they are available.

**Procedure**

- 
- Step 1** Press **Call back**.
- Step 2** Press **Exit**.
- Step 3** When you see the message that the person is available or hear the special ring tone, press **Call**.
- 

## Calls That Require a Billing Code or Authorization Code

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

When a billing code is required, the phone displays `Enter Client Matter Code`, the dialed number changes to “\*\*\*\*\*”, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`, the dialed number changes to “\*\*\*\*\*”, and you hear a special tone. For security reasons, the phone displays a “\*” instead of the number entered.

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.

**Related Topics**

[Speed-Dial Numbers](#), on page 9

## Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

## Answer Calls

Your Cisco Wireless IP Phone works just like a regular phone. But we make it easier for you to answer calls.

### Answer a Call

#### Procedure

---

Press **Answer** or **Answer/Send** .


---

### Answer Call Waiting

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.

#### Procedure

---

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

### Decline a Call

When you get an incoming call that you don't want to answer, you can decline the call, which sends the call to voicemail.

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

#### Procedure

---

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.

### Procedure

---

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

---

## Silence Incoming Calls on Your Phone

If you're busy and don't want to be disturbed, you can silence incoming calls. If you do this, the phone won't ring, but you will see a visual alert. So, you can still choose to answer the call. If you don't answer the call, the call goes to your voicemail instead.

### Procedure

---

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 **Do not disturb**
- 

### Related Topics

[Control the Phone Ringer for a Single Incoming Call](#), on page 64

## Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

## Answer a Call Within Your Group (Pickup)


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 for the longest time.

### Procedure

---

**Step 1** Access the **Phone** app.




- Step 2** Press **More**  and select **Pickup**.
  - Step 3** Press **Answer**.
- 

## Answer a Call From Another Group (Group Pickup)

Group Pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

### Procedure

---


- Step 1** Access the **Phone** app.
  - Step 2** (Optional) Select a line.
  - Step 3** Press **More**  and select **Group pickup**.
  - Step 4** Enter the group pickup number or enter the number of the phone line with the call that you want to pick up .
  - Step 5** Press **More** and select **Call**.
  - Step 6** Press **Answer**.
- 

## Answer a Call from an Associated Group (Other Pickup)

You can pick up a call ringing on a phone in another call group.

### Procedure

---


- Step 1** Access the **Phone** app.
  - Step 2** (Optional) Select a line.
  - Step 3** Press **More**  and select **Other pickup**.
  - Step 4** Press **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.

### Procedure

---

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




## Control the Phone Ringer for a Single Incoming Call

You can silence the phone ringer for an individual call.

### Procedure

---

Do one of the following actions:

- 
- Press **Volume**  down.
  - Press **Pound** (#)  for 2 seconds to turn the ringer off or on.

### Related Topics

---

[Adjust the Phone Ringer Volume](#), on page 104

[Make the Phone Vibrate for an Incoming Call](#), on page 93

[Select Where You Hear Ringing](#), on page 94

[Silence Incoming Calls on Your Phone](#), on page 62

## End a Call


### Procedure

---

Do one of the following actions:


- From the **Phone** app, press **More**  and select **End call**.
- Press **Power/End Call** .

## 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**  key on the 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.

**Procedure**

---

- Step 1** Press **Mute** .
- Step 2** Press **Mute** again to turn mute off.
- 

## Hold Calls

You can put an active call on hold and then resume the call when you're ready.

### Put a Call on Hold

**Procedure**

---

- Step 1** Access the **Phone** app.
- Step 2** Press **Hold**.
- 

### Answer a Call Left on Hold for Too Long

You can be notified when a call is left on hold. The notification is similar to an incoming call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing message indicator on the handset
- Visual notification on the phone screen

**Procedure**

---

Press **Answer** to resume the held call.

---

### Swap Between Active and Held Calls

When you are on a call, you can access a held call. The phone places the original call on hold.

**Procedure**

---

- Step 1** Access the **Phone** app.

- Step 2** Press the right Navigation key.
  - Step 3** Select the held call.
  - Step 4** Press **Resume**.
- 

## Call Park

You can use your phone to park (temporarily store) a call. You can then retrieve the call from another phone (such as a phone at a coworker's desk or in a conference room).

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), as set by your administrator.

### Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can park only one call at the call park number.

#### Before you begin

Your call must be active.

#### Procedure

---

- Step 1** Access the **Phone** app.
  - Step 2** Press **More** **☰** and select **Park**.  
The phone displays the call park extension.
- 

### Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

#### Before you begin

You need the call park extension.

#### Procedure

---


- Step 1** Access the **Phone** app.
  - Step 2** (Optional) Select a line.
  - Step 3** Dial the call park extension.
-

## Forward Calls From Your Phone

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.


There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

Verify that your calls are forwarded by looking for the **Forward all**  icon in the line label.

### Procedure


---

- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select a line.
- Step 3** Press **More**  and select **Forward all**.
- Step 4** Enter the number to receive the calls or select an entry from your Recents call list.
- 

## Turn Off Call Forward From Your Phone

### Procedure

---


- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select the forwarded line.
- Step 3** Press **More**  and select **Forward off**.
- 

## Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before removing yourself from the call. If you don't want to talk, then transfer the call without waiting for the other person to answer.

### Procedure

---

- Step 1** Access the **Phone** app.
- Step 2** Press **More**  and select **Transfer**.
- Step 3** Enter the number to call or select an entry from your recent calls.

**Step 4** Press **Transfer**.

---

## Conference Calls and Meetings

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

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

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

## Add Another Person to a Call

You can add another person to an active call to create a conference.

### Procedure

---

**Step 1** Access the **Phone** app.

**Step 2** Press **More** **⋮** and select **Conference**.

**Step 3** Do one of these actions.

- Dial a number and wait for the person to answer.
- Select an entry from your Recents list and wait for the person to answer.
- Select another held call on the same line.
- Press the right Navigation key, select a line, and select a held call on that line.

**Step 4** Press **Merge**.

---

## View and Remove Conference Participants

When you are in a conference call, you can view the conference participants. If you are the conference owner, you can remove a participant from the conference. The screen displays a star (\*) beside the conference owner.

### Before you begin

You are in an active conference call.

### Procedure

---

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

**Step 2** (Optional) Select **Update** to refresh the participant list.

- Step 3** (Optional) Select a participant and press **Remove**.
- 

## Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.


### Host a Meet Me Conference

#### Before you begin

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

#### Procedure

---

- Step 1** Access the **Phone** app.
- Step 2** Press **More**  and select **Meet me**.
- Step 3** Enter the meet me number.
- Step 4** Enter the host password for the meeting.
- 

### Join a Meet Me Conference

You cannot join a meet me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

#### Procedure

---

- Step 1** Access the **Phone** app.
- Step 2** Press **More**  and select **Meet me**.
- Step 3** Enter the meet me number.
- 

## Intercom Calls

You can place and receive one-way calls using an intercom line.

When you place an intercom call, the recipient's phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient's speakerphone, headset, or handset, if one of these devices is active.


After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

## Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.

### Procedure

---

- Step 1** Access the **Phone** app.
  - Step 2** Select **Intercom**  line.
  - Step 3** Dial the target intercom number.
- 

## Answer an Intercom Call

You can answer an intercom call to talk to the other person.

### Before you begin

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

### Procedure

---

- Step 1** Access the **Phone** app.
  - Step 2** Select the intercom call.
- 

## Supervise and Record Calls

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.

The chaperone performs the following tasks:

- Record the call.
- Conference in the first participant only; Other participants add people as needed.
- End the call.

The conference ends when the chaperone hangs up the call.



## Set up a Supervised Call


When you have a call to chaperone, the incoming call indicates that the call requires supervision.

### Before you begin

You must be part of the chaperone hunt group.

### Procedure

---

- Step 1** Press **More**  and select **Conference**.
  - Step 2** Dial the person to add to the call.
  - Step 3** After the person answers, press **Merge**.
- 

## Record a Call

You can record a call. You might hear a notification tone as you record the call. The recording stops when you press the **Stop recording** softkey or end the call.

### Procedure

---

- Step 1** Press **Record**.
  - Step 2** Press **Stop recording** when the recording can be stopped.
- 

## Prioritized Calls

In your job, you might need to handle urgent or critical situations using your phone. You can identify calls as being very important, and thus have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called Multilevel Precedence and Preemption (MLPP).






Your administrator sets up the priorities that you can use and determines if you need special sign-in information.

When a high-priority call rings on your phone, you see the priority level on the phone screen. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.

When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using call pickup



Table 7: Multilevel Precedence and Preemption Priority Levels

| MLPP icon                                                                         | Priority Level                           |
|-----------------------------------------------------------------------------------|------------------------------------------|
|  | Level 1—Priority call                    |
|  | Level 2—Medium priority (Immediate) call |
|  | Level 3—High priority (Flash) call       |
|  | Level 4—Flash Override                   |
|  | Level 5—Executive Override               |

## Make a Priority Call

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

### Procedure

- 
- Step 1** Access the **Phone** app.
  - Step 2** Press **More**  and select **Prec level**.
  - Step 3** Select a priority level.
  - Step 4** Enter the phone number.
  - Step 5** Press **Answer/Send** .
- 

## Answer a Priority Call

If you hear a special ring that's faster than usual, you are receiving a priority call.

### Procedure

---

Press **Answer**.

---

## Answer a Priority Call While on Another Call

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

### Procedure

---

- Step 1** Press **End call**.
- Step 2** Press **Answer**.
- 

## Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

## Shared Lines

You can share the same phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of a few special characteristics about shared lines:


- The shared phone number appears on all phones that share the number.
- If your coworker answers a call on the shared line, the shared line icon displays in red on your phone.
- If you put a call on hold, your shared line icon is white. But your coworker sees the line in red.

## Add Yourself to a Call on a Shared Line (cBarge)

You or your coworker can join a call on a shared line without creating a conference call.

### Procedure

---

- Step 1** Select a shared line that is in use.
- Step 2** Press **More**  and select **cBarge**.
- Step 3** Press **Yes**.
-





## CHAPTER 4

# Contacts

---

- [Access the Contacts App, on page 75](#)
- [Favorites, on page 75](#)
- [Local Contacts, on page 77](#)
- [Personal Directory, on page 79](#)
- [Corporate Directory, on page 82](#)


## Access the Contacts App

You can access the **Contacts** app from the Applications view screen. The **Contacts** app gives you access to the following directories and lists:

- Corporate directory—a directory of the people in your company
- Personal directory—a directory of your personal contacts. The directory is stored in the call control system and you can access your personal directory from other phones in your phone network.
- Local contacts—a directory of your personal contacts that is stored in the phone memory.
- Favorites—a list of contacts that you regularly dial.

### Procedure

---

- Step 1** From the Line view screen, press the left arrow of the navigation cluster to view the Applications screen.
- Step 2** From the Applications screen, press the left arrow of the navigation cluster to select **Contacts** .

### Related Topics

[Home Screen](#), on page 16

## Favorites

You can add frequently-called numbers to your favorites list. You can use the list to quickly dial an entry in the list. Your list can have up to 50 entries.

**Related Topics**

[Make a Call to a Favorite Number from the Contacts App](#), on page 58

[Make a Call to a Favorite Number from the Applications Screen](#), on page 59

## Access Favorites

You can access your Favorites list in several ways.

**Procedure**

---

Do one of these actions:

- Press **Favorites**.
  - Access the **Contacts** app and select **Favorites**.
  - Access the **Phone** app.
- 

## Add a Contact to Your Favorites List

**Before you begin**

The contact must exist in your local contacts list.

**Procedure**

---

- Step 1** Access Favorites using [Access Favorites, on page 76](#).
- Step 2** Select an unassigned entry.
- Step 3** Press **Assign**.
- Step 4** Highlight a local contact and press **Details**.
- Step 5** Highlight a phone number and press **Assign**.
- 

## Delete a Contact from Your Favorites List

You can delete a favorite from the Favorites list. The contact still displays in your Local contacts.

**Procedure**

---

- Step 1** Access Favorites using [Access Favorites, on page 76](#).
- Step 2** Select an assigned entry.
- Step 3** Press **Delete**.

- Step 4** Press **Delete** to confirm the deletion.
- 

## Local Contacts

You can create a list of up to 200 local contacts. The local contacts list is stored in the phone memory.

If your administrator gives you access to the phone administration web page, you can upload and download contacts. For more information, see the *Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide for Cisco Unified Communications Manager*.

## Search for a Contact in Your Local Contacts List

### Procedure

---

- Step 1** Access the **Contacts** app.
- Step 2** Select **Local contacts**.
- Step 3** Enter information into the search box.
- The context list updates as you enter the information.
- Step 4** (Optional) Select an entry, and do one of these actions:
- Press **Select**.
  - Press **More** and select **Details**.
- 


## Add a New Contact to Your Local Contacts List

You can manually add a contact to your Local Contacts list. Each contact requires:

- a first name or a last name
- at least one phone number

### Procedure


---

- Step 1** Access the **Contacts** app.
- Step 2** Select **Local contacts**.
- Step 3** Press **More**  and select **Add new**.
- Step 4** Enter the contact information.
- Step 5** Press **More** and select **Save**.
-

## Edit a Contact in Your Local Contacts List

### Procedure

---


- Step 1** Search for a contact as described in [Search for a Contact in Your Local Contacts List, on page 77](#).
- Step 2** Select an entry, press **More** , and select **Details**.
- Step 3** Press **More** and select **Edit**.
- Step 4** Change or add information about your contact.
- Step 5** (Optional) Highlight a contact number, press **More**, and select **Mark primary** to set the primary number for the contact.
- Step 6** Press **More** and select **Save**.
- 

## Call a Contact from Your Local Contacts List

When you call a local contact, you can call their primary number (displayed with a checkmark) or one of their alternate numbers.

### Procedure

---

- Step 1** Search for a contact as described in [Search for a Contact in Your Local Contacts List, on page 77](#).
- Step 2** Select a contact.
- Step 3** Do one of these actions:
- Press **Answer/Send**  to call the primary number.
  - Press **More**, press **Dial**.
  - Press **More**, press **Details** to see additional information, then press **More** and do one of these actions:
    - Select **Dial** to call the contact's primary number.
    - Select **Edit dial** to select and call an alternate number.
    - Press **Answer/Send**.
- 

## Remove a Contact from Your Local Contacts List

If you do not want a contact in your Local contacts list, you can delete the entry. If the contact is also in your Favorites list, when you delete the contact from your Local contacts list, the entry in the Favorites list is also deleted.



### Procedure

---


- Step 1** Search for a contact as described in [Search for a Contact in Your Local Contacts List, on page 77](#).
  - Step 2** Select the contact to delete.
  - Step 3** Press **More** and select **Delete**.
  - Step 4** Press **Delete** to confirm the deletion.
- 

## Remove all Local Contacts

You can clear all the contacts from your local contacts list. When you delete all contacts, your favorites are also deleted.

### Procedure

---

- Step 1** Access the **Contacts** app.
  - Step 2** Select **Local contacts**.
  - Step 3** Press **More**  and select **Delete all**.
  - Step 4** Press **Delete all** to confirm the deletion.
- 

## Personal Directory

You can save personal contacts in your personal directory. The system protects your personal directory with a user ID and a PIN that your administrator sets up. The personal directory has two parts:

- **Personal Address Book**—You use the personal address book to store the contact information for friends, family, or coworkers.
- **Personal Fast Dials**—You use the personal fast dial list to quickly dial a contact.

You can set up your personal directory from your phone or from the Self Care portal.

## Sign In and Out of a Personal Directory

### Before you begin

Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.

### Procedure

---

- Step 1** Access the **Contacts** app.

- Step 2** Select **Personal directory**.
  - Step 3** Enter your user ID and PIN.
  - Step 4** Press **More** **☰** and select **Submit**.
  - Step 5** Required: From the Personal directory window, select **Log out** and press **OK** to sign out of your personal directory.
- 

## Personal Address Book

Your personal address book contains the contacts that you enter from your phone or from the Self Care portal. You can have up to 99 contacts in your personal address book.

The phone lists your personal address book contacts by nickname.

### Search for a Contact in Your Personal Address Book

#### Procedure

---

- Step 1** Access the **Contacts** app.
  - Step 2** Select **Personal directory**.
  - Step 3** Select **Personal address book**.
  - Step 4** Enter the search criteria.
  - Step 5** Press **More** **☰** and select **Submit**.
  - Step 6** (Optional) Select an entry, press **More** and select **Edit**.
- 

### Add a New Contact to Your Personal Directory

You can add a contact to your Personal Directory.

#### Procedure

---


- Step 1** Access the **Contacts** app.
- Step 2** Select **Personal directory**.
- Step 3** Select **Personal address book**.
- Step 4** Press **More** **☰** and select **Submit**.
- Step 5** Press **More** and select **New**.
- Step 6** Enter the name of the person and a nickname.  
The directory displays the nickname.
- Step 7** Press **Phones**.
- Step 8** Enter at least one phone number.

- Step 9** Press **Submit**.
- 

## Find Contact Information for a Personal Directory Contact from Your Phone

### Procedure


---

- Step 1** Access the **Contacts** app.  
**Step 2** Select **Personal Directory**.  
**Step 3** Select **Personal address book**.  
**Step 4** Press **More**  and select **Submit**.  
**Step 5** Select a contact.  
**Step 6** Press **Details**.
- 

## Edit a Contact in Your Personal Directory

### Procedure


---

- Step 1** Access the **Contacts** app.  
**Step 2** Select **Personal Directory**.  
**Step 3** Select **Personal address book**.  
**Step 4** Press **More**  and select **Submit**.  
**Step 5** Highlight a contact.  
**Step 6** Press **More** and select **Edit**.  
**Step 7** Change the contact name.  
**Step 8** Press **More** and select **Phones**.  
**Step 9** Change the contact phone numbers.  
**Step 10** Press **Update**.
- 

## Call a Contact from Your Personal Directory

### Procedure

---

- Step 1** Access the **Contacts** app.  
**Step 2** Select **Personal Directory**.  
**Step 3** Select **Personal address book**.  
**Step 4** Press **More**  and select **Submit**.  
**Step 5** Select a contact.

- Step 6** Highlight a number and press **Dial**.
- 

## Remove a Contact from Your Personal Address Book

### Procedure

---

- Step 1** Access the **Contacts** app.
- Step 2** Select **Personal directory**.
- Step 3** Select **Personal address book**.
- Step 4** Press **More** **⋮** and select **Submit**.
- Step 5** Search for a contact.
- Step 6** Press **More** and select **Edit**.
- Step 7** Press **More** and select **Delete**.
- Step 8** Press **OK**.
- 

## Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

## Search and Dial a Contact from the Corporate Directory

### Procedure

---


- Step 1** Access the **Contacts** app.
- Step 2** Select **Corporate directory**.
- Step 3** Enter the search criteria
- Step 4** Press **More** **⋮** and select **Search**.
- Step 5** Press **More** and select **Call**.
- 

## Find Contact Information for a Coworker from Your Phone

### Procedure

---

- Step 1** Access the **Contacts** app.
- Step 2** Select **Corporate directory**.

- Step 3** Enter the search criteria
- Step 4** Press **More**  and select **Search**.
- Step 5** Required: Press **More** and select **Details**.
-





## CHAPTER 5

# Recent Calls

---


- [Access the Recents App, on page 85](#)
- [New Voicemail Message and Missed Calls Indicators, on page 85](#)
- [Missed Calls List, on page 85](#)
- [Recents Calls List, on page 87](#)

## 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.

### Procedure

---

- Step 1** From the Line view screen, press the left arrow of the navigation cluster to view the Applications screen.
- Step 2** From the Applications screen, press the left arrow of the navigation cluster to select **Recents** .
- 

## New Voicemail Message and Missed Calls Indicators

The red box on the **Recents** icon on the Application screen shows the number of missed calls. In the Line view screen, the red box beside the line shows the number of missed calls

In the Recents list, you can see the number of missed calls.

When you have an unheard voicemail message, you could also hear a stutter tone played when you access a phone line. This stutter tone is line-specific. You only hear it when using a line that has voice messages.

## Missed Calls List

You use the Missed Calls lists to see the 150 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.

Calls in the Missed Calls list are grouped together if they are from the same number and are consecutive.

## View Your Missed Calls

### Procedure


---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Missed calls**.
  - Step 3** Required: Select a phone line or **All missed**.
- 

## Find Details About a Missed Call

### Procedure


---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Missed calls**.
  - Step 3** Required: Select a line or **All missed**.
  - Step 4** Select a missed call entry.
  - Step 5** Press **More**  and select **Details**.
- 

## Return a Missed Call

### Procedure

---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Missed calls**.
  - Step 3** Required: Select a line or **All missed**.
  - Step 4** Select a missed call entry.
  - Step 5** Press **More**  and select **Call**.
- 

## Delete a Missed Call Entry


You can delete an entry from your Missed Call list.

### Procedure

---

- Step 1** Access the **Recents** app.




- Step 2** Select **Missed calls**.
  - Step 3** Required: Select a line or **All missed**.
  - Step 4** Select a missed call entry.
  - Step 5** Press **More**  and select **Delete**.
  - Step 6** Press **Delete** to confirm the deletion.
- 

## Clear the Missed Calls List

You can delete all entries from your Missed Call list.

### Procedure

---

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

## Recents Calls List

You use the Recents lists to see the 150 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.

Calls in the Recents list are grouped together if they are to and from the same number and are consecutive.

## View Your Recent Calls

### Procedure


---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Required: Select a line or **All recents**.
-

## Find Details About a Recent Call

### Procedure


---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Required: Select a line or **All recents**.
  - Step 4** Select a call entry.
  - Step 5** Press **More**  and select **Details**.
- 

## Return a Recent Call from Recents

### Procedure

---


- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Required: Select a line or **All recents**.
  - Step 4** Select a call entry.
  - Step 5** Press **More**  and select **Call**.
- 

## Create a New Local Contact from a Recent Call

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

### Procedure

---


- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Select a line or **All recents**.
  - Step 4** Select an entry.
  - Step 5** Press **More**  and select **Create new local contact**.
  - Step 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.

### Procedure

---


- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Select a line or **All recents**.
  - Step 4** Select an entry.
  - Step 5** Press **More**  and select **Add to existing local contact**.
- 

## Delete a Call Record

You can delete an individual call from your Recent Calls list.

### Procedure

---


- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Required: Select a line or **All recents**.
  - Step 4** Select an entry.
  - Step 5** Press **More**  and select **Delete**.
  - Step 6** Press **Delete** to confirm the deletion.
- 

## Clear the Recent Calls List

You can clear all the entries from your Recent Calls list.

### Procedure

---

- Step 1** Access the **Recents** app.
  - Step 2** Select **Recents**.
  - Step 3** Required: Select a line or **All recents**.
  - Step 4** Press **More**  and select **Clear List**.
  - Step 5** Press **Clear** to confirm the deletion.
-

■ Clear the Recent Calls List




## CHAPTER 6


# Applications

---

- [Apps and the Application Button, on page 91](#)
- [Use the Push to Talk Application, on page 91](#)

## Apps and the Application Button

You can use the **Apps**  app to access special services on the phone.

You can use the **Application**  button to start applications such as Push to Talk or other services on your phone. The **Application** button is located on the left side of the phone.

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.

The button can also be configured to start an application immediately after you press it or only after you hold it for several seconds.

For more information, contact your administrator.

## Use the Push to Talk Application

You can use the Push to Talk service to communicate (similar to a two-way radio) with members of your organization. Your administrator must set up the Push to Talk service, and then you must subscribe to the service in the Self Care portal.



---


**Note** Your system administrator provides detailed information about how to use your Push to Talk service.

---


Push to Talk uses the same audio path as your phone ringer. If the audio path is for the phone to ring, when you use Push to Talk and you plug in your headset, the audio moves to the headset.

### Procedure

---

- Step 1** From the Line view screen, press the left arrow on the navigation ring.
- Step 2** Select **Apps** .

**Step 3** Select **Push to Talk**.

- Use **Application**  to start and end a transmission depending on how your service is configured.
  - Use **Talk** and **Stop** to send and receive audio.
-



## CHAPTER 7

# Settings

---

- [Access the Settings App, on page 93](#)
- [Adjust the Volume During a Call, on page 103](#)
- [Adjust the Phone Ringer Volume, on page 104](#)


## Access the Settings App

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

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

### Procedure

---

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

### Related Topics

[Find Information About Your Phone](#), on page 119

## Access Phone Settings

You can customize your phone from the **Phone settings** menu.

### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings**.

## Make the Phone Vibrate for an Incoming Call

You can set your phone to vibrate when you have an incoming call. The vibration can be set differently based on whether you have the phone ringer turned off or on.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Vibrate**
  - Step 3** Select **Vibrate on ring** and press **On** to set the phone to vibrate when the phone rings. Or, press **Off** so that the phone does not vibrate when the phone rings.
  - Step 4** Select **Vibrate on silent** and press **On** to set the phone to vibrate when the ringer is turned on. Or, press **Off** so that the phone does not vibrate when the ringer is turned on.
- 

## 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.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Ringer/PTT output**
  - Step 3** Select the option required.
  - Step 4** Press **Select**.
- 

## Change the Ringtone

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

If your work environment is noisy, you can use Chirp1(mobile) and Chirp2(mobile) to hear the ringtone. These ringtones are optimised for the wireless phone speaker.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Ringtone**
  - Step 3** (Optional) Select a line.
  - Step 4** Highlight a ringtone.
  - Step 5** Press **Play** to hear the ringtone.
  - Step 6** Press **Select** to use the ringtone.
-



## Adjust the Headset Feedback

When you use a headset, you might hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Headset sidetone**
  - Step 3** Select one of the options.
- 

## Turn Off the Keypad Sounds

You can turn off the sounds on the keypad so that you don't hear sounds when you press a button.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Keypad tone**
  - Step 3** Press **On** to turn the tones on or press **Off** to turn the tones off.
- 

## Adjust the Background Noise Filter

You can adjust the sensitivity of the phone microphone to filter out background noise so that the other person on your call can hear you better.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Sounds > Background noise filter**
  - Step 3** Select one of these settings: **Off, Low, Medium, High**.
- The default is **Off**.
- 

## Adjust the Screen Brightness

You can adjust the brightness of the phone display.

The default setting is 5.

### Procedure

---

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

## Change the Font Size

You can adjust the font size used on the phone screen. If you set the font size smaller, more text displays on the screen. If you set the font size larger, less text displays on the screen.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Display > Font size**
  - Step 3** Select the setting required.
- 

## Control the LED Indicator Light

Your phone has an LED indicator light at the top. When the light is enabled, it indicates the status of the phone:

- Solid red—the phone is connected to the AC power source and battery is charging.
- Solid green—the phone is connected to the AC power source and battery is fully charged.
- Fast blinking amber—There is an incoming call. Phone can be charging or fully charged.
- Fast blinking green—There is a voice message. When phone is connected to the AC power source, the green light displays longer than when using only the battery.
- Slow blinking green (every 2 seconds): The phone is using the battery. The phone is registered with the wireless network and is within service coverage area.

If you don't want this indication, you can turn the light off.

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > LED coverage indicator**
  - Step 3** Press **Off** to turn off the indicator or press **On** to turn on the indicator.
-

## Change the Screen Display Timeout

You can set up your phone to turn off the screen after a specific period of inactivity. When you turn off the screen, the phone uses less battery power.

When you select a setting, the phone screen dims after the specified period of inactivity. After an additional 10 seconds, the screen turns off and the phone goes to sleep.

The default setting is 10 seconds,

### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings > Display > Sleep**.
- Step 3** Select the time setting required.

### Related Topics

[Turn Off Your Phone](#), on page 7

## Change the Wallpaper

You can change the wallpaper (background) for your phone.

### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings > Display > Wallpaper**.
- Step 3** Select a wallpaper.

If you don't see the wallpaper that you are currently using, it isn't customized for the phone screen. You can continue to use the old wallpaper. But after you change the wallpaper, the previous wallpaper won't be available.

- Step 4** Press **Preview** to view the wallpaper.
- Step 5** Press **Save**.

## Automatically Lock the Keypad

You can set the keypad to automatically lock. If you set the phone to automatically lock the keypad, the keypad locks when the phone screen turns off.

### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings > Keypad > Auto lock**

**Step 3** Press **On**.

---

**Related Topics**

[Lock the Phone Keypad](#), on page 7

## Date and Time Settings

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- or 24-hour date format
- Date format

#### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings > Date and Time**
- Step 3** Select **Automatic date and time**.
- Step 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

#### Procedure

---

- Step 1** Access the **Settings** app.
- Step 2** Select **Phone settings > Date and Time**
- Step 3** Select **Automatic date and time**.
- Step 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.

### Procedure

---

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

## Set the Time

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

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Date and Time > Time**
  - Step 3** Enter the time using the keypad. Use the right and left navigation keys to move between the fields.
  - Step 4** Press **Set**.
- 

## Set the Date

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

### Procedure

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Date and Time > Date**
  - Step 3** Enter the date using the keypad. Use the right and left navigation keys to move between the fields.
  - Step 4** Press **Set**.
- 

## Set Time Zone

You can set the time zone.

**Procedure**

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Date and Time > Time zone**
  - Step 3** Select the correct time zone.
  - Step 4** 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.

**Procedure**

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Date and Time**
  - Step 3** Select **Use 24-hour format**.
  - Step 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.

**Procedure**

---

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

**Set Battery Level Display**

You can set the phone to display the battery strength as a percentage, in addition to the battery level icon.

**Procedure**

---

- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone settings > Battery percentage**
  - Step 3** Press **On** to display the strength as a percentage or press **Off** to display the strength as an icon.
-

**Related Topics**

[Header Icons](#), on page 14

## Access Bluetooth Settings

You can connect Bluetooth headsets and Bluetooth speakers to your phone. The phone does not support other Bluetooth devices. Before you can use a Bluetooth headset or speaker, you need to set up your phone for Bluetooth.

**Procedure**

- 
- Step 1** Access the **Settings** app.  
**Step 2** Select **Bluetooth**.

**Related Topics**

[Bluetooth Headsets](#), on page 107  
[Bluetooth and Your Phone](#), on page 19

## Turn On Bluetooth

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



**Note** When you use Bluetooth, your phone battery has less talk time.

**Procedure**

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

## Add a New Bluetooth Headset

You can add up to 5 Bluetooth headsets.

**Before you begin**

Bluetooth must be turned on.

**Procedure**

- 
- Step 1** Make sure that the Bluetooth headset is discoverable.  
**Step 2** Access the **Settings** app.

- Step 3** Select **Bluetooth**.
  - Step 4** Select **Add Bluetooth device**.  
The phone searches for any Bluetooth devices in range. This scan can take a couple of minutes.
  - Step 5** Select a device from the list and press **Pair**.
  - Step 6** (Optional) Enter the passkey for the device.
- 

## Connect a Bluetooth Headset


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.

### Before you begin

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

### Procedure

---


- Step 1** Access the **Settings** app.
  - Step 2** Select **Bluetooth**.
  - Step 3** Select a device from the list.
  - Step 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.

### Procedure

---

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



### Procedure

---


- Step 1** Access the **Settings** app.
  - Step 2** Select **Bluetooth**.
  - Step 3** Select a device from the list.
  - Step 4** Required: 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.

### Procedure

---

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

## Access Admin Settings

Your administrator may restrict access to this menu. For information about this menu, see the *Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide for Cisco Unified Communications Manager*.

### Procedure

---


- Step 1** Access the **Settings** app.
  - Step 2** Select **Admin settings**.
- 

## Adjust the Volume During a Call

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.

### Procedure

---

Press **Volume**  up and down to adjust the volume while you are on a call.


---

## Adjust the Phone Ringer Volume

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.

### Procedure

---

Press **Volume**  up and down to adjust the ringer volume the phone is not in use.

---



## CHAPTER 8

# Accessories

---

- [Supported Accessories, on page 105](#)
- [Headsets, on page 106](#)
- [Desktop Chargers, on page 107](#)
- [Multichargers, on page 111](#)
- [Secure the Charger with a Cable Lock, on page 115](#)

## Supported Accessories

You can use a number of accessories with your phone.

- Headsets:
  - Standard headsets that use a 3.5 mm jack
  - Bluetooth headsets
- Cisco Wireless IP Phone 8821 Desktop Charger: charges the Cisco Wireless IP Phone 8821 only
- Cisco Wireless IP Phone 8821-EX Desktop Charger: charges the Cisco Wireless IP Phone 8821-EX only
- Cisco Wireless IP Phone 8821 Multi Charger: charges the Cisco Wireless IP Phone 8821 only
- Cisco Wireless IP Phone 8821-EX Multi Charger: charges the Cisco Wireless IP Phone 8821-EX only



---

**Note** The Cisco Wireless IP Phone 8821-EX has not been tested or certified with any accessories for use in Potentially Explosive Atmosphere.

---

The phones can only connect to Bluetooth headsets and speakers. They do not support any other type of Bluetooth device.

The phones have other accessories, including cases. For more information on accessories, see the *Cisco Wireless IP Phone 882x Series Accessory Guide*, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>.

# Headsets

You can use wired and Bluetooth headsets with your phone. For information about the supported headsets, see the *Cisco Wireless IP Phone 882x Series Accessory Guide*.

Although we perform some internal testing of third-party wired and Bluetooth wireless headsets for use with the Cisco Wireless IP Phone 8821 and 8821-EX, 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.

**Note**

The Cisco Wireless IP Phone 8821-EX has not been tested for wired and Bluetooth headsets in hazardous locations.

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.

The primary reason that a particular headset would be inappropriate for the phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, electric motors, or large PC monitors. In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to phone users.

**Related Topics**

[Make a Call with a Headset](#), on page 56

## Important Headset Safety Information



**High Sound Pressure**—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

## 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>.

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.

### Related Topics

[Access Bluetooth Settings](#), on page 101

[Bluetooth and Your Phone](#), on page 19

## 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.

### Related Topics

[Adjust the Background Noise Filter](#), on page 95

## Desktop Chargers

You can use the Cisco Wireless IP Phone 8821 Desktop Charger to charge your Cisco Wireless IP Phone 8821 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. This charger has a label on the back to show the maximum voltage (4.35 V).

You can use the Cisco Wireless IP Phone 8821-EX Desktop Charger to charge your Cisco Wireless IP Phone 8821-EX 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 charger looks the same as the Cisco Wireless IP Phone 8821 Desktop Charger except that it shows the graphic of the Cisco Wireless IP Phone 8821-EX and doesn't have the voltage label.

The following figure shows the charger with a phone.

Figure 5: Cisco Wireless IP Phone 8821 and Cisco Wireless IP Phone 8821 Desktop Charger



**Caution** The Cisco Wireless IP Phone 8821 Desktop Charger can only charge the Cisco Wireless IP Phone 8821 and a spare battery for that phone. You can't charge the Cisco Wireless IP Phone 8821-EX or its spare batteries in the Cisco Wireless IP Phone 8821 Desktop Charger.

In this document, the term *desktop charger* refers to both chargers.

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. For more information on the USB port, see the *Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide*.



**Caution** Do not use chargers or handsfree mode in a Potentially Explosive Atmosphere.  
Do not charge the phone if it is wet.

### Built-in Speakerphone

The charger includes a speakerphone 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.

### Related Topics

[Make a Call with the Phone Speaker](#), on page 57

## Set Up the Desktop Charger

You should place the desktop charger on a stable work surface.

### Before you begin

You need the cable that is provided with the charger. This cable has a plug on one end and a USB connector on the other end.

You need the power adapter that comes with the phone.

### Procedure

- 
- |               |                                                                                                             |
|---------------|-------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | Plug the plug end of the cable into the desktop charger.                                                    |
| <b>Step 2</b> | 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.



- 
- |                |                                                     |
|----------------|-----------------------------------------------------|
| <b>Caution</b> | Do not charge the phone in a hazardous environment. |
|                | Do not charge the phone if it is wet.               |
-

## Procedure

- Step 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.

- Step 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.

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



- Step 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.

### Procedure

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

## Multichargers

You can charge up to six Cisco Wireless IP Phone 8821 and six spare batteries at the same time with the Cisco Wireless IP Phone 8821 Multi Charger. If your phone is in a protective case, you can charge it without removing the case. This charger has a label on the back to show the maximum voltage (4.35 V).

You can charge up to six Cisco Wireless IP Phone 8821-EX and six spare batteries at the same time with the Cisco Wireless IP Phone 8821-EX Multi Charger. If your phone is in a protective case, you can charge it without removing the case. The charger looks the same as the Cisco Wireless IP Phone 8821 Multi Charger except that it shows the graphic of the Cisco Wireless IP Phone 8821-EX and doesn't have the voltage label.

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 6: Cisco Wireless IP Phone 8821 and Cisco Wireless IP Phone 8821 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.



**Caution**

The Cisco Wireless IP Phone 8821 Multi Charger can only charge the Cisco Wireless IP Phone 8821 and a spare battery for that phone. You can't charge the Cisco Wireless IP Phone 8821-EX or its spare batteries in the Cisco Wireless IP Phone 8821 Multi Charger.

In this document, the term *multicharger* refers to both chargers.

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.



**Caution**

Do not use chargers in a Potentially Explosive Atmosphere.

Do not charge the phone if it is wet.

## Set Up the Multicharger

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

### Procedure

- 
- Step 1** Plug the jack end of the power cord into the multicharger.
  - Step 2** Plug the other end of the power cord into the power adapter.

**Step 3** Plug the power adapter into the electrical outlet.

**Step 4** Place the multicharger on a stable work surface.

## Install the Multicharger Wall Mount Kit

The wall mount kit comes with the following components:

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

### Before you begin

You need the following tools:

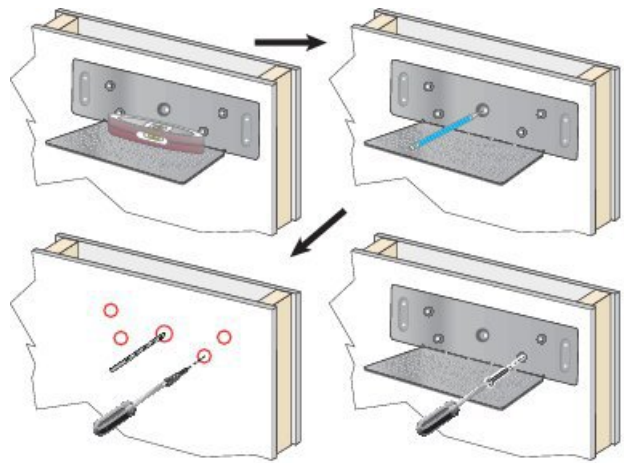
- Drill and a 0.25 inch drill bit
- Pencil
- Level
- Philips #1 and #2 screwdrivers

You need the power cable and power adapter.

### Procedure

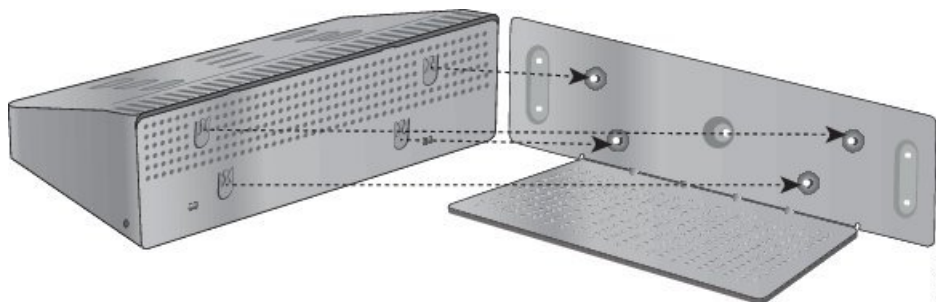
**Step 1** Determine the location for the bracket. The bottom right corner of the bracket must be less than 50 inches (127 cm) from an electrical outlet.

**Step 2** Mount the wall bracket.

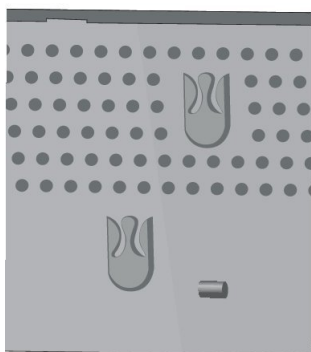


- Hold the bracket on the wall, as shown in the diagram.
- Use the level to ensure that the bracket is level and use a pencil to mark the screw holes.
- Install the anchors, using the drill and drill bit.
- Screw the bracket to the wall.

- Step 3** Locate the post holders in the multicharger.
- Step 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.



- Step 5** Plug the jack end of the power cord into the multicharger.
- Step 6** Plug the other end of the power cord into the power adapter.
- Step 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.

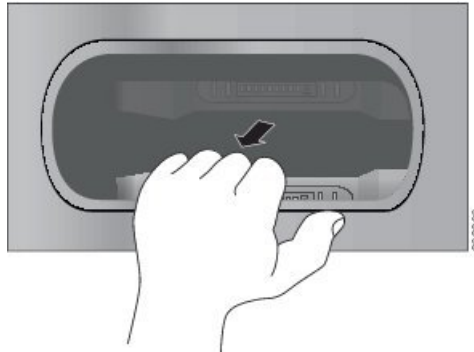


- Caution** Do not charge the phone in a hazardous environment.
- Do not charge the phone if it is wet.

### Procedure

---

- Step 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.



- Step 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.
- Step 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.

### Procedure

---

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.

## Procedure

---

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



## CHAPTER 9


# Troubleshooting

- [General Troubleshooting](#), on page 117
- [Find Information About Your Phone](#), on page 119
- [Hardware Diagnostics](#), on page 119
- [Create a Problem Report from the Phone](#), on page 122

## General Troubleshooting

You can troubleshoot some general problems with your phone. If your problem is not discussed below, contact your administrator.

| Symptom                    | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You cannot complete a call | <p>One or more of the following factors might apply:</p> <ul style="list-style-type: none"><li>• Your phone is out of the wireless network access point service area.</li></ul> <p><b>Note</b> When roaming with your phone, a green blinking light indicates that the phone is still within the wireless service coverage area.</p> <ul style="list-style-type: none"><li>• You must log in to the Extension Mobility service.</li><li>• You must enter a client matter code or forced authorization code after you dial a number.</li><li>• Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</li></ul> |

| Symptom                                                             | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The main screen is not active                                       | <p>One of these messages appears on the status line:</p> <ul style="list-style-type: none"> <li>• <code>Network busy</code>: Not enough available bandwidth exists in wireless network to complete this call. Try again later.</li> <li>• <code>Leaving service area</code>: Phone is out of range of its associated access point and wireless network.</li> <li>• <code>Locating network services</code>: Phone is searching for a wireless network access point.</li> <li>• <code>Authentication failed</code>: Authentication server did not accept the security credentials.</li> <li>• <code>Configuring IP</code>: Phone is waiting for DHCP to assign an IP address.</li> </ul> |
| The Settings menu is unresponsive                                   | Your administrator might have disabled access to the <b>Settings</b> app on your phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Conference</b> fails                                             | <p><b>Conference</b> requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically.</p> <p><b>Conference</b> also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.</p>                                                                                                                                                                                                                                                                                                                                                           |
| The softkey that you want to use does not appear                    | <p>One or more of the following factors might apply:</p> <ul style="list-style-type: none"> <li>• You must press <b>More</b>  to reveal additional functions.</li> <li>• You must change the line state (for example, place a call or have a connected call).</li> <li>• Your phone is not configured to support the feature associated with that softkey.</li> </ul>                                                                                                                                                                                                                             |
| <b>Barge</b> fails and results in a fast busy tone                  | <p>One or more of the following factors might apply:</p> <ul style="list-style-type: none"> <li>• You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.</li> <li>• You cannot barge a call on another Cisco Wireless IP Phone.</li> </ul>                                                                                                                                                                                                                                                                                                                  |
| You are disconnected from a call that you joined using <b>Barge</b> | You are disconnected from a call that you joined using <b>Barge</b> if the call is put on hold, transferred, or turned into a conference call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Call back</b> fails                                              | The other party might have call forwarding enabled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



| Symptom                                                                      | Explanation                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The phone shows an error message when you attempt to set up Call Forward All | Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count). |

## Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes. The information in the menu is read-only. For more information about the menu, see the *Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide for Cisco Unified Communications Manager*.

### Procedure

- 
- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone information**.
- 

## Hardware Diagnostics

You can run some diagnostic tests on your phone.

### Perform Audio Diagnostics

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

### Procedure

- 
- Step 1** Access the **Settings** app.
  - Step 2** Select **Admin settings > Diagnostics > Audio**.
  - Step 3** Listen to the tone on the handset speaker.
  - Step 4** Press the **Speaker** button to turn on handsfree, and listen to the tone.
  - Step 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.

### Procedure

- 
- Step 1** Access the **Settings** app.
  - Step 2** Select **Admin settings > Diagnostics > WLAN**.
  - Step 3** Press **Continue**.
  - Step 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 phone 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.         |
| 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                               |

| Field               | Description                                                                                                                                                                                                             |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                |
| 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 IP 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 IP phone.                                                         |
| CCX version         | Version of CCX if the AP is CCX compliant.                                                                                                                                                                              |

| Field                                                                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>AC: Best effort, AC: Background, AC: Video, and AC: Audio</p> <ul style="list-style-type: none"> <li>• Admission control</li> <li>• AIFSN</li> <li>• ECWMin</li> <li>• ECWMax</li> <li>• TXOpLimit</li> </ul> | <p>Information for each Access Category (AC). There is one set of data for best effort, background, video, and audio.</p> <ul style="list-style-type: none"> <li>• Admission control—If yes, admission control must be used prior to transmission using the access parameters specific for this AC.</li> <li>• AIFSN—Number of slots after an SIFS duration a non-AP STA should defer before invoking a backoff or starting a transmission.</li> <li>• ECWMin—Encodes value of CWmin in an exponent form to provide the minimum amount of time in a random backoff.</li> <li>• ECWMax—Encodes value of CWmax in an exponent form to provide the maximum amount of time in a random backoff.</li> <li>• TXOpLimit—Interval of time in which a particular quality of service (QoS) station has the right to initiate</li> </ul> |

## Create a Problem Report from the Phone

If you encounter a problem with your phone, you can generate a problem report from the phone.

### Procedure

- 
- Step 1** Access the **Settings** app.
  - Step 2** Select **Phone information > Report problem**.
  - Step 3** Press **Submit**.
  - Step 4** When the success message is displayed, notify your administrator that a problem report is available.
-



# CHAPTER 10

## Product Safety and Security

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- [Safety and Performance Information, on page 123](#)
- [Compliance Statements, on page 128](#)
- [Cisco Product Security Overview, on page 134](#)
- [Important Online Information, on page 134](#)

### 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**

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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 IP Phone 882x Series* at the following URL: [http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cuiphp/882x/english/RCSI/RCSI-0266-book.pdf](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuiphp/882x/english/RCSI/RCSI-0266-book.pdf)



---

**Warning**

Read the installation instructions before using, installing, or connecting the system to the power source. Statement 1004



---

**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 1040

**Warning**

The plug-socket combination must be accessible at all times because it serves as the main disconnecting device. Statement 1019

## Safety Guidelines

The following are safety guidelines for using the Cisco Wireless IP Phone 8821 and 8821-EX 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 IP Phone 8821 and 8821-EX.

**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**

Do not touch or bridge the metal contacts on the battery. Unintentional discharge of the batteries can cause serious burns. Statement 341

**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**

CP-BATT-8821=

Use only the Cisco b 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-8821-AR=

**Australia**

CP-PWR-8821-AU=

**Brazil**

CP-PWR-8821-BZ=

**Europe**

CP-PWR-8821-CE=

**Korea**

CP-PWR-8821-KR=

**Japan**

CP-PWR-8821-JP=

**Switzerland**

CP-PWR-8821-SW=

**North America**

CP-PWR-8821-NA=

**United Kingdom**

CP-PWR-8821-UK=



---

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

---

## Hazardous Environments

The Cisco Wireless IP Phone 8821-EX is ATEX Class I Zone 2 and CSA Class I Division 2/Zone 2 certified equipment. This means the phone can be operated in an area in which an explosive gas atmosphere is not likely to occur in normal operation and if it does occur, is likely to do so only infrequently and will exist for a short period only.



---

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

---



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**Warning** Explosion Hazard—Substitution of components may impair suitability for class1, Division 2/Zone 2. Statement 1083

---

## 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

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>This product meets applicable national SAR limits of 1.6W/kg. The specific maximum SAR values can be found in <a href="#">Compliance Statements, on page 128</a>.</p> <p>When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise 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.</p> |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Product Label

The product label is located in the battery compartment of the device.

# 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 EMF Directive 2014/53/EU.

## Compliance Statements for the USA

### SAR Statement

The Cisco Wireless IP Phone 882x Series handsets have 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 Cisco Wireless IP Phone 882x Series 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.

| <b>Maximum SAR for this Model and Conditions Under Which it was Recorded</b> |           |           |
|------------------------------------------------------------------------------|-----------|-----------|
| <b>Head SAR</b>                                                              | WLAN 5GHz | 0.63 W/kg |
| <b>Body-worn SAR</b>                                                         | WLAN 5GHz | 0.67 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>

The Cisco Wireless IP Phone 882x Series 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](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.

## 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.

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.

| <b>Maximum SAR for this Model and Conditions Under Which it was Recorded</b> |           |           |
|------------------------------------------------------------------------------|-----------|-----------|
| <b>Head SAR</b>                                                              | WLAN 5GHz | 0.63 W/kg |
| <b>Body-worn SAR</b>                                                         | WLAN 5GHz | 0.67 W/kg |

### **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.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

| <b>DAS maximal pour ce modèle et conditions dans lesquelles il a été enregistré</b> |           |           |
|-------------------------------------------------------------------------------------|-----------|-----------|
| <b>DAS au niveau de la tête</b>                                                     | WLAN 5GHz | 0.63 W/kg |
| <b>DAS près du corps</b>                                                            | WLAN 5GHz | 0.67 W/kg |

## **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 Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, 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 Telecom's 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. Telecom 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. Telecom 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 Telecom 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 Taiwan

### DGT Warning Statement

避免電波干擾，本器材禁止於室外使用5.25-5.35 兆赫頻帶

#### 低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，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。

第十四條 低功率射頻電機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。

前項合法通信，指依電信法規定作業之無線電信。

低功率射頻電機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。

#### 低功率射頻電機技術規範

4.7 無線資訊傳輸設備

4.7.5 在5.25-5.35兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

4.7.6 無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。

4.7.7 無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

197048

## Compliance Statement for Argentina

### Advertencia

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

## Compliance Statements for Brazil

### Art. 6º - 506

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

For more information, go to this URL: <http://www.anatel.gov.br>

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Site Anatel: <http://www.anatel.gov.br>

### Resolution nº 303/2002 e nº 533/2009

This product is approved by Anatel, in accordance with the procedures regulated by Resolution no. 242/2000 and meets the technical requirements applied, including the exposure limits of the Specific Absorption Rate for electric, magnetic and electromagnetic fields of radiofrequency, in accordance with Resolutions nº 303/2002 and nº 533/2009.

### Resoluções no. 303/2002 e no. 533/2009

Este produto está homologado pela Anatel, de acordo com os procedimentos regulamentados pela Resolução no. 242/2000 e atende aos requisitos técnicos aplicados, incluindo os limites de exposição da Taxa de Absorção Específica referente a campos elétricos, magnéticos e eletromagnéticos de radiofrequência, de acordo com as Resoluções no. 303/2002 e no. 533/2009.

| Model   | Certificate Number |
|---------|--------------------|
| 8821    | 03114-17-01086     |
| 8821-EX | 03114-17-01086     |

## 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://www.bis.doc.gov/policiesandregulations/ear/index.htm>.

## Important Online Information

### End User License Agreement

The End User License Agreement (EULA) is located here: <https://www.cisco.com/go/eula>

### Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: