

Basic features of 9800 series

Welcome to your Cisco 9800 Series desk phone. Use this guide for the basics, so you can handle calls with ease.

Make and answer calls

- Press **Answer** to accept an incoming call.
- Press **Ignore** to silence the ringer.
- Press **Decline** to send the call to voicemail.

Hold and resume calls

- Press **Hold** to pause a call.
- Press **Resume** to continue.

Forward calls

- Set where your calls go when you're away.
- Settings may be different for CUCM and Webex Calling. Check with your admin if needed.

Use speed dials

- Press a speed dial button to quickly call a contact.
- Some speed dials show if a coworker is available or let you pick up their calls.
- Add speed dials from your user portal or by pressing and holding a line key.

Do not disturb (DND)

- Turn on **DND** to stop your phone from ringing.
- DND works differently with CUCM and Webex Calling.

Check voicemail

Press the voicemail button to listen to your messages.

Favorite button

Use the **Favorite** button for quick access to voicemail or help desk numbers.

Transfer or conference a call

- To transfer: Press **Transfer**, enter the number, then press Transfer again.
- To start a conference: Press **Conference**, enter the next person's number, then press Conference again.

Use a headset

- Connect a Bluetooth or wired headset.
- Switch between handset, speaker, and headset using the audio path buttons.

Check the directory

Press the directory button to find contacts and extensions.

Check phone settings

Find your phone's model, MAC address, and IP address under Settings.

Restart or reset your phone

Restart the phone from the Settings menu.

For a factory reset, follow instructions in Settings or contact your admin.

Submit a problem report

Go to Settings, then select **Submit PRT** to report an issue.

