## Cisco DP-9851-K9=

# Cisco DP-9851 IP Phone User Manual

Model: DP-9851-K9= | Brand: Cisco

## INTRODUCTION

The Cisco DP-9851 IP Phone is designed for modern office environments, offering a comprehensive communication solution. This device integrates secure enterprise calling, meeting capabilities, desk reservations, sustainability features, and emergency notifications into a single unit. This manual provides essential information for setting up, operating, and maintaining your Cisco DP-9851 IP Phone.

## PRODUCT OVERVIEW

*Figure 1: Cisco DP-9851 IP Phone. This image shows the Cisco DP-9851 IP Phone in carbon black. It features a corded handset on the left, a 3.7-inch LCD display showing time and date, and a full numeric keypad with additional function buttons. The phone is designed for desktop use and includes navigation controls and line buttons.*

The DP-9851 features a 3.7-inch LCD display, a corded handset, and a comprehensive keypad for dialing and feature access. It supports VoIP communication and is equipped with PoE (Power over Ethernet) ports for simplified installation.

# SETUP

## 1. Unboxing and Component Check

Carefully remove all components from the packaging. Verify that the following items are present:

- Cisco DP-9851 IP Phone unit
- Corded Handset
- Handset Cord
- Ethernet Cable
- Phone Stand (if applicable)

## 2. Physical Connection

1. Connect the handset cord to the handset and the designated port on the phone unit.
2. Connect one end of the Ethernet cable to the network port (labeled **LAN** or **Network**) on the back of the phone.
3. Connect the other end of the Ethernet cable to a network switch or router that provides Power over Ethernet (PoE). If PoE is not available, connect a compatible power adapter (sold separately) to the phone's power port.
4. Place the phone on a stable, flat surface or attach it to the wall using a compatible wall-mount kit (sold separately).

## 3. Initial Boot-up

Once connected to the network and power, the phone will automatically begin its boot-up sequence. The display will show the Cisco logo and then proceed to load the PhoneOS software. This process may take a few minutes. Once complete, the phone will display the current time, date, and line status.

# OPERATING INSTRUCTIONS

## Making Calls

- **Dialing a Number:** Lift the handset or press the **Speaker** button. Enter the desired phone number using the numeric keypad. The call will automatically connect after a brief pause or upon pressing the **Dial** softkey.
- **Redial:** Press the **Redial** softkey on the display to call the last dialed number.
- **New Call:** Press the **New Call** softkey to initiate a new call while on an active call or to get a dial tone.

## Answering Calls

When the phone rings, lift the handset or press the **Speaker** button to answer the call. Alternatively, press the flashing line button associated with the incoming call.

## Call Management Features

- **Hold:** During an active call, press the **Hold** button (often represented by two vertical bars ||) to place the call on hold. Press it again to resume the call.
- **Transfer:** During an active call, press the **Transfer** button (often represented by an arrow →). Dial the number to which you want to transfer the call, then press **Transfer** again to complete.
- **Conference:** During an active call, press the **Conference** button (often represented by multiple people icon). Dial the

number of the person you wish to add, and once they answer, press **Conference** again to join all parties.

- **Mute:** Press the **Mute** button (microphone with a slash through it) to mute your microphone during a call. Press again to unmute.

## Volume Control

Use the **Volume Up (+)** and **Volume Down (-)** buttons located on the side of the phone to adjust the handset, speakerphone, or ringer volume.

## Display Navigation

The 3.7-inch LCD display provides access to various phone features and settings. Use the navigation cluster (circular button with directional arrows) to scroll through menus and options. The softkeys located directly below the display change functionality based on the current context.

## MAINTENANCE

### Cleaning the Phone

- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner to wipe down the phone's surfaces.
- Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays directly on the phone.
- Do not allow liquids to enter any openings.

### Environmental Considerations

- Keep the phone away from direct sunlight, heat sources, and excessive moisture.
- Ensure proper ventilation around the device.

## TROUBLESHOOTING

This section addresses common issues you might encounter with your Cisco DP-9851 IP Phone.

| Problem | Possible Cause | Solution |
|---|---|---|
| No dial tone / Phone not powering on | No power or network connection. | Verify the Ethernet cable is securely connected to both the phone and the network switch/router. Ensure the network switch/router provides PoE, or that a compatible power adapter is connected and functioning. Try a different Ethernet port or cable. |
| Cannot make or receive calls | Network connectivity issues, incorrect configuration, or service provider issue. | Check network cable connection. Restart the phone by disconnecting and reconnecting power/Ethernet. Contact your IT administrator or service provider to verify network and phone configuration. |
| Display is blank or frozen | Software error or power issue. | Disconnect and reconnect the power/Ethernet cable to restart the phone. If the issue persists, contact technical support. |

## SPECIFICATIONS

| Brand | Cisco |
|---|---|

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|---|---|
| **Model Number** | DP-9851-K9= |
| **Telephone Type** | Corded IP Phone |
| **Display** | 3.7" LCD (Visible screen diagonal: 4" / 10 cm) |
| **Connectivity** | VoIP, 2 x Network (RJ-45), PoE Ports |
| **Material** | Plastic |
| **Item Weight** | 2.86 pounds (1.3 Kilograms) |
| **Package Dimensions** | 12.4 x 9.7 x 3 inches |
| **UPC** | 889728594967 |
| **Manufacturer** | Cisco |

## WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product or visit the official Cisco website. Technical support is available through Cisco's customer service channels. Please have your model number (DP-9851-K9=) and serial number ready when contacting support.

You can find more information and support resources on the Cisco official website.