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› Cisco DP-9861 IP Phone User Manual

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Model: DP-9861-K9=

PRODUCT OVERVIEW

The Cisco DP-9861 IP Phone is a sophisticated communication device designed for modern office environments. It integrates secure enterprise calling, meeting capabilities, desk reservations, and emergency notifications into a single unit. This model is part of the Desk Phone 9800 Series, featuring the new PhoneOS software for a simplified user experience and seamless integration with Cisco's video portfolios.

Key features include:

- Handset Connectivity Technology: **Corded**
- Base Unit Connectivity Technology: **Corded/Cordless**
- IP Phone Technology: **VoIP**
- Wireless Technology: **Bluetooth**
- Wireless Technology: **Wi-Fi**
- 5-inch LCD Screen
- Support for 10 total lines
- Power over Ethernet (PoE) support



Figure 1: Front view of the Cisco DP-9861 IP Phone. This image displays the phone's ergonomic handset, the full numeric keypad, and the vibrant 5-inch LCD screen. The screen shows the current time (09:54) and various menu icons, indicating its user-friendly interface. The phone is designed for desktop use, featuring a stable stand.

SETUP GUIDE

1. Unpacking and Inspection

Carefully remove all components from the packaging. Verify that all items listed in the packing list are present and undamaged. Retain the packaging for future transport or storage.

2. Connecting the Handset

Connect the coiled cord from the handset to the handset port on the phone base. Ensure the connection is secure.

3. Network Connection (PoE or Power Adapter)

The DP-9861 supports Power over Ethernet (PoE). If your network switch provides PoE, connect an Ethernet cable from your network to the **Network (RJ-45)** port on the back of the phone. The phone will power on automatically.

If PoE is not available, connect an Ethernet cable to the **Network (RJ-45)** port and connect a compatible power adapter (sold separately) to the power input port. Then, plug the power adapter into an electrical outlet.

4. Initial Configuration

Upon first power-on, the phone will attempt to connect to your network and register with your VoIP service (e.g., Cisco

Unified Communications Manager (CUCM), Webex Calling, Broadworks, or other 3rd party cloud calling platforms). Follow the on-screen prompts for any required network or service configuration. Consult your IT administrator for specific network settings if needed.

OPERATING INSTRUCTIONS

Making Calls

1. Lift the handset or press the **Speakerphone** button.
2. Dial the desired number using the keypad.
3. Press the **Call** or **Dial** softkey on the screen.

Answering Calls

When the phone rings, lift the handset or press the **Speakerphone** button to answer. Alternatively, press the **Answer** softkey on the screen.

Using Bluetooth

To pair a Bluetooth headset or device:

1. Navigate to the **Settings** menu on the phone's LCD screen.
2. Select **Bluetooth**.
3. Enable Bluetooth and select **Pair New Device**.
4. Put your Bluetooth device into pairing mode.
5. Select your device from the list on the phone screen to complete pairing.

Wi-Fi Connectivity

The phone supports Wi-Fi (IEEE 802.11a/b/g/n/ac) for wireless network connection. This feature allows for flexible placement where wired Ethernet is not feasible.

1. Access **Settings > Wi-Fi** on the phone.
2. Select your desired Wi-Fi network from the list.
3. Enter the network password if prompted.

MAINTENANCE

Cleaning the Phone

To clean the phone, use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner. Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the phone's surface and screen. Ensure the phone is powered off before cleaning.

Software Updates

The PhoneOS software may receive updates to improve performance, add features, or address security vulnerabilities. These updates are typically managed by your IT department. Do not attempt to manually update firmware unless instructed by official Cisco support or your IT administrator.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	Verify Ethernet cable is securely connected to a PoE-enabled port or ensure power adapter is correctly plugged in and receiving power.
Cannot make or receive calls.	Network connectivity issue; VoIP service not registered.	Check network cable connection. Restart the phone. Contact your IT administrator to verify VoIP service registration and network settings.
Bluetooth device not pairing.	Device not in pairing mode; interference.	Ensure Bluetooth device is in pairing mode. Move closer to the phone. Try restarting both devices.
Poor audio quality.	Network congestion; faulty cable/handset.	Check network performance. Try a different handset or cable if possible.

SPECIFICATIONS

Model:	DP-9861-K9=
Brand:	Cisco
Product Type:	IP Phone
Handset Connectivity:	Corded
Base Unit Connectivity:	Corded/Cordless
IP Phone Technology:	VoIP
Wireless Technology:	Bluetooth, Wi-Fi (IEEE 802.11a/b/g/n/ac)
Total Number of Phone Lines:	10
Speakerphone:	Yes
Screen Type:	LCD
Screen Size:	5 inches (13 cm visible diagonal)
Network Ports:	2 x RJ-45 (with PoE support)
USB:	Yes
Color:	Carbon Black
Material:	Plastic
Power Source:	Power over Ethernet (PoE)
Item Weight:	3.4 pounds
Package Dimensions:	12.3 x 9.6 x 2.8 inches
Compatible Devices:	Cisco Unified Communications Manager (CUCM), Webex Calling, Broadworks, other 3rd party cloud calling platforms, VoIP services, Bluetooth devices, Wi-Fi networks
Recording Capacity:	22 minutes (Answering System)
Conference Call:	Basic
Multiline Operation:	Yes

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or visit the official Cisco support website. Support resources typically include FAQs, troubleshooting guides, software downloads, and contact information for technical assistance.

Note: Specific warranty terms and support availability may vary by region and reseller.

You can find more information on the [Cisco Store on Amazon](#).

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question