**Cisco DP-9851**

# Cisco DP-9851 IP Phone User Manual

Model: DP-9851

## INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Cisco DP-9851 IP Phone. Designed for modern office environments, this corded desktop VoIP phone offers secure enterprise calling, meeting capabilities, and efficient communication features. Please read this manual thoroughly to ensure proper use and to maximize the functionality of your device.

## SETUP

Follow these steps to set up your Cisco DP-9851 IP Phone for first-time use.

### 1. Unpacking and Inspection

Carefully remove all components from the packaging. Verify that all items listed below are present and undamaged:

- Cisco DP-9851 IP Phone unit
- Handset
- Handset cord
- Ethernet cable (RJ-45)
- Phone stand

If any items are missing or damaged, contact your vendor or Cisco support.

### 2. Connecting the Phone

1. **Attach the Phone Stand:** Securely attach the phone stand to the back of the phone unit.
2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone unit (typically marked with a handset icon).
3. **Connect to Network:** Insert one end of the Ethernet cable into the network port on the back of the phone (often labeled "SW" or "LAN"). Connect the other end to a network switch or router that provides Power over Ethernet (PoE). The DP-9851 supports PoE, eliminating the need for a separate power adapter.
4. **Initial Boot-up:** Once connected to the network, the phone will power on automatically. The 3.7-inch LCD screen will display the Cisco logo and then proceed with the boot-up sequence. This may take a few moments.

This image displays the Cisco DP-9851 IP Phone in carbon black, featuring its corded handset, a numerical keypad, function buttons, and a central navigation cluster. The 3.7-inch LCD screen is visible, showing time and date, along with soft keys for 'Redial', 'New call', and 'Forward'.

## OPERATING INSTRUCTIONS

This section covers the basic operation of your Cisco DP-9851 IP Phone.

### 1. Making and Receiving Calls

- **To Make a Call:**

  a. Lift the handset, or press the **Speakerphone** button.
  b. Dial the desired number using the keypad.
  c. Press the **Call** button (often a green phone icon) or wait for the call to connect automatically.

- **To Receive a Call:**

  a. When the phone rings, lift the handset or press the **Answer** soft key on the screen, or press the **Speakerphone** button.

- **To End a Call:** Hang up the handset or press the **End Call** soft key or button.

### 2. Using the Display and Soft Keys

The 3.7-inch LCD screen displays call information, time, date, and various menu options. Below the screen are context-sensitive soft keys that change functionality based on the phone's current state.

- **Navigation Cluster:** Use the circular navigation pad to scroll through menus and options on the display. The center button typically acts as a "Select" or "OK" button.
- **Soft Keys:** Common soft keys include:

  - **Redial:** Dials the last number called.

- **New Call:** Initiates a new call.
- **Forward:** Configures call forwarding options.
- Other keys may appear for Hold, Transfer, Conference, etc., depending on your system configuration.

## 3. Volume Control and Mute

- **Volume:** Use the **Volume Up (+)** and **Volume Down (-)** buttons on the side of the phone to adjust the handset, speakerphone, or ringer volume.
- **Mute:** Press the **Mute** button (often a microphone with a slash through it) to mute your microphone during a call. Press it again to unmute.

## 4. Line Buttons

The Cisco DP-9851 supports up to 6 total lines. Use the line buttons (often located next to the display) to select a line for making a call, answer an incoming call on a specific line, or switch between active calls.

## MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your IP phone.

- **Cleaning:**

    - Use a soft, lint-free cloth to wipe the phone's surface and screen.
    - For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner.
    - Do not use harsh chemicals, abrasive cleaners, or aerosol sprays directly on the phone.
    - Ensure the phone is unplugged before cleaning.

- **Environmental Conditions:**

    - Keep the phone away from direct sunlight, excessive heat sources, and high humidity.
    - Avoid placing the phone in dusty environments.

- **Cable Management:** Ensure all cables are neatly routed and not under strain to prevent damage.

## TROUBLESHOOTING

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

### No Power or Display

- **Check Network Connection:** Ensure the Ethernet cable is securely plugged into both the phone's network port and the network switch/router.
- **Verify PoE:** Confirm that the network port you are connected to provides Power over Ethernet (PoE). If not, the phone will not power on.
- **Restart Phone:** Disconnect the Ethernet cable from the phone, wait 10 seconds, and then reconnect it.

### No Dial Tone or Cannot Make/Receive Calls

- **Check Network Connectivity:** Ensure the phone has an active network connection. Look for network status indicators on the screen.
- **Verify Handset Connection:** Ensure the handset cord is securely connected to both the handset and the phone unit.

- **Check Line Status:** Ensure the line you are trying to use is active and registered.
- **Contact IT/Administrator:** If the issue persists, there might be a network configuration problem or an issue with your VoIP service. Contact your IT department or service provider.

## Poor Audio Quality

- **Adjust Volume:** Use the volume buttons to adjust the handset or speakerphone volume.
- **Check Handset/Speakerphone:** Ensure the handset is properly positioned or that you are speaking clearly into the speakerphone microphone.
- **Network Congestion:** Poor audio can sometimes be caused by network congestion. If possible, try to reduce network traffic or contact your network administrator.

## SPECIFICATIONS

Detailed technical specifications for the Cisco DP-9851 IP Phone.

| | |
|---|---|
| **Brand** | Cisco |
| **Model** | DP-9851 |
| **Product Type** | IP Phone |
| **Connectivity Technology** | Corded (Handset and Base Unit) |
| **IP Phone Technology** | VoIP |
| **Total Number of Phone Lines** | 6 |
| **Speakerphone** | Yes |
| **Screen Type** | LCD |
| **Screen Size** | 3.7 inches (Visible screen diagonal: 4" / 10 cm) |
| **Network Ports** | 2 x Network (RJ-45) |
| **PoE (RJ-45) Port** | Yes |
| **USB Port** | Yes |
| **Color** | Carbon Black |
| **Form Factor** | Desktop |
| **Dimensions (Height)** | 1.9 inches |
| **Item Weight** | 2.86 pounds (1.3 Kilograms) |
| **Material** | Plastic |
| **UPC** | 724129155259 |

## WARRANTY AND SUPPORT

This Cisco DP-9851 IP Phone is a renewed product. Please refer to the terms and conditions provided by your

## Return Policy

A 90-day refund/replacement return policy is typically offered for this product. Please consult your purchase documentation for exact details.
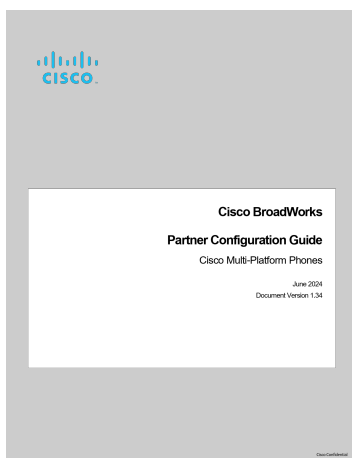
## Protection Plans

Extended protection plans may be available for purchase, such as 3-Year or 4-Year Protection Plans, or a Complete Protect monthly plan. These plans offer additional coverage beyond the standard return policy. For details on these plans, please refer to the product listing or contact your retailer.

## Technical Support

For technical assistance, configuration issues, or advanced troubleshooting, please contact your IT department or the vendor from whom you purchased the device. For general Cisco product information, visit the official Cisco website.

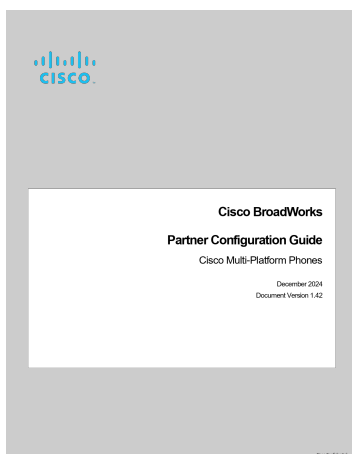Documents - Cisco – DP-9851



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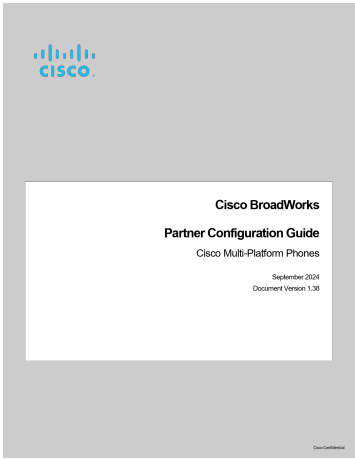
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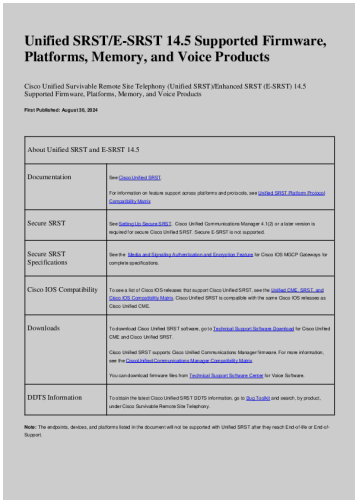
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Cisco Unified Survivable Remote Site Telephony (Unified SRST)/Enhanced SRST (E-SRST) 14.5 Supported Firmware, Platforms, Memory, and Voice Products

First Published: August 26, 2024

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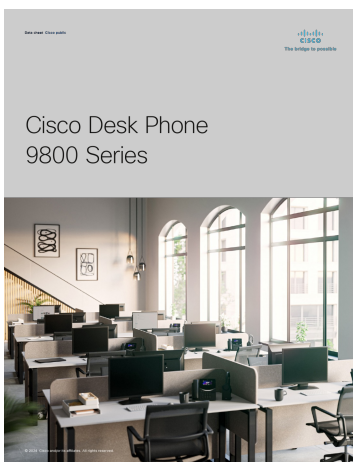lang:en score:19 filesize: 217.57 K page_count: 17 document date: 2024-03-25



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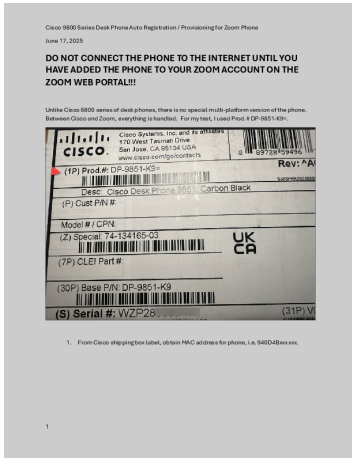lang:en score:17 filesize: 3.53 M page_count: 20 document date: 2024-12-17



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Explore the Cisco Desk Phone 9800 Series, a new standard in desk phones designed for modern office environments. Discover its features, benefits, platform support, detailed specifications, and ordering information.

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