Cisco Wireless Phone 840 and 840S quick reference guide
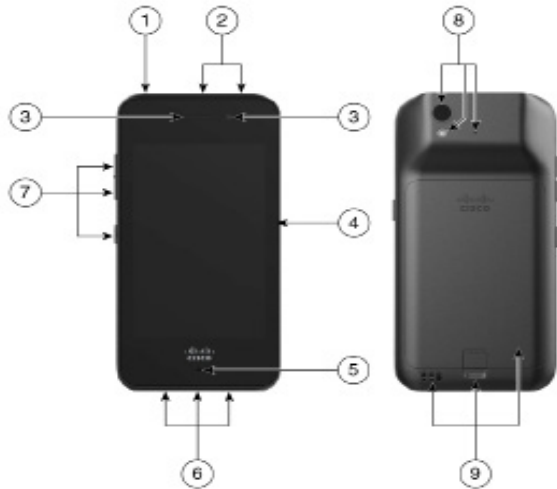
Your phone

1. Power button
2. Barcode scanner (840S only) and programmable button (by default Emergency)
3. Receive speaker and front camera
4. Programmable button (by default PTT)
5. Microphone
6. Headset jack, USB charging port, and speaker
7. Programmable buttons (by default: Volume up, Volume down, and the lower button is Scanner (for 840S) or No action (for 840))
8. Rear camera, flash lens/torch, and rear microphone
9. Charger contacts, battery latch, and rechargeable battery pack

Turn on your phone

Press and hold the Power button until the phone vibrates and the first screen displays.

Unlock your phone

1. If the phone screen is in sleep mode, briefly press the Power button.
2. Swipe up on the Lock 🔒 screen.
3. Enter your PIN or password and tap Enter →.

Lock your phone

Briefly press the Power button.

Turn off your phone

1. Press and hold the Power button.
2. Tap Power off ⏻.

Make a call from the keypad

1. Access the Cisco Phone 📱 app.
2. (Optional) If your phone has multiple lines, access the desired line.
3. Tap Keypad.
4. Enter a phone number.
5. Tap Answer/Call 📞.

Answer a call

Swipe Answer/Call 📞 to the right.

Mute your microphone

1. From the active call screen, tap Mute 🔇.
2. To unmute your microphone, tap Mute again.

Change your audio option

1. From the active call screen, tap Audio options 🔊.
2. Select the desired available audio option: Headphones 🎧, Speaker 🔊, Bluetooth ✳, or Phone 📱.

Hold a call

1. From the active call screen, tap Hold ⏸.
2. To return to the held call, tap Hold ⏸.

Transfer a call to another person

1. From the active call screen, tap More ⋯.
2. Tap Transfer to number →.
3. Enter the number to call or select an entry from your recent Calls 📞.
4. Tap Transfer →.

Add a call to create a conference

1. From the active call screen, tap More ⋯.
2. Tap Add call.
3. Enter a number to call.
4. Tap Add ⊕.
5. After the person answers, tap More ＋.
6. Tap Merge ↘↖.
7. Tap the held call that you want to join into the conference.
8. Tap Merge.
9. Repeat steps 1-8 for each additional participant.

Access other apps during an active call

1. To leave the active call screen, tap Home ●. Back ◀, or Recent apps ■.
2. Use the desired app.
3. To return to the active call screen, swipe down on the status bar and tap the active call notification.

View your recent or missed calls

1. Access the Cisco Phone 📞 app.
2. Tap Calls 📞.
3. Tap Recents or Missed.

Add a new local contact

1. Access the Cisco Phone 📞 app.
2. Tap Contacts 🔟.
3. Tap Add ⊕.
4. Enter the contact information.
5. Tap Save.

Access voicemail

1. Choose one of the following:
   - Swipe down on the status bar and tap the Voicemail waiting notification.
   - If configured, tap 1 on the Cisco Phone 📞 app Keypad ⊙ to dial the voicemail retrieval number.
2. Follow the prompts to retrieve the voicemail.

OR: If visual voicemail is configured—From the Cisco Phone 📞 app, tap Voicemail 📟.

Forward calls from your phone

1. Access the Cisco Phone 📞 app.
2. Based on your phone's software version, tap the Overflow ⋮ or Drawer ≡ menu.
3. Select Features > Call forward.
4. Swipe the Enable call forward slider to the right ◖●.
5. Enter the number to receive your calls, or select an entry from your Contacts list.
6. Tap Save.

Turn off call forward from your phone

1. Access the Cisco Phone 📞 app.
2. Based on your phone's software version, tap the Overflow ⋮ or Drawer ≡ menu.
3. Select Features > Call forward.
4. Swipe the Enable call forward slider to the left ●◗.
5. Tap Save.

(If configured) Send a push to talk (PTT) broadcast

1. If your phone is password protected, unlock the phone.
2. If you are not on the desired channel, access the PTT 📱 app and tap the desired channel from the Channels 🗂 tab or click a leg of a conversation from the Activity ⏱ tab.
3. Press and hold the programmed PTT button.
4. After you hear a beep, hold the phone microphone approximately two inches (five centimeters) from your mouth and speak.
5. Release the PTT button.

(If configured) Activate the panic alarm

Press the programmed red Emergency button on the top right of the phone, as directed.

(For 840S only) Scan a barcode

1. If your phone is password protected, unlock the phone.
2. Point the barcode reader 1 to 18 inches (2.5 to 46 centimeters) from the barcode that you want to scan.
3. Press and hold the programmed Scanner button with the light shining across the entire barcode symbol until the light turns off and you hear a beep.

Adjust the volume during a call

Press the programmed Volume up and Volume down buttons to adjust the volume while on a call.

Access the quick settings

1. Swipe down from the status bar at the top of the screen.
2. If your phone has the smart launcher with a single app, tap Quick Settings.
3. If available, swipe down again to display more settings and options.

OR: If your phone has the smart launcher with multiple apps, tap the Overflow ••• menu.

(If available) Adjust the phone ringer volume

1. Access the Settings ⚙ app.
2. Tap Sound.
3. Swipe the Ring volume slider to adjust the ring volume.

(If available) Pair a Bluetooth® device

1. Access the Settings ⚙ app.
2. Select Connected devices > Connection Preferences > Bluetooth.
3. Tap Pair new device.
4. From the list of Available devices, select the desired device and tap Pair.
5. If required, enter the device pin code.

(If available) Adjust the screen brightness

1. Access the Settings ⚙ app.
2. Tap Display.
3. Tap Brightness level.
4. Swipe the slider to adjust the screen brightness.
5. If desired, turn on Adaptive brightness to automatically adjust the screen brightness based on the environment.

(If available) Change the screen display timeout

1. Access the Settings ⚙ app.
2. Tap Display.
3. Tap Advanced.
4. Tap Screen timeout.
5. Select the desired amount of time.

(If available) Change the font size and display size

1. Access the Settings ⚙ app.
2. Tap Display.
3. Tap Advanced.
4. Tap Font size or Display size.
5. Swipe the Font size or Display size sliders to adjust the font size or display size.

User guide

For more information, see the full User guide.