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Wall Mount Kit Installation Guide for Cisco Desk Phone 9800 Series
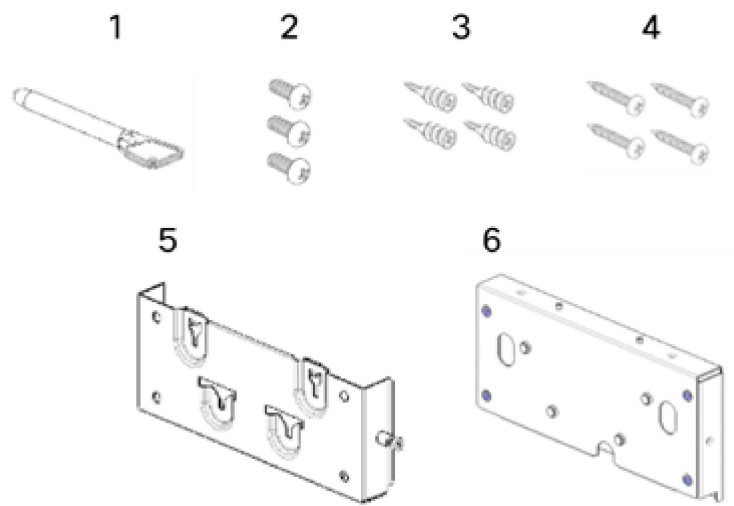
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Follow the information as follows to mount your Cisco Desk Phone 9800 Series to a wall.

Install the Wall Mount Kit for your phone

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces.

The package contains the following items:

(1)   One WMK key

(2)   Three M3 L7 screws

(3)   Four drywall anchors

(4)   Four M4 L25 screws

(5)   One wall bracket
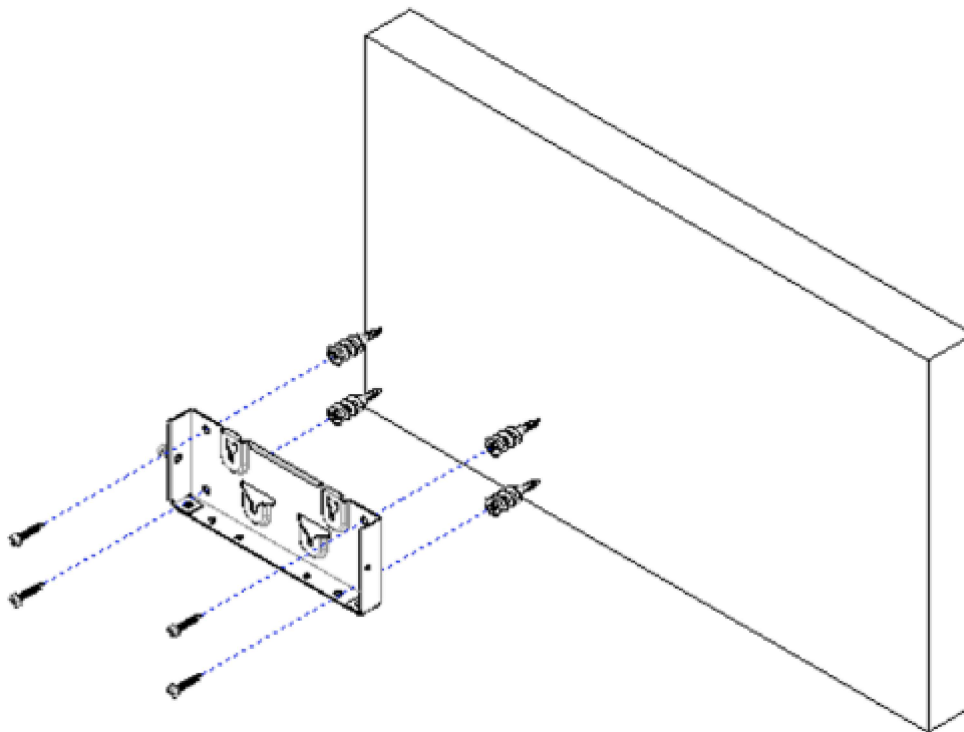
(6)   One phone bracket

Before you begin

- Ensure enough space on the wall is preserved for the WMK and phone assembly. See the detailed dimensions on **the technical drawing**.

- You need these tools to install the bracket:

  - #1 and #2 Phillips-head screwdrivers

  - Level

  - Pencil

- If you want to use the phone with a wired network, you must also install an Ethernet jack for the telephone in the desired location. This jack must be wired appropriately for an Ethernet connection. You can't use a regular telephone jack.

- If you want to use the phone with a wireless network, ensure you choose a location close to a power outlet.

① Mount the wall bracket in the desired location.

ⓐ Choose a location. You can install the bracket over an Ethernet jack, or you can run the Ethernet network cable to a nearby jack.

ⓑ Hold the bracket on the wall.

ⓒ Use the level to ensure that the bracket is level.

ⓓ Use a pencil to mark the location of screw holes.

ⓔ Drill pilot holes at the marked spots on the wall with a diameter ranging from 6.5mm to 7mm and a minimum depth of 45mm.

> 🗎 Use an electric drill with a drill bit slightly smaller than the diameter of the holes to account for any slight variations.
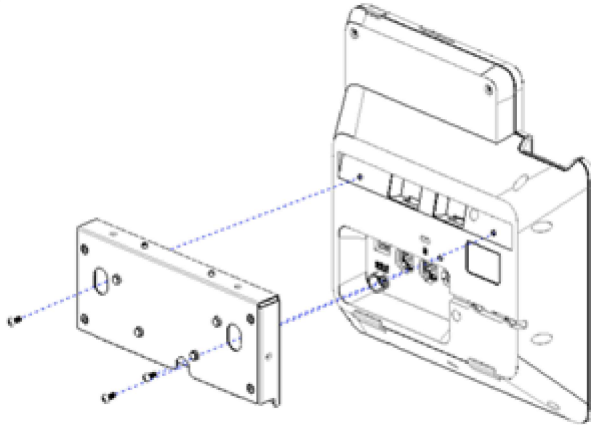
ⓕ Using the #2 Phillips-head screwdriver, carefully center the drywall anchors over the pilot holes and tap them into the wall until they are flush with the wall surface.

ⓖ Use the included M4 L25 screws and the #2 Phillips-head screwdriver to attach the bracket to the wall.

② Attach the phone bracket to the phone.
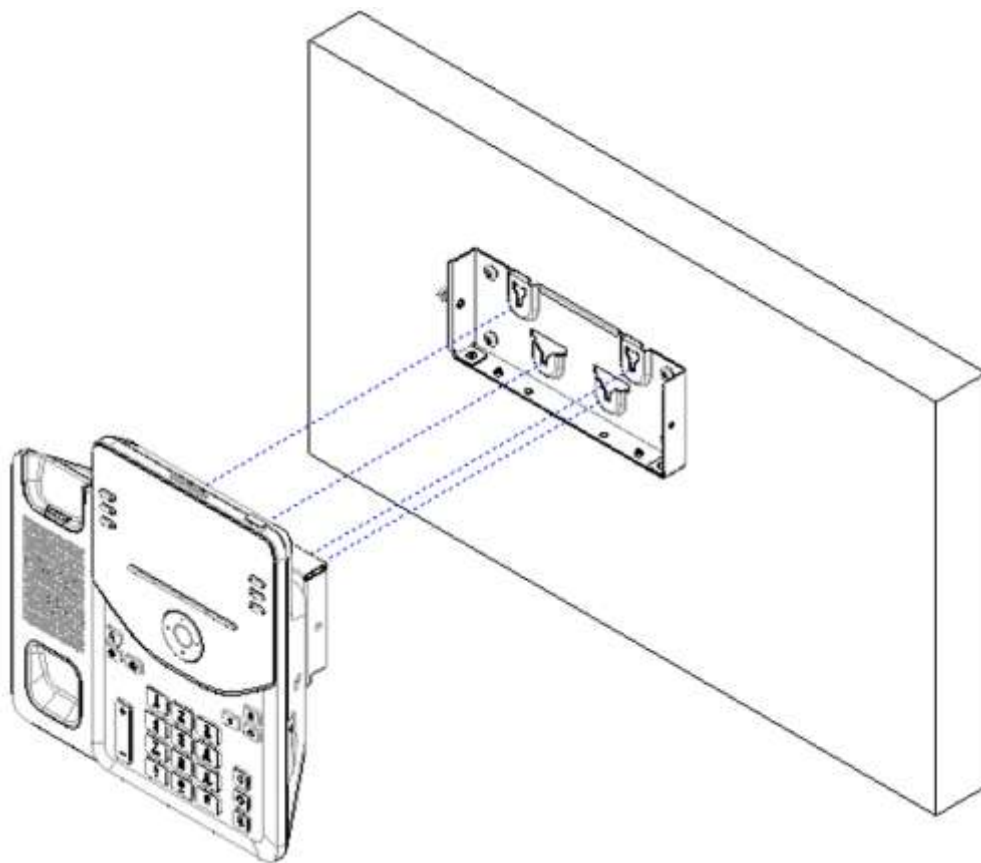
Unplug the cords from the phone if any cords are attached.

ⓐ Secure the phone bracket to the phone with the included M3 L7 screws, using a #1 Phillips-head screwdriver.

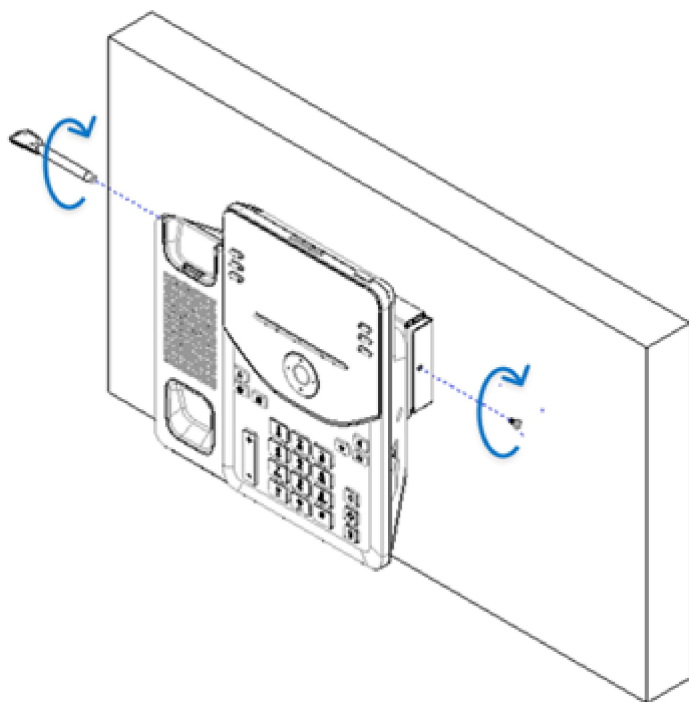ⓑ Reattach the cords and seat them in the clips that are incorporated into the phone body.

③ Attach the cables to the phone:

ⓐ (**For a wired network**) Attach the Ethernet cable to the Ethernet port and wall jack.

ⓑ If you are connecting a network device (such as a computer) to the phone, attach the cable to the PC port.

ⓒ (**For a wireless network**) Plug the power cord into the phone.

④ Attach the phone bracket assembly to the wall bracket.

⑤ Use the WMK key to lock the device assembly with the wall brackets on both sides.
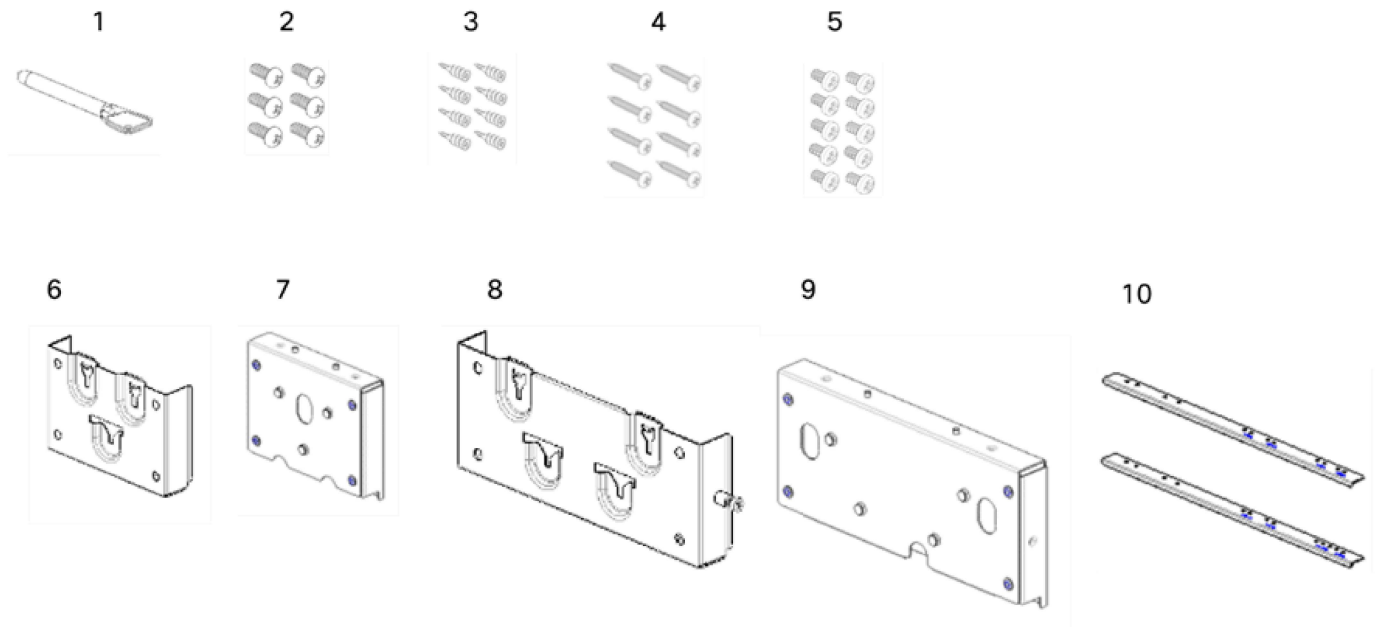

What to do next

[Adjust the handset rest](#) if the handset easily slips out of the cradle.

Install the Wall Mount Kit for your phone and Key Expansion Module (KEM)

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces.

The package contains the following items:

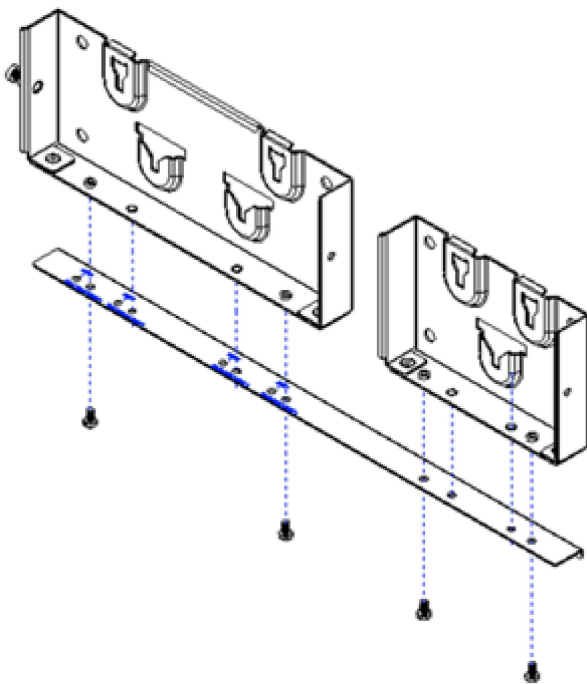| ① | One WMK key |
②	Six M3 L7 screws
③	Eight M4 L25 screws
④	Eight drywall anchors
⑤	Ten M3 L5 screws
⑥	One wall bracket for KEM
⑦	One KEM bracket
⑧	One wall bracket for phone
⑨	One phone bracket
⑩	Two linking bars

Before you begin

- Ensure enough space on the wall is preserved for the WMK and phone assembly. See the detailed dimensions on **the technical drawing**.

- You need these tools to install the bracket:

    - #1 and #2 Phillips-head screwdrivers

    - Level

    - Pencil

- If you want to use the phone with a wired network, you must also install an Ethernet jack for the telephone in the desired location. This jack must be wired appropriately for an Ethernet connection. You can't use a regular telephone jack.

- If you want to use the phone with a wireless network, ensure you choose a location close to a power outlet.

1. Assemble the two wall brackets with a linking bar with the included M3 L5 screws.
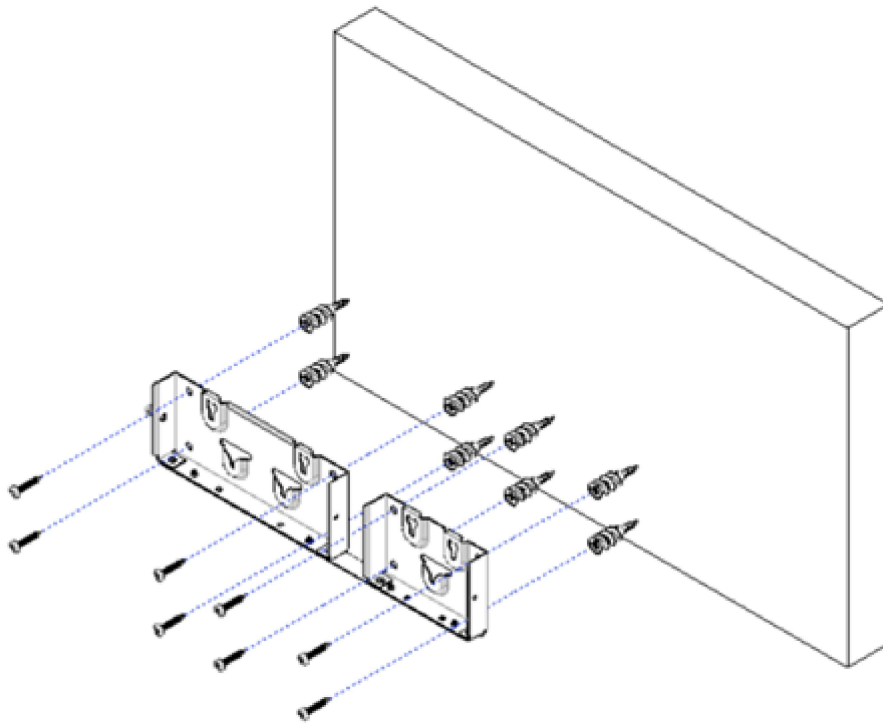
> 📄 Due to variations in phone dimensions, the linking bar offers multiple holes to accommodate different models. Select the holes that match your phone model.
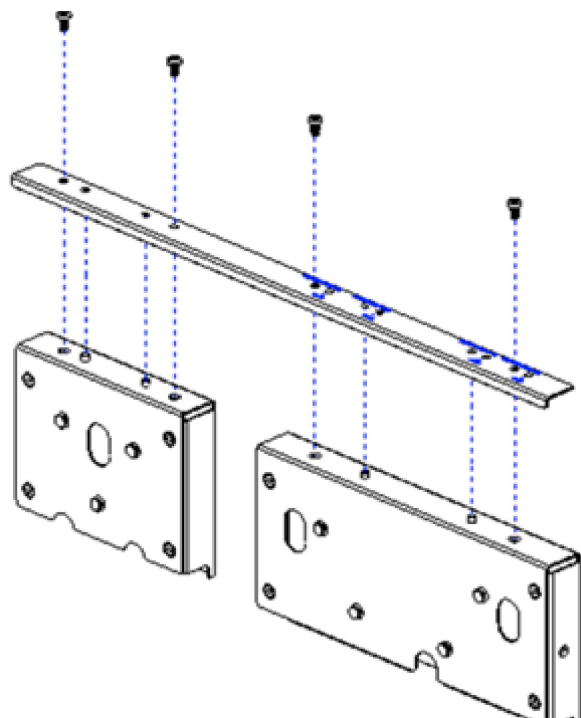
(2) Mount the wall bracket assembly in the desired location.

(a) Choose a location. You can install the bracket over an Ethernet jack, or you can run the Ethernet network cable to a nearby jack.

(b) Hold the bracket assembly on the wall.

(c) Use the level to ensure that the assembly is level.

(d) Use a pencil to mark the screw holes.

(e) Drill pilot holes at the marked spots on the wall with a diameter ranging from 6.5mm to 7mm and a minimum depth of 45mm.

> 📄 Use an electric drill with a drill bit slightly smaller than the diameter of the holes to account for any slight variations.

(f) Using the #2 Phillips-head screwdriver, carefully center the drywall anchors over the pilot holes and tap them into the wall until they are flush with the wall surface.

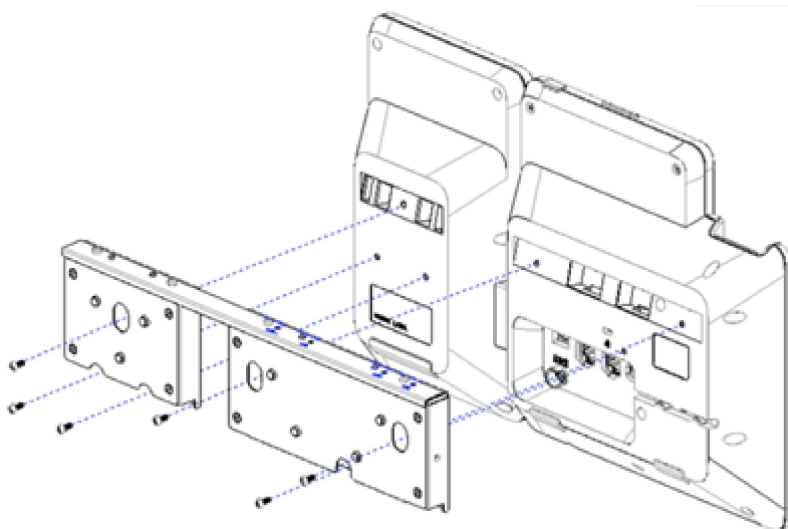(g) Use the included M4 L25 screws and the #2 Phillips-head screwdriver to attach the bracket to the wall.

③ Assemble the phone bracket and the KEM bracket with the other linking bar using the included M3 L5 screws.
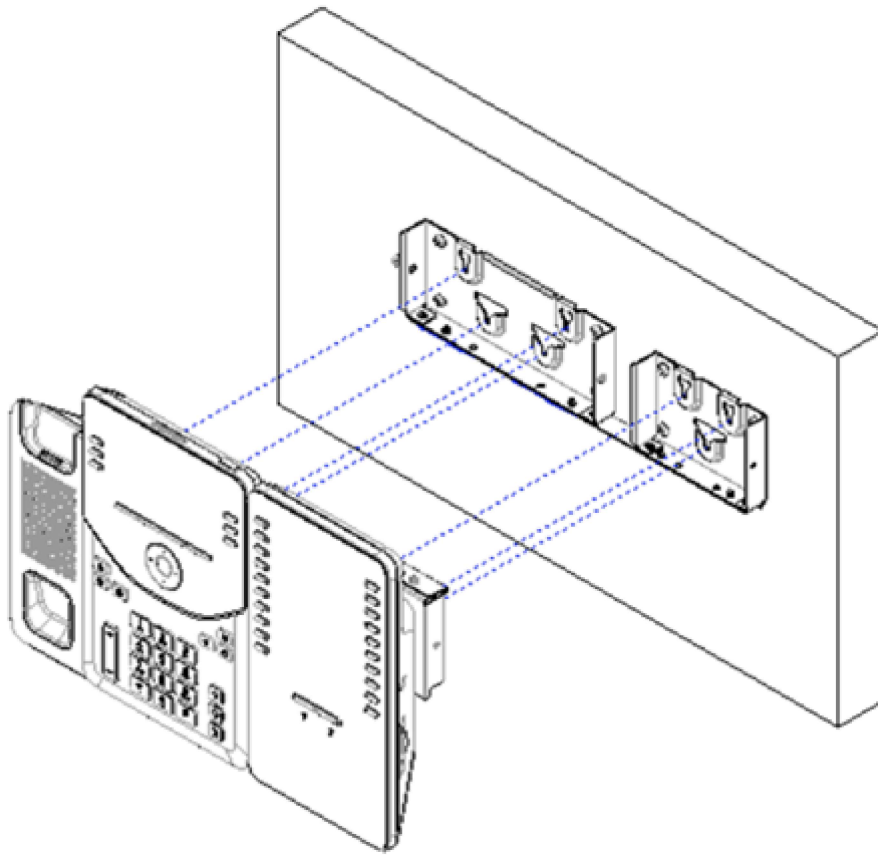
④ Connect KEM to the phone.

⑤ Attach the bracket assembly to the phone and KEM assembly . Secure the phone bracket to the phone with the included M3 L7 screws, using a #1 Phillips-head screwdriver.
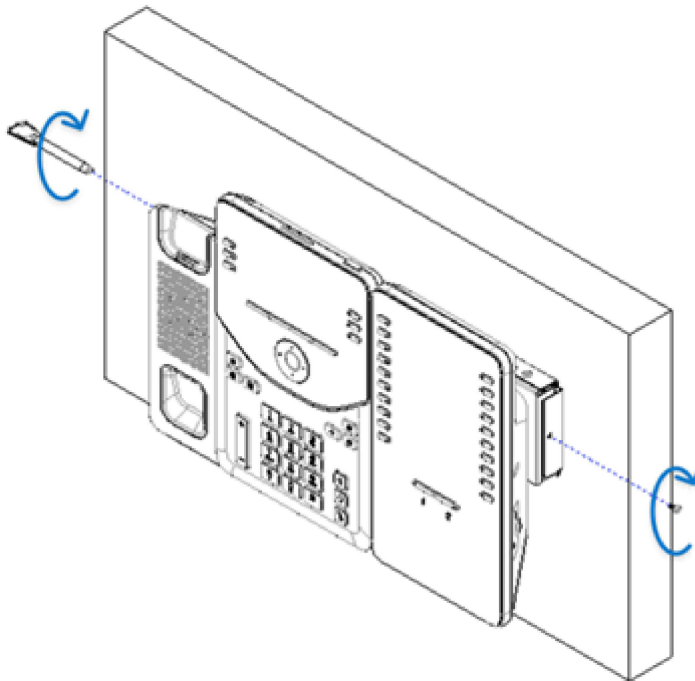
⑥ Attach the cables to the phone:

ⓐ **(For a wired network)** Attach the Ethernet cable to the Ethernet port and wall jack.

ⓑ If you are connecting a network device (such as a computer) to the phone, attach the cable to the PC port.

ⓒ **(For a wireless network)** Plug the power cord into the phone.

⑦ Attache the phone and KEM assembly to the wall brackets.

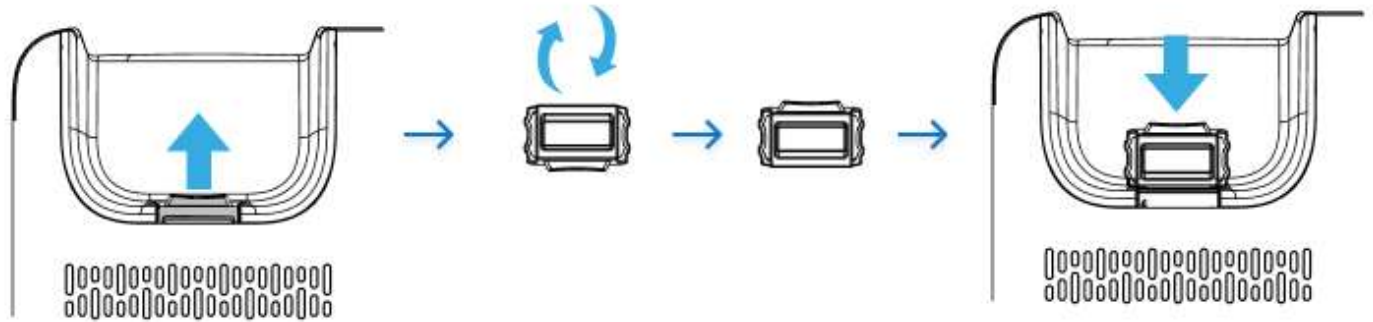⑧ Use the WMK key to secure the device assembly with the wall brackets on both sides.

What to do next

[Adjust the handset rest](#) if the handset easily slips out of the cradle.

Adjust the handset rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.
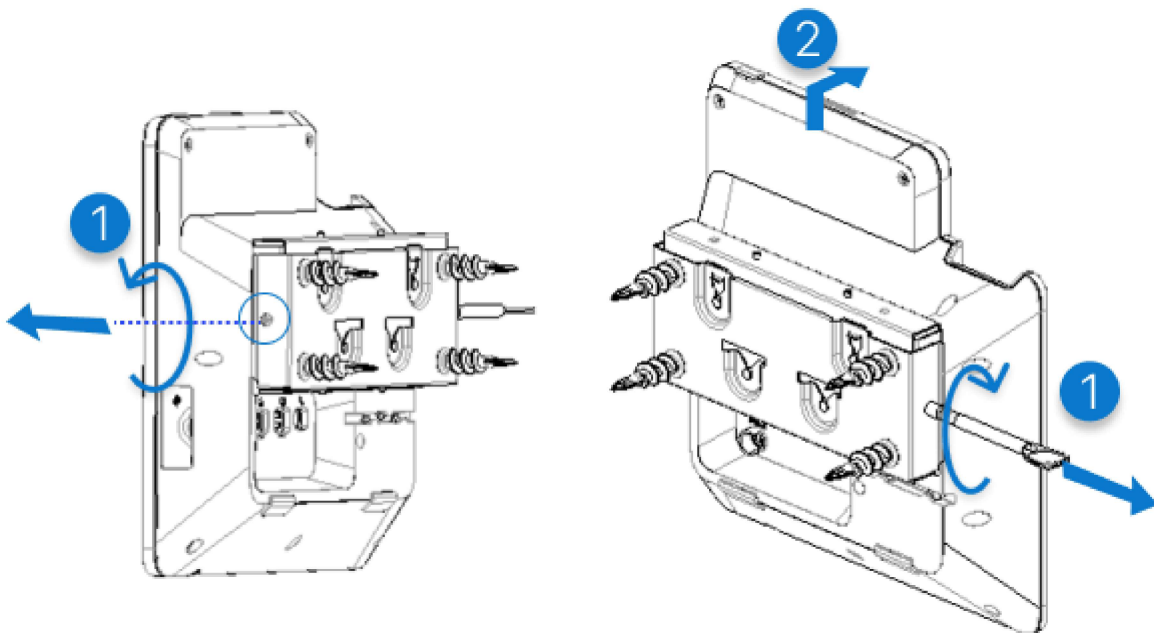

1. Remove the handset from the cradle and pull the plastic tab from the handset rest.

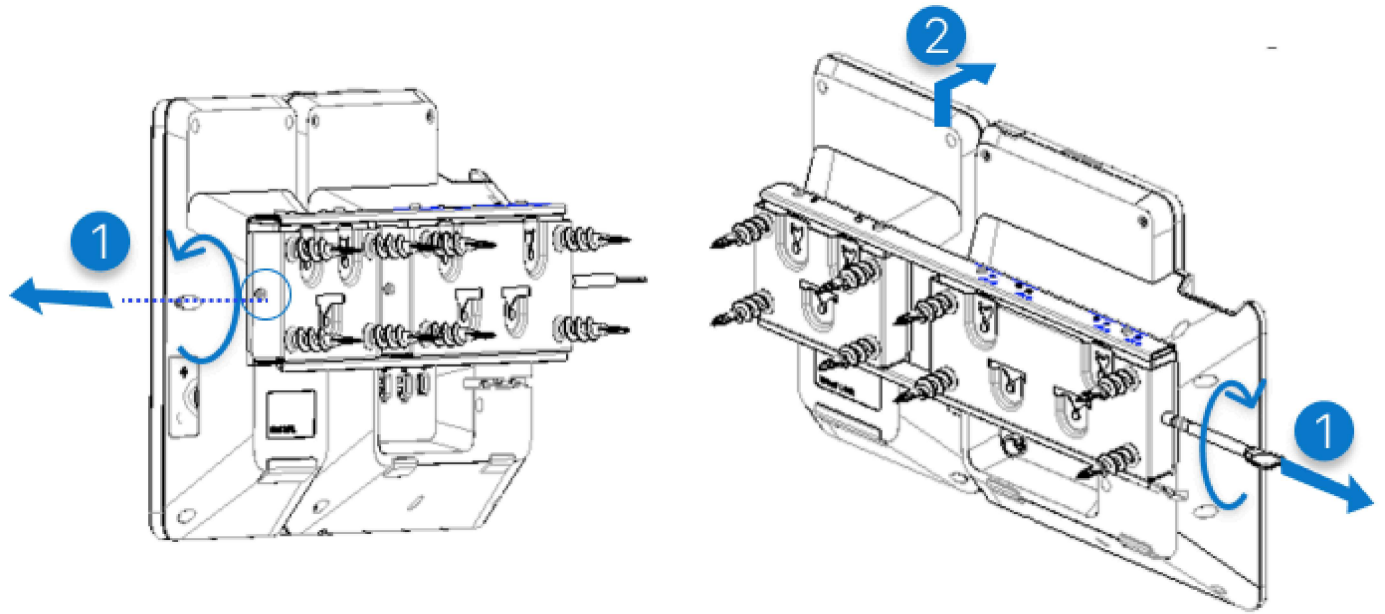2. Rotate the tab 180 degrees.

3. Insert the tab evenly into the slot.

   An extension protrudes from the top of the rotated tab.

4. Return the handset to the handset rest.

Remove your phone from the wall mount

Remove the phone from the wall mount

Remove the phone and KEM from the wall mount

① With the WMK key, remove the screws on both sides of the phone bracket or the KEM bracket.

② Lift the phone assembly to release it from the wall bracket, and then pull it toward yourself.

Was this article helpful?

Yes, thank you!   Not really