

Configure a Bluetooth Device on a Cisco IP Phone 8800 Series Multiplatform Phone

Objective

The Cisco IP Phone 8800 Series Multiplatform Phones allow you to connect a mobile phone, an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at a time. When you connect multiple headsets to your phone, you can choose the primary audio device to use for a call. The primary audio path for a call is based on the setting that is chosen for the preferred audio device.

Note: To learn how to configure a primary audio output device on a Cisco IP Phone 8800 Series Multiplatform Phone, click [here](#).

The Cisco IP Phone can connect with up to 50 headsets, one at a time. The last connected headset is used as the default. Pairing is typically performed once for each headset. After a device is paired, the Bluetooth connection is maintained as long as both devices (phone and headset) are enabled and within range of each other. The connection typically reestablishes itself automatically if either of the devices powers down then powers up. However, some headsets require user action to reestablish the connection.

The Bluetooth icon



on the Graphical User Interface (GUI) of the phone indicates that Bluetooth is on irrespective of whether a device is connected or not. If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.

This article provides instructions on how to configure a mobile phone or a Bluetooth device on your Cisco IP Phone 8800 Series Multiplatform Phone.

Applicable Devices | Firmware Version

- IP Phone 8851 Series | 11.0.1 ([Download latest](#))
- IP Phone 8861 Series | 11.0.1 ([Download latest](#))

Configure a Bluetooth Device on your IP Phone

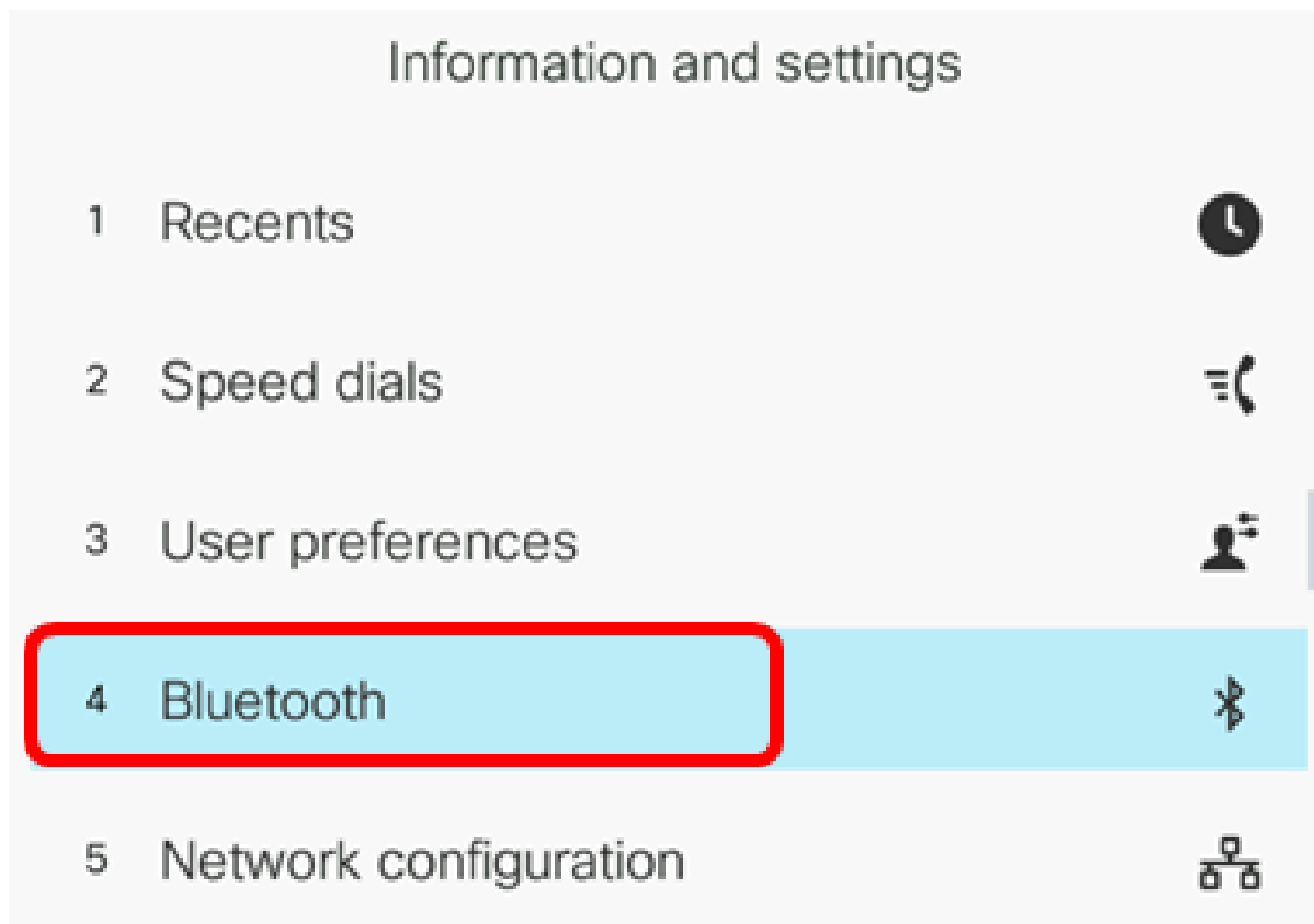
Configure the Bluetooth Settings on your IP Phone

Step 1. Press the **Applications** button on your IP Phone.



Step 2. Choose **Bluetooth** using the **Navigation cluster**

button.



Select



Step 3. Press the left or right button of the **Navigation cluster** button to toggle the Bluetooth setting to **On**.

Bluetooth

Bluetooth

On

Bluetooth mode

Phone >

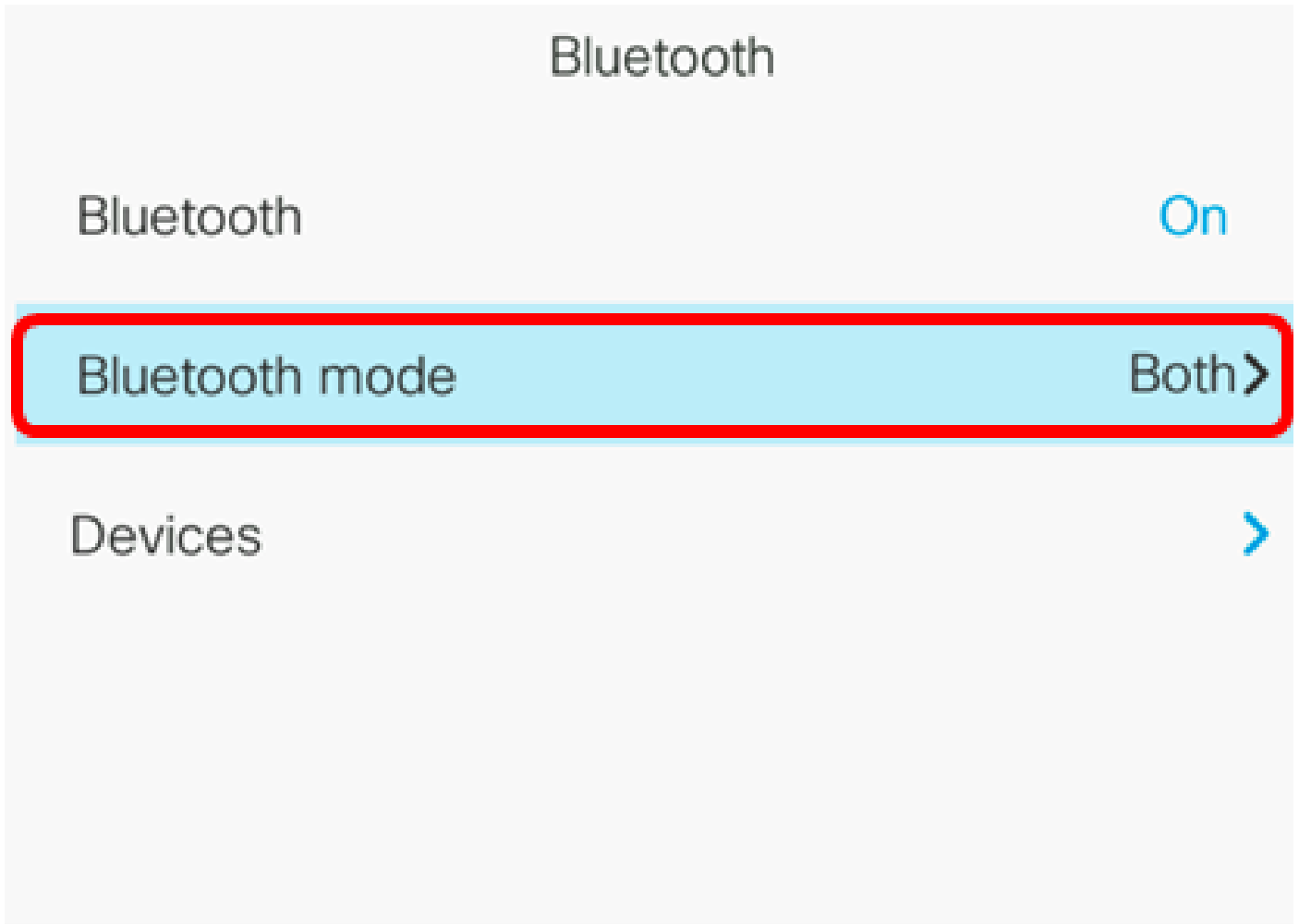
Devices



Set

Step 4. Press the left or right button on the **Navigation cluster** button to choose the preferred Bluetooth mode. The options are:

- Phone - Your IP phone pairs with a Bluetooth headset. Choose this option if you will not use the Cisco IP phone with a Bluetooth-enabled mobile phone.
- Handsfree - Your IP phone will operate as a handsfree device with a Bluetooth-enabled mobile phone.
- Both - Your Cisco IP phone uses a Bluetooth headset or operates with a Bluetooth-enabled mobile phone. Your IP phone will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone).



Set

Note: In this example, Both is chosen.

Step 5. Press the **Set** softkey to save the Bluetooth settings.

Bluetooth

Bluetooth

On

Bluetooth mode

Both >

Devices



Set

Step 6. (Optional) If you are prompted by the Sign-in form, enter the admin password of your IP phone then press the **Sign in** softkey.

Sign-in form

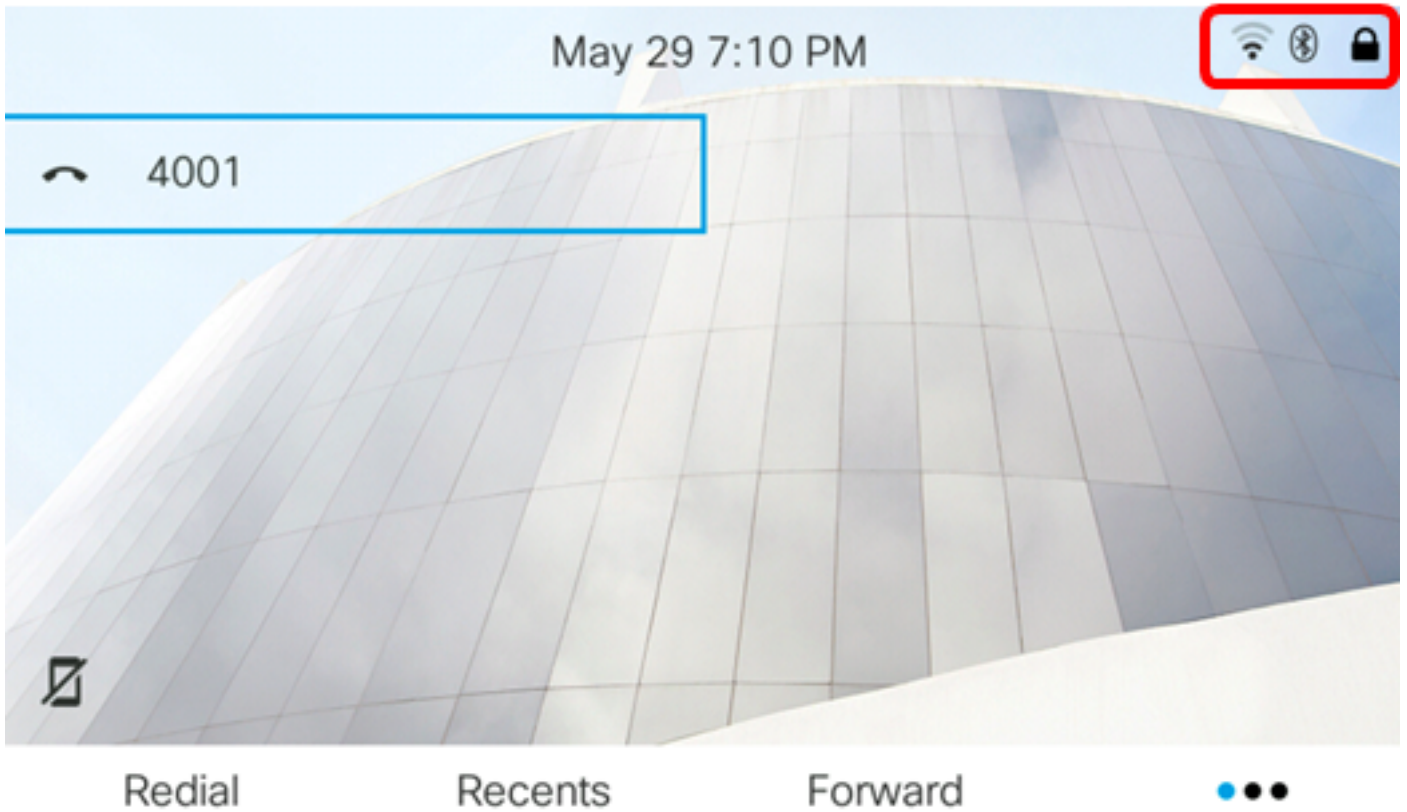
Password

Sign in



Note: Your IP Phone will reboot as it applies the configuration settings.

You should now have successfully configured the Bluetooth settings on your Cisco IP Phone 8800 Series Multiplatform Phone.



Pair a Bluetooth Device with your IP Phone

Step 1. Power on the Bluetooth headset or turn on Bluetooth on your mobile device to make it available for pairing.

Step 2. Press the **Applications** button on your IP Phone.








Step 3. Choose **Bluetooth** using the **Navigation cluster**



button.

Information and settings

- 1 Recents 
- 2 Speed dials 
- 3 User preferences 
- 4 Bluetooth 
- 5 Network configuration 

Select

Step 4. Choose **Devices** then press the **Navigation cluster** button.

Bluetooth

Bluetooth

On

Bluetooth mode

Both >

Devices



Set

Step 5. Press the **Scan** softkey to search for available Bluetooth devices.

Select Bluetooth device

Option

Scan

Connect

The IP Phone will start scanning for available Bluetooth devices. Once done, all detected Bluetooth devices will be displayed.



Scan for Bluetooth devices

Cancel



Step 6. Press the up or down button of the **Navigation cluster** button to choose your preferred Bluetooth device then press the **Connect** softkey.

Select Bluetooth device

1 AWEI MUSIC



2 iPhone6s



3 Galaxy J7



Scan

Connect

Note: In this example, AWEI MUSIC is chosen. To pair a mobile device with your IP Phone, click [here](#) for instructions.

Once the Bluetooth device has been paired, a check icon will be displayed next to the configured device.

Select Bluetooth device

1 AWEI MUSIC



2 iPhone6s



3 Galaxy J7



Option

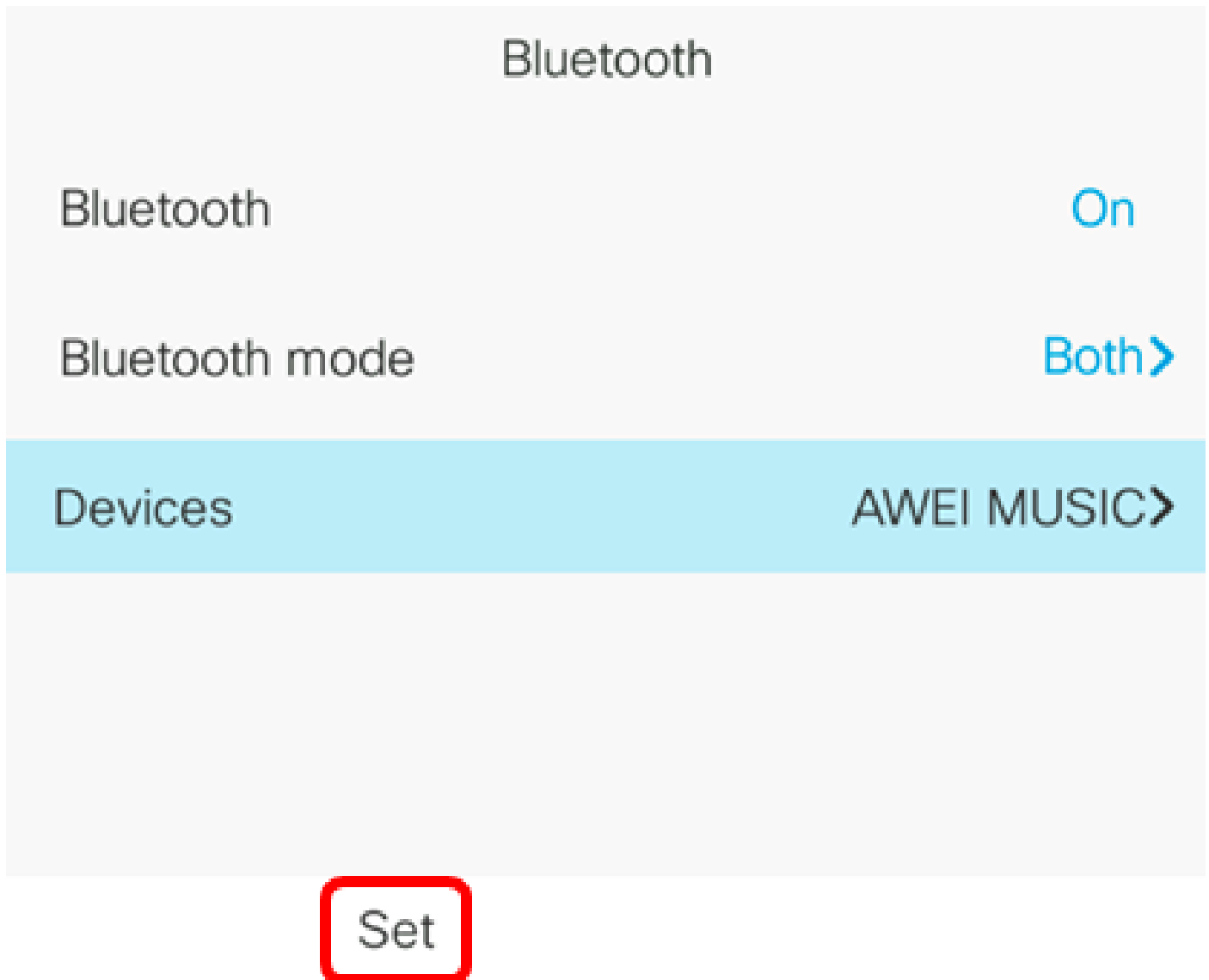
Scan

Disconnect



Step 7. Press the **Back** button on your IP Phone to go back to the Bluetooth settings screen.

Step 8. Press the **Set** softkey to save the configured Bluetooth device.



You should now have successfully paired your Bluetooth device with your Cisco IP Phone 8800 Series Multiplatform Phone.

Disconnect or Remove a Bluetooth Device from your IP Phone

Step 1. Press the **Applications** button on your IP Phone.



Step 2. Choose **Bluetooth** using the **Navigation cluster**



button.

Information and settings

1 Recents



2 Speed dials



3 User preferences



4 Bluetooth



5 Network configuration



Select

Step 3. Choose **Devices** then press the **Navigation cluster** Select button at the center.

Bluetooth

Bluetooth

On

Bluetooth mode

Both >

Devices

AWEI MUSIC >

Set

Step 4. (Optional) To disconnect a paired Bluetooth device, press the **Disconnect** softkey.

Select Bluetooth device

1 AWEI MUSIC



Option

Scan

Disconnect

Step 5. (Optional) To remove a Bluetooth device from the list, press the **Option** softkey.

Select Bluetooth device

1 AWEI MUSIC



Option

Scan

Connect



Step 6. (Optional) Choose **Delete** using the **Navigation cluster** button then press the **Select** softkey.

Select Bluetooth device

1 AWEI MUSIC



Move up

Move down

Delete

Disconnect

Option

Select

Step 7. Once prompted by the Delete accessory notification message, press the **Delete** softkey.

Select Bluetooth device

1 AWEI MUSIC



Delete accessory



Are you sure you want to delete AWEI MUSIC?

Cancel

Delete

You should now have successfully disconnected or removed a Bluetooth device from your Cisco IP Phone 8800 Series Multiplatform Phone.

Select Bluetooth device

Option

Scan

Connect

To learn more about 7800 and 8800 Cisco IP phones, check out the following videos:

[Cisco Tech Talk: Upgrading Firmware On The 7800 and 8800 Series Multiplatform Phones](#)

[Cisco Tech Talk: Configure Speed Dial on Cisco's 7800 and 8800 Series IP Phones](#)