



Accessories

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Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.



Note The Cisco Headset 560 Series Multibase is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

The following table describes the accessories supported on the Cisco IP Phone 7800 Series.

Table 1: Accessory Support for the Cisco IP Phone 7811, 7821, 7841, and 7861

Accessory	Type	7811	7821	7841	7861
Cisco Accessory					
Wall Mount Kit		Supported	Supported	Supported	Supported
Cisco Headset 531 and Cisco Headset 532	Analog	Not supported	Supported	Supported	Supported
Cisco Headset 561 and Cisco Headset 562	Wireless with the base station	Not supported	Supported	Supported	Supported

Accessory	Type	7811	7821	7841
Silicone Case		Supported	Supported	Supp
Third-Party Accessories				
Headsets	Analog	Not supported	Supported	Supp
Headsets	Analog Wideband	Not supported	Supported	Supp
Microphone	External	Not supported	Not supported	Not
Speakers	External	Not supported	Not supported	Not

View the Accessories Associated with Your Phone

You can use headset jack to connect external hardware to your phone. The accessory list, by default, contains an analog headset that can be set up to enable wideband.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** (Optional) Select an accessory and press **Show detail**.
 - Step 4** Press **Exit**.
-

Check Your Phone Model

It is important to know your phone model because each phone supports a different set of accessories.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Phone information**. The **Model number** field shows your phone model.
-

Headsets

There are a number of Cisco and third party headsets available for use on your Cisco IP Phones and devices. For additional information about Cisco headsets, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html>.

Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Cisco Headset 500 Series

The following Cisco headsets are available:

- Cisco Headset 521—A headset with a single earpiece that comes with an inline USB controller.
- Cisco Headset 522—A headset with a dual earpiece that comes with an inline USB controller.
- Cisco Headset 531—A headset with a single earpiece that can be used as either a standard headset or a USB headset with the USB adapter.
- Cisco Headset 532—A standard headset with a dual earpiece that can be used as either a standard headset or a USB headset with the USB adapter.
- Cisco Headset 561—A wireless headset with a single earpiece that comes with a base.
- Cisco Headset 562—A wireless headset with a dual earpiece that comes with a base.

Cisco Headset 521 and 522

The Cisco Headset 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline USB controller is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The controller is an easy way answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

Phone Firmware Release 12.1(1) and later is required for these headsets to function properly.

Figure 1: Cisco Headset 521



Figure 2: Cisco Headset 522



Cisco Headset 531 and 532

The Cisco Headset 531 and 532 can be used as standard headsets on the phones. You plug the headset into the headset port using the RJ connector.

The Cisco Headset USB Adapter is also available for use on the Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. The adapter converts the Cisco Headset 531 and 532 into a USB headset, and it gives you a few extra features. It provides a convenient way to handle calls, to test your microphone, and to customize your bass and treble, gain, and sidetone settings.

Phone Firmware Release 12.1(1) and later is required for the headsets to function properly.

Figure 3: Cisco Headset 531



Figure 4: Cisco Headset 532



Cisco Headset 561 and 562

Cisco Headset 561 and 562 are two wireless headsets that have been developed for use in today's office. The Cisco Headset 561 features a single earpiece for extended wear and comfort. Cisco Headset 562 features two earpieces for use in a noisy workplace.

Both headsets come with either the Standard base or the Multibase for charging your headset, and for monitoring the headset power level with the LED display. Both bases also displays your call status, such as incoming call, active call, and calls on mute. If your headset is upgrading the firmware, then the LEDs show the upgrade progress.

The base connects to the phone using the included Y cable, which plugs into the AUX and headset ports of the phone.

An AC plug is included for connecting the base to a power outlet. You have to install the power clip for your region before you can plug in the power adapter.

Occasionally a tone is played over your Cisco Headset 561 or 562. Some of these tones alert you when you perform an action, such as pressing a button. Other tones warn you that the headset requires attention, such as when the battery needs recharging, or when you are too far from the base station.

Phone Firmware Release 12.5(1) or later and the defaultheadsetconfig.json file for the Cisco Headset 561 and 562 to function properly with Cisco Unified Communications Manager 12.5(1) or earlier.

Figure 5: Cisco Headset 561



Figure 6: Cisco Headset 562



Cisco Headset 500 Series Support

The Cisco IP Phone 7811 is the only phone in the Cisco IP Phone 7800 Series that does not support a headset. The Cisco IP Phone 7821, 7841, and 7861 use an RJ-style connector to connect with a headset or base.

Related Topics

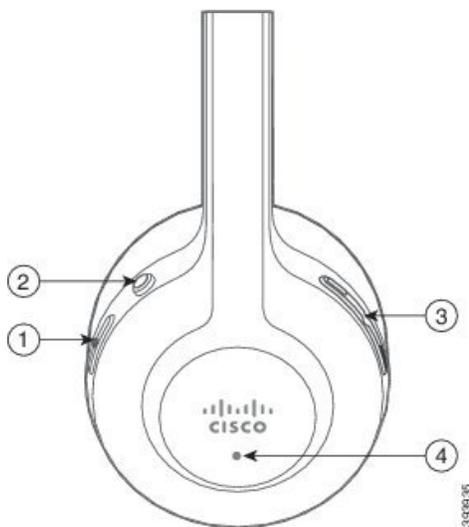
[Connect a Headset to Your Phone](#), on page 13

[Configure a Headset on the Phone](#), on page 15

Cisco Headset 561 and 562 Buttons and LED

Your headset buttons are used for basic call features.

Figure 7: Cisco Headset 561 and 562 Headset Buttons



The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 2: Cisco Headset 561 and 562 Headset Buttons

Number	Name	Description
1	Power and Call button	<p>Use to power the headset on and off.</p> <p>Press and hold for 4 seconds to power on and off the headset.</p> <p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p>One call:</p> <ul style="list-style-type: none"> • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve a call from hold. • Press twice to reject an incoming call. • Press and hold to end an active call. <p>Multiple calls:</p> <ul style="list-style-type: none"> • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold. Press again to resume a call, or press and hold for 2 seconds to end the current call and to resume a held call. • Press and hold to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2	Mute button	<p>Toggle the microphone on and off. The Mute  on the phone lights when Mute on the headset is enabled.</p>
3	Volume button	Adjust the volume on your headset.
4	LED	<p>Shows the headset status:</p> <ul style="list-style-type: none"> • Blinking red—Incoming call. • Steady red—Active call. • Blinking white—Firmware upgrade is in progress.

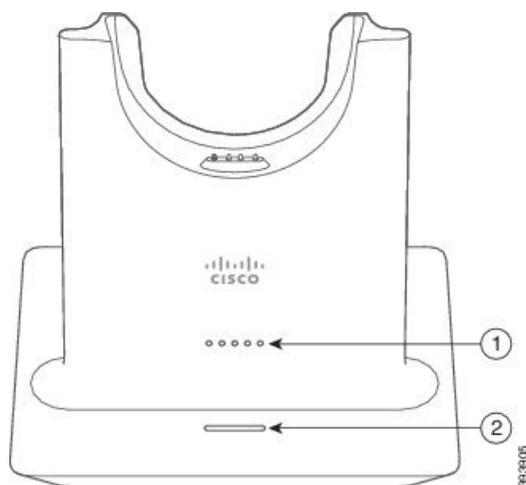
Standard Base for Cisco Headset 561 and 562

The Cisco Headset 561 and 562 come with a standard base to charge your headset. The base's LED display shows the current battery level, and your call state.

In addition to the call control buttons on the headset, you can also answer and end calls when you lift or set down your headset on the base. To achieve the functions, ensure that the `End call on dock` and `Answer call on off-dock` are enabled on the phone. For more information, see [Change Call Behavior of On Dock or Off Dock, on page 17](#).

The connection between the base and the headset is made with Digital Enhanced Cordless Telecommunications (DECT).

Figure 8: LED Display on the Standard Base for Cisco 561 and 562 Headset



The following table describes the standard base for Cisco 561 and 562 Headset.

Table 3: Standard Base for Cisco 561 and 562 Headset

Number	Name	Description
1	Battery Status LED	Indicates the headset battery charge.
2	Call Status LED	Alerts you to the call state: <ul style="list-style-type: none"> • Incoming call—Blinking green. • Active call—Steady green. • Muted call—Steady red.

Multibase for Cisco Headset 560 Series

The multibase can connect up to three call sources through Bluetooth[®], the USB connector, or the Y-cable. The multibase can save up to four Bluetooth devices. You can switch between call sources using the buttons on the multibase.

You use the call control buttons on the headset to answer and end calls. By default, when your headset is in the base, you automatically answer the call when you remove the headset from the base. And you can return the headset to the base to end the call. If you want to change the call behavior, see [Change Call Behavior of On Dock or Off Dock, on page 17](#).

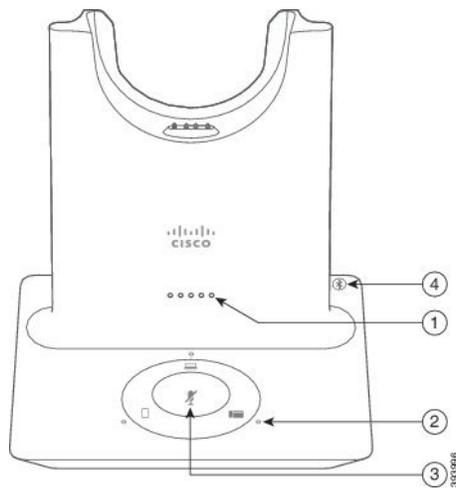
The multibase comes with the following connector cables:

- USB to USB cable: for Cisco IP phones with USB connectivity
- USB Y-cable: for Cisco IP phones without a USB port
- Mini USB cable: for PC or Mac.
- Mini USB to USB-C cable: available separately for PC or Mac devices.



Note The multibase for the Cisco Headset 560 Series is incompatible with Cisco IP Phone 7800 Series phones using Power over Ethernet (PoE). Use the external power supply if you intend to connect the multibase.

Figure 9: Multibase LEDs



The following table describes the Cisco Headset 560 Series Multibase multibase LEDs.

Table 4: Multibase LEDs

Number	Name	Description
1	Battery status LED	<p>Indicates the headset battery charge and base status:</p> <ul style="list-style-type: none"> • Headset battery strength—LEDs blink and change to solid as the battery charges • Headset update in progress—LEDs blink in sequence, left to right • Headset and base not paired—All LEDs blink • Power save mode—Middle LED shows solid <p>The base enters power save mode when there is no call source connectivity after 10 minutes.</p>

Number	Name	Description
2	Call status LEDs	Alerts you to the call state of each source: <ul style="list-style-type: none"> • Active Source—Steady white • Incoming call on a selected source—Blinks green • Incoming call on an unselected source—Blinks green • Active call—Steady green • Call on an inactive source—Pulses green
3	Mute status LED	Alerts you when your headset is muted.
4	Bluetooth status LED	Alerts you to the Bluetooth status: <ul style="list-style-type: none"> • Paired with a call source—Steady white • Pairing mode—Blinking white • Searching for a call source—Pulse white • Bluetooth is Off—LED is off

You use the source control buttons on the base to control the active source. Each source button corresponds with a specific connection on the multibase.

Even if you are connected to a source, the LED may not be lit. The source LED only lights when the source is selected or has an active call. For example, you may be properly connected to a Cisco IP phone, your PC, and your mobile phone through Bluetooth. However, the respective source LED is only lit when it is selected, has an active call, or has an incoming call. Press the source button to check if a source is properly connected. The source LED flashes three times if there is no connection.

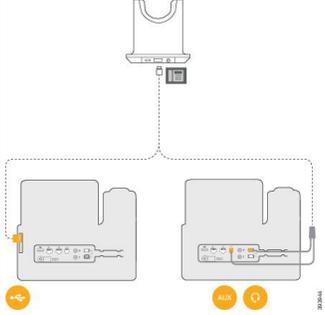
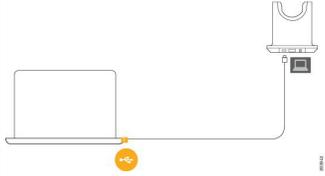
You can alternate between active call sources.



Note Place an active call on hold before you change to a different call source. Calls on one call source aren't automatically put on hold when you switch to a different call source.

The following table illustrates the multibase source icons and their corresponding connections.

Table 5: Multibase source console

Source	Base icon	Connection
Desk phone		 <p data-bbox="1149 743 1474 772">USB to USB cord or Y-cable</p> <p data-bbox="1149 793 1529 982">The desk phone icon corresponds with the middle USB port at the back of the multibase. It is intended for connecting to Cisco IP phones but it will function properly with any compatible call device.</p>
Laptop		 <p data-bbox="1149 1205 1338 1234">Micro-USB cord</p> <p data-bbox="1149 1255 1529 1444">The laptop icon corresponds with the micro-USB port found on the back of the multibase. The micro-USB port is intended for connections with a laptop or desktop computer.</p>

Source	Base icon	Connection
Mobile		 <p>The mobile phone icon corresponds with the Bluetooth connection found at the back of the base. While the icon is of a mobile phone, the base will connect with any compatible Bluetooth call device.</p> <p>The multibase can save and remember up to four Bluetooth call devices.</p> <p>If you are listening to music through the Bluetooth source, the music pauses when you place the headset on the base.</p>

Third Party Headsets

Cisco performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors. Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.



Note The Cisco IP Phone 7811 does not support a headset.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

For a list of suggested headsets and other audio accessories, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any third-party headset. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

Cisco doesn't recommend or test any third-party headsets with their products. For information about third-party headset support for Cisco products, go to the manufacturer's web site.

Cisco does test the Cisco headsets with the Cisco IP Phones. For information about Cisco Headsets and Cisco IP Phone support, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html>.

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.



Caution Failure to press the cable into the channel in the phone can lead to cable damage.

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported wireless headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Refer to your wireless headset documentation for information about connecting the headset and using the features.

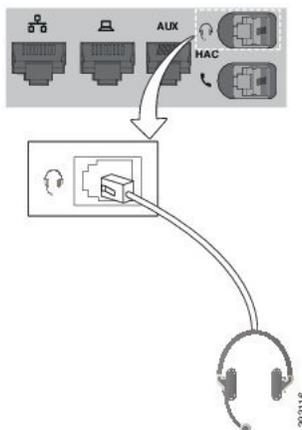
Connect a Headset to Your Phone

Each type of wired headset, adapter, or base connects to a phone using a different port and a different type of connector and cable. Common types include an RJ connector, a USB connector, and a Y-cable.

Connect a Standard Headset

You can use a standard headset with your desk phone. Standard headsets plug into the headset jack on the back of the phone with an RJ-type connector.

Figure 10: Standard Headset Connection



Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Procedure

Plug the headset into the headset jack on the back of the phone. Press the cable into the cable channel.

Connect a Cisco Standard Base with the Y-Cable

You can connect the standard base to your phone with the included Y-cable. But note that the Y-cable has two RJ-type connectors - one for the auxiliary or AUX port, and one for the headset port. You can distinguish between the two connectors by their size, as the AUX port connector is slightly larger than the headset port connector.



Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Procedure

-
- Step 1** Plug the smaller connector into the headset jack that is located on the back of the phone. Press the cable into the cable channel.
- Step 2** Plug the larger cable into the AUX port located next to the headset port.
-

Change your headset ringer settings

You can change your headset ringtone behavior on Cisco IP phones with phone firmware 14.0 or later. The setting is saved on the phone and will apply to any Cisco Headset 500 Series that connects.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences** > **Headset ringer**.

Step 3 Select a ringer setting.

By default, your phone follows the behavior of the phone ringer settings. Select **On** if you want to always hear the phone ring when you have an incoming call. If you select **Off**, you won't hear any ring through your headset when there is an incoming call.

Step 4 Select **Set** to apply your settings.

Update your Cisco headset firmware with a Cisco IP phone

You can update your headset software on any supported Cisco IP phone. During a headset firmware upgrade, you can view the progress on your phone screen.

During the update, the LEDs on the Cisco Headset 560 Series base blink in sequence from left to right. After the software upgrade completes successfully, the LEDs return to their idle state.

Procedure

Step 1 Connect your headset to a Cisco IP phone.

Note You can only upgrade the Cisco Headset 730 on IP phones through the USB cable.

Step 2 If the headset does not automatically begin to update, restart the phone. The phone downloads the latest headset version file when the phone restarts and uploads it to the headset.

Configure a Headset on the Phone

After you have connected the headset, you may have to configure it on your phone.

Reset Cisco Headset settings from your phone

You can reset your Cisco headset to remove your custom settings. This action returns the headset to the original configuration set by your administrator.

Your phone must be running firmware release 12.5(1)SR3 or later for this feature to function.

Before you begin

Connect your headset to the phone:

- Cisco Headset 520 Series: Connect with the USB adapter
- Cisco Headset 530 Series: Connect with the USB cable
- Cisco Headset 560 Series: Connect the standard base or multibase with the USB or Y-cable.

Procedure

- Step 1** On the phone, press **Applications** .
- Step 2** Select **Accessories > Setup > Reset settings**.
- Step 3** At the warning window, select **Reset**.
-

Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings > Headset sidetone**.
- Step 3** Select a setting.
-

Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories > Analog headset > Setup**.
- Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
- Step 4** Press **Return** .
-

Enable electronic hookswitch control on your phone

If your administrator has enabled **Admin settings** on your Cisco IP Phone, you can enable or disable electronic hookswitch control to connect with a Cisco Headset 560 Series base. Electronic hookswitch control is enabled by default.



Note This feature is available on Cisco IP Phone Firmware Release 12.7(1) and later.

Procedure

- Step 1** On your phone, press **Applications** .
- Step 2** Navigate **Admin settings** > **Aux port**.
- Step 3** Select **Connect e-hook headset** to enable electronic hookswitch control.

Cisco Headset 500 Series Customization

Change Call Behavior of On Dock or Off Dock

You can change the call behavior when you lift the headset from the base or when you put down the headset on the base.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup** > **End call on dock**.
- Step 4** Select **On** or **Off** to enable or disable the feature.
 - On** (Default): The active call is ended when you set down the headset on the base.
 - Off**: The active call is still ongoing when you set down the headset on the base.
- Step 5** Navigate to **Answer call on off-dock**, and then select **On** or **Off** to enable or disable the feature.
 - On** (Default): The incoming call is answered when you lift the headset from the base.
 - Off**: The incoming call cannot be answered when you lift the headset from the base.

Enable Always On Mode

By default, the 560 Series headset and base initiates a DECT connection when there is a call or other audio playback from the phone. Always On mode maintains the DECT audio connection between your Cisco Headset 560 Series and the base.

By default, there is a bit delay at the beginning of a call when the headset establishes a connection with the base. Always On mode allows you to keep your audio connected between your headset and base even when you aren't on a call or playing music.



-
- Note**
- Your headset administrator can disable Always On mode through the call control system.
 - Always On mode impacts both DECT density deployment and headset battery life. Make sure to check with your administrator if you're using your headset in a dense DECT environment.
 - While Always On mode doesn't impact call quality, streaming audio quality does suffer slightly as the headset and base maintain a connection on a lower DECT frequency.
-

Before you begin

Check if you have the permission to set up the feature on the phone. If no, contact your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories** and then your headset.
- Step 3** Navigate **Setup > Always On**.
- Step 4** Select **On** or **Off** to enable or disable the feature.
- By default, the feature is disabled.
-

Swap Headsets While on a Call

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
-

Troubleshoot Your Cisco Headset

Try the following basic troubleshooting steps if you have trouble with your Cisco headset.

- Restart your headset.
- Make sure that all cords are properly plugged in and functioning properly.
- Test a different headset with your device to determine if the problem is with your wireless headset or your device.
- Make sure that your phone firmware is the latest release.

Confirm that Your Headset Is Registered

Procedure

Check to see if your headset is registered with the phone.

- Step 1** Press **Applications** 
- Step 2** Navigate to **Accessories**. Select **Show detail**.
-

No Sound in Headset

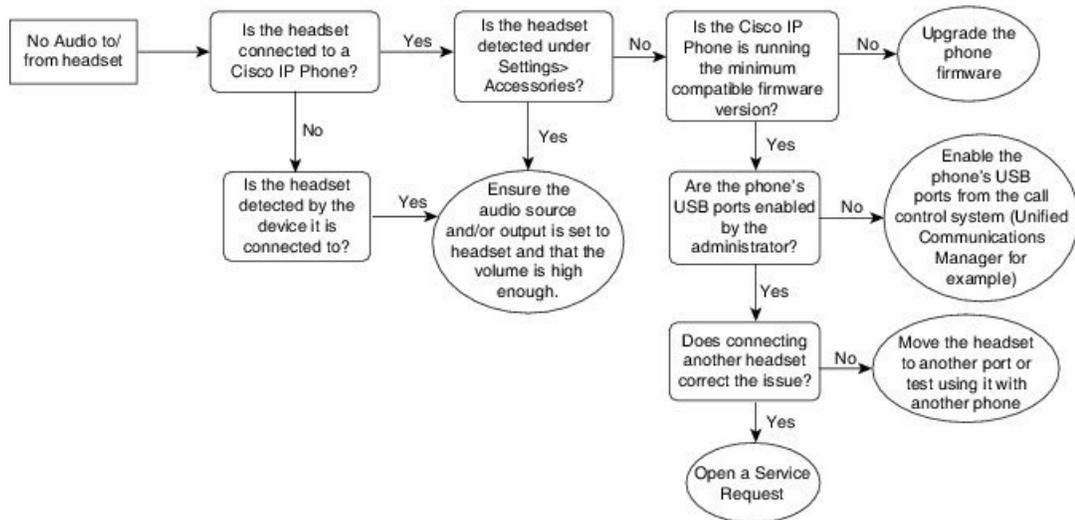
Problem

There is little or no sound coming through the headset.

Solution

Check the volume level on your headset by pressing the volume controls to adjust the sound level. If the problem continues, use the following work flow to troubleshoot your problem.

Figure 11: No Audio Workflow



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Poor Audio

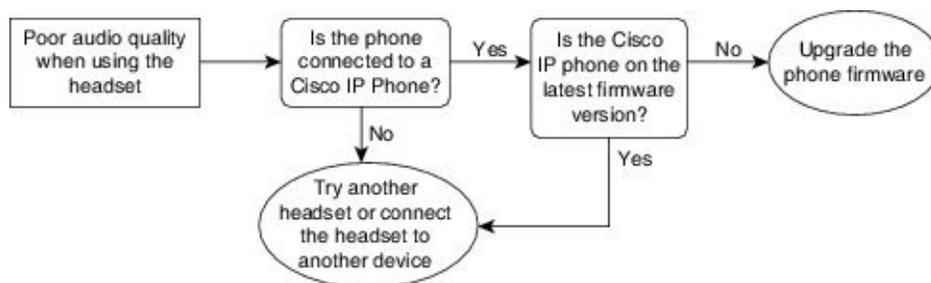
Problem

Your headset is functioning, but the audio quality is poor.

Solution

Use the following work flow to troubleshoot your problem.

Figure 12: Poor Audio



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Microphone Not Picking up Sound

Problem

You cannot be heard when using your headset.

Solutions

- Check to make sure your microphone is not muted. Press the mute button on your headset to mute and unmute your microphone.

- Make sure that the microphone boom has been lowered. For optimal sound, keep the headset microphone no further than 1 in or 2.5 cm from your face.
- Make sure that your headset is properly plugged into your device.
- For the Cisco Headset 560 Series, check that you are not taking your headset too far from the headset base. The headset has an effective range of approximately 100 feet or 30 meters.

Headset Not Charging

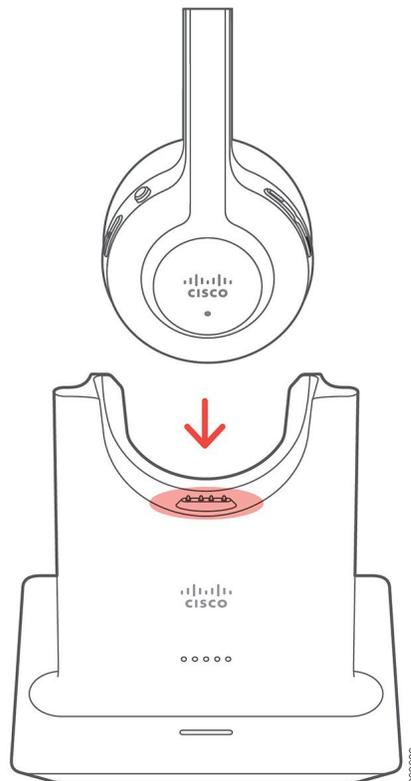
Problem

Your Cisco Headset 561 and 562 is not charging when placed on the base.

Solution

- Check that your base is plugged into a reliable power source.
- Make sure that your headset is properly seated on the base. When the headset is properly seated, the LED shows solid white. When charging, the LEDs on the base light up in sequence from left to right. When the headset is fully charged, all five battery indicator LEDs show solid white.

Figure 13: Cisco Headset 561 and 562 Headset Placement



Headset Battery Not Holding a Charge

Problem

The wireless headset is not holding a full charge.

Solution

Your Cisco Headset 561 and 562 holds a charge for up to 8 hours of continuous use. If your headset battery seems weak or defective, contact Cisco support.

Silicone Covers

You can use the Cisco IP Phone Silicone Cover to protect your desk phone and handset.

The case offers the following benefits:

- Hypoallergenic
- Resistant to wear from a variety of cleaning agents.



Note Use a low-strength cleaning agent to prolong the life and look of the case.

- Reduces damage when the handset is dropped.

For part numbers and other additional information, refer to the phone model data sheet. The Cisco IP Phone 8800 Series data sheets can be found here <https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-listing.html>. The Cisco IP Phone 7800 Series data sheets can be found here <https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/datasheet-listing.html>.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

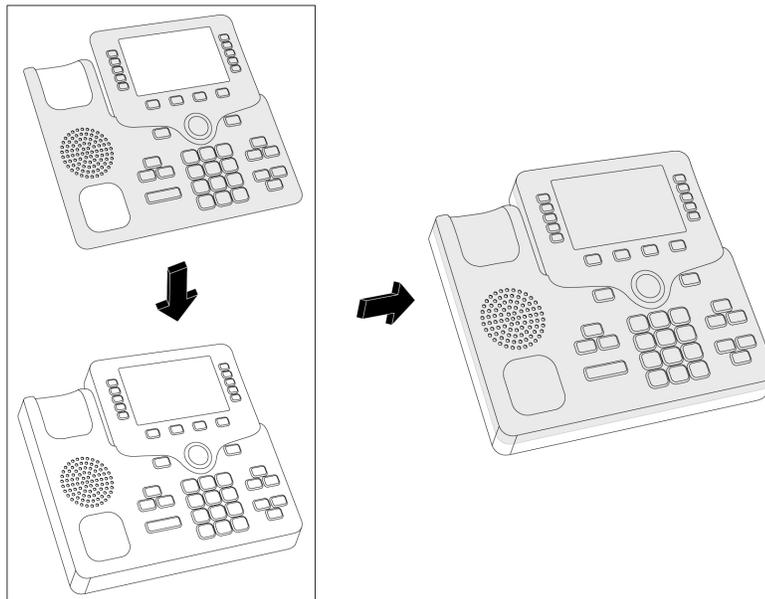
Table 6: Silicone Covers

Cisco IP Phone	Cisco IP Phone Silicone Cover	Notes
Cisco IP Phone 7821	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 7821 Desktop Phone Series (CP-7821-COVER=) • 10 pack of Silicone Covers for 7821 Desktop Phone Series and Handset (CP-7821-COVER-BUN=) 	

Cisco IP Phone	Cisco IP Phone Silicone Cover	Notes
Cisco IP Phone 7841	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 7841 Desktop Phone Series (CP-7841-COVER=) • 10 pack of Silicone Covers for 7841 Desktop Phone Series and Handset (CP-7841-COVER-BUN=) 	
Cisco IP Phone 8811, 8841, 8851, 8851NR, 8861, and 8861NR	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 88X1 Desktop Phone Series (CP-88X1-COVER=) • 10 pack of Silicone Covers for 88X1 Desktop Phone Series and Handset (CP-88X1-COVER-BUN=) 	Note The silicone cover doesn't protect the Key Expansion Module.
Cisco IP Phone 8845, 8865, and 8865NR	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for 88X5 Desktop Phone Series (CP-88X5-COVER=) • 10 pack of Silicone Covers for 88X5 Desktop Phone Series and Handset (CP-88X5-COVER-BUN=) 	Note The silicone cover doesn't protect the Key Expansion Module.
Cisco IP Phone Handset	<ul style="list-style-type: none"> • 10 pack of Silicone Covers for Desktop Phone Handsets (CP-HS-COVER=) 	

Install the Cisco IP Phone Silicone Cover

The silicone cover helps prolong the life of your Cisco IP Phone and make it easier to keep the buttons and number pad clean.



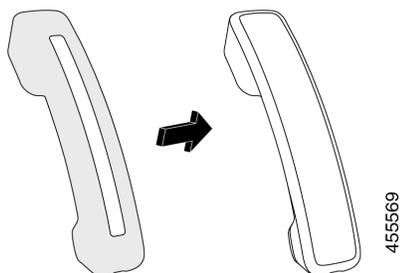
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Procedure

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- Step 1** Position the phone facing you.
 - Step 2** Remove the handset from the cradle.
 - Step 3** Align the cover over the phone with the handset on the left.
 - Step 4** Secure the cover around the corners and side of the phone. The cover should fit securely over the phone without much resistance.
 - Step 5** Place the handset back on the cradle.
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Install the Cisco IP Phone Handset Cover

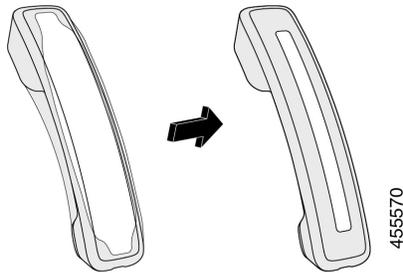
A silicone cover helps to protect your handset from damage and reduces the spread of germs.



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Procedure

- Step 1** Remove the handset from the phone cradle.
- Step 2** Disconnect the cable from the handset.
- Step 3** Slide the silicone cover over the handset until the ear cup is completely inside the cover.
- Step 4** Pull the cover over the other end of the handset.



- Step 5** Make sure the cover is flush against the handset and that the cable port is unobstructed.
- Step 6** Reconnect the handset to the phone and return it to the cradle.
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Clean the Silicone Cover

Clean your cover if you are worried about dirt and grime. A regular cleaning also prevents the spread of bacteria or germs.

Procedure

- Step 1** Remove the silicone cover.
- Step 2** Clean the cover.
- Note** Use a low-strength cleaning agent to prolong the life and look of the case.
- Step 3** Dry the cover thoroughly. Don't put it back on the phone until it is completely dry.
- Step 4** Put the cover back on the phone.
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