



# Cisco IP Phone Accessories

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## Cisco IP Phone Accessories Overview

The following table lists the accessories that the Cisco IP Phones 8800 Series support. An “X” indicates support for a particular phone model and a dash (-) indicates no support.

**Table 1: Accessory Support for the Cisco IP Phones 8811, 8841, 8851, and 8861**

Accessory	Type	Cisco IP Phone 8811	Cisco IP Phone 8841	Cisco IP Phone 8851	Cisco IP Phone 8861
<b>Third-Party Accessories</b>					
Headsets: See <a href="#">Headsets, on page 3</a> . This section includes information about each headset type.	Analog	X	X	X	X
	Analog Wideband	X	X	X	X
	Bluetooth	-	-	X	X
	USB (wired or wireless)	-	-	X	X
Microphone: See <a href="#">External Speakers and Microphone, on page 2</a> .	External PC	-	-	-	X
Speakers: See <a href="#">External Speakers and Microphone, on page 2</a> .	External PC	-	-	-	X

## Connect the Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.

### Procedure

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- Step 1** Insert the connectors into the slots.
  - Step 2** Press the footstand until the connectors snap into place.
  - Step 3** Adjust the angle of the phone.
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## Secure the Phone with a Cable Lock

You can secure your phone with a laptop cable lock up to 20 mm wide.

### Procedure

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- Step 1** Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.
  - Step 2** Pass the lock through the looped end of the cable.
  - Step 3** Unlock the cable lock.
  - Step 4** Press and hold the locking button to align the locking teeth.
  - Step 5** Insert the cable lock into the lock slot of your phone and release the locking button.
  - Step 6** Lock the cable lock.
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## External Speakers and Microphone

External speakers and microphones are plug-and-play accessories. You can connect an external PC-type microphone and powered speakers (with amplifier) on the Cisco IP Phone by using the line in/out jacks. Connecting an external microphone disables the internal microphone and connecting an external speaker disables the internal phone speaker.



**Note** Using poor quality external audio devices, playing loudspeakers at very loud volumes, or placing the microphone very close to the loudspeaker may result in undesirable echo for other parties on your speakerphone calls.

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# Headsets

Cisco Systems 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.

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.

After you apply a new sidetone setting, wait one minute and then reboot the phone for the setting to be 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.

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 (cell) 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.

**Note**

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

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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.

## 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 headsets. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

For additional information, see [https://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html)

## Analog Headsets

The phone cannot detect when an analog headset is plugged in. For this reason, the analog headset displays by default in the Accessories window on the phone screen.

Displaying the analog headset as the default allows users to enable wideband for the analog headset.

## USB Headsets

Wired and wireless USB headsets are supported. You can connect a USB headset (or the base station for a wireless headset) to either the back USB port (if your phone has this port) or to the side USB port.

### Enable a USB Headset

You must enable the applicable USB port (either the back USB or the side USB port) in Cisco Unified Communications Manager Administration. Also, for the Enable/Disable USB Classes parameter in Cisco Unified Communications Manager Administration, ensure that Audio Class is selected.

#### Procedure

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- Step 1** In Cisco Unified Communications Manager Administration, choose **Device > Phone**.
  - Step 2** Select the desired phone.
  - Step 3** Navigate to the Phone Configuration window, and select **Override Common Settings**.
  - Step 4** Click **Save**.
  - Step 5** Click **Apply Config**.
  - Step 6** Restart your phone.
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### Disable a USB Headset

To disable your USB headset, you disable the USB port on your phone. Another way is to select a different headset in the Accessories window on the phone.

#### Procedure

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- Step 1** In Cisco Unified Communications Manager Administration, choose **Device > Phone**.
  - Step 2** Select the desired phone.
  - Step 3** In the Phone Configuration window, uncheck **Override Common Settings**.
  - Step 4** Click **Save**.
  - Step 5** Click **Apply Config**.
  - Step 6** Restart your phone.
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## Wireless Headsets

Your Cisco IP Phone 7800 Series phones support wireless headsets. For a list of supported wireless headsets, see [http://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](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.


## Bluetooth Wireless Headsets

For a list of supported headsets, see [http://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html).

Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. Bluetooth wireless technology operates in the 2.4 GHz band, which is the same as the 802.11b/g band.

Cisco IP Phones use a shared key authentication and encryption method to connect up to fifty 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  indicates that Bluetooth is on, regardless of whether a device is connected or not.

Potential interference issues can occur. We recommend that you reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects. If possible, configure other 802.11 devices to use the 802.11a channels. Use 802.11a, 802.11n or 802.11ac that operates in the 5 GHz band.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone. However, some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

When headsets are more than 30 feet (10 meters) away from the Cisco IP Phone, Bluetooth drops the connection after a 15- to 20-second timeout. If the paired headset comes back into range of the Cisco IP Phone and the phone is not connected to another Bluetooth headset, the in-range Bluetooth headset automatically reconnects. For certain phone types that operate in power-save modes, the user can wake up the headset by tapping on the operational button to initiate the reconnect.

You must enable the headset and then add it as a phone accessory.

The phone supports various Handsfree Profile features that enable you to use hands-free devices (such as Bluetooth wireless headsets) to perform certain tasks without handling the phone. For example, instead of pressing Redial on the phone, users can redial a number from their Bluetooth wireless headset by following instructions from the headset manufacturer.

These hands-free features apply to Bluetooth wireless headsets that are used with the Cisco IP Phone 8851 and 8861:

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID
- Divert

- Hold and accept
- Release and accept


Hands-free devices may differ as to feature activation. Device manufacturers may also use different terms when referring to a feature.



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**Important**

Only one headset type works at any given time. If you use both a Bluetooth headset and an analog headset that are attached to the phone, enabling the Bluetooth headset disables the analog headset. To enable the analog headset, disable the Bluetooth headset. Plugging a USB headset into a phone that has Bluetooth headset enabled disables both the Bluetooth and analog headset. If you unplug the USB headset, you can either enable or disable the Bluetooth headset to use the analog headset.

Users can set their Bluetooth headset as the preferred headset, even when a USB headset is connected to the phone. On the phone, the user selects **Applications**  > **User preferences** > **Audio preferences** > **Preferred audio device** and chooses **Bluetooth** as the preferred audio device.

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