Cisco IP Phone 8800 Series Multiplatform Phone Hardware

Overview of the Cisco IP Phone

The Cisco IP Phone 8800 Series Multiplatform Phones comprises a set of full-featured VoIP (Voice-over-Internet Protocol) phones that provide voice communication over an IP network. The phones provide all the features of traditional business phones, such as call forwarding, redialing, speed dialing, transferring calls, and conference calling. The Cisco IP Phone 8800 Series Multiplatform Phones is targeted for solutions that are centered on Third-Party SIP-based IP PBX.

Note In this document, the terms Cisco IP Phone or phone means Cisco IP Phone 8800 Series Multiplatform Phones.

Phone Overview

The Cisco IP Phones 8811, 8841, 8845, 8851, 8861, and 8865 provide voice communication over an Internet Protocol (IP) network. The Cisco IP Phone functions much like a digital business phone, allowing you to place and receive phone calls and to access features such as mute, hold, transfer, speed dial, call forward, and more. In addition, because the phone connects to your data network, it offers enhanced IP telephony features, including access to network information and services, and customizable features and services.

The Cisco IP Phone 8811 has a grayscale LCD screen.

The Cisco IP Phones 8841, 8845, 8851, 8861, and 8865 has a 24-bit color LCD screen.

The Cisco IP Phones have the following features:

- Programmable feature buttons that support up to 10 lines or that can be programmed for other features

- Gigabit ethernet connectivity

- Bluetooth support for wireless headsets (Cisco IP Phone 8845, 8851, 8861 and 8865)

- Support for an external microphone and speakers (Cisco IP Phone 8861 only)

- Network connectivity by Wi-Fi (Cisco IP Phone 8861 and 8865)

- USB ports:

    - one USB port for Cisco IP Phone 8851

    - two USB ports for Cisco IP Phone 8861 and 8865

- Support for up to 3 key expansion modules:

    - Cisco IP Phone 8851 supports 2 key expansion modules

    - Cisco IP Phone 8861 supports 3 key expansion modules

A Cisco IP Phone, like other network devices, must be configured and managed. These phones encode and decode the following codes:

- G.711 a-law
- G.711 mu-law
- G.722
- G.722.2/AMR-WB
- G.729a/G.729ab
- iLBC
- OPUS
- iSAC

Cisco IP Phones provide traditional telephony functionality, such as call forward, transfer, redial, speed dial, conference and voicemail system access. Cisco IP Phones also provide a variety of other features.

As with other network devices, you must configure Cisco IP Phones to prepare them to access Third-Party Call Control system and the rest of the IP network. By using DHCP, you have fewer settings to configure on a phone. If your network requires it, however, you can manually configure information such as: IP address, netmask, gateway and primary/secondary DNS servers.

Cisco IP Phones can interact with other services and devices on your IP network to provide enhanced functionality. For example, you can integrate Third-Party Call Control system with the corporate Lightweight Directory Access Protocol 3 (LDAP3) standard directory to enable users to search for coworker contact information directly from their IP phones.

To function in the IP telephony network, the Cisco IP Phone must connect to a network device, such as a Cisco Catalyst switch. You must also register the Cisco IP Phone with a Third-Party Call Control system before sending and receiving calls.

Finally, because the Cisco IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones. You can also obtain statistics about a current call or firmware versions on the phone.
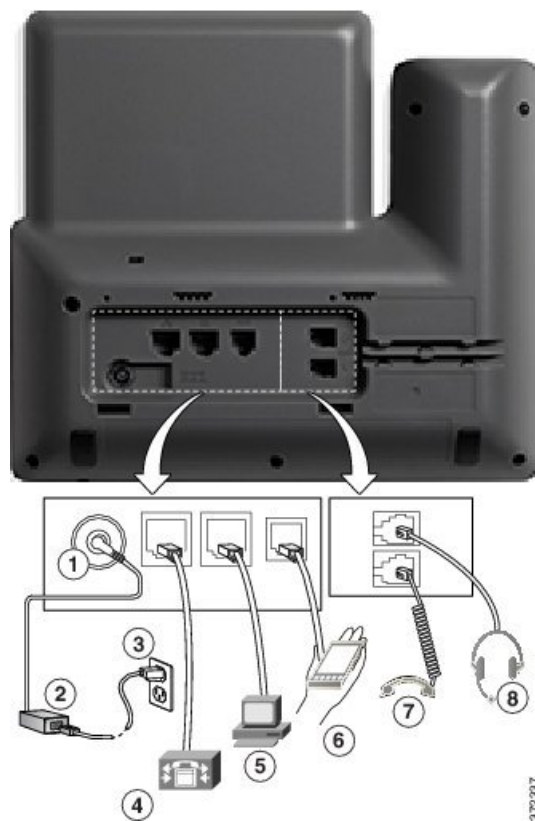
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Caution   Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, see the manufacturer's documentation of the interfering device.

Cisco IP Phone 8811

Phone Connections

Connect your phone to your organization's IP telephony network as shown in the following diagram.

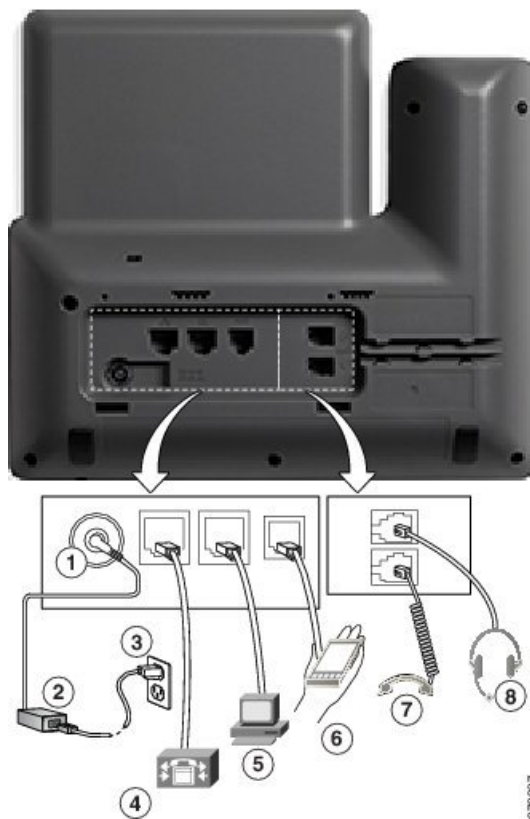| 1	DC adapter port (DC48V).	5	Access port (10/100/1000 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port.
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.	8	Analog headset connection (optional).

Note   The Cisco IP Phone 8811 does not support a key expansion module.

Cisco IP Phones 8841 and 8845

The following section describe the attributes of the Cisco IP Phones 8841 and 8845.

Phone Connections

Connect your phone to the corporate IP telephony network, using the following diagram.

1	DC adaptor port (DC48V).	5	Access port (10/100/1000 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port.
3	AC power wall plug (optional).	7	Handset connection.

4	Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.	8	Analog headset connection (optional).

Note The Cisco IP Phone 8841 and 8845 does not support a key expansion module.

Cisco IP Phone 8851

Phone Connections

Connect your phone to the corporate IP telephony network as shown in the following diagram.
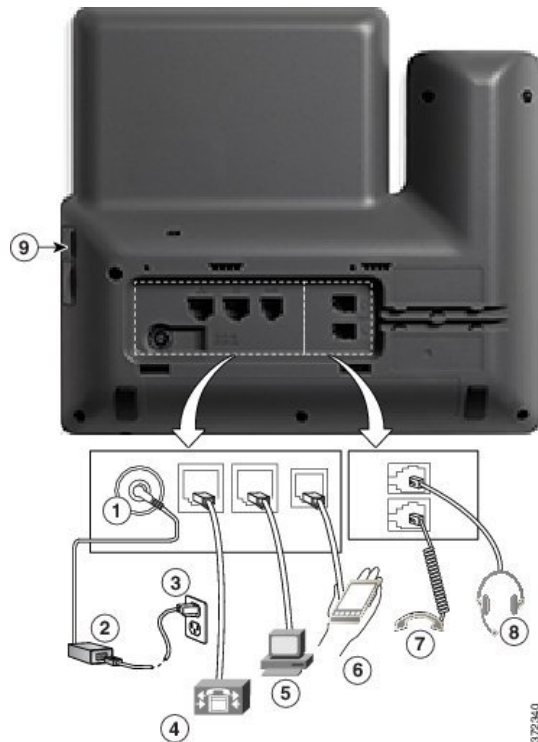
1	DC adaptor port (DC48V).	6	Auxiliary port.
2	AC-to-DC power supply (optional).	7	Handset connection.
3	AC power wall plug (optional).	8	Analog headset connection (optional).
4	Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.	9	USB port
5	Access port (10/100/1000 PC) connection.		

Note Each USB port supports the connection of up to five supported and nonsupported devices. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as two key expansion modules, one headset, one hub, and one other standard USB device) on the side port. Many third-party USB products count as multiple USB devices, for example, a device containing USB hub and headset can count as two USB devices. For more information, see the USB device documentation.

Cisco IP Phones 8861 and 8865

The following section describe the attributes of the Cisco IP Phones 8861 and 8865.

Phone Connections

Connect your phone to the corporate IP telephony network as shown in the following diagram.
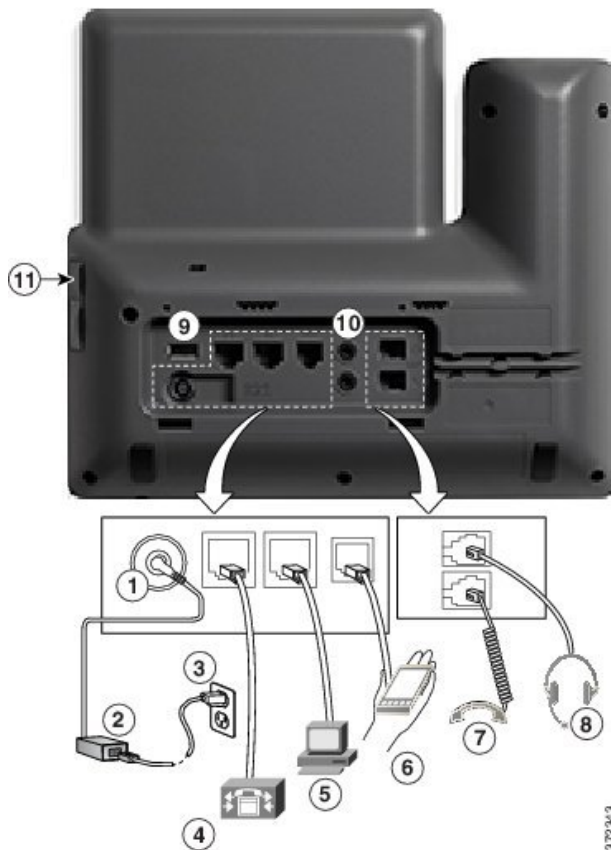
1	DC adaptor port (DC48V).	7	Handset connection.
2	AC-to-DC power supply (optional).	8	Analog headset connection (optional).
3	AC power wall plug (optional).	9	USB port

4	Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.	10	Audio In/Out ports
5	Access port (10/100/1000 PC) connection.	11	USB port
6	Auxiliary port.		

Note Each USB port supports the connection of up to five supported and nonsupported devices. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as three key expansion modules, one hub, and one other standard USB device) on the side port and five additional standard USB devices on the back port. Many third-party USB products count as multiple USB devices, for example, a device containing USB hub and headset can count as two USB devices. For more information, see the USB device documentation.

Buttons and Hardware

The Cisco IP Phone 8800 Series has two distinct hardware types:

- Cisco IP Phones 8811, 8841, 8851, and 8861—do not have a camera.
- Cisco IP Phones 8845 and 8865—have a built-in camera.

Figure 1: Cisco IP Phone 8845 Buttons and Hardware

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera Cisco IP Phone 8845 and 8865 only	Use the camera for video calls.

3	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions.
4	Softkey buttons	Access to functions and services.
5	**Back**, Navigation cluster, and **Release**	**Back** Return to the previous screen or menu. If you press and hold the back button for more than 0.5 secs (long press), you return to the main screen or the call screen. When you are in the settings screens, the long press takes you to the main screen. If you are in one of the call screens, the long press takes you to the call screen. Navigation cluster Navigation ring and **Select** button—Scroll through menus, highlight items and select the highlighted item. **Release** End a connected call or session.
6	**Hold/Resume**, **Conference**, and **Transfer**	**Hold/Resume** Place an active call on hold and resume the held call. **Conference** Create a conference call. **Transfer** Transfer a call.
7	**Speakerphone**, **Mute**, and **Headset**	**Speakerphone** Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. **Mute** Toggle the microphone on or off. When the microphone is muted, the button is lit. **Headset** Toggle the headset on or off. When the headset is on, the button is lit.
8	**Contacts**, **Applications**, and **Messages**	**Contacts** Access personal and corporate directories. **Applications** Access call history, user preferences, phone settings, and phone model information. **Messages** Autodial your voice messaging system.
9	**Volume** button	Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.

- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.

  - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.

  - Line buttons—Used to initiate or answer a call or resume a held call. You can also use a line key to open and close the call session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

Some functions can be set up as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

Terminology Differences

The following table highlights some of the differences in terminology found in the *Cisco IP Phone 8800 Series Multiplatform Phones User Guide* and *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*.

Table 1: Terminology Differences

User Guide	Administration Guide
Line Status	Busy Lamp Field (BLF)
Message Indicators	Message Waiting Indicator (MWI) or Message Waiting Lamp
Programmable Feature Button	Programmable Button or Programmable Line Key (PLK)
Simplified New Call Window	Simplified New Call Bubble
Voicemail System	Voice Messaging System