



# Accessories

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## Accessories Overview for Cisco IP Phone 8800 Series with Multiplatform Firmware

Table 1: Accessory Support for the Cisco IP Phone 8800 Series with Multiplatform Firmware

Accessory	Type	Accessories
Cisco Accessory		
Cisco IP Phone 8800 Key Expansion Module	Add-on module	
Wall Mount Kit		
Footstand		
Cable Lock		

Accessory	Type
Cisco Headset 520 Series	USB
Cisco Headset 530 Series	Standard RJ9
	USB Adapter
Cisco Headset 560 Series with Standard Base	Standard RJ9 and AUX
Cisco Headset 560 Series with Multibase	USB
Cisco Headset 730	Bluetooth*
	USB Adapter
	USB-C Cable
*—For the Bluetooth connection with Cisco IP Phone Multiplatform Phones, the limited call features (for example, answer or end a call) are available. The call features will be fully supported in a future release. Currently, we recommend that you use the Cisco Headset 730 by a USB adapter or a USB-C cable.	
<b>Third-Party Accessories</b>	
Headsets: See <a href="#">Third Party Headsets, on page 26</a> . This section includes information about each headset type.	Analog
	Analog Wideband
	Bluetooth*
	USB
	Electronic Hookswitch
Microphones: See <a href="#">External Speakers and Microphone, on page 35</a> .	External PC

Accessory	Type
Speakers: See <a href="#">External Speakers and Microphone, on page 35</a> .	External PC


**Note**

1. If you connect your headset to the phone with the Y-cable (RJ-9 connector and AUX connector), make sure that you enable **Electronic HookSwitch Control** in the **Audio Volume** area from **Voice > User** tab on the phone administration web page.
2. When you use the Electronic Hookswitch (EHS):
  - The EHS connects to the Cisco IP Phone 8811, 8841, and 8845 with the auxiliary port.
  - The EHS connects to the Cisco IP Phone 8851, 8861, and 8865 with the auxiliary port, the USB port, or with Bluetooth.

## View the Accessories Associated with Your Phone

You can use the headset jack, Bluetooth, or the USB port 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 one of the following options:
- **Status > Accessories**
  - **Bluetooth > Devices**
- Step 3** (Optional) Select an accessory and press **Details**.

## Headsets

Here are the Cisco headsets we support. For tips on setting up and using these headsets, take a look at the info for your model:

- [Bang & Olufsen Cisco 980](#)

- [Cisco Headset 320 Series](#)
- [Cisco Headset 520 Series](#)
- [Cisco Headset 530 Series](#)
- [Cisco Headset 560 Series](#)
- [Cisco Headset 720 Series](#)
- [Cisco Headset 730](#)

See the [Cisco Headset Compatibility Guide](#) for detailed information on Cisco headset integration with your device.

## 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 320

### Connect Cisco Headset 320

You need to connect your headset to your phone.

#### Before you begin

Your administrator enables the peripheral inventory.

#### Procedure

- 
- Step 1** Plug in the headset to the phone using the USB cable.
- After you connect, the phone screen displays **Cisco Headset** message. Also **Cancel** softkey is displayed on the screen.
- Step 2** (Optional) Navigate to **Applications > Status > Accessories** to check the headset name under the **Accessories** list.
- Step 3** (Optional) Click **Details** to check the headset details.
- After the phone is paired and connected with the headset, you can see the headset details. Headset details that the phone displays are **Name**, **Model**, **Serial Number**, and **Firmware**.

If the headset version is lower than the phone's configured version, and in idle home page, the phone prompts you to upgrade the current version to the latest version. For details, see [Upgrade Cisco Headset 320, on page 5](#)

**Step 4** Plug the headset out of the phone.

The phone displays **Accessories disconnected**. Under the **Accessories** list, the headset gets removed.

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## Upgrade Cisco Headset 320

You need to upgrade firmware version of the headset to pair with the phone if the version is lower than the configured version.

### Before you begin

Cisco Headset 320 is connected to your phone.

### Procedure

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**Step 1** After the headset is connected, click **Upgrade** softkey, when the upgrade screen appears.

During the upgrade process, the headset icon appears on the top of the phone screen. After the upgrade completes, the icon disappears. You can see the headset details in the phone **Accessories** screen.

**Step 2** (Optional) Click **Postpone** softkey to delay the process or you can click **Cancel** softkey to cancel the upgrade. If you don't perform any actions, the upgrade starts automatically after sometime.

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## Headset 320 Controls - Webex

The following diagram shows the Cisco Headset 320 Series controller and LEDs.



Table 2: Cisco Headset 320 Series Buttons








Number	Symbol	Button	Action
1		Mute	Mute and unmute your calls.
2		Webex button <b>Note</b> This button is available when you are not working with your phone but you work with your system using Webex application.	Answer, end, reject, hold, and resume calls. When you connect the 320 headset directly to your system with USB, use the Webex button to bring the application to the top of your desktop screen or join upcoming Webex meetings.
3		Volume up	Turn up your volume.
4		Volume down	Turn down your volume.

Table 3: Cisco Headset 320 Series LED Status

Call Status	LED Status	LED
Incoming call Upcoming Webex meeting*	Blinking Green	


Call Status	LED Status	LED
Active call/meeting	Solid Green	
Headset muted	Solid Red	

## Headset 320 Controls - Teams

The following diagram shows the Cisco Headset 320 Series controller and LEDs.



**Table 4: Cisco Headset 320 Series Buttons**

Number	Symbol	Button	Action
1		Mute	Mute and unmute your calls.












Number	Symbol	Button	Action
2		Microsoft Teams button  <b>Note</b> This button is available when you are not working with your phone but you work with your system using Teams application.	<ul style="list-style-type: none"> <li>• Answer, end, reject, hold, and resume calls.</li> <li>• When you connect the 320 headset directly to your system with USB, use the Teams button to bring up the Teams application to the top of your desktop screen or join upcoming Teams meetings.</li> </ul>
3		Volume up	Turn up your volume.
4		Volume down	Turn down your volume.

Table 5: Cisco Headset 320 Series LED Status

Call Status	LED Status	LED
Incoming call	Blinking white	
In an active call or meeting	Solid Green	
Call on hold	Pulsing green	
Connecting to Microsoft Teams	Pulsing white	
Connected to Microsoft Teams	Solid white	
Upcoming Microsoft Teams meeting	Pulsing white	



Call Status	LED Status	LED
Failed to connect to Microsoft Teams	Blinks white, then off	
Headset muted	Solid Red	

## Cisco Headsets 500 Series

You can use the Cisco Headset 500 Series with your Cisco IP Phone 8800 Series Multiplatform Phones. The Cisco Headset 500 Series offers a more enhanced experience with:

- In-call indicators: LEDs on an ear plate
- Simplified call controls
- Customized audio

The supported headsets are:

- Cisco Headset 520 Series
- Cisco Headset 531 and 532
- Cisco Headset 560 Series (Standard Base and Multibase)

## Cisco Headset 521 and 522

The Cisco Headsets 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.

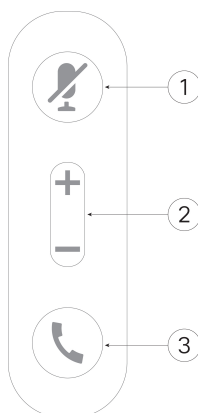
Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline controller with a USB connector is also available for use on the Cisco IP Phone 8851, 8861, and 8865 with Multiplatform Firmware. The controller is an easy way to answer your calls, and to access basic phone features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

The Cisco Headsets 521 and 522 require Multiplatform Firmware Release 11.2(3) or later version. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications** and select **Status > Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

### Cisco Headset 521 and 522 Buttons and LED

Your controller buttons are used for basic call features.

**Figure 1: Cisco Headset 521 and 522 Controller**

The following table describes the Cisco Headset 521 and 522 controller buttons.

**Table 6: Cisco Headset 521 and 522 Controller Buttons**

Number	Name	Description
1	Mute button	Toggle the microphone on and off.
2	Volume button (+ and -)	Adjust the volume on your headset.
3	Call button	Use to manage calls: <ul style="list-style-type: none"> <li>• Press once to answer an incoming call.</li> <li>• Press and hold for 2 seconds to end a call.</li> <li>• Press twice to reject an incoming call.</li> <li>• Press once to put an active call on hold. Press again to retrieve a call from hold.</li> </ul>

## Cisco Headset 531 and 532

The Cisco Headset 530 Series are two headsets that are developed for Cisco products and services. The 531 headset features a single earpiece, and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 531 and 532 use one of two connectors with the Cisco IP Phone 8800 Series with Multiplatform Firmware:

- RJ9 connector—Use it with Cisco IP Phones that have a headset port.
- USB headset adapter— Provides enhanced call control and currently supports the 8851, 8861, and 8865 Cisco IP Phone models.

The Cisco Headset USB Adapter is available for use with the Cisco Headset 531 and 532. With the adapter, you can test your headset, and customize your bass and treble, gain or microphone volume, and sidetone or feedback settings. The adapter also retains your settings if you switch between phones.

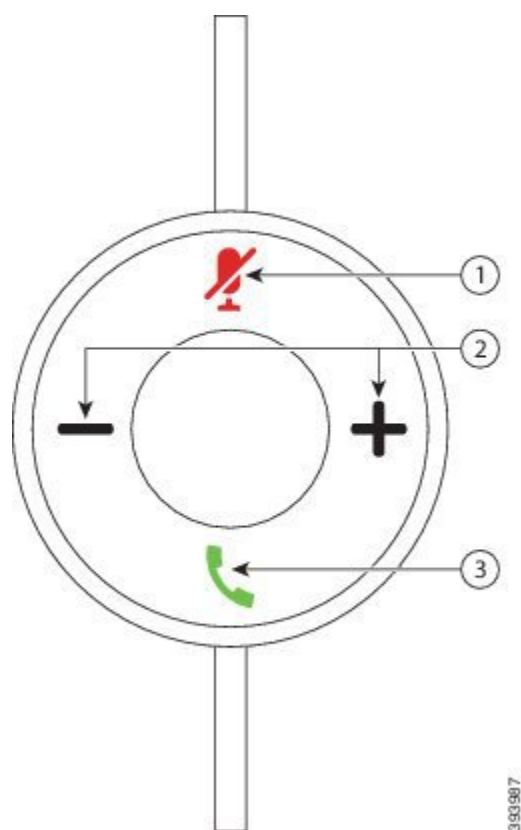
The Cisco USB adapter is supported on Cisco IP Phone 8851, 8861, and 8865 with Multiplatform Firmware. To check your phone model, press **Applications**  > **Status** > **Product information**. The **Product name** field shows your phone model.

The Cisco Headset 530 Series require Multiplatform Firmware Release 11.1(2) or a later version. Upgrade your phones to the latest firmware before using these headsets.

### Cisco Headset 531 and 532 LED and Buttons



The Cisco Headset USB Adapter for Cisco Headset 530 Series is used for the basic call features.


**Figure 2: Cisco Headset USB Adapter**



The following table describes the Cisco Headset 531 and 532 USB Adapter buttons.

**Table 7: Cisco Headset USB Adapter Buttons**

Number	Name	Description
1	Mute button 	Toggle the microphone on and off. When Mute on the USB adapter is enabled, the <b>Mute</b>  button on the USB adapter lights up.
2	Volume button (+ and -)	Adjust the volume on your headset.

Number	Name	Description
3	Call button 	<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"> <li>• Press once to answer incoming calls.</li> <li>• Press once to put an active call on hold. Press again to retrieve the call from hold.</li> <li>• Press twice to reject an incoming call.</li> </ul> <p>Multiple calls:</p> <ul style="list-style-type: none"> <li>• Press once to put an active call on hold, and to answer a second incoming call.</li> <li>• Press once to put a current call on hold and press again to resume a call.</li> <li>• Press and hold for 2 seconds to end the current call and press again to resume a held call.</li> <li>• Press and hold for 2 seconds to end an active call, and to answer another incoming call.</li> <li>• Press twice to stay on a current call, and to reject a second incoming call.</li> </ul>

## Cisco Headset 561 and 562


The Cisco Headset 560 Series are two wireless headsets that are developed for Cisco products and services. The Cisco Headset 561 features a single earpiece, and offers lightweight comfort. The Cisco Headset 562 features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 560 Series use a headset base to connect with Cisco IP Phones and charge the headsets. The available options for the base are Standard base and Multibase. The Cisco Headset 560 Series with Standard Base support connection with a single source from a phone or a computer. The Cisco Headset 560 Series with Multibase support multiple sources from phones, computers, and Bluetooth-paired devices and provide an easy and intuitive switch among the connected sources.

You can connect the Cisco Headset 560 Series with any of the following:

- RJ9 and AUX connector (Y-cable)—Supported on Cisco IP Phones 8811, 8841, 8845, 8851, 8861, and 8865 with multiple platforms.
- USB connector—Supported on Cisco IP Phones 8851, 8861, and 8865 with multiple platforms.

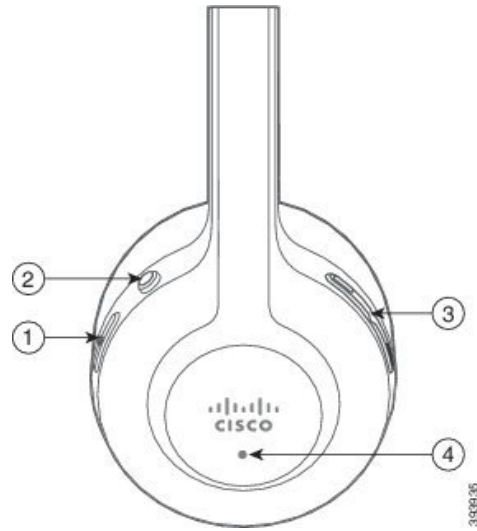
The Cisco Headset 560 Series require Multiplatform Firmware Release 11.2(3) and higher. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications**  and select **Status > Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

### Cisco Headset 561 and 562 Buttons and LED





Your headset buttons are used for basic call features.

*Figure 3: Cisco Headset 561 and 562 Headset Buttons*



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

**Table 8: 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/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"> <li>• Press once to answer incoming calls.</li> <li>• Press once to put an active call on hold. Press again to retrieve the call from hold.</li> <li>• Press twice to reject an incoming call.</li> </ul> <p>Multiple calls:</p> <ul style="list-style-type: none"> <li>• Press once to put an active call on hold, and to answer a second incoming call.</li> <li>• Press once to put a current call on hold and press again to resume a call.</li> <li>• Press and hold for 2 seconds to end the current call and press again to resume a held call.</li> <li>• Press and hold for 2 seconds to end an active call, and to answer another incoming call.</li> <li>• Press twice to stay on a current call, and to reject a second incoming call.</li> </ul>
2	Mute button 	<p>Toggle the microphone on and off. When Mute on the headset is enabled:</p> <ul style="list-style-type: none"> <li>• The <b>Mute</b>  button on the phone lights up.</li> <li>• The <b>Mute</b>  button on the headset base lights up. (For Multibase only)</li> </ul>
3	Volume button (+ and -)	Adjust the volume on your headset.
4	LED	<p>Shows the headset status:</p> <ul style="list-style-type: none"> <li>• Blinking red—Incoming call.</li> <li>• Steady red—Active call.</li> <li>• Flashing white every 6 seconds—The headset is paired and idle.</li> <li>• Blinking white—Firmware upgrade is in process or the headset is pairing with the base station.</li> </ul>

## Charge Cisco Headset 561 and 562

Use the headset base to charge the headset.

### Procedure

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Place the headset into the socket on the base.

The LEDs on the base station indicate the charging status. When the headset is fully charged, the five LEDs on the base are steady white. If the LEDs don't light up, remove the headset from the base and try again.

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## Upgrade the Headset 500 Series Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected, the upgrade prompt displays when you return to the home screen in idle mode.



**Note** If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends.

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### Before you begin

Your administrator configures the upgrade rule for your headset on the phone administration web page.

### Procedure

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**Step 1** Press **Upgrade** on the phone when prompted.

The upgrade icon  on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

**Step 2** (Optional) If you want to upgrade your headset later, press **Postpone**.

You will be prompted every 2 hours until you start the upgrade.

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## Cisco Headset 500 Series Setup

On the phone screen, you can test your headset, customize your bass and treble, gain or microphone volume, and sidetone or feedback settings when:

- The Cisco Headset 520 Series is connected to the phone with the inline USB controller.
- The Cisco Headset 531 and 532 is connected to the phone with the USB adapter.
- The Cisco Headset 560 Series Standard Base or Multibase is connected to the phone with the Y-cable or the USB cable.

You are prompted to set up your headset when you connect it to the phone. If you ignore the headset setup prompt, you can also access it from **Applications**  > **Status** > **Accessories**.




**Note** The settings are stored in the inline USB controller, the USB adapter, or the headset base, varying from headset models. A factory reset on the phone does not affect the headset settings.

## Adjust Your Headset Bass and Treble

You can customize your headset by adjusting the bass and treble. If you prefer a headset with more bass, tune it toward the warmer setting. If you prefer more treble, tune it toward the brighter setting.


### Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status**.
- Step 3** Select **Accessories**.
- Step 4** Navigate to **Setup** > **Speaker** > **Tuning**.
- Step 5** Press ◀ or ▶ to adjust the tuning.
- Step 6** Press **Save** to apply and retain your setting.

## Adjust Your Headset Microphone Volume

Microphone volume is also known as gain. You can adjust the gain level when you are on a call with various loud and soft voices. This setting equalizes the voices that you hear in the earpiece by making the loud voices softer, and the quiet voices louder.

### Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status**.
- Step 3** Select **Accessories**.
- Step 4** Navigate to **Setup** > **Microphone** > **Gain**.
- Step 5** Press ◀ or ▶ to adjust the gain level.
- Step 6** Press **Save** to apply and retain your setting.


## Adjust your headset speaker feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. You can adjust the sidetone level or turn it off if you find it distracting to hear your own voice during a call.



### Procedure

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- Step 1** Press **Applications** .
- Step 2** Navigate to **Status > Accessories > Setup > Speaker > Sidetone**.
- Step 3** Press ◀ or ▶ to adjust the sidetone.  
The sidetone default value is **Off**.
- Step 4** Press **Set** to apply and retain your settings.
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### Test Your Headset Microphone

You can check if your microphone is working before you begin a call.

### Procedure

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- Step 1** Press **Applications** .
- Step 2** Select **Status**.
- Step 3** Select **Accessories**.
- Step 4** Navigate to **Setup > Microphone > Test**.
- Step 5** Press **Record** and speak into the microphone.
- Step 6** Press **Playback** when you finish speaking and listen to the test recording.  
Maximum recording time is 20 seconds.
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### Replace your Cisco Headset 500 Series ear pads

Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.



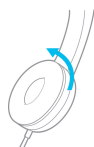
**Note** Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

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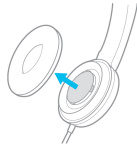
### Procedure

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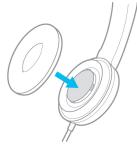
- Step 1** Rotate the old ear pad counterclockwise.



**Step 2** Pull the old ear pad away from the speaker.



**Step 3** Push the new ear pad toward the speaker.



**Step 4** Rotate the new ear pad clockwise.



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## Cisco Headsets 700 Series

You can use the Cisco Headset 700 Series with the following Cisco IP Phone Multiplatform Phones:

- Cisco IP Phone 8851 Multiplatform Phones
- Cisco IP Phone 8861 Multiplatform Phones
- Cisco IP Phone 8865 Multiplatform Phones

The Cisco Headset 700 Series is a wireless headset that uses Bluetooth connectivity to pair with Cisco IP Phone Multiplatform Phones. It provides the following features:

- Reliable audio with Clear Voice
- Enterprise-grade security
- Intelligent headset management
- Customizable Audio

The supported headset model in the Cisco Headset 700 Series is:

- Cisco Headset 730

The firmware version of the headset must be 1-7-0-138 or later.

The firmware version of the USB adapter must be 1-3-12 or later.

## Cisco Headset 730

The Cisco Headset 730 is a wireless headset that uses Bluetooth connectivity to pair with the Cisco IP Phones Multiplatform Phones. The headset features full call control and music playback capabilities in addition to powerful noise cancellation and ambient audio enhancement systems for use in a busy office environment.

The Cisco Headset 730 comes with a USB Adapter for use with devices that don't offer a reliable Bluetooth solution. The headset can also connect to devices via the included 3.5 mm cable and USB-C to USB-A cable. The USB-C cable also acts as a charging cable and can connect to any USB power adapter.

You can connect the Cisco Headset 730 with any of the following:

- USB adapter
- USB-C cable
- 3.5 mm audio cable

The following call control features apply to the Cisco Headset 730 that is used with the Cisco IP Phone Multiplatform Phones:


- Answer a call
- End a call
- Adjust the headset volume
- Hold a call
- Resume a call
- Reject a call
- Handle multiple calls
- Mute your microphone



**Note** These call control features are available only when the headset connects to the phone by USB adapter or USB-C cable. For the Bluetooth connection, only basic call control features are supported (such as, answer or end a call), the call control features will be fully supported in a future release.

For more information about the Cisco Headset 730, see [Cisco Headset 730 User Guide](#).

The Cisco Headset 730 requires Multiplatform Firmware Release 11.3(5) and higher. Upgrade your phones to the latest firmware before using the headset.

To check your phone model and the firmware version, press **Applications**  and select **Status > Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

## Upgrade the Headset 730 Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when

you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected, the upgrade prompt displays when you return to the home screen in idle mode.



**Note** If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends.

### Before you begin

- Your administrator configures the upgrade rule for your headset on the phone administration web page.
- Your phone is idle.


### Procedure

**Step 1** Return to or enter the phone main screen.

**Step 2** Connect the headset to the phone with the USB-C cable.

**Note** The headset can be upgraded only by the USB-C connection.

**Step 3** Press **Upgrade** on the phone when prompted.

The upgrade icon  on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

**Step 4** (Optional) If you want to upgrade your headset later, press **Postpone**.

You will be prompted every 2 hours until you start the upgrade.

## Find Details of Your Headset 730 on the Phone

You can find information about the name, model, serial number, and firmware version of the Cisco Headset 730 on the phone.

### Before you begin

- Ensure that the firmware version of your headset is 1-7-0-138 or later.  
To upgrade the firmware of your headset, see [Upgrade the Headset 730 Firmware, on page 19](#).
- Ensure that the firmware version of the USB adapter for the headset is 1-3-12 or later.  
For details about how to upgrade the adapter, contact the Headset support.

### Procedure

**Step 1** Press **Applications** .

**Step 2** Select **Status > Accessories**.

The menu displays the accessories that have connected to the phone.

**Step 3** Highlight the **Cisco Headset 730** from the **Accessories** menu.

If the menu displays the **Cisco USB HD Adapter** instead, this means that the headset doesn't pair to the phone. You can proceed with the next step to find details about the USB adapter.

**Step 4** Press **Details**.

**Step 5** Press  to exit.

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## Cisco Headset 720

### Connect Cisco Headset 720

You need to connect your headset to your phone.

#### Before you begin

Your administrator enables the peripheral inventory.

#### Procedure

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**Step 1** Plug in the headset USB cable or the USB adapter to the phone.

After you connect, the phone screen displays **Cisco Headset** message. Also **Cancel** softkey is displayed on the screen.

**Step 2** (Optional) Navigate to **Applications > Status > Accessories** to check the headset name under the **Accessories** list.

**Step 3** (Optional) Click **Details** to check the headset details.

Headset connection using a dongle:

- After the phone is paired and connected with the headset, you can see details of both the headset and the adapter. Headset details that the phone displays are **Name**, **Model**, **Serial Number**, and **Firmware**. Adapter details that the phone displays are **Model**, **Serial Number**, and **Firmware**.

Only Cisco USB HD Adapter details are displayed when phone is unpaired or disconnected with the headset.

Headset connection using USB:

- After the phone is paired and connected with the headset, the device name is displayed.
- When you click **Details** softkey, you see details such as **Name**, **Model**, **Serial Number**, and **Firmware**.

**Step 4** Plug the headset out of the phone.

The phone displays **Accessories disconnected**. Under the **Accessories** list, the headset gets removed.

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## Headset 720 Controls - Webex

The following diagram shows the Cisco Headset 720 Series controller and LEDs.



**Table 9: Cisco Headset 720 Series Buttons**

Number	Symbol	Button	Action
1		Mute	Mute and unmute your calls.
2		Volume up	Turn up your volume.
3		<b>Webex button</b>  <b>Note</b> This button is available when you are not working with your phone but you work with your system using Webex application.	Answer, end, reject, hold, and resume calls.  When you connect the headset to your system, use the Webex button to bring the application to the top of your desktop or join upcoming Webex meetings.  Turn the Busy Light on and off outside of a call.
4		Volume down	Turn down your volume.



Number	Symbol	Button	Action
5		Multifunction button	<p>You can choose which button configuration you want through the Cisco Headsets app.</p> <ul style="list-style-type: none"> <li>• Play, pause, and skip audio playback.</li> <li>• Activate your mobile assistant.</li> </ul>
6		Mute button	Mute and unmute your microphone on a call.





### Headset 720 Controls - Teams

The following diagram shows the Cisco Headset 720 Series controls.



**Table 10: Cisco Headset 720 Series Buttons**

Number	Symbol	Button	Action
1		Power/Bluetooth switch	<ul style="list-style-type: none"> <li>• Turn the headset on and off.</li> <li>• Pair your headset.</li> </ul>
2		Volume up	Turn up your volume.

Number	Symbol	Button	Action
3		Microsoft Teams button <b>Note</b> This button is available when you are not working with your phone but you work with your system using Teams application.	<ul style="list-style-type: none"> <li>• Answer, end, reject, hold, and resume calls.</li> <li>• When you connect the headset to your system, use the Teams button to bring up the Teams application to the top of your desktop screen or join upcoming Teams meetings.</li> </ul>
4		Volume down	Turn down your volume.
5		Multifunction button	Either: <ul style="list-style-type: none"> <li>• Control music playback.</li> <li>• Activate your mobile assistant.</li> </ul>
6		Mute	Mute and unmute your calls.

## Mute or Unmute the Headset

You can mute or unmute the headset in two different ways.

### Procedure

To mute or unmute the headset, perform any of the following.

- Press the mute key.
- To set force-muted or not-force-muted, lift or lower the headset boom.

For more information, see [Mute or Unmute with Headset Boom, on page 25](#).

**Note** Phone has one way to mute or unmute. Press the mute key to mute or unmute the phone.

## Headset or Phone Mute Toggle

When you press the headset or phone mute key, the following table shows the variations in the mute status:



Headset Boom status	Current Status	Action	Result
Force-muted	Muted	Press headset or phone mute toggle	Muted
Not Force-muted	Muted		Unmuted
	Unmuted		Muted



**Note** The phone will be forced to mute if the headset is force-muted.

- Toggle the headset mute or phone mute, the mute state will still be muted if the headset boom has been forced to mute.
- Toggle the headset mute or phone mute will change the mute status if the boom on the headset has not been forced to be muted

## Mute or Unmute with Headset Boom

When the headset boom is lowered or raised, the results are shown in the following table:

Headset Boom status	Current Status	Action	Result
Force-muted	Muted	Lower headset boom to not force-muted position	Unmuted
Not Force-muted	Muted	Lift headset boom to force-mute position	Muted
	Unmuted		Muted



**Note** The phone will be forced to mute when the headset is muted.

- Lower the headset boom if the headset is force-muted, and the state will change to unmuted.
- Lift the headset boom will change the mute status to muted.

## A Mute Sync Between a Headset and Phone Fails

### Problem

A mute status sync between a headset and a phone is not possible.

### Cause

- When Phone is idle
- When Phone is on hold
- When Phone is dialing

- When Phone is ringing
- When the conditions of current call is active and audio path is headset are not met.

Therefore, pressing the mute or unmute key has no impact.

#### Solution

- Verify if your headset is connected to a phone, but only one phone.
- Verify if the call is active (not ringing, not dialling, or on hold)
- Verify if the headset is your phone's audio path.
- Verify if the force-mute setting on your headset is active.

## Third Party 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.

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-party 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.




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**Note** 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.

## 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](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.

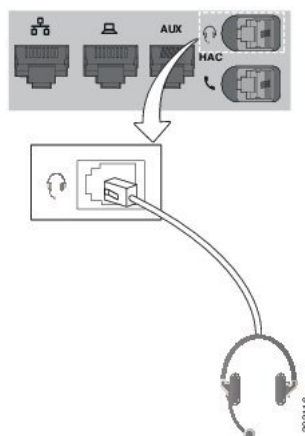
## Standard Headsets

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

## Connect a standard headset

### Procedure

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

**Figure 4: 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.

## USB headsets

You can use a USB headset for your calls if your phone has a USB port.

If your phone has more than one USB port, only one USB headset can be connected at a time.

For a list of supported headsets, see [Unified Communications Endpoint and Client Accessories](#). USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

## Connect a USB headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.
- If you are on an active call and unplug a USB headset, the audio changes automatically to the speaker.
- If you are on an active call and plug in a USB headset, the audio changes to the USB headset.

### Procedure

Plug the USB headset plug into the USB port on the phone.

## Bluetooth Wireless Headsets

Cisco IP Phone 8845, 8851, 8861 and 8865 with Multiplatform Firmware supports Bluetooth wireless headsets. For a list of supported third party 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 66 feet (20 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. Interference issues can occur. We recommend that you:

- Use 802.11a, 802.11n, or 802.11ac that operates in the 5 GHz band.
- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.

The Cisco IP Phone uses a shared key authentication and encryption method to connect with headsets. 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  indicates that Bluetooth is on, 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.

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

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. The paired headset reconnects when it comes back into range of the Cisco IP Phone. For certain phone types that operate in power-save modes, you can wake up the headset by tapping on the operational button.

Enable the headset before you add it as a phone accessory.

The phone supports various Handsfree Profile features that allow you to use devices such as Bluetooth wireless headsets for certain tasks. For example, instead of pressing Redial on the phone, you can redial a number from the 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 8845, 8851, 8861 and 8865:

- 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 have different feature activation methods. Device manufacturers may also use different terms when referring to the same feature.




#### 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 the Bluetooth headset or disable the Bluetooth headset to use the analog headset.


For information about how to use your Bluetooth wireless headset, see:

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*, see [Bluetooth headsets](#).
- User Guides provided with your headset

## Turn Bluetooth On or Off


When Bluetooth is active, the Bluetooth icon  appears in the phone screen header.

#### Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Press **On** or **Off**.
- Step 4** Select **Set**.

## Add a Bluetooth headset

#### Procedure


- Step 1** Make your Bluetooth headset discoverable.
- Step 2** Press **Applications** .
- Step 3** Select **Bluetooth > Devices**
- Step 4** Select **Scan**.
- Step 5** Select your headset and press **Connect**.
- Step 6** (Optional) If prompted, enter the PIN for your headset.

## Disconnect a Bluetooth headset

You should disconnect your Bluetooth headset before you use it with another device.

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth > Devices**.
  - Step 3** Select a Bluetooth headset.
  - Step 4** Press **Disconnect**.
- 

## Remove a Bluetooth headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth > Devices**.
  - Step 3** Select a Bluetooth headset and press **Delete**.
- 

## Wireless Headsets

You can use most wireless headsets with your phone. 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).

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

## Swap Headsets While on a Call

You can connect 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 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 a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device. The Bluetooth headset takes priority over wired headset, so audio is sent or received from Bluetooth headset and there will be no audio on wired headset.

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

#### Procedure

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

## Adjust Sidetone Gain

Sidetone is the amount of feedback you hear in your ear when you speak. You can adjust the sidetone gain level for the handset and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

#### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Sidetone gain**.
- Step 3** Choose the preferred sidetone gain level.
- **Off**—Turns off the sidetone
  - **Very low**—The minimum sidetone gain level
  - **Low**—The default sidetone gain level
  - **High**—The maximum sidetone gain level
- Step 4** Press **Save** to save the setting.
- 


## Adjust the Microphone Gain

You can adjust the microphone gain for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports. You make the gain louder or softer to get a good input level.

You can change the microphone gain while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

#### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Microphone gain**.
- Step 3** Press >> to make the gain level louder and press << to make it softer.



The available options are: Softest, Softer, Soft, Default, Loud, Louder, Loudest.

**Note** You can also set the microphone gain based on the device that you use most frequently. Use any of the methods:

- Preferred audio device: Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then adjust the microphone gain of the analog headset, listen to the effect. Then save the one you like. If you use handset most frequently, pick up the handset, ensure you cancel the incoming call. Then adjust the microphone gain.
- Last used audio device: Set the preferred audio device to **None** from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then toggle the audiopath once. For example, press the microphone of the handsfree on or off once. Then when you adjust the microphone gain, the microphone of the handsfree will be used for the gain adjustment.

**Step 4** Press **Save** to save the setting.



---

## Test the Microphone

You can test your phone microphone after you configure the microphone gain. This test allows you to evaluate if the microphone gain gives the expected result.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Microphone test**.
- Step 3** Press **Record** to start recording.
- Step 4** Press **StopRec** when you finish recording.  
The maximum time for a testing recording is 20 seconds.
- Step 5** Press **Playback** to listen to the recording.
- Step 6** (Optional) To retest the microphone, repeat step 3 through step 5.
- Step 7** Press  to exit.
- 

## Tune the Speaker

You can tune the speaker for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

You can tune the speaker while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

### Procedure

---

**Step 1** Press **Applications** .

**Step 2** Select **User preferences > Audio preferences > Tune speaker**.

**Step 3** Press >> and << to tune the speaker.

The available options are: Warmest, Warmer, Warm, Default, Bright, Brighter, Brightest.

**Note** You can also set the microphone gain based on the device that you use most frequently. Use any of the methods:

- **Preferred audio device:** Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then tune the speaker of the analog headset, listen to the effect. Then save the one you like. If you use handset most frequently, pick up the handset, ensure you cancel the incoming call. Then tune the speaker.
- **Last used audio device:** Set the preferred audio device to **None** from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then toggle the audiopath once. For example, press the speaker of the handsfree on or off once. Then when you tune the speaker, the speaker of the handsfree will be used for tuning.

**Step 4** Press **Save** to save the setting.

---

## Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

### Procedure

---

**Step 1** Press **Applications** .

**Step 2** Select **User preferences > Audio preferences > Preferred audio device**.

**Step 3** Press **Select** to choose one of the options:

- **None**—Selects the last used audio device.
- **Speaker**—Selects the speakerphone as the audio device.
- **Headset**—Selects a headset as the audio device. A headset priority order is:
  - USB (highest)
  - Bluetooth (medium)
  - analog headset (lowest)

- **Bluetooth**—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).

**Step 4** Press **Set** to save the selection.

---

## Dynamically Select an Audio Path for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, only one of them can be used at a time.

When you connect multiple headsets to the phone, the audio path that is used during a call changes based on the audio devices that are connected.

### Procedure

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- Step 1** (Optional) While you are on a call with an analog headset and a Bluetooth headset connected to the phone, plug in a USB headset.  
The call switches to the USB headset.
- Step 2** (Optional) While you are on a call with a USB headset connected to the phone, unplug the USB headset.  
If a Bluetooth headset is connected the call switches to it, else the call switches to the speaker.
- Step 3** (Optional) While you are on a call with a Bluetooth headset connected to the phone, disconnect the Bluetooth headset (that is, move out of range or power off the headset).  
If a USB headset is connected the call switches to it, else the call switches to an analog headset.
- Step 4** (Optional) While you are on a call with an analog headset and a USB headset connected to the phone, plug in a Bluetooth headset.  
The call switches to the Bluetooth headset.
- 

## 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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# Cisco 8800 series Key Expansion Module setup overview

**Figure 5: Key Expansion Module with Single LCD Screen**



**Figure 6: Cisco IP Phone 8851/8861 Key Expansion Module with Dual Screen**



**Figure 7: Cisco IP Phone 8865 Key Expansion Module with Dual Screen**



The Cisco IP Phone 8800 Key Expansion Module adds extra programmable buttons to the phone. The programmable buttons can be set up as phone speed-dial buttons, or phone feature buttons.

There are 3 expansion modules available:

- Cisco IP Phone 8800 Key Expansion Module—Single LCD screen module, 18 line keys, 2 pages, two-column display only.
- Cisco IP Phone 8851/8861 Key Expansion Module—Dual LCD screen module for audio phones, 14 line keys, 2 pages, one-column display only.
- Cisco IP Phone 8865 Key Expansion Module—Dual LCD screen module for video phones, 14 line keys, 2 pages, one-column display only.



**Note** The Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module require Firmware Release 11.2(3) or later.

You can use more than one expansion module per phone. But each module must be the same type. You cannot mix Cisco IP Phone 8800 Key Expansion Module with a Cisco IP Phone 8851/8861 Key Expansion Module or with a Cisco IP Phone 8865 Key Expansion Module. You cannot mix audio expansion modules with video

expansion modules. You also cannot use a video expansion module on an audio phone or an audio expansion module on a video phone.

The following table lists the phones and the number of key expansion modules that each model supports.

**Table 11: Cisco IP Phones and Supported Cisco IP Phone 8800 Key Expansion Module**

Cisco IP Phone Model	Supported Number of Key Expansion Modules and Buttons
Cisco IP Phone 8851	2; single LCD screen, 18 line keys, two pages, providing 72 buttons
Cisco IP Phone 8861	3; single LCD screen, 18 line keys, two pages, providing 108 buttons
Cisco IP Phone 8865	3; single LCD screen, 18 line keys, two pages, providing 108 buttons,

**Table 12: Cisco IP Phones and Supported Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module**

Cisco IP Phone Model	Supported Numbers of Key Expansion Modules and Buttons
Cisco IP Phone 8851	2; dual LCD screen, 14 line keys, two pages, providing 56 buttons
Cisco IP Phone 8861	3; dual LCD screen, 14 line keys, two pages, providing 84 buttons
Cisco IP Phone 8865	3; dual LCD screen, 14 line keys, two pages, providing 84 buttons

## Key Expansion Module power information

If you use a key expansion module with your IP phone, then Power over Ethernet (PoE) is enough to power your expansion modules. But, your phone must have an IP address in order to charge the expansion module.

A power cube is needed for smartphone or tablet charging when your key expansion module is attached.

A key expansion module uses 48V DC, 5W per module. If you are charging a smartphone or a tablet, note the following:

- Side USB: Up to 500mA/2.5W charging
- Back USB: Fast charging, Supports up to 2.1A/10.5W charging

Table 13: Power-Supply Compatibility for Cisco IP Phone 8800 Key Expansion Module

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8851 with 1 key expansion module	Yes	Yes	Yes
8851 with 2 key expansion modules	No	No See the third note below	Yes
8861 with 1 key expansion module	No	Yes	Yes
8861 with 2 key expansion modules	No	Yes See the first note below	Yes
8861 with 3 key expansion modules	No	Yes See the first note below	Yes

**Note**

- The fast-charging feature on the back USB does not work when more than one key expansion module is attached to a Cisco IP Phone 8861 using 802.3at PoE.
- The fast-charging feature on the back USB doesn't work when more than one key expansion module is attached to a Cisco IP Phone 8861, unless Cisco Universal PoE (UPoE) is used.
- Cisco IP Phone 8851 with 2 key expansion modules works on 802.3at PoE only with v08 or later hardware. You can find the phone version information on the lower back of the phone as part of the TAN and PID label. Version information is also located on the individual phone packaging.

Table 14: Power-Supply Compatibility for Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8851 with 1 key expansion module	Yes	Yes	Yes
8851 with 2 key expansion modules	No	Yes See the third note below	Yes
8861 and 8865 with 1 key expansion module	No	Yes	Yes
8861 and 8865 with 2 key expansion modules	No	Yes See the first note below	Yes

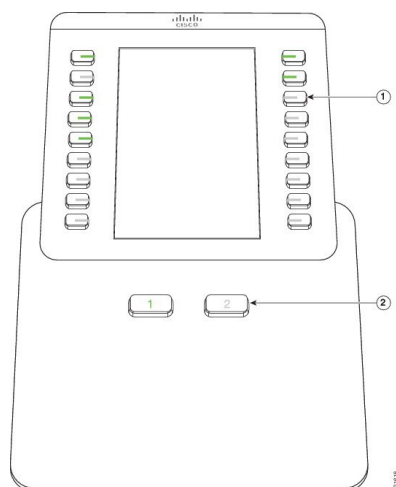
Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8861 and 8865 with 3 key expansion modules	No	Yes See the first note below	Yes

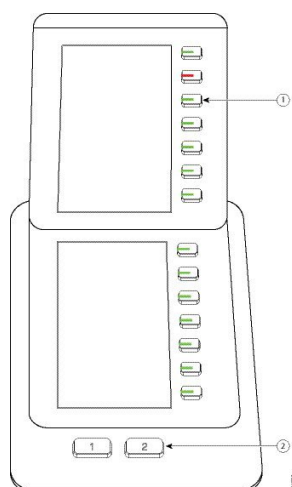
**Note**

- The fast-charging feature on the back USB does not work when more than one key expansion module is attached to a Cisco IP Phone 8861 and 8865 using 802.3at PoE.
- The fast-charging feature on the back USB doesn't work when more than one key expansion module is attached to a Cisco IP Phone 8861 and 8865, unless Cisco Universal PoE (UPoE) is used.
- Cisco IP Phone 8851 with 2 key expansion modules works on 802.3at PoE only with v08 or later hardware. You can find the phone version information on the lower back of the phone as part of the TAN and PID label. Version information is also located on the individual phone packaging.

## Key Expansion Module buttons and hardware








*Figure 8: Cisco IP Phone Key Expansion Module (Single LCD) Buttons and Hardware*



**Figure 9: Cisco IP Phone Key Expansion Module (Dual LCD) Buttons and Hardware**

The following table describes the features of the key expansion module.

**Table 15: Key Expansion Modules Buttons and Hardware**

	<p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p>
1	<p>Lighted buttons—Line buttons. Each button or pair of buttons corresponds to one line. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> <li>•  light off—Button is not configured.</li> <li>•  green steady LED—Line is configured correctly is in idle state.</li> <li>•  red steady LED—Line in use and have an active call on it.</li> <li>•  amber steady/blinking LED—A configuration error occurred when this feature was being set up.</li> </ul>
2	<p>Shift buttons—2 buttons. The button for page 1 is labeled as <b>1</b> and the button for page 2 is labeled as <b>2</b>. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> <li>•  green steady LED—Page is in view.</li> <li>•  light off—Page is not in view.</li> <li>•  amber steady LED—Page is not in view with one or more alerting calls on the page.</li> </ul>



## Column modes

If you are using the Cisco IP Phone 8800 Key Expansion Module, two-column mode is the default on the Cisco IP Phone 8800 Key Expansion Module.

The Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module only support one-column mode and these key expansion modules do not support two-column mode.

### One-Column Mode

One-column mode in Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module—Each button on the right of the screen is assigned to a speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 14 items on page 1, and up to 14 items on page 2.

**Figure 10: Cisco IP Phone 8851/8861 Key Expansion Module**



**Figure 11: Cisco IP Phone 8865 Key Expansion Module**



### Two--Column Mode

If you are using Cisco IP Phone 8800 Key Expansion Module single-LCD screen expansion module, you can set up the module in two-column mode.

In two-column mode, each button on the left and right of the screen is assigned to a speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2.


Figure 12: Cisco IP Phone 8800 Key Expansion Module



## Allocate a Key Expansion Module type with the phone menu

You can assign the type of key expansion module that the phone supports.


### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **User preferences > Attendant console preferences > KEM type**.
  - Step 3** Select the key expansion module type.
  - Step 4** Press **Save**.
- 

## Adjust the screen brightness

You can change the brightness of the key expansion module screen to make it easier to read.

### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **User preferences > Attendant console preferences**.
  - Step 3** Enter a number between 4-15.
  - Step 4** Press **Set**.
-

## Modify a speed dial on a Key Expansion Module

If one of the line keys on the key expansion module is configured as a speed dial, you can press the line key to change the speed-dial number. You can also verify this change by checking the **Unit** field on the phone web page. When the line keys on the key expansion module are configured as a blf, blf+call pickup, blf+call park, or call park, you cannot change the speed-dial number when you press the line key.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Press a key expansion module speed-dial key for at least 2 seconds.  |
| <b>Step 2</b> | In the <b>Define Speed Dial</b> window, add the speed-dial name and phone number to call when you press the key expansion module speed-dial key. |
| <b>Step 3</b> | Press <b>Save</b> .  |
- 

## View the UDI Information of the Key Expansion Module

You can view the Unique Device Identifier (UDI) information of the key expansion module. The UDI information includes:

- Product name (PID)
- Product Version ID (VID)
- Serial number (SN)

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Press <b>Applications</b>  . |
| <b>Step 2</b> | Select <b>Status &gt; Accessories &gt; Attendant console unit n</b> .   |
- 

## Add Features or Menu Shortcuts to Key Expansion Module Line Keys

After you configure a line key on the key expansion module with a menu shortcut or a feature, you can press the configured line key to open the menu or access the feature.

### Before you begin

Your administrator must enable this feature on your phone.

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Press and hold a line key for two seconds. The available feature list is displayed. |
| <b>Step 2</b> | Do the following actions as you need:   |

- Select a feature from the list to add it to the line key.
- Select a menu item from the menu shortcut list to add it to the line key.

**Step 3** Press **Set**.

---

## Use Key Expansion Module Line as a SIP Line (8800 only)

When an extension is assigned to the key expansion module line key by your administrator, you can use the key expansion module line key as a SIP line.

### Before you begin

Your administrator has configured the key expansion module line key as a SIP line.



**Note** This feature is only available in Cisco IP phone 8851, 8861, and 8865. Only video key expansion module and audio key expansion module support this feature.

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### Procedure

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- Step 1** Select a key expansion module line key, when there is an incoming call in a phone line that is assigned to the selected key expansion module line key, you can answer it from the key expansion module line key. You can also perform hold and resume using **Hold** and **Resume** softkeys.
- Step 2** Select a key expansion module line key, for any outgoing call in a phone line that is assigned to the selected key expansion module line key, control the call from the key expansion module key. You can also perform hold and resume using **Hold** and **Resume** softkeys.
- 

## Remove Features or Menu Shortcuts from Key Expansion Module Line Keys

### Procedure

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- Step 1** Press and hold the line key on the key expansion module for two seconds. The feature list is displayed.
- Step 2** Select **None** from the list and press **Set**.
-