



Introduction	Cisco IP Phones 6900 Series	Cisco IP Phones 7900 Series	IP Endpoint Multimedia Applications	Summary
Cisco SIP Phones 3900 Series	Cisco IP Phone 7800 Series	Cisco IP Phones 8800 Series	Analog Telephone Adaptor & Accessories	Additional Information

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Cisco IP Phone Portfolio





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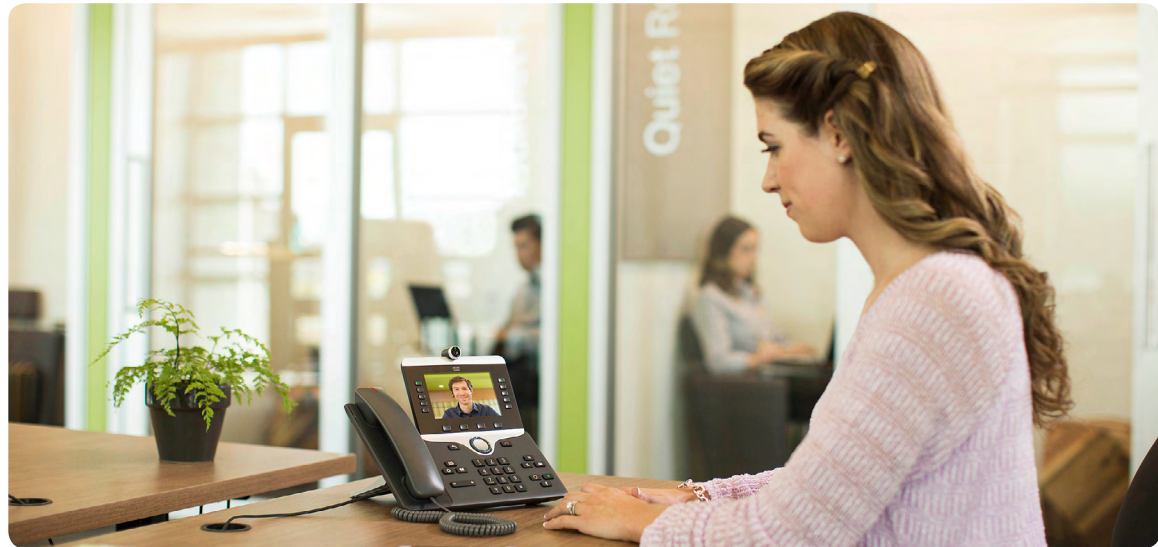
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Introduction



Leading the Way in Collaboration

Cisco® IP Phones empower your business with a new collaboration experience that connects the right people with the right information at the right time, so you can accelerate team performance and maximize your business results. Effective collaborative experiences among teams, communities, and individuals can also help you:

- Unlock the value of your company's information with relevant, contextual collaboration, whether at the desktop or if mobile within a campus.
- Harness the power of your busy professional staff by enabling them to collaborate confidently with customers, partners, colleagues, and suppliers.



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- Maximize interaction with subject-matter experts (SMEs) by taking advantage of pervasive presence and conferencing capabilities.
- Transform business processes and reduce costs with interactive high-quality, business-grade high-definition video communications.
- Get access to a broad suite of optional third-party endpoint applications and accessories to innovate new workflows.

Cisco began developing voice over IP (VoIP) communications and collaboration solutions in 1997 and has provided them longer than any other vendor in the industry. According to Synergy Research, Cisco is the number one overall voice and video communications equipment vendor in the world and the leader in most unified communications categories, including conferencing and messaging.

Cisco leads the unified communications and collaboration market with:

- **More unified communications installations:** Cisco has more than 100,000 unified communications customers worldwide.

- **More IP endpoints:** Cisco has shipped 95 million IP phones since its entry into VoIP communications.
- **Competitive advantage:** More than 95 percent of Fortune 500 companies now use Cisco Collaboration Solutions to build competitive advantage.

In today's 24x7 global economy, your business must meet the needs of a wide range of users with different communications styles and distinct workspaces. Workers are more geographically dispersed spanning different time zones. Use of conferencing (audio and video) is increasing exponentially in order to connect workers who often work in teams. Yet, the internet is full of media reports that postulate that the death of the desk phone has arrived.

Surveys of actual users suggest this is far from the case. In fact, recent survey research of 505 knowledge workers published by CIO Online¹ indicated that 74% of professionals prefer to make calls from a desk phone often to very often and 65% preferred to take their business calls on a desk phone.

¹ CIO Online, "Is the Desk Phone Obsolete?" October 15, 2015.



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Thus, the need for continued investment at the desktop remains to deliver a simpler, more comprehensive, integrated and ultimately, more productive collaborative experience.

This brochure provides you with an overview of each Cisco IP Phone model. This can help you determine which Cisco desk phones would be the best fit within your organization and how they can help you maximize your return on investment for your business and in Cisco collaboration solutions.

The Cisco IP Phone portfolio includes an impressive portfolio of user-friendly, full-featured VoIP and video phones that can meet the needs of your entire organization, from:

- The company lobby to the desk of your busiest managers
- The hospital, retail or manufacturing floor to the executive suite
- The home office
- The campus mobile worker
- A branch-office site to a corporate headquarters

This brochure is designed to help you understand the different capabilities of Cisco IP Phones, which include:

- **Affordable, occasional-use and specialty VoIP communications:**
 - Cisco Unified SIP Phone 3900 Series and Cisco Unified IP Phones 6900 Series
- **General business VoIP communications:**
 - Cisco IP Phone 7800 Series and Cisco Unified IP Phones 7900 Series
- **Advanced HD video, VoIP and mobile communications**
 - Cisco IP Phone 8800 Series
- **Multimedia applications for Cisco IP Phones**
- **Analog telephone adaptors and accessories**

3900 Series

Figure 1. Compact, Simple, Single-Line Analog Replacement



Cisco Unified SIP Phone 3900 Series

Occasional-Use VoIP Communications

The Cisco Unified SIP Phone 3900 Series is an entry-level VoIP endpoint that delivers basic telephony features at a very affordable price. The 3900 Series is fully localized for use around the world and well-suited for settings with occasional needs for VoIP communications, such as:

- Lobbies
- Classrooms
- Laboratories
- Hallways

Cisco Unified SIP Phone 3905

The single-line Cisco Unified SIP Phone 3905 is an affordable, entry-level VoIP endpoint designed to grow with your small, midsize, or enterprise organization (Figure 1).

A monochrome display supports caller ID, call history, and phone information, making it easy to use. It is compact, can be wall-mounted, and includes a traditional handset and a standard 12-digit dial pad. A 2-way navigation button with a select key enables users to navigate up and down menus and text that is presented on the display.

IT administrators will find the Cisco SIP Phone 3905 easy and less costly to administer, install, and maintain. It comes standard with an integrated Ethernet switch to support a co-located PC at the desk. Thus, it can be an option for customers seeking to deploy it at a desk for users with light voice communications needs. The phone reduces both cabling at the desk and initial installation costs.



3900 Series

The Cisco Unified SIP Phone 3905 includes the following features:

- Full-duplex speakerphone for 2-way conversations
- Built-in IEEE 10/100 switch to reduce desktop clutter and installation costs for desktop deployments
- Support for 2 concurrent calls per line with a busy trigger
- Graphical monochrome 2-line display
- Message-waiting indicator (MWI) light
- Volume control rocker
- Fixed feature keys for one-touch access to redial, transfer, hold/resume, mute, and speakerphone
- Single-fold foot stand for optimal viewing and comfortable use of keys

The Cisco SIP Phone 3905 can be the ideal solution for:

- Occasional-to-light, cost-effective voice communications
- Deployments where a headset is not required
- Settings where basic telephony feature capabilities meet your needs
- Environments where a basic level of endpoint security is sufficient given infrequent use

6900 Series

Figure 2. Compact, Eco-Friendly, and Cost-Effective



Cisco Unified IP Phone 6901

Specialty-Use VoIP Communications

Cisco Unified IP Phones 6900 Series

The affordable Cisco Unified IP Phone 6900 Series delivers cost-effective VoIP communication services for specialty, occasional-use settings. It offers a very sleek, trim, and Earth-friendly, ergonomic design.

For Specialty-Use Settings

Cisco Unified IP Phone 6901

The single-line Cisco Unified IP Phone 6901 (Figure 2) is an entry-level endpoint that is ideal for occasional-use, specialty settings such as:

- Lobbies
- Cafeterias
- Hallways
- Elevators
- Conference centers
- Hotel guest restrooms

The Cisco Unified IP Phone 6901 delivers a simple, intuitive user experience that includes:

- Fixed keys for hold, redial, and call waiting
- Message-waiting and incoming-call indication LEDs on its handset
- Two concurrent incoming calls when using the call-waiting feature
- Transfer and conference capabilities through a hook switch (users simply tap the hook switch to transfer a call)
- Easy viewing angles on desks using a folding foot stand
- Option for wall-mounting with third-party wall-mount plates
- Seven user-adjustable ringtones

[Specialty-Use VoIP Communications](#)

[For Specialty-Use Settings](#)



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7800 Series

Figure 3. Cost-Effective, High-Quality, Secure Voice Communications



IP Phone 7800 Series

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

General Business VoIP Communications

The Cisco IP Phone 7800 Series (Figure 3) delivers affordable, high-fidelity and secure Session Initiation Protocol (SIP)-based VoIP communications to help make your employees more productive in their day-to-day interactions and advance your business goals. Along with the [Cisco IP Phone 8800 Series](#), they deliver the best audio experience Cisco has delivered in an IP Phone to date, with state-of-art technology enhancements to both speaker and microphone.

The Cisco IP Phone 7800 Series is an ideal cost-effective solution for small-to-large companies. Customers who are interested in migrating from older analog and digital telephony desk endpoints to Cisco Unified Communications, as well as existing Cisco customers who wish to expand or update their investment in VoIP communications endpoints are great candidates for this series.

In addition, customers seeking investment protection for their desktop endpoints, as they assess migration from on-premises to cloud delivery models for their business, now or in the future, can take advantage of the flexible delivery options supported by this latest generation portfolio. Whether on-premises with support from Cisco Business Edition and Cisco Unified Communications Manager infrastructure solutions, cloud delivery with Cisco Spark or Hosted Collaboration Solution or a hybrid configuration, which blends calling, messaging and meeting services between the two, the Cisco IP Phone 7800 Series can meet your business needs. The endpoints in this series can even be redeployed across these options should your strategy or business needs change. Even customers with investment in select hosted third-party call-control platforms shall also be able to take advantage of the IP Phone 7800 Series².

²Contact your Cisco representative for timing availability with third-party hosted providers. Providers targeted for testing include Asterisk, Broadsoft, Gamma, Metaswitch, Ring Central and 8x8. Customers should note that telephony features may vary by platform vendor and you are encouraged to engage your vendor of choice to determine supported features with the IP Phone 7800 Series and if these features shall meet your business needs.



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7800 Series

Figure 4. Reliable, Secure, Comprehensive VoIP



IP Phone 7821

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

The IP Phone 7800 Series, along with the 8800 Series described later in this brochure, are the best audio-performing IP phones Cisco has ever delivered since making IP Phones in the late 1990's. Wideband audio (G.722) comes standard with the multi-line models, while an optional wideband handset is available with the single-line model. The 7800 Series hardware- has been enhanced for higher performance with echo cancellation, meeting European Telecommunications Standards Institute (ETSI) compliance. In addition, vibration isolation of the hardware has been applied to both speakers and microphones, resulting in a higher-quality communications experience than has been delivered before.

The Cisco IP Phone 7800 Series supports an advanced feature that enables multiple-calls-per-line appearance on all its models. With this feature, you can take advantage of more sophisticated call-navigation capabilities with support for multiple calls on a per-line basis. For example, on the 2-line IP Phone 7821, you can be on an active call and navigate to pick up a second incoming call on the same

line, while the first call is automatically placed on hold. You can then switch back and forth between these two call sessions as required. This capability offers your organization sophisticated and powerful communication options that are not typically available from traditional telephony devices.

The 7800 Series³ supports secure connectivity for remote worker access to the Cisco network, such as for full-time teleworkers. [Cisco Expressway](#), which resides at the edge of your network, enables you to connect these workers without need for dedicated VPN hardware or a VPN client for the 7800 Series phone. Cisco Expressway makes it easier for remote workers to get up and running quickly (i.e., time-to-live), while reducing the costs of administration for IT.

The IP Phone 7800 Series introduces 4 models to the portfolio. The models range in their support, from a single line model for users with light voice communications needs to a 16-line model for highly active users of VoIP communications.

³Support is provided on 7821, 7841, and 7861 endpoints with IP Phone software update 10-3-1-1 or later. The 7811 supports with software update 11.0 and later.

7800 Series

Figure 5. High-Fidelity, Crystal-Clear Audio Quality



IP Phone 7841

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

The IP Phone 7800 Series models offer the following features and capabilities as standard:

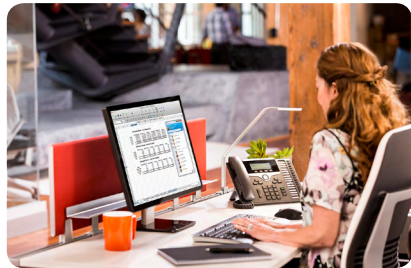
- High-fidelity audio (i.e., G.722 wideband) through speaker, handset, and headset for crystal-clear audio quality and performance on most models
- Grayscale, high-resolution liquid crystal displays on most models for easy viewing at a glance
- Fixed keys for common telephony features such as conference, transfer, hold/resume, directory, and services plus 2-way navigation button
- Single- and 2-position foot stands to optimize viewing angles under varied lighting conditions (model dependent)
- Programmable line/feature keys for flexibility in assigning lines or features, such as speed dials (number varies by phone model)
- Tricolor LEDs on programmable line keys for call-status notification at a glance
- Support for “VPN-less” connectivity with [Cisco Expressway](#)
- Single- and multiple-call-per-line appearance capability, delivering more powerful and flexible call navigation and session management
- Four context-sensitive programmable soft keys for more dynamic feature interaction and enhanced user experience
- Full-duplex speakerphone, increasing personal productivity when engaged in multiparty conversations
- Electronic hook switch for enhanced call management (initiate, answer, end, and mute calls) through third-party headsets by using IP Phone 7800 Series auxiliary ports (most models)
- IEEE-integrated switches to reduce costs of infrastructure to the desk by routing PC traffic through the 7800 Series endpoint (speed varies by endpoint model)
- Low power consumption as IEEE Power over Ethernet (PoE) Class 1 devices for all models
- Power-save option on most models that can reduce power consumption, in off hours, up to 60 percent versus the phone in idle state with Cisco EnergyWise™ technology
- Color options of charcoal and white available on most models



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7800 Series

Figure 6. Eco-Friendly with Low Power Consumption








IP Phone 7861

Optional features of the Cisco IP Phone 7800 Series include:

- **Wall-mount kit:** Kits are available for each model (ordered separately)
- **Bezel customization:** You can replace the standard black bezel with a silver bezel (all models except 7811)
- **Hosted third-party call control:** The 7800 Series, with its SIP interoperability and a

standalone software release, can be deployed on hosted third party call control solutions for customers with investments in the following platforms planned for testing: Asterisk, Broadsoft, Gamma, Metaswitch, Ring Central and 8x8. Consult your Cisco representative for further details or send an email to 3pcc-7800-8800@external.cisco.com.

User Profiles for IP Phone 7800 Series

 <p>InfoWorker (7811, 7821, 7841)</p>	 <p>Manager/ Administrative Staff (7841, 7861)</p>	 <p>Teleworker (7821, 7841)</p>	 <p>Deskless Worker (7811, 7821, 7841, 7861)</p>	 <p>Customer Care (7861)</p>
 <p>Retail (checkout, help desks, headquarters, care agents)</p>	 <p>Healthcare (patient rooms, nurses' stations, doctor's offices, hospital administration)</p>	 <p>Hospitality (lobbies, guest rooms, front and concierge desks)</p>	 <p>Education (classrooms, administration, common areas)</p>	

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

7800 Series

Figure 7. For Light Voice Communication Needs



IP Phone 7811 in Charcoal

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

For Light-Use VoIP Communications

Cisco IP Phone 7811

The single-line Cisco IP Phone 7811 (Figure 7) is ideal for information workers and teleworkers with light VoIP communication needs.

It delivers a high-quality narrowband audio experience as standard. A wideband handset is available as an option for customers who wish to enhance their audio experience across the range of highs to lows.

The 7811 comes with an IEEE 10/100 integrated switch to support a co-located PC.

The display is 3.28-inch (8.3 cm) monochrome.

A wall-mount kit is optionally available for the 7811 to support spaces without a desk or where desk space is limited.

The 7811 is available in charcoal and comes with a single-position footstand.

The 7811 supports text-based Extensible Markup Language (XML) and Computer Telephony Integration (CTI) applications.

7800 Series

Figure 8. For Light-to-Moderate Voice Communications



Cisco IP Phone 7821 in Charcoal and White

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

Light-to-Moderate Use VoIP Communications

Cisco IP Phone 7821

The 2-line Cisco IP Phone 7821 (Figure 8) is an ideal choice for information workers and teleworkers. It is well-suited for users who have light-to-moderate VoIP communications needs.

The 7821 has a 3.5-inch (8.9 cm) graphical, grayscale, 396 x 162 pixel-based display and is backlit.

It comes standard with an IEEE 10/100 integrated switch to support traffic from a co-located PC.

The 2 programmable line/feature keys feature tricolor LEDs that provide call status notification at a glance.

As options, a wall-mount kit is available for the 7821 for areas without desks or where desk space is limited. A replaceable silver bezel is also available for customers who wish to change out the black that comes standard with the endpoint.

The 7821 is available in charcoal and white. It comes with a 2-position footstand.

7800 Series

Figure 9. For Moderately-Active Users



Cisco IP Phone 7841 in Charcoal and White

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

Moderate-to-Active Use VoIP Communications

Cisco IP Phone 7841

The 4-line Cisco IP Phone 7841 (Figure 9) is an ideal endpoint for moderately active voice users. It is well suited for knowledge workers, administrative staff, managers, customer care agents, and supervisors who have moderate-to-active VoIP communications needs.

The 7841 has a 3.5-inch (8.9 cm) graphical, grayscale, 396 x 162 pixel-based display and is backlit.

The 4 programmable line/feature keys feature tricolor LEDs that provide call-status notification at a glance.

As options, a wall-mount kit for the 7841 is available for areas without desks or where desk space is limited. A replaceable silver bezel is also available for customers who wish to change out the black that comes standard with the endpoint.

The 7841 is available in charcoal and white. It comes with a 2-position footstand.

The 4 programmable line/feature keys come with tricolor LEDs to see call status at a glance. The Cisco IP Phone 7841 also comes standard with an IEEE PoE 10/100/1000 switch (Gigabit Ethernet) that supports the traffic from a collocated PC.

7800 Series

Figure 10. For Highly-Active Users



Cisco IP Phone 7861 in Charcoal and White

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

Highly Active-Use VoIP Communications

Cisco IP Phone 7861

The 16-line Cisco IP Phone 7861 (Figure 10) is designed for employees with active VoIP communications needs. It is well suited for administrative staff, managers, customer care agents, and supervisors.

The 7861 has a 3.5-inch (89 mm) graphical, grayscale, 396 x 162 pixel-based display and is backlit.

The 16 programmable line/feature keys offer tricolor LEDs to provide call-status identification at a glance.

An integrated IEEE 10/100 Ethernet switch supports the traffic from a co-located PC.

The Cisco IP Phone 7861 also includes a customizable, paper-label insert that can be locally printed for one-touch access to staff you contact frequently or other communications features. A clear film strip protects the paper label from dirt, spills, etc.





As options, a wall-mount kit for the 7861 is available for areas without desks or where desk space is limited. A replaceable silver bezel is also available for customers who wish to change out the black that comes standard with the endpoint.



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7800 Series

Table 1. Cisco IP Phone 7800 Series Key Features At-a-Glance

				
	7811	7821	7841	7861
Display	384 x 106 pixel-based, graphical monochrome display	396 x 162 pixel-based, graphical monochrome display with white backlight	396 x 162 pixel-based, graphical monochrome display with white backlight	396 x 162 pixel-based graphical monochrome display with white backlight
Wideband Audio	Optional	✓	✓	✓
Integrated HD Video	No	No	No	No
Programmable Line Keys	0	2	4	16
Ethernet Switch	10/100	10/100	10/100/1000	10/100
Headset Port	N/A	✓	✓	✓
Full Duplex Speakerphone	✓ (Narrowband)	✓	✓	✓
Wall Mountable	✓	✓	✓	✓

Wish to compare additional technical specifications across all IP Phone 7800 Series models or all available Cisco IP phones? Consult our online Endpoint Matrix: <http://www.cisco.com/c/dam/en/us/solutions/collateral/business-video/business-video/endpoint-product-matrix.pdf>.

[General Business VoIP Communications](#)

[User Profiles for IP Phone 7800 Series](#)

[For Light-Use VoIP Communications](#)

[Light-to-Moderate Use VoIP Communications](#)

[Moderate-to-Active Use VoIP Communications](#)

[Highly Active-Use VoIP Communications](#)

7900 Series

Figure 11. Large Display Screens, Rich Graphics, More Information



IP Phone 7900 Series

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

General Business VoIP Communications

Cisco Unified IP Phones 7900 Series

If your business requires business-grade voice communications, access to color displays and Gigabit Ethernet on select models, ruggedized voice-centric handsets for wireless LAN networks, and support for third-party endpoint XML-based applications, the Cisco IP Phone 7900 Series address these needs. The 7900 Series supports knowledge workers, administrative staff, managers, and executives with general business VoIP communication needs at the desk. Select models support actively mobile workers in more rigorous work roles with ruggedized voice communications.

The Cisco IP Phones 7900 Series (Figure 11) deliver these capabilities and enhance productivity with support for multiple call-per-line appearance on select models. With multiple-call-per-line appearance, you can take advantage of more sophisticated call navigation capabilities with support for multiple call sessions on a per-line basis. As a simple example, on a 2-line endpoint, you could be on

an active call and navigate to pick up a second incoming call on the same line, while the first call is automatically placed on hold. You can then switch back and forth between these two call sessions as required. This capability offers your organization sophisticated and powerful communication options that are not typically available from traditional telephony or hybrid systems.

Businesses that integrate custom and ready-to-use IP endpoint applications into their IP phones can:

- Reduce operating and administration costs.
- Increase revenue.
- Improve employee productivity.
- Enhance customer satisfaction and loyalty.
- Transform business processes.

7900 Series

Figure 12. High-Definition Audio, Rich Display Experience, High-Speed Connectivity



IP Phone 7945G, 7965G, and 7975G

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

General Business Voice-focused Endpoints

Cisco IP Phone 7945G, 7965G, and 7975 Endpoints

These endpoints (Figure 12) come standard with speakerphones and handsets to support wideband audio. An expanded application suite includes support for XML text and graphical applications. All support Gigabit Ethernet-integrated switches to reduce cabling at the desktop and installation costs. The 7945, 7965, and 7975 support backlit color displays.

The Cisco IP Phone 7945G includes the following capabilities:

- Two programmable backlit line/feature keys for quick access to communications
- A 5-inch (12.7 cm), backlit, high-resolution, 320- x 240-pixel graphical color display
- Wideband audio support on headset, handset, and full-duplex speakerphone

- Integrated IEEE 10/100/1000 switch ports, which support the switching of multimedia traffic from a co-located PC
- Four-way navigation cluster plus a select key, which allow you to scroll vertically and horizontally when navigating menus and directories

The Cisco IP Phone 7965G includes the following capabilities:

- Six programmable backlit line/feature keys for quick access to communications
- A 5-inch (12.7 cm), backlit, high-resolution, 320- x 240-pixel graphical color display
- Wideband audio support for headset, handset, and full-duplex speakerphone
- Integrated IEEE 10/100/1000 switch to support switching of traffic from a co-located PC
- Four-way navigation cluster plus a select key, which allow you to scroll vertically and horizontally when navigating menus and directories



7900 Series

The Cisco IP Phone 7975G builds on the features of the 7965G with:

- Eight programmable backlit line/feature keys for quick access to communications
- A 5.6-inch (14.2 cm), high-resolution, 320- x 240-pixel graphical color display with touchscreen

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

7900 Series

Figure 13. Robust Features, Wired-Equivalent Capabilities, Easily Programmed



IP Phone 7925G

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

Ruggedized In-Campus Mobility

Cisco Wireless IP Phones endpoints are for people who need to move about their workspace within a campus under more demanding environments, such as are found in healthcare, retail, manufacturing, hospitality, and oil and chemical industries. These handsets offer ruggedized exteriors to guard against breakage when dropped, permit quick exchange of and the ability to re-charge batteries, protect against dust and water, and deliver a comprehensive suite of Cisco unified communications features.

Cisco offers 3 wireless IP endpoints that deliver many of the same robust features and capabilities as equivalent wired Cisco IP Phones 7900 Series endpoints. You can program these phones with 6 lines or a combination of lines and features.

The Cisco Wireless IP Phone 7925G (Figure 13), 7925G- EX, and 7926G endpoints all include:

- A 2-inch (5.1 cm) 176- x 220-pixel color display

- Built-in full-duplex wideband audio speakerphones for high-quality, hands-free communications
- High-fidelity voice for exceptional voice quality
- Dedicated mute and volume buttons
- Support for 802.11 a, b, and g protocols
- Fast roaming and extension mobility
- XML-enabled applications such as displayed text and graphics-based messages and push-to-talk for a walkie-talkie-like experience
- “Office extend,” which enables you to access the same set of Cisco Unified Communications features you enjoy at work when you are at home
- Quality-of-service (QoS) assurance
- Robust wireless and voice security features with multiple standards

7900 Series

Figure 14. Rugged, Feature-rich, and Certified for Deployment in Industrial Environments



IP Phone 7925G-EX

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

Features of the compact and easy-to-hold Cisco Wireless IP Phone 7925G include:

- A ruggedized exterior that meets the military standard (MIL-STD 810F) for shock resistance
- Compliance with International Protection Standard (IP54) rated for ingress with dust and splashing water resistance
- Bluetooth v2.0 headset profiles, delivering added freedom from wires
- Expanded battery life that delivers a minimum of 13 hours talk time and up to 240 hours of standby time

The Cisco Wireless IP Phone 7925G-EX (Figure 14) builds upon the capabilities of the 7925G and extends Cisco Collaboration capabilities to hazardous environments. This rugged, feature-rich IP phone provides rich-media, collaborative communications specifically for mobile workers, and is certified for deployment in more challenging industrial environments such as oil refineries and chemical, utility, and manufacturing facilities.

The Cisco Wireless IP Phone 7925G-EX incorporates industry-standard yellow plastics for fast recognition in emergencies. The phone is designed with employee safety in mind. Certifications include:

- Atmospheres Explosibles (ATEX) Zone 2/ Class 22 certification, which protects employees from explosion risk in areas with an explosive atmosphere by preventing ignition of gas vapors through operation of the phone
- Canadian Standards Association (CSA) Class 1 Division 2 certification, which permits use of the phone in an environment where explosive gases are temporarily present
- International Protection Standard (IP64) rating for ingress, which means the device is sealed against dust and water

7900 Series

Figure 15. 2D Bar Scanner and Superior Mobile VoIP Communications Within The Campus



IP Phone 7926G

The Cisco Wireless IP Phone 7926G (Figure 15) also builds upon the features of the 7925G. It includes the addition of a 2-dimensional (2D) EA11 bar-code scanner. Unlike a one-dimensional (1D) bar-code scanner, which typically uses a laser to read the bar code, the 2D scanner uses LEDs to illuminate the image and take a picture. The phone then decodes the image and presents the barcode information to the back-end systems application. The addition of the 2D scanner makes the Cisco Wireless IP Phone 7926G ideal for environments that require scanning capability and unified communications in a single, cost-effective device. This device consolidation increases productivity, reduces total cost of ownership (TCO), and enhances responsiveness in customer interactions.

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

7900 Series

Figure 16. Scalable, Maximized Call Coverage, Personalized Communications



IP Phone Expansion Module 7916 with IP Phone 7975

Enhanced Access and Scalability

The Cisco IP Phone Expansion Modules 7916 (Figure 16) offers extended call-coverage capabilities for administrative personnel with 2 expansion modules. The module provides 12 physical keys for lines and features and via a second page key through its software, an additional 12 line/feature keys are made available for a total of 24 keys per module. The Cisco IP Phone 7975 is shown with the Cisco IP Phone Expansion Module 7916 (Figure 16).

With these modules, you can monitor and manage call status with additional buttons and an LCD screen to aid your organization in increasing responsiveness with a more personalized touch. In addition, keys on the modules can be programmed by IT to support one-click access to staff, making the calling experience far simpler for administrative staff and executives.

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)




[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)



7900 Series

Table 2. Cisco Unified IP Phone 7900 Series Key Feature Comparison (desk phones)

			
	7945G	7965G	7975G
Base number of lines/feature keys	2	6	8
Audio performance	Wideband	Wideband	Wideband
Power class	3	3	3
Display and pixels	5.0 in. (12.7 cm) color/320 x 240	5.0 in. (12.7 cm) color	5.6 in. color/320 x 240
USB port	No	No	No
Bluetooth	No	No	No
802.11 Wi-Fi	No	No	No
Cisco® Intelligent Proximity	No	No	No
Integrated switch	10/100/1000	10/100/1000	10/100/1000
USB charging	No	No	No
XML Applications	Text and Graphical	Text and Graphical	Text and Graphical
KEM support (7916)	No	Yes (2)	Yes (2)

Wish to compare additional key technical specifications across all Cisco Unified IP Phone 7900 Series models or all Cisco IP phones? Consult our Endpoint Matrix online: <http://www.cisco.com/c/dam/en/us/solutions/collateral/business-video/business-video/endpoint-product-matrix.pdf>.

[General Business VoIP Communications](#)

[General Business Voice-focused Endpoints](#)

[Ruggedized In-Campus Mobility](#)

[Enhanced Access and Scalability](#)

8800 Series

Figure 17. Next-Generation Video, Voice and In-Campus Mobile Communications for Today's Workforce



Cisco IP Phone 8800 Series in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
- [High-Performance Audio Conferencing](#)
- [VoIP Communications to Enhance Collaboration](#)
- [Entry to HD Desktop Video Collaboration](#)
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- [Share Telephony Experiences between Desk and Mobile](#)
- [Elevate Collaboration with Entry to HD Desktop Video](#)
- [Add Convenience and Extend Investment](#)

Next-Generation Video and Voice Communications

Cisco IP Phone 8800 Series

The Cisco IP Phone 8800 Series (Figure 17) is the advanced endpoint portfolio that delivers ease of use with superior performance. With the IP Phone 8800 Series, your business can benefit from cost-effective, reliable, secure, and scalable high-definition voice over IP communications. On select models, you can also get:

- Affordable entry to 720p high-definition (HD) video communications to video-enable your entire organization,
- Telephony feature integration support with Cisco's Intelligent Proximity for Mobile Voice when using personal mobile devices
- In-campus mobile communications within wireless LAN (WLAN) networks for workers in more rigorous, industrialized work settings.
- High-performance audio conferencing for small-to-large conference rooms up to 1140 square feet (106 square meters) and up to 42 participants in the room.
- Choice of two user experience modes for call handling and navigation (IT configured)

Nine models are available with the IP Phone 8800 Series that range in their support to address the needs of knowledge workers, managers, executives, customer care staff. Specialty deployments are supported for audio conference rooms and in-campus mobile workers in rigorous work environments. The 8800 Series includes desk models 8811, 8841, 8845, 8851, 8861, 8865, and specialty models include IP Conference Phone 8831 for executive offices and small-to-large conference rooms and the 8821 and 8821-EX for in-campus mobile workers. The 8845 and 8865 support entry to 720p HD video.

With the 8800 Series and HD video, you can:

- Elevate and personalize communications to improve the quality and speed of decision making.
- Enhance collaboration between geographically dispersed teams and workgroups to accelerate team performance.
- Enable busy employees to meet "face-to-face" from without ever leaving their offices.

8800 Series

Figure 18. Bring Desktop and Mobile Closer Together



Cisco Intelligent Proximity for Mobile Voice and IP Phone 8861

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- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
- [High-Performance Audio Conferencing](#)
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- Scale compelling integrated collaboration experiences across your organization quickly and cost-effectively.
- Collaborate with confidence – within your business and between businesses.

The 8800 Series, along with the 7800 Series described earlier in this brochure, are the best audio-performing IP phones Cisco has ever delivered. Wideband (G.722) audio is supported on all models and the 8811, 8841, 8845, 8851, 8861, and 8865 desk endpoints are hardware-enhanced for higher performance on echo cancellation, meeting European Telecommunications Standards Institute (ETSI) compliance. In addition, vibration isolation of the hardware has been applied to both speakers and microphones, resulting in a higher-quality communications experience.

With Cisco Intelligent Proximity for Mobile Voice (Figure 18), Cisco is bringing the worlds of desktop and mobile closer together to support how your workforce wishes to work. The IP Phone 8845, 8851, 8861, and 8865 models support this feature. It enables import of both your contacts and call history from your mobile device to these desk phones. In addition, users

have the ability to move the audio path of active voice and video calls to these desk phones to enjoy the superior acoustical properties they can deliver. Support of personal mobile devices is OS-independent and the personal devices can be either smartphones or tablets.

While not a feature of Cisco Intelligent Proximity, because the IP Phone 8851, 8861, and 8865 models offer USB support, you can even charge your personal mobile devices from a USB port on these phones as an added convenience when you are at your desk. The IP Phone 8851 supports smartphone charging. The IP Phones 8861 and 8865 support both smartphone and tablet fast charging.

All desktop models, excluding the specialty single-line 8831 conference phone, support multiple-call-per-line appearance. With multiple-call-per-line appearance, you can take advantage of more sophisticated call-navigation capabilities with support for multiple call sessions on a per-line basis. For example, you can be on an active call and navigate to pick up a second incoming call on the same line, while the first call is automatically placed on hold. You can then switch back and forth between these 2 call sessions as required.

8800 Series

Figure 19. Interactive and engaging collaboration with HD video



IP Phone 8865

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- [VoIP Communications to Boost Productivity](#)
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This capability offers your organization sophisticated and powerful communication options that are not typically available from other communication systems. Single-call-per-line appearance is supported on all models.

In addition, these desktop models offer users the choice of two experience modes for their call handling and navigation based on their user preference. The modes are configured by IT and while they cannot be inter-mixed on a given phone, one mode can be exchanged for another based on a user's comfort and needs. Session Mode, which has been the standard with the 8800 Series since its introduction, offers users five programmable line/feature keys to the left of the display and five session keys to the right of the display. Session keys provide visual status of each call on each line (i.e., active, on-hold). A new mode, entitled Enhanced Line Mode available with Phone OS 11.5 and later software, delivers up to ten programmable line/feature keys. Thus, the five session keys in Session Mode become programmable line/feature keys in Enhanced Line Mode. Users of 7962, 7965 and 7975 phones will find this experience quite similar – making a transition to the IP Phone 8800

Series a far more seamless call handling and navigation experience.

Finally, customers seeking investment protection for their desktop endpoints, as they assess migration from on-premises to cloud delivery models for their business, now or in the future, can take advantage of the flexible delivery options supported by this latest generation portfolio. Whether on-premises with support from Cisco Business Edition and Cisco Unified Communications Manager infrastructure solutions, cloud delivery with Cisco Spark or Hosted Collaboration Solution or a hybrid configuration, which blends calling, messaging and meeting services between the two, the Cisco IP Phone 8800 Series can meet your business needs. The endpoints in this series can even be redeployed across these options should your strategy or business needs change. Even customers with investment in select hosted third-party call-control platforms will be able to take advantage of the IP Phone 8800 Series⁴.

⁴Phone software update 10-3-1-1 or later is required to support third-party call control. Features may vary by third-party provider. Planned for testing are Asterisk, Broadsoft, Gamma, Metawitch, Ring Central and 8x8. Contact your Cisco representative for further availability details on your provider of choice.

8800 Series

Figure 20. Increase Productivity with High-Quality Voice Communications



Cisco IP Phone 8851

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- [VoIP Communications to Boost Productivity](#)
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The 8800 Series supports secure connectivity for remote worker access to the Cisco network, such as for full-time teleworkers. [Cisco Expressway](#), which resides at the edge of your network, enables you to connect these workers without need for dedicated VPN hardware or a VPN client for the 8800 Series phone. Cisco Expressway makes it easier for remote workers to get up and running quickly (i.e., time-to-live), while reducing the costs of administration for IT.

Common user features to the IP Phone 8811, 8841, 8845, 8851 (Figure 19), 8861, and 8865 models follow:

- Support from 5-to-10 lines⁵ with two user selectable options for added flexibility in call management
- More intuitive, easier-to-use experience with the highest-resolution, backlit, graphical widescreen VGA, 800- x 480-pixel displays in the Cisco IP Phone portfolio (grayscale or color is model-dependent)

- Increased productivity with easier navigation of menus and call-transaction status using the 5-way navigation cluster and 4 context-sensitive soft-label keys
- Enhanced tactile feel and reduced errant dialing with rounded ergonomic fixed keys
- Fixed keys for commonly used functions including messaging, directory, services, transfer, conference, mute, headset, speakerphone, hold, and release
- Replaceable silver bezel option for the black bezel that comes standard with these phones

IT features common to the IP Phone 8811, 8841, 8845, 8851, 8861 and 8865, unless otherwise noted, include:

- Flexible deployment options with support from Cisco communication servers, whether on-premises or in the cloud with Cisco Spark, hybrid configurations with a blend of on-premises and cloud support, and third-party hosted call-control platforms⁶

⁵ Session Mode supports up to five configurable lines. Enhanced Line Mode available with Phone OS 11.5 and later is a new user option and supports up to 10 configurable lines.

⁶ Contact your Cisco representative for availability timing details and supported third-party hosted call-control platforms. Platforms planned for testing are Asterisk, Broadsoft, Gamma, Metaswitch, Ring Central and 8x8. Features may vary by vendor. Contact your Cisco representative for further availability details on your provider of choice.

8800 Series

Figure 21. Work Your Way with Mobile Device Integration



IP Phone 8861 with Cisco Intelligent Proximity

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[Ruggedized In-campus Mobility](#)

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[Share Telephony Experiences between Desk and Mobile](#)

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- Support for 802.3af/at PoE to reduce installation and infrastructure costs by eliminating or reducing the need for local power supplies
- Gigabit Ethernet-integrated switches on all models to reduce IT administration and cabling costs at the desk while efficiently and effectively processing the traffic from a co-located multimedia PC
- Integrated VPN client to help keep conversations private
- Support for [Cisco Expressway](#) enabling “VPN-less” client connectivity to the network for remote workers
- Reduced energy costs and carbon footprint in off-work hours with support from [Cisco EnergyWise](#)® technology
- SIP for greater interoperability and flexibility
- Optional wall-mount kit to deploy in more space-constrained environments

User Profiles for IP Phone 8800 Series

 <p>Infoworker (8811, 8841, 8845, 8851, 8861, 8865)</p>	 <p>Manager, Executive, Administrative (8851, 8861, 8865)</p>	 <p>Teleworker (8811, 8841, 8845, 8851, 8861, 8865)</p>	 <p>Deskless Worker (8811, 8845, 8851, 8861, 8865, 8821/EX)</p>
 <p>Customer Care (8841, 8845, 8851, 8861, 8865)</p>	 <p>In-Campus Mobile (8821/8821-EX)</p>	 <p>Audio Conferencing (8831)</p>	

8800 Series

Figure 22. Voice Communications to Boost Productivity



Cisco IP Phone 8811 in Charcoal and White

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- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
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VoIP Communications to Boost Productivity

Cisco IP Phone 8811

The Cisco IP Phone 8811 (Figure 22) delivers highly secure and powerful mission-critical VoIP communications that are easy to use. The 8811 is ideal for knowledge workers and teleworkers in small to large enterprises. With its support of [Cisco EnergyWise](#) technology, the 8811 is a Class 2 PoE device so it is both cost-effective and Earth-friendly.

Unique to the Cisco IP Phone 8811 is a 5-inch (12.7 cm), backlit, graphical, grayscale widescreen VGA display (800 x 480 pixels).

8800 Series

Figure 23. Ruggedized In-Campus Mobility



Wireless IP Phone 8821 and 8821-EX

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- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
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Ruggedized In-Campus Mobility

Wireless IP Phone 8821 and 8821-EX⁷

If you have workers who are mobile within a Wireless LAN (WLAN) enabled campus for much of their workday, and whose roles are more rigorous in nature requiring devices with resilient, hardened exteriors, then the Wireless IP Phones 8821 and 8821-EX (Figure 23) may be of interest to you.

These six-line, wideband audio 802.11 Voice over WLAN endpoints are the next evolution of the Wireless IP Phone 7900 Series. They are designed to deliver cost-effective, reliable, resilient VoIP communications from Cisco on-premise infrastructure solutions and are ideal for workers in the following physically active roles:

- Nurses, doctors, technicians or other shift workers in healthcare
- Customer service and warehouse representatives in retail settings

⁷ The 8821 phone is planned for availability June 2016 where country compliances have been achieved. The 8821-EX at time of this publication requires additional certification testing for combustible environments and is planned for Fall CY 2016. Please consult your Cisco representative or authorized Cisco reseller partner/distributor for further timing and availability details as these will vary by country and compliance testing they require.

- Operations and engineering personnel in manufacturing
- Service staff such as maids in hospitality and on cruise ships
- Workers on oil rigs and chemical plants (EX model suggested)

The 8821 and 8821-EX both offer the following features:

- Support for cost-effective, comprehensive VoIP and unified communications features within 802.11a/b/g/n and ac wireless LAN networks
- Hardened exteriors that are military standard (MIL-STD 810G) compliant. These endpoints are tested for shock resistance by drop-testing them a dozen times onto concrete from a height of 6ft (183cm) on different points of the handsets (face, top, bottom etc).

8800 Series

Figure 24. Resilient, Comprehensive VoIP for Active Workers



Wireless IP Phone 8821

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- International Protection Standard 67 (IP67) rated for ingress of dust and water. The endpoints are sealed against dust and protected if immersed in water up to 1 meter (3.3 ft) for up to a half hour and will still function.
 - Six line/programmable feature key endpoints
 - Wideband (G.722) audio with full duplex speakerphone
 - High resolution 2.4 in (6 cm) 240 x 320 pixel backlit displays
 - Bluetooth 3.0 for choice in third party headsets and an “untethered” experience from the handset
 - Easily swappable, rechargeable batteries with talk time of 13 hours and standby time of 240 hours
 - Dial-pad keys under glass to protect against wear
 - Hermetically sealed USB 2.0 port
 - Two soft key buttons to access screen-based applications, features, and functions
 - Application button that supports Cisco and third-party XML applications such as push-to-talk
 - 802.11r (“Fast Transition”) for seamless handover of voice when roaming between access points
 - Full range of accessories including desktop and multi-chargers, carrying cases, holsters and belt clips
- In addition, the following features are included for IT:
- Support for Secure Hash Algorithm 2 (SHA-2) for enhanced security with certificate management and policies enforcement
 - Simple Certificate Enrollment Protocol (SCEP) for automated management of certificates. IT no longer needs to administer each and every device to initially install or update certificates
 - Common Phone OS with other 8800 Series desk phones to simplify administration and ease project management of software updates

8800 Series

Figure 25. Locate Easily; Protects in Potentially Combustible Environments



Wireless IP Phone 8821-EX

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The 8821-EX (Figure 25) builds upon the 8821 and delivers all its features. It is ideal for operation in settings such as oil and chemical facilities, where the handset could be operated during temporary exposure to a combustible atmosphere. Operation of the device would not ignite such an environment.

- Industry standard yellow plastics for fast recognition/location of the handset
- Atmospheres Explosibles (ATEX) Class 1, Zone 2 certified. ATEX Zone 2 is an area in which an explosive gas atmosphere is not likely to occur in normal operation and if it does occur, is likely to happen infrequently and for short periods (less than 10 hours per year)
- CSA Class 1, Division 2, Zone 2 certified. CSA Class 1 is a location where a quantity of flammable gas or vapor sufficient to produce an explosive or ignitable mixture may be present in the air. Division 2 is a location where a hazard does not normally exist but is possible under abnormal conditions. Zone 2 is an area in which an explosive gas atmosphere does not normally exist

8800 Series

Figure 26. High-Quality, 360-Degree Hands-Free Communications



Cisco IP Conference Phone 8831

- [Next-Generation Video and Voice Communications](#)
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High-Performance Audio Conferencing

Cisco Unified IP Conference Phone 8831

The Cisco Unified IP Conference Phone 8831 (Figure 26) facilitates a more productive in-room and executive office conferencing experience. Designed specifically for use in small to large conference rooms and executive offices, it delivers “as good as being there” acoustical performance with crisp highs and clear lows.

Features include:

- Superior HD audio performance: The full-duplex wideband (G.722), dual-element, hands-free speaker helps improve productivity for mission-critical communications.
- Enhanced room coverage: You can tether, or daisy-chain together, up to a maximum of 2 base units, for greater 360-degree coverage for small to large conference rooms and executive offices up to 1140 square feet (106 square meters) and up to 42 participants in the room.

- Real-world convenience: The phone has a wired control panel with dial pad, enabling flexible support in meetings with more than one chairperson – even when they are seated apart from each other. Users simply rotate the control panel toward the chairperson for quick, convenient access.
- Room deployment flexibility: With support for Digital Equipment Cordless Technology (DECT), optional wireless extension microphones and wireless microphone charging stations can now be deployed. Wireless microphones are useful in larger conference rooms and executive offices where microphones can be easily relocated to accommodate multiple participants. There is also optional support from wired extension microphones for non-DECT environments.

The wired control panel houses the LCD display, which is a 3.25-inch (8.3 cm), backlit, grayscale, 396- x 162-pixel display.

As with the other endpoints in the IP Phone 8800 Series, the IP Phone 8831 can secure communications with its support of AES 128-bit encryption on the device.

8800 Series

Figure 27. Easy-to-Use with Vibrant Color Display



Cisco IP Phone 8841 in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
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VoIP Communications to Enhance Collaboration

Cisco IP Phone 8841

The Cisco IP Phone 8841 (Figure 27) builds upon the features of the IP Phone 8811. It delivers superior voice communications that can enhance collaboration throughout your entire organization. It is ideally suited for knowledge workers and teleworkers, whether on-premises or remote.

The 8841 comes standard with a 5-inch (12.7 cm) color, backlit, graphical widescreen VGA (800 x 480 pixels) display. As a PoE Class 2 device, it is both cost-effective and Earth-friendly.

8800 Series

Figure 28. Meet Face-to-Face Regardless of Place



Cisco IP Phone 8845 in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
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Entry to HD Desktop Video Collaboration

Cisco IP Phone 8845

The Cisco IP Phone 8845 (Figure 28) builds upon the features delivered with the IP Phone 8841.

Notable additions include:

Affordable 720p HD H.264 AVC video communications enabling all users within your organization to participate in video conversations.

Supports Bluetooth for user choice in third-party headsets.

Cisco Intelligent Proximity for Mobile Voice for telephony feature integration with personal mobile devices, such as smartphones and tablets.

8800 Series

Figure 29. Integrates with Personal Mobile Devices



Cisco IP Phone 8851 in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
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Bring Desk and Mobile Experiences Closer Together

Cisco IP Phone 8851

The Cisco IP Phone 8851 (Figure 29) also builds upon the features delivered with the IP Phone 8841⁸. It supports Cisco Intelligent Telephony features with your personal smartphone or tablet, when in range of the 8851 at the desk.

The IP Phone 8851 is able to charge personal smartphones through one standard USB port adjacent to the Key Expansion Module connector on the right of the endpoint.

The 8851 is also the first model in the 8800 Series to support the optional IP Phone 8800 Key Expansion Module. It supports up to 2 modules, for an additional 72 programmable line/feature keys. Key Module support adds to your scalability and return on investment (ROI) beyond that made in the 8851 phone.

A version of the 8851 is available, without Bluetooth, to support those environments where use of Bluetooth is not permitted. Consult your Cisco representative for further details.

⁸Support of Bluetooth, USB and optional Key Expansion Modules require additional power and thus, the 8851 is rated a PoE Class 3 endpoint. Please note for planning purposes.

8800 Series

Figure 30. Enjoy Integrated Desk and Mobile Voice Communications



Cisco IP Phone 8861 in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
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- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
- [High-Performance Audio Conferencing](#)
- [VoIP Communications to Enhance Collaboration](#)
- [Entry to HD Desktop Video Collaboration](#)
- [Bring Desk and Mobile Experiences Closer Together](#)
- [Share Telephony Experiences between Desk and Mobile](#)
- [Elevate Collaboration with Entry to HD Desktop Video](#)
- [Add Convenience and Extend Investment](#)

Share Telephony Experiences between Desk and Mobile

Cisco IP Phone 8861

The Cisco IP Phone 8861 (Figure 30) delivers all of the features of the IP Phone 8851⁹ and adds:

A second USB port on the rear of the endpoint, which can fast-charge tablets in addition to smartphones for added convenience when at the desk.

For headquarters or branch offices whose campuses are wireless-enabled, the IP Phone 8861 also supports 802.11a/b/g/n/ac protocols. This adds flexibility and reduces costs of installation and administration and minimizes cabling at the desk.

The 8861 supports up to 3 IP Phone 8800 Key Expansion Modules, which adds up to 108 additional programmable line/feature keys to the 5 that come standard with the 8861. This gives you further scalability and increases the return on your investment (ROI) in 8861 phones.

⁹The addition of an 802.11 wi-fi radio to Bluetooth, USB and key expansion module support requires additional power and thus, the 8861 is rated a PoE Class 4 endpoint. Please note for planning purposes.

8800 Series

Figure 31. Enhance Team Collaboration and Accelerate Decision Making



Cisco IP Phone 8865 in Charcoal and White

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
- [High-Performance Audio Conferencing](#)
- [VoIP Communications to Enhance Collaboration](#)
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Elevate Collaboration with Entry to HD Desktop Video

Cisco IP Phone 8865

The Cisco IP Phone 8865 (Figure 31) builds upon all of the features delivered with the IP Phone 8861.

It also adds affordable 720p HD video communications, enabling all users within your organization to connect face-to-face, even when remote, from their desktops.

8800 Series

Figure 32. Simplify Administrative and Managerial Communications



Cisco IP Phone 8800 Series Key Expansion Module with IP Phone 8861

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
- [VoIP Communications to Boost Productivity](#)
- [Ruggedized In-campus Mobility](#)
- [High-Performance Audio Conferencing](#)
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Add Convenience and Extend Investment

Cisco IP Phone 8800 Key Expansion Module

For administrative staff, managers, executives, customer care, and help desks or work areas with shift workers in healthcare, retail and manufacturing, the addition of optional Cisco IP 8800 Key Expansion Modules (Figure 32) for IP Phone 8851, 8861, and 8865 models can enhance your experiences with added convenience, while extending your initial return on investment in the 8800 Series IP phone.

These modules, specific to the IP Phone 8800 Series, enable you to take advantage of additional programmable, customizable line and feature keys. Capabilities such as speed dials for “single button push to contact” and shared lines (where administrative staff can pick up calls for managers who may be on the phone or departmental colleagues who may be away from their desk) are examples of use cases.







Each IP Phone 8800 Key Expansion Module has 18 physical keys and offers 2 page keys for a total of 36 keys per module. Up to 2 modules can be supported from the IP Phone 8851, resulting in an addition of 72 keys to the 5 that come standard with the 8851 phone. Up to 3 modules can be supported from the IP Phone 8861 and 8865, resulting in an addition of 108 keys to the 5 that come standard with these phones.

The display is 4.3 inches (10.9 cm), with a backlit, graphical color display (480 x 272 pixels). The font size has 2 configurable options to address preferences in viewing of key labels.



8800 Series

Table 3. Cisco IP Phone 8800 Series At-a-Glance Features (desktop models)

						
	8811	8841	8845	8851	8861	8865
Display	5" high-resolution (800 x 480) greyscale display	5" high-resolution (800 x 480) WVGA color display	5" high-resolution (800 x 480) WVGA color display	5" high-resolution (800 x 490) WVGA color display	5" high-resolution (800 x 480) WVGA color display	5" high-resolution (800 x 480) WVGA color display
Wideband Audio	✓	✓	✓	✓	✓	✓
HD Video (720p)			✓			✓
Programmable Line Keys	5	5	5	5	5	5
Ethernet Switch	10/100/1000	10/100/1000	10/100/1000	10/100/1000	10/100/1000	10/100/1000
Headset Port (RJ9)	✓	✓	✓	✓	✓	✓
Full Duplex Speaker Phone	✓	✓	✓	✓	✓	✓
Integrated Bluetooth			✓	✓	✓	✓
Intelligent Proximity			✓	✓	✓	✓
USB (Physical Ports)				✓ (1)	✓ (2)	✓ (2)
Key Expansion Module Support				✓ (2)	✓ (3)	✓ (3)
Wi-Fi					✓	✓
External Audio Port					✓	✓
PoE Classification	2	2	2	4	4	4
Wall Mountable	✓	✓	✓	✓	✓	✓

- [Next-Generation Video and Voice Communications](#)
- [User Profiles for IP Phone 8800 Series](#)
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Wish to compare additional key technical specifications across all Cisco IP Phone 8800 Series models or all Cisco IP phones? Consult our Endpoint Matrix online: <http://www.cisco.com/c/dam/en/us/solutions/collateral/business-video/business-video/endpoint-product-matrix.pdf>.



Introduction	Cisco IP Phones 6900 Series	Cisco IP Phones 7900 Series	IP Endpoint Multimedia Applications	Summary
Cisco SIP Phones 3900 Series	Cisco IP Phone 7800 Series	Cisco IP Phones 8800 Series	Analog Telephone Adaptor & Accessories	Additional Information

IP Endpoint Multimedia Applications

Multimedia Applications for Your Business

Cisco teams with Cisco Developer Network (CDN) partners to enhance the customer value of Cisco IP Phones by expanding the portfolio of endpoint applications made available to you. The result is more advanced capabilities with dynamic, intelligent application content that can help you meet the needs of your business both today and tomorrow.

Cisco has a robust ecosystem of third-party IP endpoint application developers. These technology partners give you access to a new world of value-added Extensible Markup Language (XML) applications for your endpoints. This rich array of applications takes advantage of the latest technologies to maximize your Cisco IP endpoint investment¹⁰.

They can also make your company more competitive by helping you:

- Improve customer satisfaction
- Enhance business continuity
- Reduce administration costs
- Transform business processes

[Multimedia Applications for Your Business](#)

[XML Applications](#)

¹⁰ Consult the written datasheet for your Cisco IP Phone model(s) of interest to determine if XML applications are supported.



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IP Endpoint Multimedia Applications

XML Applications

- Overhead Paging
- On-Demand and Continuous Call Recording
- Directory Search
- Employee Time Card
- Multimedia Broadcasts
- Wireless IP Push-to-Talk
- And More

[Multimedia Applications for Your Business](#)

[XML Applications](#)

XML Applications

XML provides a standard language that developers can use to share information between different kinds of IP endpoints, different applications, and different organizations without needing to pass through many layers of conversion.

Endpoint applications can provide significant savings. For example, one financial services organization saves about \$50 million a year by taking advantage of a workplace management application. The application empowers workers to locate and reserve workspaces through the IP endpoint whenever and wherever they need to work. It also allows the company to measure usage of every workspace in the organization. This capability has made it possible to eliminate more than 4000 workstations nationwide.

Analog Telephone Adaptor and Accessories

Figure 33. Protect Your Analog Device Investment



Cisco ATA 190 Analog Terminal Adaptor

[Turn Traditional Telephones into IP Endpoints](#)

[Third-party Headsets](#)

Turn Traditional Telephones into IP Endpoints

The cost-effective, standards-based Cisco ATA190 Analog Telephone Adaptor (Figure 33) protects your existing analog telephone investment while delivering true VoIP terminations. Simply connect traditional analog devices to the Cisco ATA190 and a traditional telephone becomes an IP endpoint. You can use the Cisco ATA190 in both businesses and residences worldwide, where it:

- Delivers clear, natural-sounding voice quality
- Supports 2 voice ports, each with its own independent telephone number
- Provides a single RJ-45 10/100 BASE-T Ethernet port
- Can use existing Ethernet LANs in addition to broadband pipes such as DSL, fixed wireless, and cable modem deployments

When telephones are connected to the Cisco ATA190, companies can take advantage of many cost-saving, productivity-building IP telephony applications, including:

- User configuration
- Full-duplex capability
- Central provisioning for ease of administration
- SIP support, which allows interoperation with Cisco Unified Communications Manager
- SIP services such as dynamic IP address assignment, VLAN configuration, user authentication, etc.
- Fax support so you can send faxes costeffectively over the IP network

The Cisco ATA 190 enables secure media and signaling support through Secure Real-Time Transfer Protocol/Transport Layer Security (SRTP/TLS) over SIP. The adaptor is also firmware-upgradable



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Analog Telephone Adaptor and Accessories

Third-party Headsets

Cisco partners with industry leading headset providers to offer your choice of headsets that support Cisco IP phones. Consult the links below to our partner websites for your provider of choice to determine the latest headset options available to you and those headsets supported on your Cisco IP phone(s) of choice.

- www.jabra.com
- www.plantronics.com
- <http://en-us.sennheiser.com/headsets>

[Turn Traditional Telephones into IP Endpoints](#)

[Third-party Headsets](#)



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Summary

Optimize Your Organization's Collaboration

Communications and Collaboration

With our comprehensive portfolio of industry-leading endpoint solutions, Cisco has an IP endpoint for every organizational need – from the lobby to the executive suite, from the start-up to the largest of enterprises and for every deployment model – whether that is fully on-premises, 100% cloud or a hybrid configuration which combines the two or should you have investment in third-party hosted call control solutions.

The diverse Cisco portfolio includes:

- Single- and multiline endpoints, supporting a range of communication needs from low-to-moderate to the most active environments
- A range of endpoints from basic to fully featured, enabling your organization to take advantage of robust Cisco Collaboration
- Solutions to meet your corporate objectives while remaining within your budget
- Support for SD and HD video communications, on selected series and

models, to reduce your travel costs and accelerate the speed of decision making in your organization

- The ability to support personal mobile devices, with telephony feature integration, on select Cisco next-generation phone models that support Cisco Intelligent Proximity for Mobile Voice
- Cost-effective, in-campus mobile collaboration for the worker on the go whose roles require more hardened devices to support their voice communications needs

Cisco IP Phones can help your business obtain the productivity-building capabilities of next-generation communications and collaboration, taking advantage of Cisco Unified Communications media servers to deliver an exceptional communications experience throughout your organization.

We hope that this brochure has helped you identify which Cisco IP Phones are right for your business. If you have questions about any of our endpoint solutions, please contact your local Cisco representative or authorized Cisco reseller.



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Additional Information

For more information about any of the products discussed in this brochure, please visit the following websites:

- Cisco SIP Phone 3900 Series
<http://www.cisco.com/go/ipphones/3900>
- Cisco IP Phones 6900 Series
<http://www.cisco.com/go/ipphones/6900>
- Cisco IP Phone 7800 Series
<http://www.cisco.com/go/ipphone/7800>
- Cisco IP Phones 7900 Series
<http://www.cisco.com/go/ipphones/7900>
- Cisco IP Phones 8800 Series
<http://www.cisco.com/go/ipphones/8800>
- Cisco ATA 190 Analog Telephone Adaptor
<http://www.cisco.com/c/en/us/products/unified-communications/ata190-2-portadapter/index.html>