

# Get to Know the Cisco IP Phone 8800 Series Multiplatform Phones



## Introduction

The Cisco IP Phone 8800 Series Multiplatform Phones are based on the same hardware as Cisco enterprise phones but have different software as it supports 3rd Party Call Control (3PCC). These models support most features of Cisco SPA phones with refreshed ID and enhanced user experience.

The cost-effective Cisco IP Phone 8800 Series Multiplatform Phones is ideal for small to large enterprises seeking high-quality, full-featured Voice over Internet Protocol (VoIP) communications. These IP Phones are a great fit for customers who use traditional analog or digital phones today and want to advance to a Cisco IP Phone system, whether deployed on-premises, from the cloud, or in hybrid configurations. It is also ideal for knowledge workers, as well as administrative, managerial, and executive staff. It also works well in shared workspace environments.

This article showcases the features and benefits of the Cisco IP Phone 8800 Series Multiplatform Phones.

**Note:** To know the comparison among the Cisco IP Phone 8800 Series, click [here](#).

## Applicable Devices

- CP-8841
- CP-8851
- CP-8861

# Product Features

- Flexible deployment options with on-premises, hosted and cloud with Cisco Spark, along with third party call control
- Cisco Expressway for remote worker single sign-on access without a Virtual Private Network (VPN) client
- Fully programmable line keys
- Multi-call per-line appearance feature
- Tri-color LEDs for line keys
- Fixed function keys for a solid user experience
- Volume-control toggle providing easy decibel-level adjustment of the handset, monitor speaker, and ringer
- High-resolution grayscale displays and softkeys
- Conferencing, messaging, directory keys, and a two-way navigation
- Integrated IEEE switches to reduce installation costs and clutter at the desktop
- Wireless feature on the Cisco IP Phone 8861 model
- Key Expansion Module (KEM) Support
- Integrated Bluetooth

## Product Views

### Front Panel View

The front panel shows the LED display, handset, programmable line keys, softkeys, number pad, navigation, and common phone task buttons such as the directory, volume, mute, conference, transfer, hold, applications, messages, speakerphone, and headset, exit, and end call.

### Cisco IP Phone 8861

This model, together with the Cisco IP Phone 8841 and Cisco IP Phone 8851, are similar. The main physical differences are that the Cisco IP Phone 8841 has no USB port while the Cisco IP Phone 8851 has a single USB port and the Cisco IP Phone 8861 has two ports, one for KEM and one for USB charging.

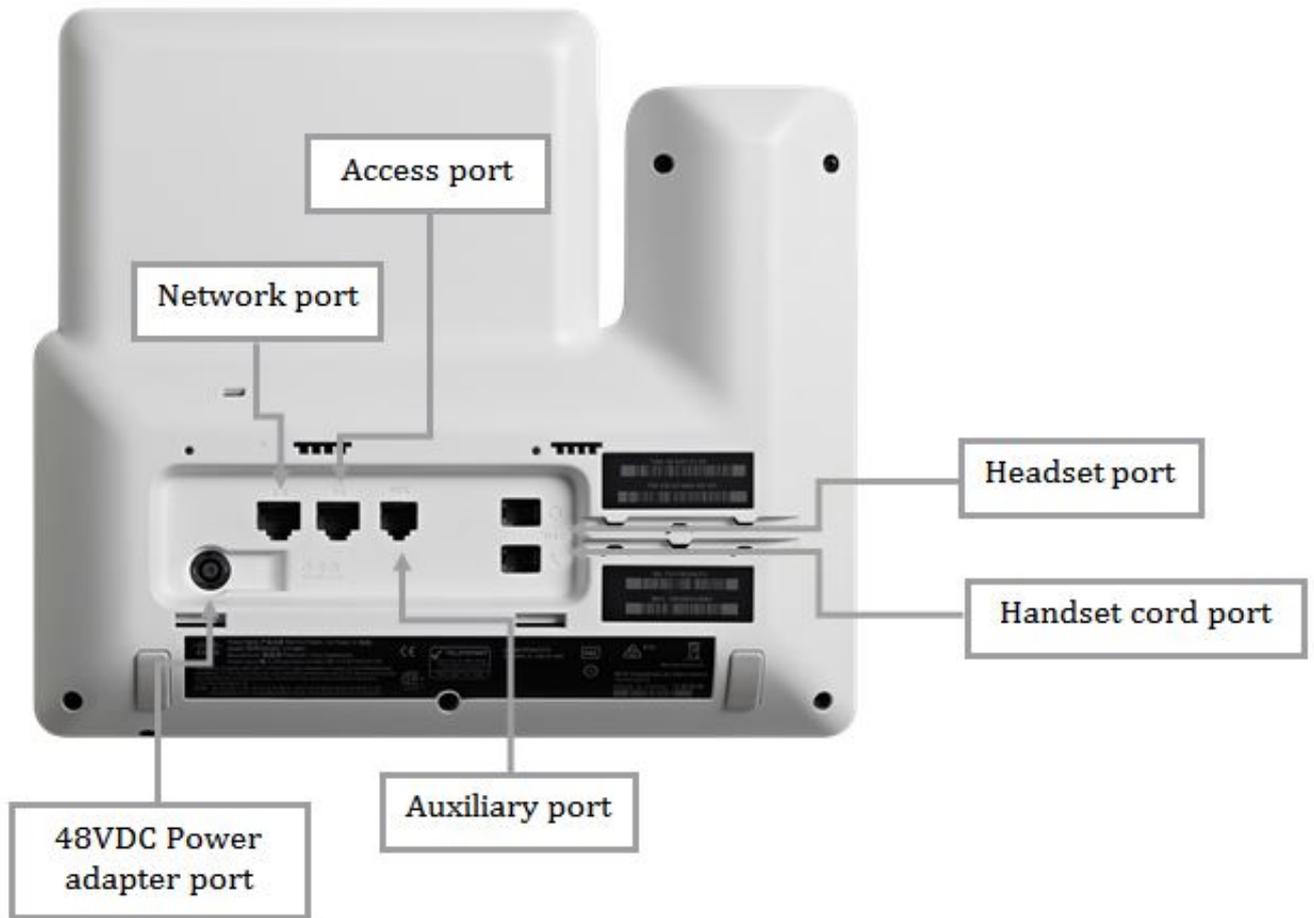


## Back Panel View

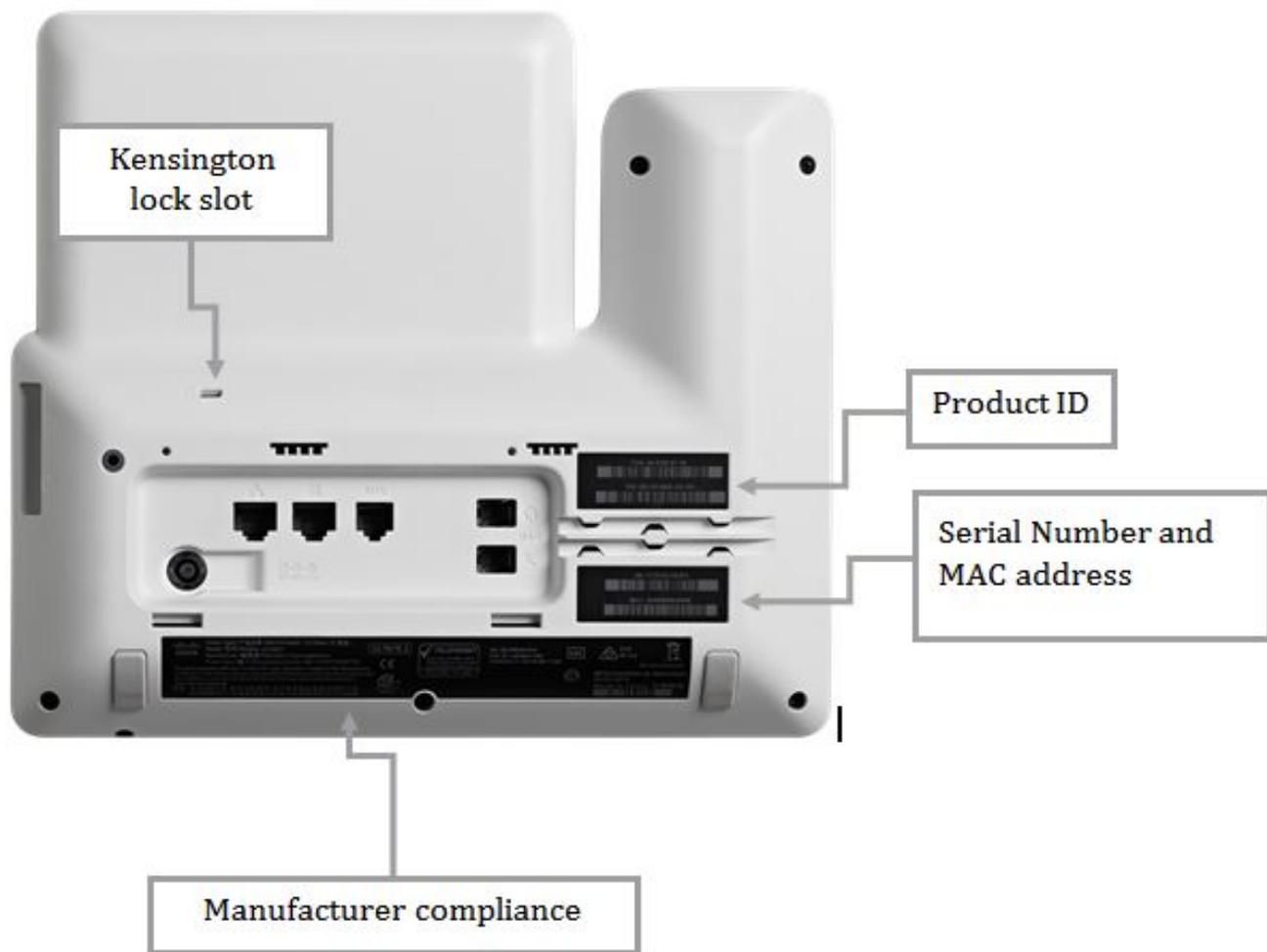
The back panel shows a number of ports such as the 48VDC, Network, Access, Auxiliary, handset and headset; and slots for the phone stand. It also shows the USB ports for charging and the Key

Expansion Module.

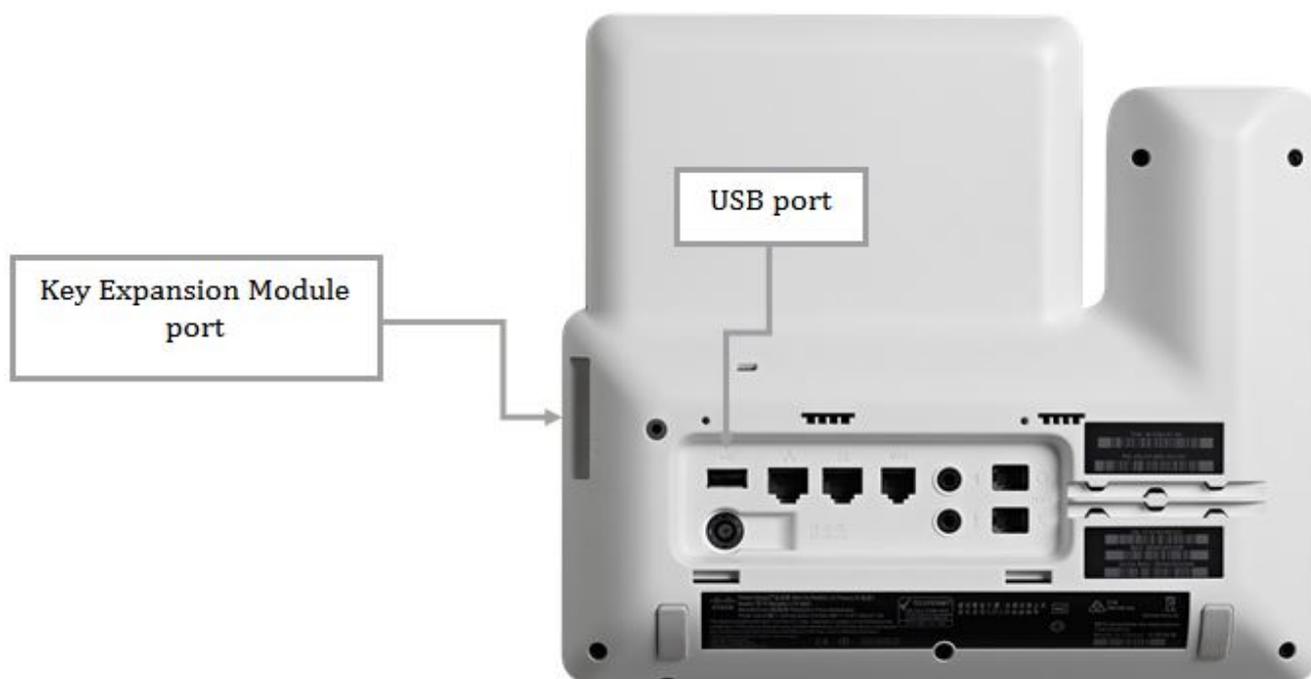
### Cisco IP Phone 8841



### Cisco IP Phone 8851



### Cisco IP Phone 8861



### Package Contents

a)



b)

c)



d)

e)



- a) Cisco IP Phone 8841 or Cisco IP Phone 8851 or Cisco IP Phone 8861
- b) Ethernet cable
- c) Phone stand
- d) Handset cord
- e) Handset

## Minimum Requirements

- A switch or router that has PoE support, PoE injector, or AC power adapter
- Java-enabled web browser for the web-based configuration

## Default Settings

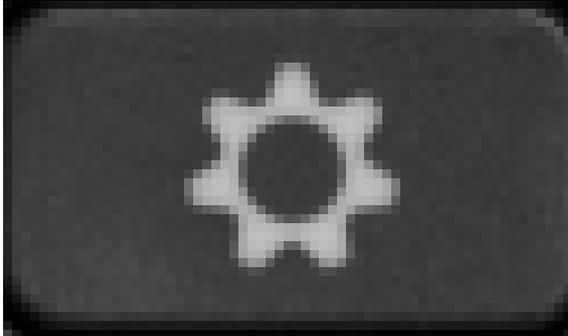
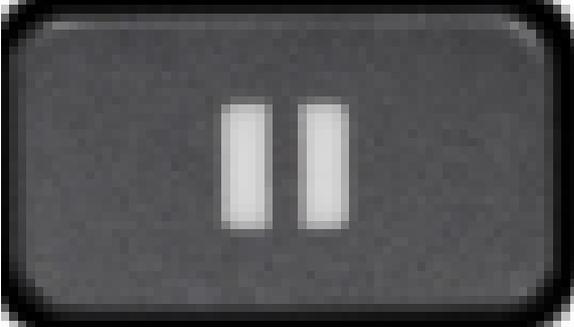
Parameter	Default Value
Username	cisco
Password	cisco
LAN IP Address	Assigned by the DHCP Server
Fallback LAN IP	192.168.1.240
Subnetwork Mask	255.255.255.0

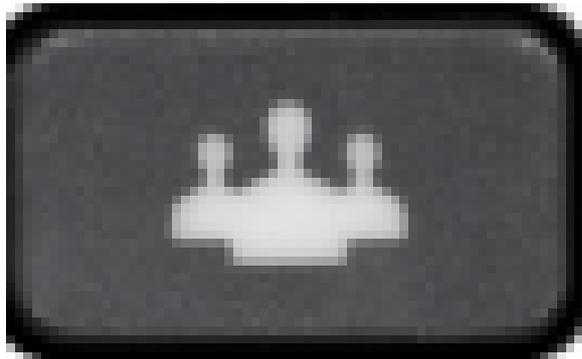
## Technical Details

These LEDs and icons indicate the status of the device depending on what state they are in.

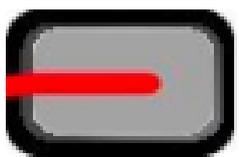
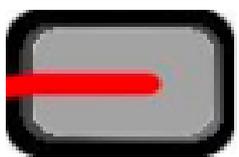
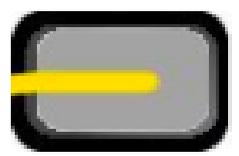
### Task Buttons

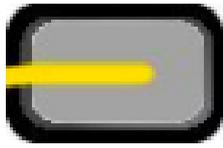
<b>Place a Call</b>	Go off-hook before or after dialing a number.
<b>Redial a number</b>	Press <b>Redial</b> .
<b>Switch to handset during a call</b>	Pick up the handset.

<p><b>Switch to speaker or headset during a call</b></p>	<p>Press </p> <p>or </p> <p>, then hang up the handset.</p>
<p><b>Mute and un-mute a call</b></p>	<p></p> <p>Press the button.</p>
<p><b>View call history</b></p>	<p></p> <p>Press &gt; <b>Call History</b>.</p>
<p><b>Hold and resume a call</b></p>	<p></p> <p>Press to put a call on hold, and press it again to resume the call.</p>
<p><b>Transfer a call to new number</b></p>	<p>Press</p>

	 <p>, enter the number, then press it again.</p>
<b>Place an intercom call</b>	Press the <b>Intercom</b> button, then enter a number if necessary. Speak after you hear the tone.
<b>Start a standard conference call</b>	 <p>Press , dial the participant, then press the button again.</p>
<b>Silence the ring for an incoming call</b>	Press the <b>Volume</b> button down once.

## Line Buttons

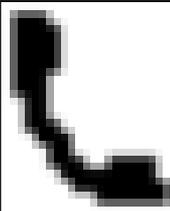
 <p><b>Red, flashing</b></p>	Remote line on hold.
 <p><b>Red, steady</b></p>	Remote line in use (shared line or line status)
 <p><b>Amber, flashing</b></p>	Incoming call or reverting call.

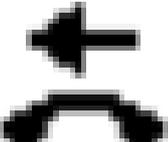
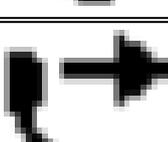
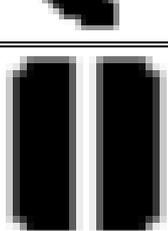
 <p><b>Amber, steady</b></p>	<p>Privacy in use, one-way intercom, Do Not Disturb (DND) Active or logged into a Hunt Group.</p>
 <p><b>Green, flashing</b></p>	<p>Held Call</p>
 <p><b>Green, steady</b></p>	<p>Active call or two-way intercom call.</p>

## Softkeys

<b>All Calls</b>	Lists all missed, placed, and received calls.
<b>Answer</b>	Answer an incoming call.
<b>Apply</b>	Confirm a selection.
<b>Call</b>	Initiate a call.
<b>Callback</b>	Receive a notification when a busy extension becomes available.
<b>Cancel</b>	Cancel an action or exit a screen without applying changes.
<b>Clear</b>	Clear all values.
<b>Delete</b>	Delete an entry.
<b>Del Call</b>	Delete a call from Call History.
<b>Details</b>	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
<b>Dial</b>	a selected number.
<b>Divert</b>	Send or redirect a call to voicemail or to a predetermined phone number.
<b>Edit</b>	Modify the highlighted entry.

## Phone Screen Icons

	<p>Off-hook</p>
	<p>On-hook</p>

	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold/ resume call

## Feature Icons

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing
	Line Status indicator-monitored line is in do not disturb (DND)

## Phone Keypad Characters

<b>One (1)</b>	/ . @ : ; = ? - _ & %
<b>Two (2)</b>	a b c A B C
<b>Three (3)</b>	d e f D E F
<b>Four (4)</b>	g h i G H I
<b>Five (5)</b>	j k l J K L
<b>Six (6)</b>	m n o M N O
<b>Seven (7)</b>	p q r s P Q R S
<b>Eight (8)</b>	t u v T U V
<b>Nine (9)</b>	w x y z W X Y Z
<b>Zero (0)</b>	(space) , ! ^ ' "
<b>Asterisk (*)</b>	+ ~ ` < >
<b>Pound (#)</b>	\$ £ □ \ ( ) { } [ ]

## Related Contents

- [Reset Cisco IP Phone 7800 or 8800 Series Multiplatform Phone to Default Settings](#)
- [Configure SIP Settings on SP-3PCC and BE-3PCC IP Phone Models](#)