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Cisco CP-8861-3PW-NA-K9=

Cisco IP Phone 8861 Multi-Platform Phone User Manual

Model: CP-8861-3PW-NA-K9=

1. INTRODUCTION

The Cisco IP Phone 8861 with Multi-Platform Phone firmware is designed to enhance personal productivity in the workplace through its robust and user-friendly features. This office phone offers an ergonomic design, wideband audio for clear voice communications, reliable operation, and encrypted voice communications for enhanced security.



2. KEY FEATURES

- **Optimized for Cisco Webex Calling:** This device is optimized for Cisco Webex Calling. A Cisco Webex subscription must be purchased separately.
- **Fixed Function Keys:** Provides one-touch access to essential features such as service, messaging, directory, hold/resume, transfer, and conference.
- **Fully Programmable:** Line keys can be configured to support directory numbers or call features like speed dialing.
- **Optimal Performance:** Features Class 2 Power over Ethernet (PoE) and a built-in Gigabit Ethernet switch for PC connection.
- **Compatibility:** Integrates with various industry-leading call control platforms, which may require additional licenses or services.

3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Cisco IP Phone 8861 (CP-8861-3PW-NA-K9=)
- Handset and coiled cord
- Ethernet cable
- Documentation

4. SETUP

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset port on the phone base and the other end into the handset.
2. **Connect to Network:** Connect an Ethernet cable from your network switch or router to the network port on the back of the phone. If using Power over Ethernet (PoE), the phone will power on automatically.
3. **Connect to PC (Optional):** If you wish to connect a PC through the phone, use another Ethernet cable to connect your PC to the PC port on the back of the phone.
4. **Connect Power (if not using PoE):** If PoE is not available, connect an optional power adapter (sold separately) to the power port on the phone and then to a power outlet.
5. **Initial Boot-up:** The phone will power on and begin its boot sequence. This may take a few minutes as it connects to the network and registers with your call control system.
6. **Configuration:** Follow any on-screen prompts or consult your system administrator for specific network and account configurations.

5. OPERATING INSTRUCTIONS

5.1 Making and Receiving Calls

- **To Make a Call:** Lift the handset, press the speaker button, or press a line button. Dial the number using the keypad.
- **To Answer a Call:** Lift the handset, press the speaker button, or press the flashing line button.
- **To End a Call:** Replace the handset or press the End Call button.

5.2 Fixed Function Keys

The phone features dedicated buttons for common functions:

- **Service:** Access various phone services.
- **Messaging:** Access voicemail or message indicators.
- **Directory:** Access corporate or personal directories.
- **Hold/Resume:** Place an active call on hold or resume a held call.
- **Transfer:** Transfer an active call to another party.
- **Conference:** Initiate a conference call.

5.3 Programmable Line Keys

The buttons alongside the display are programmable line keys. They can be configured by your system administrator to function as:

- Additional phone lines (directory numbers).
- Speed dial buttons for frequently called numbers.
- Access to specific call features.

5.4 Volume Control

Use the volume up (+) and volume down (-) buttons to adjust the volume of the handset, headset, or speakerphone during a call, or the ringer volume when the phone is idle.

5.5 Headset Usage

The phone supports a headset for hands-free communication. Connect your headset to the dedicated headset port. Press the headset button to activate/deactivate headset mode. Note that a headset is sold separately.

5.6 Other Functions

- **Mute:** Press the Mute button to mute your microphone during a call. Press again to unmute.
- **Speaker:** Press the Speaker button to use the speakerphone. Press again to turn off the speakerphone.
- **Redial:** Access your call history and redial previous numbers.
- **Recordings:** Access and manage call recordings (if enabled by your system administrator).
- **Group Calling:** Utilize features for group calls as configured by your system.

6. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's exterior. Avoid abrasive cleaners or solvents.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight and extreme temperatures.
- **Cables:** Ensure all cables are securely connected and not pinched or damaged.

7. TROUBLESHOOTING

7.1 No Dial Tone

- Check all cable connections, especially the Ethernet cable to the network port.
- Ensure the phone is receiving power (either via PoE or power adapter).

- Contact your system administrator if the issue persists.

7.2 Cannot Make or Receive Calls

- Verify the phone is registered with your call control system (check the display for status messages).
- Ensure your network connection is active.
- Confirm that your account is active and has calling privileges.
- Contact your system administrator for assistance.

7.3 Poor Audio Quality

- Check handset and headset connections.
- Adjust the volume using the volume buttons.
- Ensure there is no interference from other electronic devices.
- Verify network quality and bandwidth.

8. SPECIFICATIONS

Brand:

Cisco

Model Number:

CP-8861-3PW-NA-K9=

Item Weight:

5.1 pounds

Package Dimensions:

14.92 x 12.64 x 4.72 inches

Color:

Black, Grey

Telephone Type:

IP Phone

Power Source:

Corded Electric

Dialer Type:

Single Keypad

Answering System

Type:

Digital

Compatible Devices:

Mobile devices, Cisco Webex Calling, other call control platforms

Conference Call

Capability:

2 way

Multiline Operation:

Multi-Line Operation


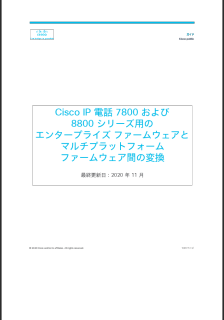
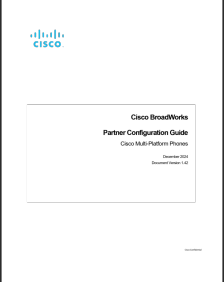
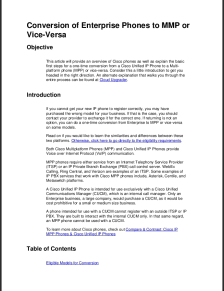
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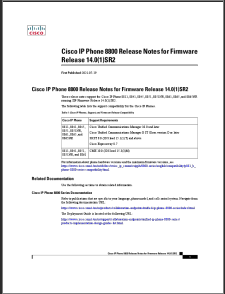
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9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your product or visit the official Cisco support website. Specific warranty terms may vary by region and reseller.

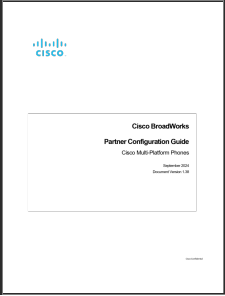
Related Documents - CP-8861-3PW-NA-K9=

	Cisco IP Phone 7800 & 8800 Series Firmware Migration: Enterprise to MPP Guide A comprehensive guide detailing the process of converting Cisco 7800 and 8800 series IP phones between Enterprise and MultiPlatform Phone (MPP) firmware. Covers eligible models, licensing, migration procedures for Webex Calling and other call controls, and frequently asked questions.
	Cisco IP 7800 8800 MPP Cloud Upgrader Cisco IP 7800 8800 (MPP) Cloud Upgrader
	Cisco BroadWorks Partner Configuration Guide for Multi-Platform Phones Comprehensive guide for partners on configuring Cisco Multi-Platform Phones (MPP) Series for interoperability with Cisco BroadWorks, covering setup, features, and best practices.
	Cisco IP Phone Conversion Guide: Enterprise to MPP and Vice-Versa A comprehensive guide on converting Cisco Unified IP Phones to Multiplatform Phones (MPP) and vice-versa. Covers eligible models, firmware upgrades, licensing, and migration steps for Cisco IP phones.



[Cisco IP Phone 8800 Series Firmware Release 14.0\(1\)SR2 Release Notes](#)

Release notes for Cisco IP Phone 8800 Series firmware version 14.0(1)SR2, detailing supported models, compatibility, installation procedures, known issues (caveats), and related documentation.



Cisco BroadWorks Partner Configuration Guide for Multi-Platform Phones

This guide provides detailed configuration procedures for Cisco Multi-Platform Phones (MPP) Series to ensure seamless interoperability with Cisco BroadWorks, covering setup, features, and device management.