

Cisco CP-68KEM-3PCC

Cisco CP-68KEM-3PCC Expansion Module User Manual

Model: CP-68KEM-3PCC | Brand: Cisco

1. INTRODUCTION

This manual provides instructions for the installation, operation, and maintenance of the Cisco CP-68KEM-3PCC Expansion Module. This module is designed to enhance the functionality of your Cisco IP Phone 6851 by providing additional programmable keys.



Figure 1: Cisco CP-68KEM-3PCC Expansion Module. This image shows the front view of the expansion module with its

grayscale LCD screen and programmable keys.

The Cisco CP-68KEM-3PCC Expansion Module adds 14-line keys and 2-page keys, totaling 28 additional keys, with an easy-to-read grayscale LCD screen. It is ideal for monitoring and managing call status, directory numbers, and speed dial functions.

2. WHAT'S IN THE BOX

Carefully unpack the box and ensure all items are present:

- Cisco CP-68KEM-3PCC Phone Expansion Module
- Connecting Cable (typically included for linking to the phone)
- Documentation (this user manual, safety information)

If any items are missing or damaged, please contact your vendor or Cisco support immediately.

3. SETUP INSTRUCTIONS

Follow these steps to connect your Cisco CP-68KEM-3PCC Expansion Module to your Cisco IP Phone 6851.

1. **Prepare the IP Phone:** Ensure your Cisco IP Phone 6851 is powered off and disconnected from the network.
2. **Connect the Expansion Module:** Locate the expansion port on the back or side of your Cisco IP Phone 6851. Connect the provided connecting cable from the expansion module to this port.
3. **Secure the Connection:** Ensure the cable is securely fastened to prevent accidental disconnection.
4. **Power On:** Reconnect your Cisco IP Phone 6851 to the network and power it on. The expansion module should be detected automatically.
5. **Verify Functionality:** Once the phone has booted, check the expansion module's display and keys to ensure they are responsive.

For detailed visual instructions, refer to the official Cisco documentation or support website.

4. OPERATING THE EXPANSION MODULE

The expansion module provides additional keys for various functions, enhancing your call management capabilities.

4.1 Programmable Keys

The 28 programmable keys (14 keys across 2 pages) can be configured for:

- **Directory Numbers (DNs):** Assign specific phone lines or extensions.
- **Speed Dial:** Program frequently called numbers for quick access.
- **Feature Keys:** Assign functions like call transfer, conference, or call park.
- **Call Status Monitoring:** Monitor the status of other lines (e.g., busy, ringing).

4.2 Page Navigation

Use the dedicated page keys (usually located near the display) to switch between the two pages of programmable keys. The grayscale LCD screen will update to show the labels for the currently active page.

4.3 Configuration

Configuration of the programmable keys is typically managed through your organization's phone system administrator or via the web interface of the Cisco IP Phone 6851. Consult your IT department for specific configuration instructions.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Cisco CP-68KEM-3PCC Expansion Module, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the exterior surfaces. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the finish and electronic components.
- **Environment:** Keep the module in a clean, dry environment, away from direct sunlight, excessive heat, and moisture.
- **Handling:** Handle the module with care. Avoid dropping it or subjecting it to strong impacts.
- **Cable Management:** Ensure connecting cables are not kinked, pinched, or under strain.

There are no user-serviceable parts inside the expansion module. Do not attempt to open or repair the device yourself.

6. TROUBLESHOOTING

If you encounter issues with your expansion module, try the following troubleshooting steps:

Problem	Possible Cause	Solution
Module not recognized by phone	Loose cable connection, phone not restarted, incompatible phone model.	<ul style="list-style-type: none">◦ Ensure the connecting cable is securely plugged into both the module and the IP phone.◦ Restart the IP phone.◦ Verify that your IP phone is a Cisco IP Phone 6851.
Keys are unresponsive	Software glitch, configuration issue.	<ul style="list-style-type: none">◦ Restart the IP phone.◦ Contact your system administrator to check the key configuration.
Display is blank or flickering	Power issue, internal fault.	<ul style="list-style-type: none">◦ Ensure the IP phone is receiving adequate power.◦ Restart the IP phone.◦ If the problem persists, contact Cisco support.

If these steps do not resolve the issue, please contact Cisco technical support or your authorized reseller.

7. SPECIFICATIONS

Feature	Detail
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Feature	Detail
Model Number	CP-68KEM-3PCC
Brand	Cisco
Compatible Devices	Cisco IP Phone 6851
Color	Black
Material	Metal
Item Dimensions (LxWxH)	5.1 x 10.2 x 20.3 cm
Power Source	Corded (powered via host IP Phone)
Number of Keys	28 (14 keys across 2 pages)
Display	Grayscale LCD
GTIN/UPC	889728068383

8. WARRANTY INFORMATION

The Cisco CP-68KEM-3PCC Expansion Module comes with a **2-year product warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or external causes.

For warranty claims or detailed terms and conditions, please refer to the official Cisco warranty policy available on their website or contact your point of purchase.

9. SUPPORT

For technical assistance, product information, or to report issues, please contact Cisco support:

- **Cisco Support Website:** Visit the official [Cisco Support website](#) for documentation, downloads, and contact options.
- **Authorized Reseller:** Contact the reseller from whom you purchased the product.

When contacting support, please have your product model (CP-68KEM-3PCC) and serial number ready.