



Cisco IP Phone Accessories

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Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

Table 1: Accessory Support for the Cisco IP Phone 7811, 7821, 7841, and 7861

Accessory	Type	Cisco IP Phone			
		7811	7821	7841	7861
Cisco Accessory					
Wall Mount Kit		X	X	X	X
Third-Party Accessories					
Headsets	Analog	-	X	X	X
	Analog Wideband	-	X	X	X

Accessory	Type	Cisco IP Phone			
		7811	7821	7841	7861
Microphone	External	-	-	-	-
Speakers	External	-	-	-	-

Connect the Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.

Procedure

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- Step 1** Insert the curved connectors into the lower slots.
- Step 2** Lift the footstand until the connectors snap into the upper slots.
You may need to exert more force than you expect to connect or disconnect the footstand.
- Step 3** Adjust the angle of the phone.
- Note** You cannot adjust the Cisco IP Phone 7811 footstand.
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Third Party Headsets

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.



Note The Cisco IP Phone 7811 does not support a headset.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

**Note**

Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any headsets. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

For additional information, see https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Analog Headsets

Analog headsets are supported on the Cisco IP Phone 7821, 7841, and 7861. However, the Cisco IP Phone 7821, 7841, and 7861 cannot detect when an analog headset is plugged in. For this reason, the analog headset displays by default in the Accessories window on the phone screen.

Displaying the analog headset as the default allows users to enable wideband for the analog headset.

Enable Wideband on Analog Headsets on the Phone

Although analog headsets are supported on the phone, the phones cannot detect when an analog headset is plugged in. For this reason, by default, the analog headset is displayed in the Accessories window on the phone screen.

Displaying the analog headset as the default allows users to enable wideband for the analog headset.

The phone is unable to detect whether the headset supports the wideband codec, but the user can enable wideband on analog headsets by following these steps:

Procedure

- Step 1** On the Cisco IP Phone, press **Applications** .
- Step 2** Select **Accessories**.
- Step 3** Highlight the analog headset, then press **Setup**.
- Step 4** Press **On** to turn on the wideband. Press **Off** to turn off the wideband.

Enable the Wideband for Analog Headsets on the Cisco Unified Communications Manager

Although analog headsets are supported on the phone, the phones cannot detect when an analog headset is plugged in. For this reason, by default, the analog headset displays in the Accessories window on the phone screen.

Display of the analog headset as the default allows users to enable wideband for the headset.

If the screen doesn't display an On or Off softkey, follow these steps to ensure that you can enable wideband on an analog headset:

Procedure

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- Step 1** In Cisco Unified Communications Manager Administration, choose **Device > Phone**.
 - Step 2** In the Find and List Phones window, enter the search criteria for the phone to which you want to add the analog headset, then click **Find**.
 - Step 3** Click the Device Name that you want. The Phone Configuration window is displayed.
 - Step 4** On the Product Specific Configuration Layout portion of the Phone Configuration window, ensure that the Wideband Headset UI Control option is enabled. This option is enabled by default.
 - Step 5** In the Product Specific Configuration Layout portion of the Phone Configuration window, you can set the Wideband Headset option. This option is also enabled by default.
 - Step 6** Click **Save**.
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Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.



Caution

Failure to press the cable into the channel in the phone can lead to cable damage.

Connect Wired Headset

To connect a wired headset to the Cisco IP Phone, perform these steps:

Procedure

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- Step 1** Plug the headset into the Headset port on the back of the phone.
 - Step 2** Press the **Headset** button on the phone to place and answer calls using the headset.
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Disable a Wired Headset

You can use Cisco Unified Communications Manager Administration to disable your wired headset and speakerphone.

Procedure

- Step 1** In Cisco Unified Communications Manager Administration, choose **Device > Phone**.
 - Step 2** In the Find and List Phones window, enter the search criteria for the phone and click **Find**.
 - Step 3** Click the Device Name that you want. The Phone Configuration window is displayed.
 - Step 4** In the Product Specific Configuration Layout portion of the Phone Configuration window, select **Disable Speakerphone and Headset**.
 - Step 5** Click **Save**.
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Wireless Headset

The Cisco IP Phone 7821, 7841, and 7861 support a wireless analog headset. To use a wireless headset, users connect a base station to the auxiliary port. The base station communicates with the wireless headset.

The Electronic Hookswitch feature enables users to remotely control basic IP phone functionality from the wireless headset. Basic IP phone functionality includes off-hook and on-hook, ring indication, audio volume control, and mute.

Enable Electronic Hookswitch

For more information about wireless headsets that work in conjunction with the Electronic Hookswitch feature, go to the following URL:

http://www.cisco.com/en/US/prod/voicesw/ucphone_headsets.html

To enable or disable the Electronic Hookswitch feature for a Cisco IP Phone 7821, 7841, and 7861, perform these steps:

Procedure

- Step 1** From the Cisco Unified Communications Manager Administration, choose **Device > Phone**.
 - Step 2** Scroll to the Wireless Headset Hookswitch Control section.
 - Step 3** To enable Electronic Hookswitch, choose **Enabled**.
 - Step 4** To disable Electronic Hookswitch, choose **Disabled**.
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