

CISCO IP PHONE 7800 SERIES

Cisco IP Phone 7861

CP-7861-K9

The Cisco IP Phone 7861 is a professional 16-line enterprise IP phone designed for receptionists, administrative staff, managers, help desks and other users who handle multiple calls and extensions. It combines 16 programmable line and feature keys, a 3.5-inch grayscale display, wideband audio, full-duplex speakerphone, integrated 10/100 Ethernet connectivity and IEEE 802.3af Power over Ethernet for efficient business communications.

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16

Programmable Line / Feature Keys

3.5"

396 × 162 Pixel Grayscale Display

10/100

Ethernet Switch

PoE Class 1

IEEE 802.3af Power over Ethernet

PRODUCT OVERVIEW

16-Line Enterprise IP Telephony for High-Call-Volume Users

The Cisco IP Phone 7861 provides a practical business voice solution for users who need access to multiple lines, extensions and calling functions from a single desktop phone. Its 16 programmable line and feature keys, wideband audio, full-duplex speakerphone, grayscale display and integrated Ethernet switch make it well suited to professional office and enterprise environments.

16L

Sixteen Programmable Lines

Sixteen programmable line and feature keys provide quick access to multiple directory numbers, shared lines, speed dials and supported call functions.

AUDIO

Wideband Audio

Wideband audio support through the handset, speakerphone and supported headset configurations helps provide clear business voice communication.

100M

Integrated Ethernet Switch

Two RJ-45 Ethernet ports provide network connectivity and a downstream connection for a PC or another Ethernet device.

PoE

PoE Class 1

The phone supports IEEE 802.3af Power over Ethernet Class 1 for installations using compatible PoE network infrastructure.

SEC

Enterprise Security

Security capabilities include TLS signaling, SRTP media encryption, AES, authentication, certificates and IEEE 802.1X support.

SIP

SIP Business Telephony

SIP signaling and a broad range of enterprise calling features make the CP-7861-K9 suitable for supported Cisco IP telephony deployments.

01 / TECHNICAL SPECIFICATIONS

Cisco CP-7861-K9 Detailed Specifications

Technical specifications below are based primarily on Cisco documentation for the Cisco IP Phone 7861 and Cisco IP Phone 7800 Series.

Manufacturer	Cisco Systems, Inc.
Product Family	Cisco IP Phone 7800 Series
Product Model	IP Phone 7861
Part Number	CP-7861-K9=
Product Type	Enterprise Unified IP Phone / Business VoIP Phone
Intended Use	Business voice communications for receptionists, administrative staff, managers, help desks, supervisors and users with multiple active lines or extensions
Line Keys	16 programmable line and feature keys
Soft Keys	4 programmable soft keys

Display	3.5-inch / 89 mm graphical grayscale display with white backlight
Display Resolution	396 × 162 pixels
Ethernet Ports	2 × RJ-45 Ethernet ports
Ethernet Speed	10/100BASE-T
Downstream PC Connection	Yes — downstream Ethernet device / PC connection
Signaling Protocol	Session Initiation Protocol (SIP)
Codec Support	G.711 A-law, G.711 μ-law, G.722, G.722.2, G.729ab, iLBC and Opus
Wideband Audio	Yes
Speakerphone	Full-duplex wideband speakerphone
Headset Interface	RJ-9 headset connection
Handset Interface	RJ-9 handset connection
Hearing Aid Compatibility	HAC-compatible handset
PoE Standard	IEEE 802.3af
PoE Class	Class 1

QoS / Network Standards	Cisco Discovery Protocol (CDP), IEEE 802.1Q/p VLAN and QoS support
VLAN Support	IEEE 802.1Q VLAN tagging and configured voice and administrative VLAN support
Security	Certificates, image authentication, device authentication, file authentication, signaling authentication, SRTP, TLS, encrypted configuration files and 802.1X
Media Encryption	Secure Real-Time Transport Protocol (SRTP) using AES encryption
Signaling Encryption	Transport Layer Security (TLS)
IP Address Assignment	Static configuration or DHCP client
Call Features	Call forwarding, call waiting, caller ID, call history, call park, call pickup, conference, hold/resume, transfer, voicemail, speed dial, redial, shared line, corporate directory, do not disturb, mute and more
Fixed Function Keys	Messaging, Directory, Service, Hold/Resume, Transfer, Conference, Speakerphone, Headset, Mute and navigation controls
Wall Mounting	Supported with optional Cisco wall-mount kit
Physical Dimensions	207 × 265 × 28 mm (H × W × D, excluding foot stand)
Weight	Approximately 1053 g
Housing Material	Polycarbonate / ABS textured plastic

Operating Temperature	0°C to 40°C
Operating Humidity	10% to 90%, non-condensing
Color	Charcoal
Energy Management	Cisco EnergyWise support

02 / PLATFORM & LICENSING

Call Control, Deployment & Licensing

The exact capabilities available on a Cisco IP Phone depend on the call-control platform, firmware, licensing and deployment configuration.

Cisco Unified Communications Manager	Supported as part of Cisco enterprise IP telephony deployments using compatible Unified Communications Manager versions
Cisco Hosted Collaboration	Supported in applicable Cisco hosted collaboration environments using compatible platform and firmware versions
Webex Calling	Cisco documentation identifies supported Webex Calling deployment options; verify exact SKU and firmware requirements before ordering
CUCM Licensing	Cisco documentation identifies an Enhanced User Connect License (UCL) requirement for CP-7861 in Cisco Unified Communications Manager environments

Multipplatform / 3PCC Variant

Cisco also documents a separate CP-7861-3PCC-K9 Multipplatform Phone variant. Verify the exact part number and firmware requirement before purchase.

Important: CP-7861-K9 and CP-7861-3PCC-K9 are different Cisco ordering variants. They should not be treated as interchangeable SKUs. Confirm the required call-control platform, firmware and licensing environment before ordering.

03 / HARDWARE INFORMATION

Cisco CP-7861 Hardware Notes

Cisco IP Phone 7861 hardware should be identified by the exact Product ID (PID) and ordering configuration. This is especially important when purchasing refurbished, replacement or spare Cisco equipment.

16L

High Line Capacity

Sixteen programmable line and feature keys make the CP-7861 particularly suitable for users who manage several extensions, shared lines or calling functions.

FW

Firmware Compatibility

Firmware compatibility depends on the exact Cisco SKU and intended call-control platform. Verify the required firmware before deployment.

SKU

Verify the Exact SKU

Before ordering, verify whether the required unit is the standard CP-7861-K9 or the separate CP-7861-3PCC-K9 Multipplatform Phone variant.

Compatible Cisco Accessories

Accessories and replacement components should be confirmed against the exact CP-7861 hardware and installation requirements.

CP-PWR-CUBE-3=	Cisco Power Adapter 3 for compatible non-PoE deployments
CP-7800-WMK=	Cisco Wallmount Kit for Cisco IP Phone 7800 Series
CP-DX-HS=	Spare Wideband Handset for Cisco IP Phone 7800 Series
CP-DX-W-HS=	Spare White Wideband Handset for Cisco IP Phone 7800 Series
CP-7800-HS-CORD=	Spare Handset Cord for Cisco IP Phone 7800 Series

Where the Cisco IP Phone 7861 Fits Best

REC

Reception Desks

Sixteen programmable line keys make the CP-7861 particularly useful for receptionists who need quick access to multiple extensions and calls.

ADM

Administrative Staff

Multiple programmable keys support frequent communication with departments, colleagues, shared lines and business contacts.

MGR

HD

Managers & Supervisors

A practical enterprise endpoint for users who regularly monitor or handle several lines and business calls.

Help Desks

The high number of programmable keys can provide convenient access to multiple extensions and frequently used call functions.

IP

Enterprise VoIP

Designed for supported Cisco IP telephony environments requiring a professional multi-line business phone.

LAN

Networked Desktops

Two RJ-45 ports allow the phone to connect to the network while providing a downstream Ethernet connection for a workstation.

06 / RELATED CISCO IP PHONES

Compare Cisco IP Phone Options

Explore other Cisco IP phones available from NexoGet when selecting the right endpoint for your business communication environment.

2L

Cisco CP-7821-K9

[View Cisco CP-7821-K9 IP Phone](#)

4L

Cisco CP-7841-K9

[View Cisco CP-7841-K9 IP Phone](#)

8S

Cisco CP-8811-K9

[View Cisco CP-8811-K9 IP Phone](#)

COL

Cisco CP-8841-K9

[View Cisco CP-8841-K9 IP Phone](#)

ADV

Cisco CP-8851-K9

[View Cisco CP-8851-K9 IP Phone](#)

PRO

Cisco CP-8861-K9

[View Cisco CP-8861-K9 IP Phone](#)

07 / IMPORTANT INFORMATION

Before You Order Cisco CP-7861-K9

Part Number: Please confirm that you require the standard CP-7861-K9 configuration and not the separate CP-7861-3PCC-K9 Multiplatform Phone variant.

Line Capacity: The CP-7861 provides 16 programmable line and feature keys, making it particularly suitable for reception, administrative and multi-line business environments.

Network: The CP-7861 uses a 10/100BASE-T Ethernet switch. If Gigabit Ethernet at the phone is a requirement, consider an appropriate Cisco model such as the CP-7841-K9.

Power: The phone supports IEEE 802.3af PoE Class 1. A compatible Cisco power adapter may be required for installations without PoE.

Licensing: Cisco documentation identifies an Enhanced User Connect License requirement for CP-7861 when connected to Cisco Unified Communications Manager.

Availability: Actual stock condition, hardware revision, included accessories and exact SKU should be confirmed with NexoGet before purchase.



Need Pricing or Availability for CP-7861-K9?

Contact NexoGet for pricing, stock availability, product condition, accessories, shipping options and enterprise IT hardware quotations.

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