



Phone Systems Express

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User Guide for Cisco 8851 Key Expansion Module



The Cisco IP Phone 8851 Key Expansion Module adds extra programmable buttons to the phone. The programmable buttons can be set up as phone speed-dial buttons, or feature buttons.

The Features are:

- Single LCD screen module
- 18 Line keys
- 2 Pages
- Two column display
- 8851 IP Phone can use up to 2 Key Expansion Modules

Key Expansion Module Power Information

- If you use a key expansion module with your IP phone, then Power Over Ethernet (PoE) is enough to power your expansion modules. But, your phone must have an IP address in order to charge the expansion module.
- A power cube is needed for smartphone or tablet charging when your key expansion module is attached.
- A key expansion module uses 48V DC, 5W per module.

Installation Guide

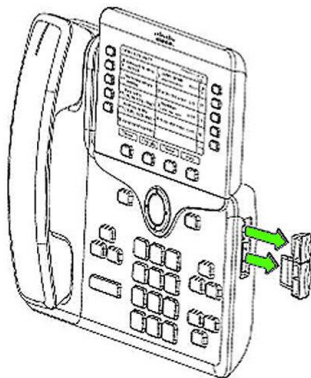
Step 1 Unplug the Ethernet cable from the phone.

Step 2 If installed, remove the footstand from the phone.

Step 3 Locate the accessory connector covers on the right side of the phone, opposite side of the handset. This diagram shows the location.



Step 4 Remove the two accessory connector covers, as shown in the next diagram.



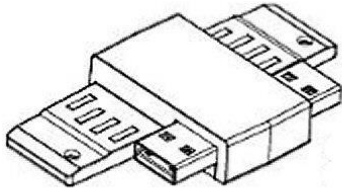
Caution The slots are designed for the spine connector only. Insertion of other objects will cause permanent damage to the phone.

Step 5 Position the phone so that the front of the phone faces up.

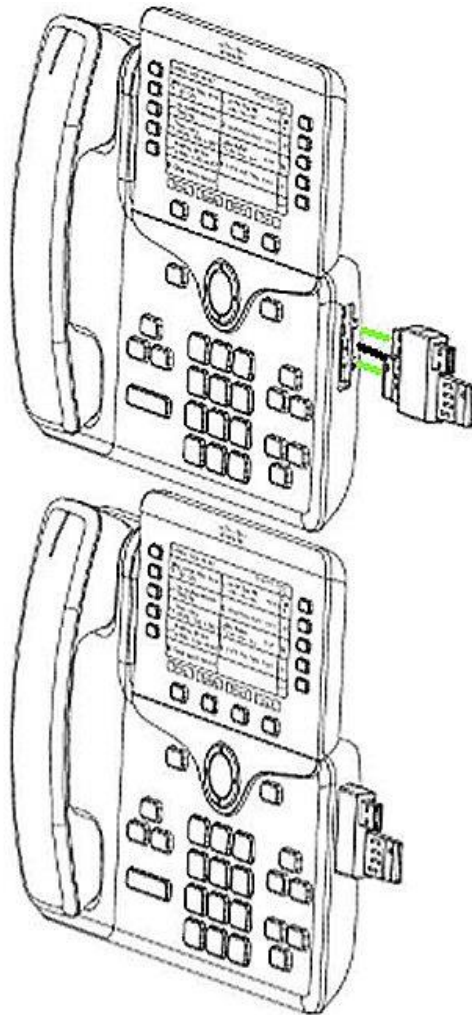
Step 6 Connect one end of the key expansion module spine connector to the accessory connector on the Cisco IP Phone.

- a) Align the spine connector with the accessory connector ports. Install in the same orientation as shown below.
- b) Firmly press the spine connector into the phone.

This diagram shows the spine connector.

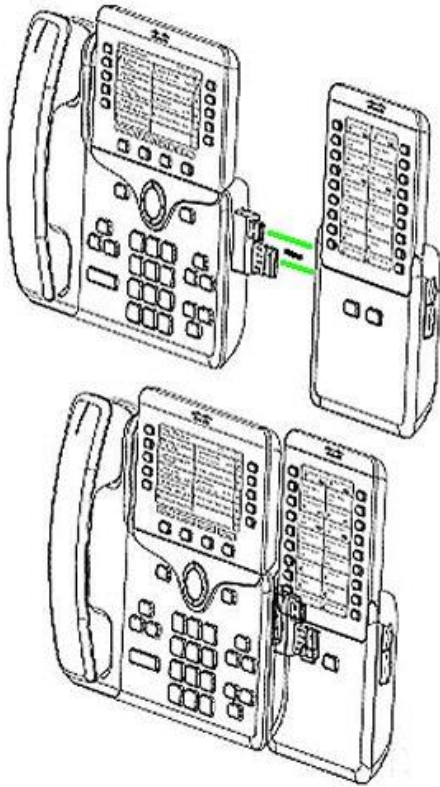


This diagram shows the installation of the spine connector.



Step 7 Connect the other end of the spine connector to the key expansion module as shown in this diagram.

- a) Align the spine connector with the key expansion module accessory connector ports.
- b) Firmly press the key expansion module into the spine connector.



Step 8 Install the foot stands on the phone and on the key expansion module, and adjust both footstands to rest evenly on the work surface.

Step 9 Plug the Ethernet cable into the phone.

Auto Detection of Key Expansion Modules

You can configure a new phone to auto-detect the maximum number of key expansion modules that it supports. For these phones, the **Number of Units** field shows the maximum number of key expansion modules that the phone supports as the default value. When a user adds a key expansion module to these phones, the module lights up and is enabled automatically. Default value of this field is 2 for the Cisco 8851 IP Phone. Navigate to **Admin Login > Advanced > Voice > Att Console** to check the value of the **Number of Units** field.

Reset the Single LCD Screen Key Expansion Module

If you are having technical difficulties with your Cisco 8851 IP Phone Key Expansion Module, you can reset the module to the factory default settings.

Step 1 Restart the key expansion module by disconnecting the power source, waiting a few seconds, and then reconnect it.

Step 2 As the key expansion module powers up, press and hold **Page 1**. As the LCD screen turns white, continue pressing **Page 1** for at least one second.

Step 3 Release **Page 1**. The LEDs turn red.

Step 4 Immediately press **Page 2** and continue pressing **Page 2** for at least one second.

Step 5 Release **Page 2**. The LEDs turn amber.

Step 6 Press Lines **5, 14, 1, 18, 10,** and **9** in sequence.

The LCD screen turns blue. A spinning icon is displayed in the center of the screen.

The key expansion module resets.

Key Expansion Module Does Not Go Through the Normal Start Up Process

Problem

When you connect a key expansion module to a phone that is connected to a network port, the key expansion module doesn't start up.

Cause

- Key expansion module type and the attached key expansion module do NOT match.
- The phone has more than one type of expansion module connected.
- Power over Ethernet (PoE) doesn't meet the required power-supply.
- Connected the number of key expansion modules exceed the maximum "Number of Units".

Solution

- Change the phone to use the same type of expansion module.
- Check the PoE the phone is connected to.
- Check if the unit number is bigger than the "Number of Units".