



## Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide



The Cisco IP Phone 8861 and 8865 are adaptable for professionals that require the ability to unplug the wired network connection and remain connected. The Wireless LAN and Bluetooth capabilities enable mobility and cord-free communications.

This guide provides information and guidance to help the network administrator deploy these phones in a wireless LAN environment.

## Revision History

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## Cisco IP Phone 8861 and 8865 Overview

The Cisco IP Phone 8861 and 8865 are the platforms that provide collaboration within enterprises. It brings together the capabilities of Cisco Unified Communication applications, building upon the solid foundations of Cisco Unified Communications devices, both wired and wireless.

Cisco's implementation of 802.11 permits time sensitive applications such as voice and video to operate efficiently across campus wide wireless LAN (WLAN) deployments. These extensions provide fast roaming capabilities and an almost seamless flow of multimedia traffic, whilst maintaining security as the end user roams between access points.

It should be understood that WLAN uses unlicensed spectrum, and as a result it may experience interference from other devices using the unlicensed spectrum. The proliferation of devices in the 2.4 GHz spectrum, such as Bluetooth headsets, Microwave ovens, cordless consumer phones, means that the 2.4 GHz spectrum may contain more congestion than other spectrums. The 5 GHz spectrum has far fewer devices operating in this spectrum and is the preferred spectrum to operate the Cisco IP Phone 8861 and 8865 in order to take advantage of the 802.11a/n/ac data rates available.

Despite the optimizations that Cisco has implemented in the Cisco IP Phone 8861 and 8865, the use of unlicensed spectrum means that uninterrupted communication can not be guaranteed, and there may be the possibility of voice gaps of up to several seconds during conversations. Adherence to these deployment guidelines will reduce the likelihood of these voice gaps being present, but there is always this possibility.

Through the use of unlicensed spectrum, and the inability to guarantee the delivery of messages to a WLAN device, the Cisco IP Phone 8861 and 8865 are not intended to be used as a medical device and should not be used to make clinical decisions.

## Phone Models

The following Cisco IP Phone 8861 and 8865 models are available.

Below outlines the peak antenna gain and frequency ranges / channels supported by each model.

Part Number	Description	Peak Antenna Gain	Frequency Ranges	Available Channels	Channel Set
CP-8861-K9=	Cisco IP Phone 8861, Charcoal	2.4 GHz = 3.2 dBi 5 GHz = 2.4 dBi	2.412 - 2.472 GHz	13	1-13
			5.180 - 5.240 GHz	4	36,40,44,48
CP-8861-W-K9=	Cisco IP Phone 8861, White	2.4 GHz = 2.1 dBi 5 GHz = 1.9 dBi	5.260 - 5.320 GHz	4	52,56,60,64
			5.500 - 5.720 GHz	12	100-144
			5.745 - 5.825 GHz	5	149,153,157,161,165
CP-8865-K9=	Cisco IP Phone 8865, Charcoal	2.4 GHz = 2.1 dBi 5 GHz = 1.9 dBi	2.412 - 2.472 GHz	13	1-13
			5.180 - 5.240 GHz	4	36,40,44,48
			5.260 - 5.320 GHz	4	52,56,60,64
			5.500 - 5.720 GHz	12	100-144
CP-8865-W-K9=	Cisco IP Phone 8865, White		5.745 - 5.825 GHz	5	149,153,157,161,165

A power cube (CP-PWR-CUBE-4=) is required when utilizing the Cisco IP Phone 8861 or 8865 in Wi-Fi mode.

**Note:** Actual channels utilized is dependent on local regulatory restrictions.

802.11j (channels 34, 38, 42, 46) are not supported.

Channel 14 for Japan is not supported.

## Requirements

The Cisco IP Phone 8861 and 8865 are IEEE 802.11a/b/g/n/ac devices that provide voice communications.

The environment must be validated to ensure it meets the requirements to deploy the Cisco IP Phone 8861 and 8865.

## Site Survey

Before deploying the Cisco IP Phone 8861 and 8865 into a production environment, a site survey must be completed by a Cisco certified partner with the advanced wireless LAN specialization. During the site survey the RF spectrum can be analyzed to determine which channels are usable in the desired band (5 GHz or 2.4 GHz). Typically there is less interference in the 5 GHz band as well as more non-overlapping channels, so 5 GHz is the preferred band for operation and even more highly recommended when the Cisco IP Phone 8861 and 8865 are to be used in a mission critical environment. The site survey will include heatmaps showing the intended coverage plan for the location. The site survey will also determine which access point platform type, antenna type, access point configuration (channel and transmit power) to use at the location. It is recommended to select an access point with integrated antennas for non-rugged environments (e.g. office, healthcare, education, hospitality) and an access point platform requiring external antennas for rugged environments (e.g. manufacturing, warehouse, retail).

The wireless LAN must be validated to ensure it meets the requirements to deploy the Cisco IP Phone 8861 and 8865.

### Signal

The cell edge should be designed to -67 dBm where there is a 20-30% overlap of adjacent access points at that signal level.

This ensures that the Cisco IP Phone 8861 and 8865 always have adequate signal and can hold a signal long enough in order to roam seamlessly where signal based triggers are utilized vs. packet loss triggers.

Also need to ensure that the upstream signal from the Cisco IP Phone 8861 and 8865 meets the access point's receiver sensitivity for the transmitted data rate. Rule of thumb is to ensure that the received signal at the access point is -67 dBm or higher.

It is recommended to design the cell size to ensure that the Cisco IP Phone 8861 and 8865 can hold a signal for at least 5 seconds.

### Channel Utilization

Channel Utilization levels should be kept under 40%.

The Cisco IP Phone 8861 and 8865 convert the 0-255 scale value to a percentage, so 105 would equate to around 40% in the Cisco IP Phone 8861 and 8865.

### Noise

Noise levels should not exceed -92 dBm, which allows for a Signal to Noise Ratio (SNR) of 25 dB where a -67 dBm signal should be maintained.

Also need to ensure that the upstream signal from the Cisco IP Phone 8861 and 8865 meets the access point's signal to noise ratio for the transmitted data rate.

### Packet Loss / Delay

Per voice guidelines, packet loss should not exceed 1% packet loss; otherwise voice quality can be degraded significantly.

Jitter should be kept at a minimal (< 100 ms).

### Retries

802.11 retransmissions should be less than 20%.

## **Multipath**

Multipath should be kept to a minimal as this can create nulls and reduce signal levels.

## **Call Control**

The Cisco IP Phone 8861 and 8865 are supported on the following call control platforms.

- Cisco Unified Communications Manager (CUCM)
  - Minimum = 8.5(1)
  - Recommended = 11.5(1), 12.0(1), 12.5(1), 14.0(1) and later
- Cisco Unified Communications Manager Express (CUCME)
  - Minimum = 10.0
  - Recommended = 11.7 and later
- Cisco Unified Survivable Remote Site Telephony (SRST)
  - Minimum = 10.0
  - Recommended = 11.7 and later
- Webex Calling

**Note:** Cisco Unified Communications Manager requires a device package to be installed or service release update in order to enable Cisco IP Phone 8861 and 8865 device support.

Device packages for Cisco Unified Communications Manager are available at the following location.

<https://software.cisco.com/download/home/278875240>

Prior to release 11.0 of Cisco Unified Communications Manager Express, the Cisco IP Phone 8861 and 8865 are to utilize the fast track method utilizing the Cisco Unified IP Phone 9971 as the reference model (use 7975 as reference model if needing softkey template support).

With release 11.0 and 11.5 of Cisco Unified Communications Manager Express, the Cisco IP Phone 8865 can utilize the Cisco IP Phone 8861 as the reference model.

With release 11.7 and later of Cisco Unified Communications Manager Express, there is native support for the Cisco IP Phone 8865, therefore can use the Cisco IP Phone 8865 as the model type.

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucme/feature/phone\\_feature/phone\\_feature\\_support\\_guide.html#\\_Toc436645184](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/feature/phone_feature/phone_feature_support_guide.html#_Toc436645184)

## **Wireless LAN**

The Cisco IP Phone 8861 and 8865 are supported on the following Cisco Wireless LAN solutions.

- Cisco AireOS Wireless LAN Controller and Cisco Lightweight Access Points
  - Minimum = 7.0.252.0
  - Recommended = 8.3.150.0, 8.5.182.0, 8.8.130.0, 8.10.185.0
- Cisco IOS Wireless LAN Controller and Cisco Lightweight Access Points



Minimum = 16.12.1s

Recommended = 17.3.8, 17.6.6, 17.9.4, 17.12.1

- Cisco Mobility Express and Cisco Lightweight Access Points

Minimum = 8.3.143.0

Recommended = 8.3.150.0, 8.5.182.0, 8.8.130.0, 8.10.185.0

- Cisco Autonomous Access Points

Minimum = 12.4(21a)JY

Recommended = 15.2(4)JB6, 15.3(3)JF15, 15.3(3)JPP

- Cisco Meraki Access Points

Minimum = MR 25.9, MX 13.33

Recommended = MR 29.7.1, MX 18.107.5

**Note:** Cisco Wireless LAN Controller release 8.0.121.0 or later is required if utilizing Flexconnect + Local Switching mode.

## **Access Points**

Below are the Cisco access points that are supported.

Any access point model that is not listed below is not supported.

The Cisco IP Phone 8861 and 8865 are supported on the following Cisco Aironet access point platforms.



**600**

**1600**

**2600**

**3600**



**700W**

**700**

**1700**

**2700**

**3700**



**1810W**

**1810**

**1815i**

**1815m**

**1815t**

**1815w**



**1830**

**1840**

**1850**

**2800**

**3800**

**4800**



**9105**

**9115**

**9117**

**9120**

**9130**



**9136**

**9162**

**9164**

**9166**



**Note:** The Cisco IP Phone 8861 and 8865 are supported with the Cisco AP3600 when the internal 802.11a/b/g/n radio is utilized, however is not supported if the 802.11ac module (AIR-RM3000AC) for the Cisco AP3600 is installed.

The table below lists the modes that are supported by each Cisco Aironet access point.

Cisco AP Series	802.11a	802.11b	802.11g	802.11n	802.11ac	802.11ax	Lightweight	Mobility Express	Autonomous
<b>600</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	No
<b>700</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>700W</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1040</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1130</b>	Yes	Yes	Yes	No	No	No	Yes	No	Yes
<b>1140</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1240</b>	Yes	Yes	Yes	No	No	No	Yes	No	Yes
<b>1250</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1260</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1600</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>1700</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
<b>1810</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
<b>1810W</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
<b>1815</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes (not 1815t)	No

<b>1830</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>1840</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>1850</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>2600</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>2700</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
<b>2800</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>3500</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>3600</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes
<b>3700</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
<b>3800</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>4800</b>	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
<b>9105</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9115</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9117</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9120</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9130</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9136</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9162</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9164</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>9166</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>890</b>	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes

The Cisco IP Phone 8861 and 8865 are supported on the following Cisco Meraki access point platforms.



**MR18**



**MR20**



**MR28**



**MR24**



**MR26**



**MR30H**



**MR32**



**MR33**



**MR34**



**MR36**



**MR36H**



**MR42**



**MR44**



**MR45**



**MR46**



**MR52**



**MR53**



**MR55**



**MR56**



**MR57**



**9162**



**9164**



**9166**



**MX64W**



**MX65W**



**MX67W**



**MX68W**



**Z3**

<https://meraki.cisco.com/products/appliances#models>

The Cisco Meraki MR12, MR16, and Z1 access point platforms are not certified for use with Cisco IP Phone 8861 and 8865 deployments.

The table below lists the modes that are supported by each Cisco Meraki access point.

<b>Meraki AP Series</b>	<b>802.11a</b>	<b>802.11b</b>	<b>802.11g</b>	<b>802.11n</b>	<b>802.11ac</b>	<b>802.11ax</b>
<b>9162</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>9164</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>9166</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR18</b>	Yes	Yes	Yes	Yes	No	No
<b>MR20</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR24</b>	Yes	Yes	Yes	Yes	No	No
<b>MR26</b>	Yes	Yes	Yes	Yes	No	No
<b>MR28</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR30H</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR32</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR33</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR34</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR36</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR36H</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR42</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR44</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR45</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR46</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR52</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR53</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MR55</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR56</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>MR57</b>	Yes	Yes	Yes	Yes	Yes	Yes

<b>MX64W</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MX65W</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MX67W</b>	Yes	Yes	Yes	Yes	Yes	No
<b>MX68W</b>	Yes	Yes	Yes	Yes	Yes	No
<b>Z3</b>	Yes	Yes	Yes	Yes	Yes	No

**Note:** If an access point model is not specifically listed above, then it is not supported.

Currently no support for Cisco Aironet 1500 Series outdoor access points.

No support for any access point model operating in MESH mode.

Interoperability with third-party access points can not be guaranteed as there are no interoperability tests performed for third-party access points; however if connected to a Wi-Fi compliant access point, then should have basic functionality.

Some of the key features are the following:

- 5 GHz (802.11a/n/ac)
- Wi-Fi Protected Access v2 (WPA2+AES)
- Wi-Fi Multimedia (WMM)
- Traffic Specification (TSPEC)
- Traffic Classification (TCLAS)
- Differentiated Services Code Point (DSCP)
- Class of Service (CoS / 802.1p)
- QoS Basic Service Set (QBSS)

## Antenna Systems

Some Cisco access points require or allow external antennas.

Please refer to the following URL for the list of supported antennas for Cisco Aironet access points and how these external antennas should be mounted.

[https://www.cisco.com/c/en/us/products/collateral/wireless/aironet-antennas-accessories/product\\_data\\_sheet09186a008008883b.html](https://www.cisco.com/c/en/us/products/collateral/wireless/aironet-antennas-accessories/product_data_sheet09186a008008883b.html)

**Note:** Cisco access points with integrated internal antennas (other than models intended to be wall mounted) are to be mounted on the ceiling as they have omni-directional antennas and are not designed to be wall mounted.

## Protocols

Supported voice and wireless LAN protocols include the following:

- 802.11a,b,d,e,g,h,i,n,r,ac
- Wi-Fi MultiMedia (WMM)
- Traffic Specification (TSPEC)
- Traffic Classification (TCLAS)
- Unscheduled Automatic Power Save Delivery (UAPSD)
- Simple Certificate Enrollment Protocol (SCEP)
- Session Initiation Protocol (SIP)

- Real Time Protocol (RTP)
  - Opus, G.722, G.711, iSAC, iLBC, G.729
- Dynamic Host Configuration Protocol (DHCP)
- Trivial File Transfer Protocol (TFTP)
- HyperText Transfer Protocol (HTTP)
- Cisco Discovery Protocol (CDP)
- Syslog

## Wi-Fi

The following table lists the maximum tx power and receiver sensitivity info for each data rate per 802.11 mode utilized by Cisco IP Phone 8861 and 8865.

### 5 GHz Specifications

<b>5 GHz - 802.11a</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 14 dBm (Depends on region)	6 Mbps	OFDM - BPSK	-94 dBm
	9 Mbps	OFDM - BPSK	-93 dBm
	12 Mbps	OFDM - QPSK	-92 dBm
	18 Mbps	OFDM - QPSK	-89 dBm
	24 Mbps	OFDM - 16 QAM	-86 dBm
	36 Mbps	OFDM - 16 QAM	-83 dBm
	48 Mbps	OFDM - 64 QAM	-78 dBm
	54 Mbps	OFDM - 64 QAM	-76 dBm
<b>5 GHz - 802.11n (HT20)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 13 dBm (Depends on region)	7 Mbps (MCS 0)	OFDM - BPSK	-94 dBm
	14 Mbps (MCS 1)	OFDM - QPSK	-91 dBm
	21 Mbps (MCS 2)	OFDM - QPSK	-89 dBm
	29 Mbps (MCS 3)	OFDM - 16 QAM	-86 dBm
	43 Mbps (MCS 4)	OFDM - 16 QAM	-82 dBm
	58 Mbps (MCS 5)	OFDM - 64 QAM	-77 dBm
	65 Mbps (MCS 6)	OFDM - 64 QAM	-76 dBm
	72 Mbps (MCS 7)	OFDM - 64 QAM	-74 dBm
<b>5 GHz - 802.11n (HT40)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 13 dBm (Depends on region)	15 Mbps (MCS 0)	OFDM - BPSK	-91 dBm
	30 Mbps (MCS 1)	OFDM - QPSK	-88 dBm
	45 Mbps (MCS 2)	OFDM - QPSK	-86 dBm
	60 Mbps (MCS 3)	OFDM - 16 QAM	-83 dBm
	90 Mbps (MCS 4)	OFDM - 16 QAM	-79 dBm
	120 Mbps (MCS 5)	OFDM - 64 QAM	-75 dBm



	135 Mbps (MCS 6)	OFDM - 64 QAM	-73 dBm
	150 Mbps (MCS 7)	OFDM - 64 QAM	-72 dBm
<b>5 GHz - 802.11ac (VHT20)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 12 dBm (Depends on region)	7 Mbps (MCS 0)	OFDM - BPSK	-93 dBm
	14 Mbps (MCS 1)	OFDM - QPSK	-90 dBm
	21 Mbps (MCS 2)	OFDM - QPSK	-87 dBm
	29 Mbps (MCS 3)	OFDM - 16 QAM	-84 dBm
	43 Mbps (MCS 4)	OFDM - 16 QAM	-81 dBm
	58 Mbps (MCS 5)	OFDM - 64 QAM	-76 dBm
	65 Mbps (MCS 6)	OFDM - 64 QAM	-75 dBm
	72 Mbps (MCS 7)	OFDM - 64 QAM	-74 dBm
	87 Mbps (MCS 8)	OFDM - 256 QAM	-70 dBm
<b>5 GHz - 802.11ac (VHT40)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 12 dBm (Depends on region)	15 Mbps (MCS 0)	OFDM - BPSK	-90 dBm
	30 Mbps (MCS 1)	OFDM - QPSK	-87 dBm
	45 Mbps (MCS 2)	OFDM - QPSK	-85 dBm
	60 Mbps (MCS 3)	OFDM - 16 QAM	-82 dBm
	90 Mbps (MCS 4)	OFDM - 16 QAM	-79 dBm
	120 Mbps (MCS 5)	OFDM - 64 QAM	-73 dBm
	135 Mbps (MCS 6)	OFDM - 64 QAM	-72 dBm
	150 Mbps (MCS 7)	OFDM - 64 QAM	-72 dBm
	180 Mbps (MCS 8)	OFDM - 256 QAM	-67 dBm
	200 Mbps (MCS 9)	OFDM - 256 QAM	-66 dBm
<b>5 GHz - 802.11ac (VHT80)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 12 dBm (Depends on region)	33 Mbps (MCS 0)	OFDM - BPSK	-87 dBm
	65 Mbps (MCS 1)	OFDM - QPSK	-83 dBm
	98 Mbps (MCS 2)	OFDM - QPSK	-81 dBm
	130 Mbps (MCS 3)	OFDM - 16 QAM	-78 dBm
	195 Mbps (MCS 4)	OFDM - 16 QAM	-75 dBm
	260 Mbps (MCS 5)	OFDM - 64 QAM	-73 dBm
	293 Mbps (MCS 6)	OFDM - 64 QAM	-68 dBm
	325 Mbps (MCS 7)	OFDM - 64 QAM	-68 dBm
	390 Mbps (MCS 8)	OFDM - 256 QAM	-64 dBm
	433 Mbps (MCS 9)	OFDM - 256 QAM	-62 dBm

## 2.4 GHz Specifications

<b>2.4 GHz - 802.11b</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 17 dBm (Depends on region)	1 Mbps	DSSS - BPSK	-98 dBm
	2 Mbps	DSSS - QPSK	-96 dBm
	5.5 Mbps	DSSS - CCK	-93 dBm

	11 Mbps	DSSS - CCK	-91 dBm
<b>2.4 GHz - 802.11g</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 14 dBm (Depends on region)	6 Mbps	OFDM - BPSK	-95 dBm
	9 Mbps	OFDM - BPSK	-94 dBm
	12 Mbps	OFDM - QPSK	-93 dBm
	18 Mbps	OFDM - QPSK	-90 dBm
	24 Mbps	OFDM - 16 QAM	-87 dBm
	36 Mbps	OFDM - 16 QAM	-84 dBm
	48 Mbps	OFDM - 64 QAM	-79 dBm
	54 Mbps	OFDM - 64 QAM	-77 dBm
<b>2.4 GHz - 802.11n (HT20)</b>	<b>Data Rate</b>	<b>Modulation</b>	<b>Receiver Sensitivity</b>
Max Tx Power = 13 dBm (Depends on region)	7 Mbps (MCS 0)	OFDM - BPSK	-95 dBm
	14 Mbps (MCS 1)	OFDM - QPSK	-92 dBm
	21 Mbps (MCS 2)	OFDM - QPSK	-90 dBm
	29 Mbps (MCS 3)	OFDM - 16 QAM	-87 dBm
	43 Mbps (MCS 4)	OFDM - 16 QAM	-83 dBm
	58 Mbps (MCS 5)	OFDM - 64 QAM	-78 dBm
	65 Mbps (MCS 6)	OFDM - 64 QAM	-77 dBm
	72 Mbps (MCS 7)	OFDM - 64 QAM	-75 dBm

**Note:** Receiver sensitivity is the minimum signal needed to decode a packet at a certain data rate.

The above values are pure radio specifications and do not account for the gain of the single integrated antenna.

To achieve 802.11n/ac connectivity, it is recommended that the Cisco IP Phone 8861 and 8865 be within 100 feet of the access point.

## Regulatory

World Mode (802.11d) allows a client to be used in different regions, where the client can adapt to using the channels and transmit powers advertised by the access point in the local environment.

The Cisco IP Phone 8861 and 8865 operate best when the access point is 802.11d enabled, where it can determine which channels and transmit powers to use per the local region.

Enable World Mode (802.11d) for the corresponding country where the access point is located.

Some 5 GHz channels are also used by radar technology, which requires that the 802.11 client and access point be 802.11h compliant if utilizing those radar frequencies (DFS channels). 802.11h requires 802.11d to be enabled.

The Cisco IP Phone 8861 and 8865 will passively scan DFS channels first before engaging in active scans of those channels. If 802.11d is not enabled, then the Cisco IP Phone 8861 and 8865 can attempt to connect to the access point using reduced transmit power.

Below are the countries and their 802.11d codes that are supported by the Cisco IP Phone 8861 and 8865.

Argentina (AR)

Iceland (IS)

Philippines (PH)

Australia (AU)

India (IN)

Poland (PL)

Austria (AT)	Ireland (IE)	Portugal (PT)
Bahrain (BH)	Israel (IL)	Puerto Rico (PR)
Belgium (BE)	Italy (IT)	Romania (RO)
Brazil (BR)	Japan (JP)	Russian Federation (RU)
Bulgaria (BG)	Korea (KR)	Saudi Arabia (SA)
Canada (CA)	Latvia (LV)	Serbia (RS)
Chile (CL)	Liechtenstein (LI)	Singapore (SG)
Colombia (CO)	Lithuania (LT)	Slovakia (SK)
Costa Rica (CR)	Luxembourg (LU)	Slovenia (SI)
Croatia (HR)	Macau (MO)	South Africa (ZA)
Cyprus (CY)	Macedonia (MK)	Spain (ES)
Czech Republic (CZ)	Malaysia (MY)	Sweden (SE)
Denmark (DK)	Malta (MT)	Switzerland (CH)
Dominican Republic (DO)	Mexico (MX)	Taiwan (TW)
Ecuador (EC)	Monaco (MC)	Thailand (TH)
Egypt (EG)	Montenegro (ME)	Turkey (TR)
Estonia (EE)	Netherlands (NL)	Ukraine (UA)
Finland (FI)	New Zealand (NZ)	United Arab Emirates (AE)
France (FR)	Nigeria (NG)	United Kingdom (GB)
Germany (DE)	Norway (NO)	United States (US)
Gibraltar (GI)	Oman (OM)	Uruguay (UY)
Greece (GR)	Panama (PA)	Venezuela (VE)
Hong Kong (HK)	Paraguay (PY)	Vietnam (VN)
Hungary (HU)	Peru (PE)	

**Note:** Compliance information is available on the Cisco Product Approval Status web site at the following URL:

<https://cae-cnc-prd.cisco.com/pdttenc>

## Bluetooth

The Cisco IP Phone 8861 and 8865 support Bluetooth technology allowing for wireless headset communications.

Bluetooth enables low bandwidth wireless connections within a range of 30 feet, however it is recommended to keep the Bluetooth device within 10 feet of the Cisco IP Phone 8861 and 8865.

Up to ten headsets can be paired, where the previously connected headset is given priority.

The Bluetooth device does not need to be within direct line-of-sight of the phone, but barriers, such as walls, doors, etc. can potentially impact the quality.

Bluetooth utilizes the 2.4 GHz frequency just like 802.11b/g/n and many other devices (e.g. microwave ovens, cordless phones, etc.), so the Bluetooth quality can potentially be interfered with due to using this unlicensed frequency.

### Bluetooth Profiles

The Cisco IP Phone 8861 and 8865 support the following Bluetooth profiles.

#### **Hands-Free Profile (HFP)**

With Bluetooth Hands-Free Profile (HFP) support, the following features can be available if supported by the Bluetooth headset.

- Ring
- Answer a call
- End a call
- Volume Control
- Last Number Redial
- Call Waiting
- Divert / Reject
- 3 way calling (Hold & Accept and Release & Accept)
- Speed Dialing

### **Phone Book Access Profile (PBAP)**

Phone Book Access Profile (PBAP) support enables the exchange of phone book objects between devices.

For more information, refer to the documentation from the Bluetooth headset manufacturer.

### **Coexistence (802.11b/g/n + Bluetooth)**

If using Coexistence where 802.11b/g/n and Bluetooth are used simultaneously, then there are some limitations and deployment requirements to be considered as they both utilize the 2.4 GHz frequency range.

#### **Capacity**

When using Coexistence (802.11b/g/n + Bluetooth), call capacity is reduced due to the utilization of CTS to protect the 802.11g/n and Bluetooth transmissions.

#### **Multicast Audio**

Multicast audio from Push to Talk (PTT), Music on Hold (MMOH) and other applications are not supported when using Coexistence.

#### **Voice Quality**

Depending on the current data rate configuration, CTS may be sent to protect the Bluetooth transmissions when using Coexistence.

In some environments, 6 Mbps may need to be enabled.

**Note:** It is recommended to use 802.11a/n/ac if using Bluetooth due to 802.11b/g/n and Bluetooth both utilizing 2.4 GHz, but also due to the above limitations.

## **Languages**

The Cisco IP Phone 8861 and 8865 currently support the following languages.

Arabic	French	Polish
Bulgarian	German	Portuguese
Catalan	Greek	Romanian
Chinese	Hebrew	Russian
Croatian	Hungarian	Serbian
Czech	Italian	Slovak

Danish	Japanese	Slovenian
Dutch	Korean	Spanish
English	Latvian	Swedish
Estonian	Lithuanian	Thai
Finnish	Norwegian	Turkish

The corresponding locale package must be installed to enable support for that language. English is the default language on the phone.

Download the locale packages from the Localization page at the following URL:

<https://software.cisco.com/download/home/278875240>

## Cisco 8865 Video Calls

The Cisco IP Phone 8865 supports video calling via a high-resolution color LCD and an integrated camera.

The **Video Capabilities** feature within Cisco Unified Communications Manager must be enabled for each Cisco IP Phone 8865 if wanting to participate in video calls.

The Cisco IP Phone 8865 is able to establish video calls with other Cisco 8865 endpoints, Cisco TelePresence Systems, and other video enabled endpoints.

WVGA 480p or HD 720p is the recommended video format to utilize unless higher-grade video is required when communicating with other capable endpoints.

For remote users, WVGA 480p or HD 720p should be the maximum video resolution enabled in the Cisco IP Phone 8865 configuration within Cisco Unified Communications Manager.

H.264 is the protocol used for the video stream, where up to 30 fps (frames per second) are supported.

There is a separate stream for the audio session that utilizes one of the support audio codecs.

The Cisco IP Phone 8865 supports video bandwidth adaption, where the video bit rate can be adjusted as necessary if the current network connection can not support higher video resolutions.

The following video formats are supported:

- QCIF (176 x 144)
- SIF (352 x 240)
- CIF (352 x 288)
- VGA (640 x 480)
- NTSC 240p (432 x 240)
- nHD 360p (640 x 360)
- WVGA 480p (800 x 480)
- HD 720p (1280 x 720)

## Phone Care

To clean the Cisco IP Phone 8861 or 8865, use a soft, moist cloth to wipe the phone.

Do not apply liquids or powders directly to the phone as it can damage the phone.

Do not use bleach or other caustic products to clean the phone.

Do not use compressed air to clean the phone as it can also damage the phone.

For more information, refer to the **Cisco IP Phone 8861 and 8865 User Guide** at this URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

## Accessories

The following accessories are available for the Cisco IP Phone 8861 and 8865.

- Cisco Power Cube 4 for Cisco 8861 and 8865
- Key Expansion Module for Cisco 8861
- Key Expansion Module for Cisco 8865
- Wall Mount Kit for Cisco 8861
- Wall Mount Kit for Cisco 8865
- Headsets (Cisco 521, 522, 531, 532, 561, 562, 730)

For more information, refer to the **Cisco IP Phone 8800 Series Accessory Guide** at this URL:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cuipph/7800-8800/english/accessories/p881\\_b\\_accessorie-guide-for-cisco-ip.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/7800-8800/english/accessories/p881_b_accessorie-guide-for-cisco-ip.html)

# Wireless LAN Design

The following network design guidelines must be followed in order to accommodate for adequate coverage, call capacity and seamless roaming for the Cisco IP Phone 8861 and 8865.

## 802.11 Network

Use the following guidelines to assist with deploying and configuring the wireless LAN.

### 5 GHz (802.11a/n/ac)

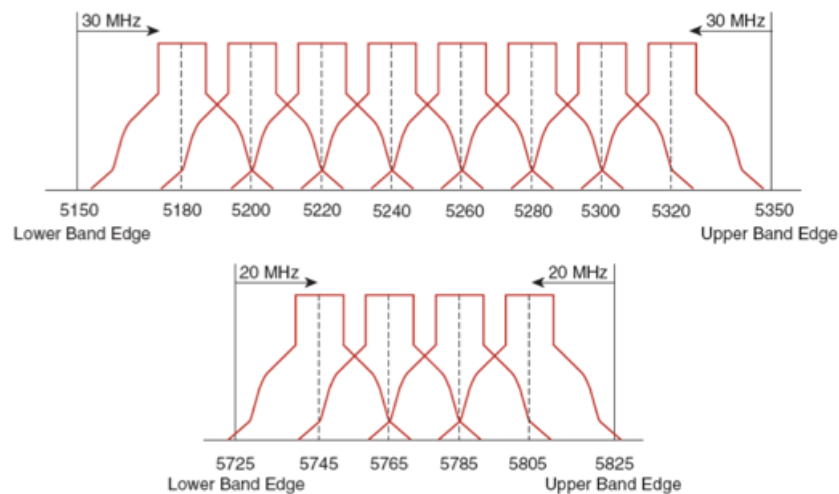
5 GHz is the recommended frequency band to utilize for operation of the Cisco IP Phone 8861 and 8865.

In general, it is recommended for access points to utilize automatic channel selection instead of manually assigning channels to access points.

If there is an intermittent interferer, then the access point or access points serving that area may need to have a channel statically assigned.

The Cisco IP Phone 8861 and 8865 support Dynamic Frequency Selection (DFS) and Transmit Power Control (TPC) from 802.11h, which are required when using channels operating at 5.260 - 5.720 GHz, which are 16 of the 25 possible channels.

Need to ensure there is at least 20 percent overlap with adjacent channels when deploying the Cisco IP Phone 8861 and 8865 in an 802.11a/n/ac environment, which allows for seamless roaming. For critical areas, it is recommended to increase the overlap (30% or more) to ensure that there can be at least 2 access points available with -67 dBm or better, while the Cisco IP Phone 8861 and 8865 also meet the access point's receiver sensitivity (required signal level for the current data rate).



<b>Channel ID</b>	36	40	44	48	52	56	60	64	100	104	108	112	116	120	124	128	132	136	140	149	153	157	161
<b>Center Freq. MHz</b>	5180	5200	5220	5240	5260	5280	5300	5320	5500	5520	5540	5560	5580	5600	5620	5640	5660	5680	5700	5745	5765	5785	5805
<b>Band</b>	UNII-1				UNII-2												UNII-3						

### Dynamic Frequency Selection (DFS)

DFS dynamically instructs a transmitter to switch to another channel whenever radar signal is detected. If the access point detects radar, the radio on the access point goes on hold for at least 60 seconds while the access point passively scans for another usable channel.

TPC allows the client and access point to exchange information, so that the client can dynamically adjust the transmit power. The client uses only enough energy to maintain association to the access point at a given data rate. As a result, the client contributes less to adjacent cell interference, which allows for more densely deployed, high-performance wireless LANs.

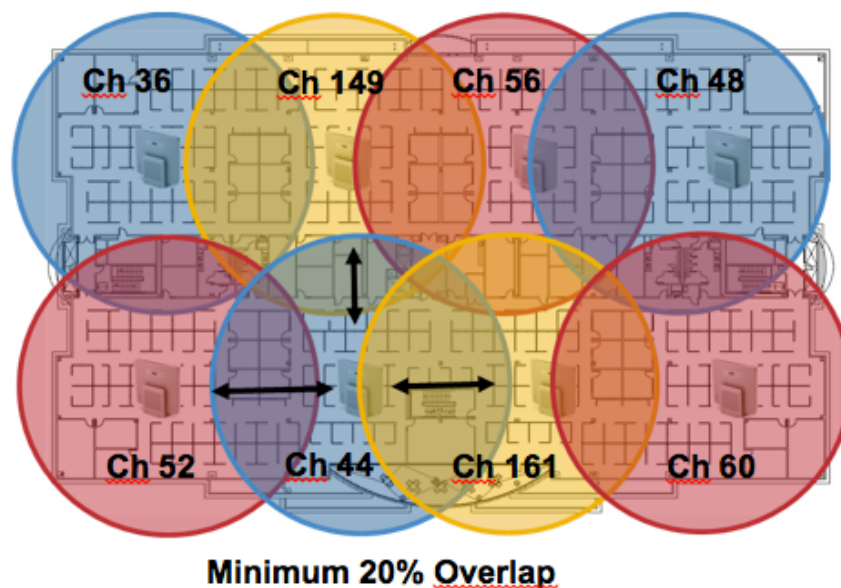
If there are repeated radar events detected by the access point (just or falsely), determine if the radar signals are impacting a single channel (narrowband) or multiple channels (wideband), then potentially disable use of that channel or channels in the wireless LAN.

The presence of an access point on a non-DFS channel can help minimize voice interruptions.

In case of radar activity, have at least one access point per area that uses a non-DFS channel (UNII-1). This ensures that a channel is available when an access point's radio is in its hold-off period while scanning for a new usable channel.

A UNII-3 channel (5.745 - 5.825 GHz) can optionally be used if available.

Below is a sample 5 GHz wireless LAN deployment.



For 5 GHz, 25 channels are available in the Americas, 16 channels in Europe, and 19 channels in Japan.

Where UNII-3 is available, it is recommended to use UNII-1, UNII-2, and UNII-3 only to utilize a 12 channel set.

If planning to use UNII-2 extended channels (channels 100 - 144), it is recommended to disable UNII-2 (channels 52-64) on the access point to avoid having so many channels enabled.

Having many 5 GHz channels enabled in the wireless LAN can delay discovery of new access points.

## 2.4 GHz (802.11b/g/n)

In general, it is recommended for access points to utilize automatic channel selection instead of manually assigning channels to access points.

If there is an intermittent interferer, then the access point or access points serving that area may need to have a channel statically assigned.

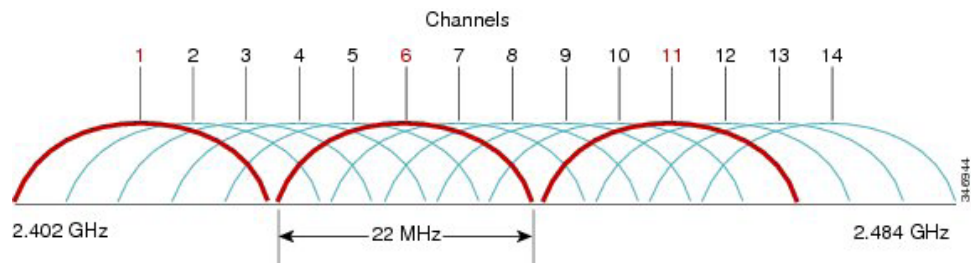
In a 2.4 GHz (802.11b/g/n) environment, only non-overlapping channels must be utilized when deploying VoWLAN. Non-overlapping channels have 22 MHz of separation and are at least 5 channels apart.

There are only 3 non-overlapping channels in the 2.4 GHz frequency range (channels 1, 6, 11).

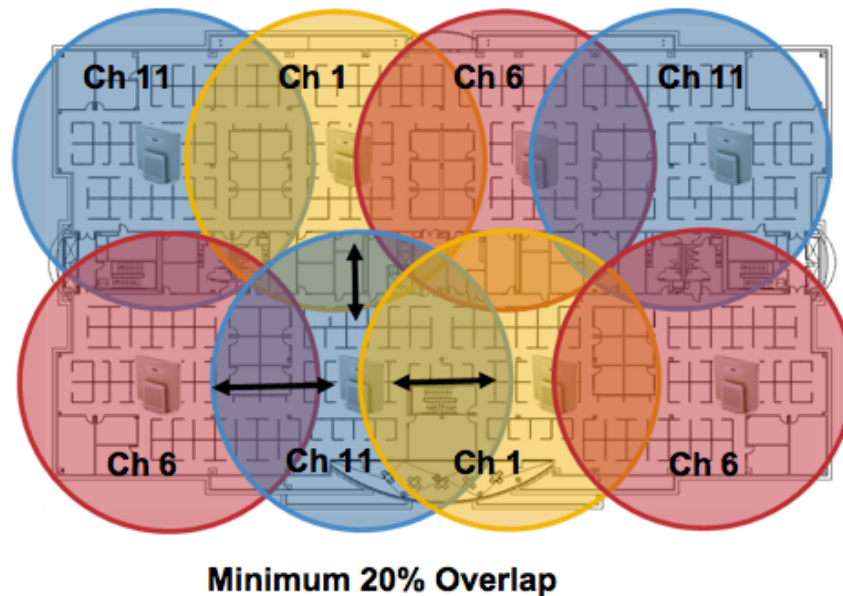


Non-overlapping channels must be used and allow at least 20 percent overlap with adjacent channels when deploying the Cisco IP Phone 8861 and 8865 in an 802.11b/g/n environment, which allows for seamless roaming.

Using an overlapping channel set such as 1, 5, 9, 13 is not a supported configuration.



Below is a sample 2.4 GHz wireless LAN deployment.



## Signal Strength and Coverage

To ensure acceptable voice quality, the Cisco IP Phone 8861 and 8865 should always have a signal of -67 dBm or higher when using 5 GHz or 2.4 GHz, while the Cisco IP Phone 8861 and 8865 also meet the access point's receiver sensitivity required signal level for the transmitted data rate.

Ensure the Packet Error Rate (PER) is no higher than 1%.

A minimum Signal to Noise Ratio (SNR) of 25 dB = -92 dBm noise level with -67 dBm signal should be maintained.

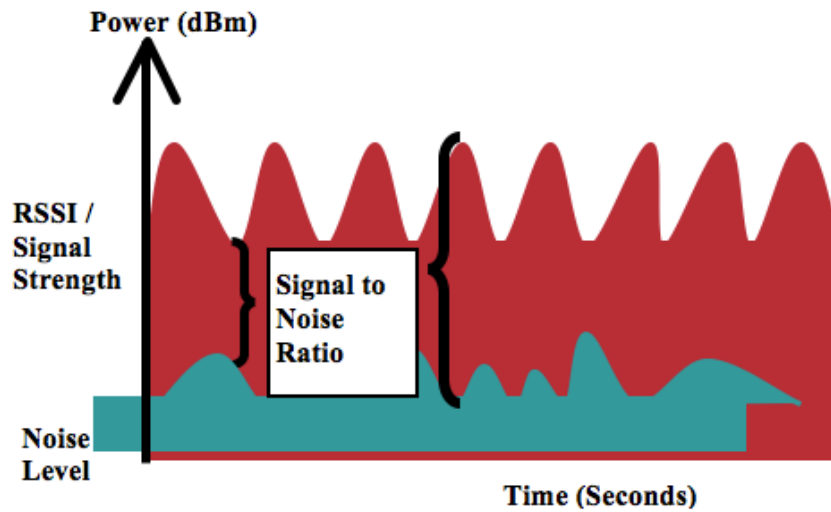
It is recommended to have at least two access points on non-overlapping channels with at least -67 dBm signal with the 25 dB SNR to provide redundancy.

To achieve maximum capacity and throughput, the wireless LAN should be designed to 24 Mbps. Higher data rates can optionally be enabled for other applications other than voice only that can take advantage of these higher data rates.

Recommended to set the minimum data rate to 11 Mbps or 12 Mbps for 2.4 GHz (dependent upon 802.11b client support policy) and 12 Mbps for 5 GHz, which should also be the only rate configured as a mandatory / basic rate.

In some environments, 6 Mbps may need to be enabled as a mandatory / basic rate.

Due to the above requirements, a single channel plan should not be deployed.



When designing the placement of access points, be sure that all key areas have adequate coverage (signal).

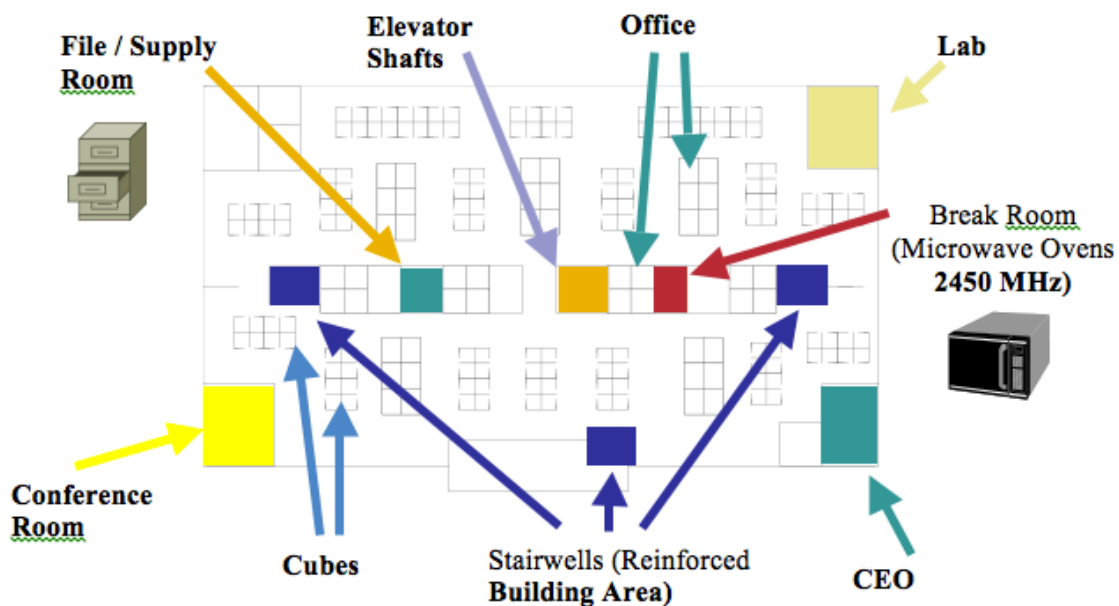
Typical wireless LAN deployments for data only applications do not provide coverage for some areas where VoWLAN service is necessary such as elevators, stairways, and outside corridors.

Microwave ovens, 2.4 GHz cordless phones, Bluetooth devices, or other electronic equipment operating in the 2.4 GHz band will interfere with the Wireless LAN.

Microwave ovens operate on 2450 MHz, which is between channels 8 and 9 of 802.11b/g/n. Some microwaves are shielded more than others and that shielding reduces the spread of the energy. Microwave energy can impact channel 11, and some microwaves can affect the entire frequency range (channels 1 through 11). To avoid microwave interference, select channel 1 for use with access points that are located near microwaves.

Most microwave ovens, Bluetooth, and frequency hopping devices do not have the same effect on the 5 GHz frequency. The 802.11a/n/ac technology provides more non-overlapping channels and typically lower initial RF utilization. For voice deployments, it is suggested to use 802.11a/n/ac for voice and use 802.11b/g/n for data.

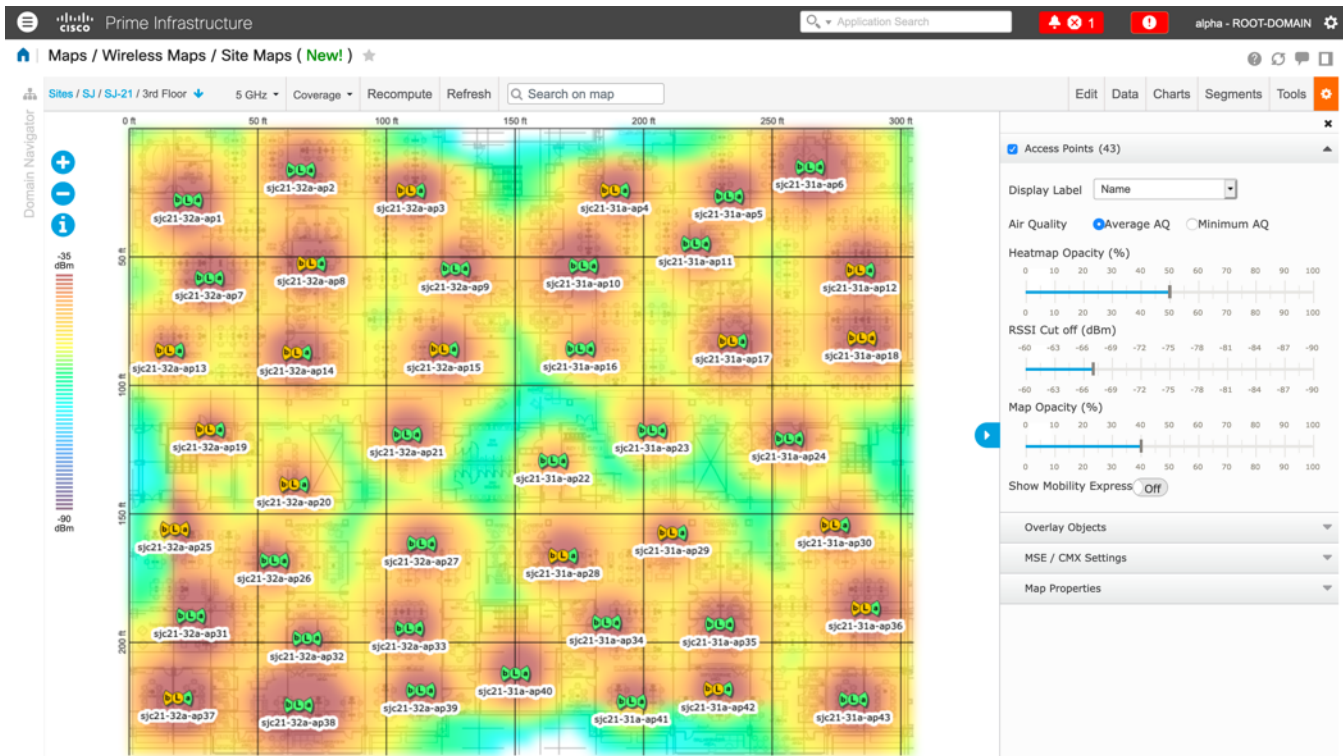
However there are products that also utilize the non-licensed 5 GHz frequency (e.g. 5.8 GHz cordless phones, which can impact UNII-3 channels).



The chart below lists the attenuation levels for various materials that may exist in an environment.

Material	Attenuation Level
Wood	Low
Brick	Medium
Concrete	High
Metal	Very High

Cisco Prime Infrastructure can be utilized to verify signal strength and coverage.



## Data Rates

It is recommended to disable rates below 12 Mbps for 5 GHz deployments and below 12 Mbps for 2.4 GHz deployments where capacity and range are factored in for best results.

The Cisco IP Phone 8861 and 8865 both have a single antenna, therefore it supports up to MCS 7 data rates for 802.11n (up to 150 Mbps) and up to MCS 9 data rates for 802.11ac (up to 433 Mbps).

Higher MCS rates can be left enabled for other 802.11n/ac clients, which are utilizing the same band frequency and utilize MIMO (multiple input / multiple output) antenna technology, which can take advantage of those higher rates.

If 802.11b clients are not allowed in the wireless network, then it is strongly recommended to disable the data rates below 12 Mbps. This will eliminate the need to send CTS frames for 802.11g/n protection as 802.11b clients can not detect these OFDM frames.

When 802.11b clients exist in the wireless network, then an 802.11b rate must be enabled and only an 802.11b rate can be configured as a mandatory / basic rate.

The recommended data rate configurations are the following:

<b>802.11 Mode</b>	<b>Mandatory Data Rates</b>	<b>Supported Data Rates</b>	<b>Disabled Data Rates</b>
802.11a/n/ac	12 Mbps	18-54 Mbps, VHT MCS 0 - MCS 9 1SS, (VHT MCS 0 - MCS 9 2SS), (VHT MCS 0 - MCS 9 3SS), (VHT MCS 0 - MCS 9 4SS)	6, 9 Mbps
802.11a/n	12 Mbps	18-54 Mbps, HT MCS 0 - MCS 7, (HT MCS 8 - MCS 31)	6, 9 Mbps
802.11g/n	12 Mbps	18-54 Mbps, HT MCS 0 - MCS 7, (HT MCS 8 - MCS 31)	1, 2, 5.5, 6, 9, 11 Mbps
802.11b/g/n	11 Mbps	12-54 Mbps, HT MCS 0 - MCS 7, (HT MCS 8 - MCS 31)	1, 2, 5.5, 6, 9 Mbps
802.11a	12 Mbps	18-54 Mbps	6, 9 Mbps
802.11g	12 Mbps	18-54 Mbps	1, 2, 5.5, 6, 9, 11 Mbps
802.11b/g	11 Mbps	12-54 Mbps	1, 2, 5.5, 6, 9 Mbps
802.11b	11 Mbps	None	1, 2, 5.5 Mbps

For a voice only application, data rates higher than 24 Mbps can optionally be enabled or disabled, but there is no advantage from a capacity or throughput perspective and enabling these rates could potentially increase the number of retries for a data frame.

Other applications such as video may be able to benefit from having these higher data rates enabled.

To preserve high capacity and throughput, data rates of 24 Mbps and higher should be enabled.

If deploying in an environment where excessive retries may be a concern, then a limited set of the data rates can be used, where the lowest enabled rate is the mandatory / basic rate.

For rugged environments or deployments requiring maximum range, it is recommended to enable 6 Mbps as a mandatory / basic rate.

**Note:** Some environments may require that a lower data rate be enabled due to use of legacy clients, environmental factors or maximum range is required.

Set only the lowest data rate enabled as the single mandatory / basic rate. Multicast packets will be sent at the highest mandatory / basic data rate enabled.

Note that capacity and throughput are reduced when lower rates are enabled.

## Rugged Environments

When deploying the Cisco IP Phone 8861 and 8865 in a rugged environment (e.g. manufacturing, warehouse, retail), additional tuning on top of the standard design recommendations may be necessary.

Below are the key items to focus on when deploying a wireless LAN in a rugged environment.

### **Access Point and Antenna Selection**

For rugged environments, it is recommended to select an access point platform that requires external antennas. It is also important to ensure an antenna type is selected which can operate well in rugged environments.

### **Access Point Placement**

It is crucial that line of sight to the access point's antennas is maximized by minimizing any obstructions between the Cisco IP Phone 8861 or 8865 and the access point. Ensure that the access point and/or antennas are not mounted behind any obstruction or on or near a metal or glass surface.

If access points with integrated internal antennas are to be used in some areas, then it is recommended to mount those access points on the ceiling as they have omni-directional antennas and are not designed to be wall mounted.

### **Frequency Band**

As always, it is recommended to use 5 GHz. Use of 2.4 GHz, especially when 802.11b rates are enabled, may not work well.

For the 5 GHz channel set, it is recommended to use a 8 or 12 channel plan only; disable UNII-2 extended channels if possible.

### **Data Rates**

The standard recommended data rate set may not work well if multipath is present at an elevated level.

Therefore, it is recommended to enable lower data rates (e.g. 6 Mbps) to operate better in such an environment.

If using for voice only, then data rates above 24 Mbps can be disabled to increase first transmission success. If the same band is also used for data, video or other applications, then is suggested to keep the higher data rates enabled.

### **Transmit Power**

Due to the potential of elevated multipath in rugged environments, the transmit power of the access point and Cisco IP Phone 8861 and 8865 should also be restricted. This is more important if planning to deploy 2.4 GHz in a rugged environment.

If using auto transmit power, the access point transmit power can be configured to use a specified range (maximum and minimum power levels) to prevent the access point from transmitting too hot as well as too weak (e.g. 5 GHz maximum of 16 dBm and minimum of 11 dBm).

The Cisco IP Phone 8861 and 8865 will utilize the access point's current transmit power setting to determine what transmit power it uses for transmitted frames when DTPC is enabled in the access point's configuration.

### **Fast Roaming**

It is recommended to utilize 802.11r / Fast Transition (FT) for fast roaming. Enabling 802.11r (FT) also reduces the number of frames in the handshake when roaming to only two frames. Reducing the number of frames during a roam, increases the chances of roam success.

When using 802.1x authentication, it is important to use the recommended EAPOL key settings.

### **Quality of Service (QoS)**

Need to ensure that DSCP values are preserved throughout the wired network, so that the WMM UP tag for voice, video, and call control frames can be set correctly.

### **Beamforming**

If using Cisco 802.11n capable access points, then Beamforming (ClientLink) should be enabled, which can help with client reception.

## Multipath

Multipath occurs when RF signals take multiple paths from a source to a destination.

A part of the signal goes to the destination while another part bounces off an obstruction, then goes on to the destination. As a result, part of the signal encounters delay and travels a longer path to the destination, which creates signal energy loss.

When the different waveforms combine, they cause distortion and affect the decoding capability of the receiver, as the signal quality is poor.

Multipath can exist in environments where there are reflective surfaces (e.g. metal, glass, etc.). Avoid mounting access points on these surfaces.

Below is a list of multipath effects:

### Data Corruption

Occurs when multipath is so severe that the receiver is unable to detect the transmitted information.

### Signal Nulling

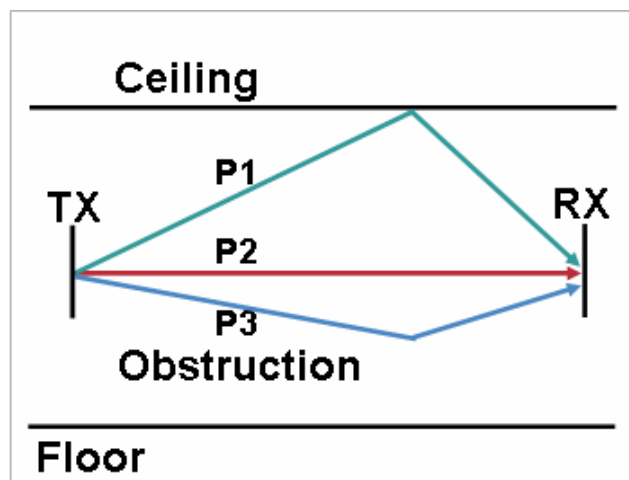
Occurs when the reflected waves arrive exactly out of phase with the main signal and cancel the main signal completely.

### Increased Signal Amplitude

Occurs when the reflected waves arrive in phase with the main signal and add on to the main signal thereby increasing the signal strength.

### Decreased Signal Amplitude

Occurs when the reflected waves arrive out of phase to some extent with the main signal thereby reducing the signal amplitude.



Use of Orthogonal Frequency Division Multiplexing (OFDM), which is used by 802.11a/n/ac and 802.11g/n, can help to reduce issues seen in high multipath environments.

If using 802.11b in a high multipath environment, lower data rates should be used in those areas (e.g. 1 and 2 Mbps).

Use of antenna diversity can also help in such environments.

## Security

When deploying a wireless LAN, security is essential.

The Cisco IP Phone 8861 and 8865 support the following wireless security features.

### WLAN Authentication

- WPA2 and WPA (802.1x authentication)
- WPA2-PSK and WPA-PSK (Pre-Shared key)
- EAP-FAST (Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling)
- EAP-TLS (Extensible Authentication Protocol - Transport Layer Security)
- PEAP-GTC (Protected Extensible Authentication Protocol - Generic Token Card)
- PEAP-MSCHAPv2 (Protected Extensible Authentication Protocol - Microsoft Challenge Handshake Authentication Protocol version 2)
- 802.11r / Fast Transition (FT)
- CCKM (Cisco Centralized Key Management)
- None

### WLAN Encryption

- AES (Advanced Encryption Standard)
- TKIP / MIC (Temporal Key Integrity Protocol / Message Integrity Check)
- WEP (Wired Equivalent Protocol) 40/64 and 104/128 bit

**Note:** The access point must support AES (CCMP128) as TKIP can only be used as the broadcast/multicast cipher.

WPA3 is not supported.

802.1x-SHA2 key management is not supported.

CCMP256, GCMP128, and GCMP256 encryption ciphers are not supported.

Shared Key authentication is not supported.

The Cisco IP Phone 8861 and 8865 also support the following additional security features.

- Image authentication
- Device authentication
- File authentication
- Signaling authentication
- Secure Cisco Unified SRST
- Media encryption (SRTP)
- Signaling encryption (TLS)
- Certificate authority proxy function (CAPF)
- Secure profiles
- Encrypted configuration files
- Settings Access (can limit user access to configuration menus)

## Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling (EAP-FAST)

Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling (EAP-FAST) encrypts EAP transactions within a Transport Level Security (TLS) tunnel between the access point and the Remote Authentication Dial-in User Service (RADIUS) server such as the Cisco Access Control Server (ACS) or Cisco Identity Services Engine (ISE).

The TLS tunnel uses Protected Access Credentials (PACs) for authentication between the client (the Cisco IP Phone 8861 and 8865) and the RADIUS server. The server sends an Authority ID (AID) to the client, which in turn selects the appropriate PAC. The client returns a PAC-Opaque to the RADIUS server. The server decrypts the PAC with its primary-key. Both endpoints now have the PAC key and a TLS tunnel is created. EAP-FAST supports automatic PAC provisioning, but it must enable on the RADIUS server.

To enable EAP-FAST, a certificate must be installed on to the RADIUS server.

The Cisco IP Phone 8861 and 8865 currently support automatic provisioning of the PAC only, so enable **Allow anonymous in-band PAC provisioning** on the RADIUS server.

Both EAP-GTC and EAP-MSCHAPv2 must be enabled when **Allow anonymous in-band PAC provisioning** is enabled.

EAP-FAST requires that a user account be created on the authentication server.

If anonymous PAC provisioning is not allowed in the production wireless LAN environment then a staging RADIUS server can be setup for initial PAC provisioning of the Cisco IP Phone 8861 and 8865.

This requires that the staging RADIUS server be setup as a secondary EAP-FAST server and components are replicated from the production primary EAP-FAST server, which include user and group database and EAP-FAST primary key and policy info.

Ensure the production primary EAP-FAST RADIUS server is setup to send the EAP-FAST primary keys and policies to the staging secondary EAP-FAST RADIUS server, which will then allow the Cisco IP Phone 8861 and 8865 to use the provisioned PAC in the production environment where **Allow anonymous in-band PAC provisioning** is disabled.

When it is time to renew the PAC, then authenticated in-band PAC provisioning will be used, so ensure that **Allow authenticated in-band PAC provisioning** is enabled.

Ensure that the Cisco IP Phone 8861 and 8865 have connected to the network during the grace period to ensure it can use its existing PAC created either using the active or retired primary key in order to get issued a new PAC.

Is recommended to only have the staging wireless LAN pointed to the staging RADIUS server and to disable the staging access point radios when not being used.

## Extensible Authentication Protocol - Transport Layer Security (EAP-TLS)

Extensible Authentication Protocol - Transport Layer Security (EAP-TLS) is using the TLS protocol with PKI to secure communications to the authentication server.

TLS provides a way to use certificates for both user and server authentication and for dynamic session key generation.

A certificate is required to be installed.

EAP-TLS provides excellent security, but requires client certificate management.

EAP-TLS may also require a user account to be created on the authentication server matching the common name of the certificate imported into the Cisco IP Phone 8861 or 8865.

It is recommended to use a complex password for this user account and that EAP-TLS is the only EAP type enabled on the RADIUS server.



## Protected Extensible Authentication Protocol (PEAP)

Protected Extensible Authentication Protocol (PEAP) uses server-side public key certificates to authenticate clients by creating an encrypted SSL/TLS tunnel between the client and the authentication server.

The ensuing exchange of authentication information is then encrypted and user credentials are safe from eavesdropping.

PEAP-GTC and PEAP-MSCHAPv2 are supported inner authentication protocols.

PEAP requires that a user account be created on the authentication server.

The authentication server can be validated via importing a certificate into the Cisco IP Phone 8861 and 8865.

## Quality of Service (QoS)

Quality of Service enables queuing to ensure high priority for voice traffic.

To enable proper queuing for voice and call control traffic use the following guidelines.

- Ensure that **WMM** is enabled on the access point.
- Create a QoS policy on the access point giving priority to voice and call control traffic.

Traffic Type	Call Server	DSCP	802.1p	WMM UP	Protocol
Voice	CUCM	EF (46)	5	6	RTP (UDP 16384 - 32767)
	Webex Calling	EF (46)	5	6	RTP (UDP 19560 - 65535)
Interactive Video (Voice & Video)	CUCM	AF41 (34)	4	5	RTP (UDP 16384 - 32767)
	Webex Calling	AF41 (34)	4	5	RTP (UDP 19560 - 65535)
TelePresence (Voice & Video)	CUCM	CS4 (32)	4	5	RTP (UDP 16384 - 32767)
	Webex Calling	AF41 (34)	4	5	RTP (UDP 19560 - 65535)
Call Control	CUCM	CS3 (24)	3	4	SIP (TCP/UDP 5060 - 5061)
	Webex Calling	CS3 (24)	3	4	SIP (TCP 8934)

- Be sure that voice and call control packets have the proper QoS markings and other protocols are not using the same QoS markings.
- Enable Differentiated Services Code Point (DSCP) preservation on the Cisco IOS switch.

For more information about TCP and UDP ports used by the Cisco IP Phone 8861 and 8865 and the Cisco Unified Communications Manager, refer to the **Cisco Unified Communications Manager TCP and UDP Port Usage** document at this URL:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/port/10\\_5\\_x/cucm\\_b\\_port-usage-cucm-105x/cucm\\_b\\_port-usage-cucm-105x\\_chapter\\_00.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/10_5_x/cucm_b_port-usage-cucm-105x/cucm_b_port-usage-cucm-105x_chapter_00.html)

For information on network requirements for Webex Calling, refer to the **Port Reference Information for Webex Calling** document at this URL:

<https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Webex-Calling>

## Call Admission Control (CAC)

Call Admission Control can be enabled on the access point.

- Enable Call Admission Control (CAC) / Wi-Fi MultiMedia Traffic Specifications (TSPEC) for Voice
- Set the desired maximum RF bandwidth that is allocated for voice traffic (default = 75%)
- Set the bandwidth that is reserved for roaming voice clients (default = 6%)

## Pre-Call Admission Control

If Call Admission Control is enabled on the access point, the Cisco IP Phone 8861 and 8865 will send an Add Traffic Stream (ADDTS) to the access point to request bandwidth in order to place or receive a call.

If the AP sends an ADDTS successful message then the Cisco IP Phone 8861 or 8865 establishes the call.

If the access point rejects the call and the Cisco IP Phone 8861 or 8865 has no other access point to roam to, then the phone will display **Network Busy**.

If the admission is refused for an inbound call there is no messaging from the Cisco IP Phone 8861 or 8865 to inform the remote endpoint that there is insufficient bandwidth to establish the call, so the call can continue to ring out within the system until the remote user terminates the call.

## Roaming Admission Control

During a call, the Cisco IP Phone 8861 and 8865 measure Received Signal Strength Indicator (RSSI) and Packet Error Rate (PER) values for the current and all available access points to make roaming decisions.

If the original access point where the call was established had Call Admission Control enabled, then the Cisco IP Phone 8861 and 8865 will send an ADDTS request during the roam to the new access point, which is embedded in the reassociation request frame.

## Traffic Classification (TCLAS)

Traffic Classification (TCLAS) helps to ensure that the access point properly classifies voice packets.

Without proper classification, voice packets will be treated as best effort, which will defeat the purpose of TSPEC and QoS in general.

TCP and UDP port information will be used to set the UP (User Priority) value.

The previous method of classification depends upon preservation of DSCP value throughout the network, where the DSCP value maps to a particular queue (BE, BK, VI, VO).

However, the DSCP values are not always preserved as this can be viewed as a security risk.

Using port based QoS policies is inadequate for CAPWAP based wireless LAN solutions as all data packets use the same UDP port (CAPWAP = UDP 5246) and the access point uses the outside QoS marking to determine which queue the packets should be placed in.

With TCLAS, DSCP preservation is not a requirement.

Call Admission Control must be enabled on the access point in order to enable TCLAS.

TCLAS will be negotiated within the ADDTS packets, which are used to request bandwidth in order to place or receive a call.

## QoS Basic Service Set (QBSS)

There are three different versions of QoS Basic Service Set (QBSS) that the Cisco IP Phone 8861 and 8865 support.

The first version from Cisco was on a 0-100 scale and was not based on clear channel assessment (CCA), so it does not account for channel utilization, but only the 802.11 traffic traversing that individual access point's radio. So it does not account for other 802.11 energy or interferers using the same frequencies.

QBSS is also a part of 802.11e, which is on a 0-255 scale and is CCA based. So this gives a true representation on how busy the channel is. The max threshold is also defined on the client side, which is set to 105.

The second version from Cisco is based on the 802.11e version, but allows the default max threshold of 105 to be optionally configured.

Each version of QBSS can be optionally be configured on the access point.

## Wired QoS

Configure QoS settings and policies for the necessary network devices.

### Configuring Cisco Switch Ports for WLAN Devices

Configure the Cisco Wireless LAN Controller and Cisco Access Point switch ports as well as any uplink switch ports.

If utilizing Cisco IOS Switches, use the following switch port configurations.

#### Enable COS trust for Cisco Wireless LAN Controller

```
mls qos
!
interface X
 mls qos trust cos
```

#### Enable DSCP trust for Cisco Access Points

```
mls qos
!
interface X
 mls qos trust dscp
```

If utilizing Cisco Meraki MS Switches, reference the **Cisco Meraki MS Switch VoIP Deployment Guide**.

[https://meraki.cisco.com/lib/pdf/meraki\\_whitepaper\\_msvoip.pdf](https://meraki.cisco.com/lib/pdf/meraki_whitepaper_msvoip.pdf)

**Note:** When using the Cisco Wireless LAN Controller, DSCP trust must be implemented or must trust the UDP data ports used by the Cisco Wireless LAN Controller (CAPWAP = UDP 5246 and 5247) on all interfaces where wireless packets will traverse to ensure QoS markings are correctly set.

### Configuring Cisco Switch Ports for Wired IP Phones

Enable the Cisco wired IP phone switch ports for Cisco phone trust.

Below is a sample switch configuration:

```
mls qos
!  
Interface X  
mls qos trust device cisco-phone  
mls qos trust dscp
```

## Roaming

The Cisco IP Phone 8861 and 8865 default to Auto for the 802.11 mode, which allows the Cisco IP Phone 8861 and 8865 to connect to either 5 GHz or 2.4 GHz and enables interband roaming support.

802.11r / Fast Transition (FT) is the recommended deployment model for all environment types where frequent roaming occurs. 802.1x authentication is required in order to utilize CCKM.

802.1x without 802.11r (FT) or CCKM can introduce delay during roaming due to its requirement for full re-authentication. WPA and WPA2 introduce additional transient keys and can lengthen roaming time.

When 802.11r (FT) or CCKM is utilized, roaming times can be reduced to less than 100 ms, where that transition time from one access point to another will not be audible to the user.

The Cisco IP Phone 8861 and 8865 support 802.11r (FT) with WPA2 (AES) or WPA2-PSK (AES) and CCKM with WPA2 (AES).

Authentication	Roaming Time
WPA2 Personal	150 ms
WPA2 Enterprise	300 ms
802.11r (FT)	< 100 ms
CCKM	< 100 ms

The Cisco IP Phone 8861 and 8865 manage the scanning and roaming events.

The roaming trigger for the majority of roams should be due to meeting the required RSSI differential based on the current RSSI, which results in seamless roaming (no voice interruptions).

For seamless roaming to occur, the Cisco IP Phone 8861 and 8865 must be associated to an access point for at least 3 seconds, otherwise roams can occur based on packet loss (max tx retransmissions or missed beacons).

## Fast Secure Roaming (FSR)

802.11r / Fast Transition (FT) is the recommended deployment model for all environment types where frequent roaming occurs.

Cisco Centralized Key Management (CCKM) is also supported, but requires 802.1x authentication.

802.11r (FT) and CCKM enable fast secure roaming and limits the off-network time to keep audio gaps at a minimum when on call.

802.1x or PSK without 802.11r (FT) and 802.1x without CCKM can introduce delay during roaming due to its requirement for full re-authentication. WPA and WPA2 introduce additional transient keys and can lengthen roaming time.

802.11r (FT) and CCKM centralizes the key management and reduces the number of key exchanges.

When 802.11r (FT) or CCKM is utilized, roaming times can be reduced from 400-500 ms to less than 100 ms, where that transition time from one access point to another will not be audible to the user.

There are two methods of 802.11r (FT) roaming.

### **Over the Air**

The client communicates directly with the target access point using 802.11 authentication with the FT authentication algorithm.

### **Over the Distribution**

The client communicates with the target access point through the current access point. The communication between the client and the target access point is carried in FT action frames between the client and the current access point via the WLAN controller.

802.11r (FT) utilizing the Over the Air method is the recommended fast secure roaming model to deploy.

Since the 802.11r (FT) plus Over the Distribution method requires connectivity to the currently associated access point, this method may not work well if the phone is not always able to communicate with the current access point as well as the target access point, which could occur in non-open environments if line of sight to both the current access point and the target access point can not be retained when a roaming event occurs.

The Cisco IP Phone 8861 and 8865 support 802.11r (FT) with WPA2-PSK or WPA2 and CCKM with WPA2 or WPA.

<b>FSR Type</b>	<b>Authentication</b>	<b>Key Management</b>	<b>Encryption</b>
802.11r (FT)	PSK	WPA2	AES
802.11r (FT)	EAP-FAST	WPA2	AES
802.11r (FT)	EAP-TLS	WPA2	AES
802.11r (FT)	PEAP-GTC	WPA2	AES
802.11r (FT)	PEAP-MSCHAPv2	WPA2	AES
CCKM	EAP-FAST	WPA2, WPA	AES, TKIP
CCKM	EAP-TLS	WPA2, WPA	AES, TKIP
CCKM	PEAP-GTC	WPA2, WPA	AES, TKIP
CCKM	PEAP-MSCHAPv2	WPA2, WPA	AES, TKIP

**Note:** If deploying the Cisco IP Phone 8861 or 8865 into an environment where other Wi-Fi phone models exist but those Wi-Fi phone models do not support 802.11r (FT), then should be able to use that same pre-existing SSID for the Cisco IP Phone 8861 or 8865, but is recommended to enable 802.11r (FT) utilizing the Over the Air method on top of the other pre-existing key

management types (e.g. 802.1x, CCKM, or 802.1x + CCKM); assuming the other Wi-Fi phone models can interoperate in an 802.11r (FT) enabled network while not utilizing 802.11r (FT).

The access point must support AES (CCMP128) as TKIP can only be used as the broadcast/multicast cipher.

## Interband Roaming

The Cisco IP Phone 8861 and 8865 default to Auto for the frequency band mode, which enables interband roaming and currently gives preference to the strongest signal. Typically this will give preference to 2.4 GHz over 5 GHz due to 2.4 GHz having a stronger signal in general assuming the power levels are the same.

At power on, the Cisco IP Phone 8861 and 8865 will scan all 2.4 and 5 GHz channels when in Auto mode, then attempt to associate to an access point for the configured network if available.

If configured for 5 GHz only or 2.4 GHz only mode, then just those channels are scanned.

It is recommended to perform a spectrum analysis to ensure that the desired bands can be enabled in order to perform interband roaming.

## Power Management

The power supply (CP-PWR-CUBE-4=) is required to enable the Cisco IP Phone 8861 or 8865 for wireless LAN mode, as there is no internal battery.

Wireless LAN is automatically disabled temporarily when Ethernet is connected to the Cisco IP Phone 8861 or 8865, but will be automatically re-enabled once Ethernet is disconnected if Wireless LAN was enabled previously.

The Cisco IP Phone 8861 and 8865 primarily use active mode (no Wi-Fi power save) when in idle or on call.

Null Power Save (PS=NULL) frames are utilized for off-channel scanning.

### Delivery Traffic Indicator Message (DTIM)

It is recommended to set the DTIM period to **2** with a beacon period of **100 ms**.

Since the Cisco IP Phone 8861 and 8865 use active mode, the DTIM period will not be used to schedule wake up periods to check for broadcast and multicast packets as well as any unicast packets.

Broadcast and multicast traffic will be queued until the DTIM period when there are power save enabled clients associated to the access point, so DTIM will determine how quickly these packets can be delivered to the client. If using multicast applications, a shorter DTIM period can be used.

When multiple multicast streams exist on the wireless LAN frequently, then it is recommended to set the DTIM period to **1**.

### Dynamic Transmit Power Control (DTPC)

To ensure packets are exchanged successfully between the Cisco IP Phone 8861 or 8865 and the access point, Dynamic Transmit Power Control (DTPC) should be enabled.

DTPC prevents one-way audio when RF traffic is heard in one direction only.

If the access point does not support DTPC, then the Cisco IP Phone 8861 and 8865 will use the highest available transmit power depending on the current channel and data rate.

The access point's radio transmit power should not have a transmit power greater than what the Cisco IP Phone 8861 and 8865 can support.

## Call Capacity

Design the network to accommodate the desired call capacity.

The Cisco access point can support up to 27 bi-directional voice streams for both 802.11a/n/ac and 802.11g/n at a data rate of 24 Mbps or higher. To achieve this capacity, there must be minimal wireless LAN background traffic and initial radio frequency (RF) utilization.

The number of calls may vary depending on the data rate, initial channel utilization, and the environment.

### Audio Only Calls

Below lists the maximum number of audio only calls (single bi-directional voice stream) supported per access point / channel.

Max # of Audio Calls	802.11 Mode	Audio Codec	Audio Bit Rate	Data Rate
13	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	6 Mbps
20	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	12 Mbps
27	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	24 Mbps or higher

### Video Calls

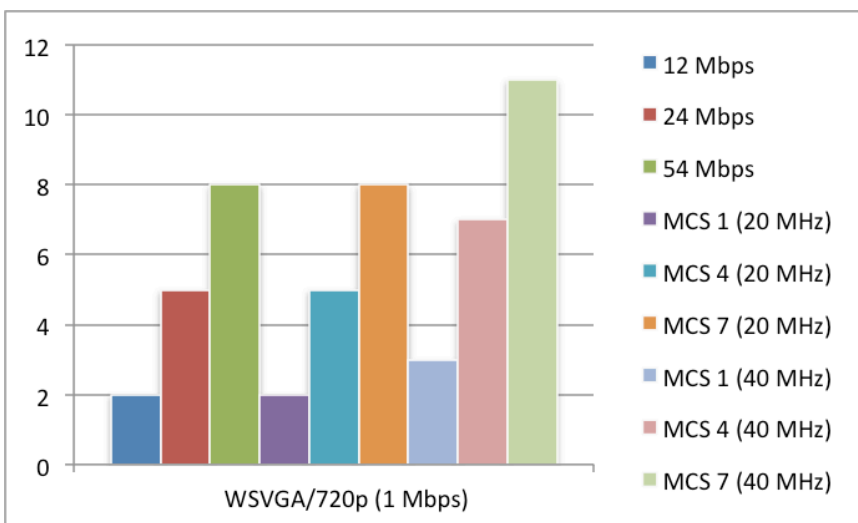
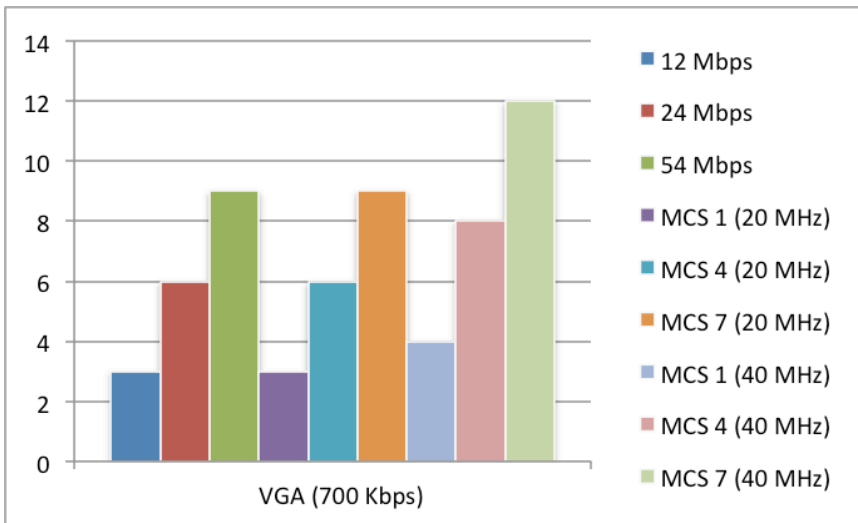
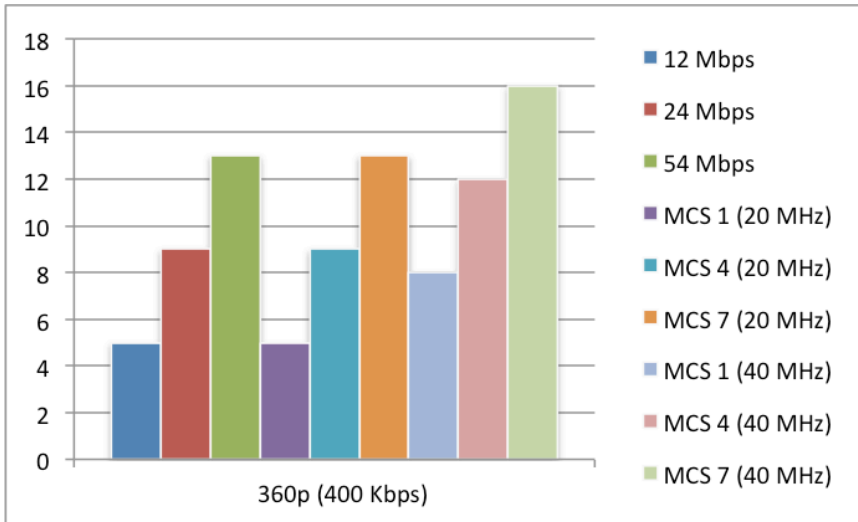
Video calls over Wireless LAN will significantly reduce the potential call capacity.

Below lists the maximum number of video calls (single bi-directional voice and video stream) supported per access point / channel for each video bit rate.

If there are two Cisco 8865 endpoints communicating with each other, then that is two bi-directional voice and video streams.

Max # of Video Calls	802.11 Mode	802.11 Data Rate	Audio Codec	Audio Bit Rate	Video Type	Video Resolution	Video Bit Rate
5-13	5 GHz or 2.4 GHz	12-54 Mbps	G.722 / G.711	64 Kbps	nHD 360p	640 x 360	400 Kbps
5-13	5 GHz or 2.4 GHz	MCS 1 - MCS 7 (20 MHz Channels)	G.722 / G.711	64 Kbps	nHD 360p	640 x 360	400 Kbps
8-16	5 GHz	MCS 1 - MCS 7 (40 MHz Channels)	G.722 / G.711	64 Kbps	nHD 360p	640 x 360	400 Kbps
3-9	5 GHz or 2.4 GHz	12-54 Mbps	G.722 / G.711	64 Kbps	VGA	640 x 480	700 Kbps
3-9	5 GHz or 2.4 GHz	MCS 1 - MCS 7 (20 MHz Channels)	G.722 / G.711	64 Kbps	VGA	640 x 480	700 Kbps
4-12	5 GHz	MCS 1 - MCS 7 (40 MHz Channels)	G.722 / G.711	64 Kbps	VGA	640 x 480	700 Kbps
2-8	5 GHz or 2.4 GHz	12-54 Mbps	G.722 / G.711	64 Kbps	HD 720p	1280 x 720	1000 Kbps
2-8	5 GHz or 2.4 GHz	MCS 1 - MCS 7 (20 MHz Channels)	G.722 / G.711	64 Kbps	HD 720p	1280 x 720	1000 Kbps

3-11	5 GHz	MCS 1 - MCS 7 (40 MHz Channels)	G.722 / G.711	64 Kbps	HD 720p	1280 x 720	1000 Kbps
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## Multicast

When enabling multicast in the wireless LAN, performance and capacity must be considered.

If there is an associated client that is in power save mode, then all multicast packets will be queued until the DTIM period.

The Cisco IP Phone 8861 and 8865 utilize active mode primarily, but if there is an associated client that is in power save mode, then all multicast packets will be queued until the DTIM period.

With multicast, there is no guarantee that the packet will be received by the client.

The multicast traffic will be sent at the highest mandatory / basic data rate enabled on the access point, so will want to ensure that only the lowest enabled rate is configured as the only mandatory / basic rate.

The client will send the IGMP join request to receive that multicast stream. The client will send the IGMP leave when the session is to be ended.

The Cisco IP Phone 8861 and 8865 support the IGMP query feature, which can be used to reduce the amount of multicast traffic on the wireless LAN when not necessary.

Ensure that IGMP snooping is also enabled on all switches.

**Note:** If using Coexistence where 802.11b/g/n and Bluetooth are being used simultaneously, then multicast voice is not supported.

# Configuring the Cisco Wireless LAN

## Cisco AireOS Wireless LAN Controller and Lightweight Access Points

When configuring the Cisco Wireless LAN Controller and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** or **CCKM** is **Enabled**
- Set **Quality of Service (QoS)** to **Platinum**
- Set the **WMM Policy** to **Required**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**
- Ensure **Session Timeout** is enabled and configured correctly
- Ensure **Broadcast Key Interval** is enabled and configured correctly
- Ensure **Aironet IE** is **Enabled**
- Set **DTPC Support** to **Enabled**
- Disable **P2P (Peer to Peer) Blocking Action**
- Ensure **Client Exclusion** is configured correctly
- Disable **DHCP Address Assignment Required**
- Set **Protected Management Frame (PMF)** to **Optional** or **Disabled**
- Set **MFP Client Protection** to **Optional** or **Disabled**
- Set the **DTIM Period** to **2**
- Set **Client Load Balancing** to **Disabled**
- Set **Client Band Select** to **Disabled**
- Set **IGMP Snooping** to **Enabled**
- Enable **Symmetric Mobile Tunneling Mode** if Layer 3 mobility is utilized
- Enable **ClientLink** if utilizing Cisco 802.11n capable Access Points
- Configure the **Data Rates** as necessary
- Configure **Auto RF** as necessary
- Set **Admission Control Mandatory** for **Voice** to **Enabled**
- Set **Load Based CAC** for **Voice** to **Enabled**
- Enable **Traffic Stream Metrics** for **Voice**
- Set **Admission Control Mandatory** for **Video** to **Disabled**
- Set **EDCA Profile** to **Voice Optimized** or **Voice and Video Optimized**
- Set **Enable Low Latency MAC** to **Disabled**
- Ensure that **Power Constraint** is **Disabled**
- Enable **Channel Announcement** and **Channel Quiet Mode**
- Configure the **High Throughput Data Rates** as necessary
- Configure the **Frame Aggregation** settings
- Enable **CleanAir** if utilizing Cisco access points with CleanAir technology
- Configure **Multicast Direct Feature** as necessary

- Set the **Protocol Type** to **None** for the **Platinum** QoS profile

## 802.11 Network Settings

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the 802.11a/n/ac network status is **Enabled**.

Set the **Beacon Period** to **100 ms**.

Ensure **DTPC Support** is enabled.

If using Cisco 802.11n capable Access Points, ensure **ClientLink** is enabled.

**Maximum Allowed Clients** can be configured as necessary.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

The screenshot shows the Cisco Wireless configuration page for 802.11a Global Parameters. The left sidebar contains a navigation menu with options like Access Points, Radios, Advanced, Mesh, AP Group NTP, ATF, RF Profiles, FlexConnect Groups, FlexConnect ACLs, FlexConnect VLAN Templates, Network Lists, and 802.11a/n/ac/ax. The main configuration area is divided into several sections:

- General:**
  - 802.11a Network Status:  Enabled
  - Beacon Period (milliseconds):
  - Fragmentation Threshold (bytes):
  - DTPC Support:  Enabled
  - Maximum Allowed Clients:
  - RSSI Low Check:  Enabled
  - RSSI Threshold (-60 to -90 dBm):
- 802.11a Band Status:**
  - Low Band: Enabled
  - Mid Band: Enabled
  - High Band: Enabled
- Data Rates\*\*:**
  - 6 Mbps: Disabled
  - 9 Mbps: Disabled
  - 12 Mbps: Mandatory
  - 18 Mbps: Supported
  - 24 Mbps: Supported
  - 36 Mbps: Supported
  - 48 Mbps: Supported
  - 54 Mbps: Supported
- CCX Location Measurement:**
  - Mode:  Enabled
  - Interval (seconds):
- TWT Configuration \*\*\*:**
  - Target Waketime:  Enabled
  - Broadcast TWT Support:  Enabled

If wanting to use 2.4 GHz, ensure the 802.11b/g/n network status and 802.11g are **Enabled**.

Set the **Beacon Period** to **100 ms**.

**Short Preamble** should be **Enabled** in the 2.4 GHz radio configuration setting on the access point when no legacy clients that require a long preamble are present in the wireless LAN. By using the short preamble instead of long preamble, the wireless network performance is improved.

Ensure **DTPC Support** is enabled.

If using Cisco 802.11n capable Access Points, ensure **ClientLink** is enabled.

**Maximum Allowed Clients** can be configured as necessary.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).

## Beamforming (ClientLink)

Enable **ClientLink** if using Cisco 802.11n capable Access Points.

Use the following commands to enable the beamforming feature globally for all access points or for individual access point radios.

```
(Cisco Controller) >config 802.11a beamforming global enable
(Cisco Controller) >config 802.11a beamforming ap <ap_name> enable
(Cisco Controller) >config 802.11b beamforming global enable
(Cisco Controller) >config 802.11b beamforming ap <ap_name> enable
```

The current status of the beamforming feature can be displayed by using the following command.

```
(Cisco Controller) >show 802.11a
(Cisco Controller) >show 802.11b
```

Legacy Tx Beamforming setting..... **Enabled**

**Wireless** | 802.11a/n/ac/ax Cisco APs > Configure

**General**

AP Name: rtp9-31a-ap1  
 Admin Status: Enable  
 Operational Status: UP  
 Slot #: 1

**11n Parameters**

11n Supported: Yes

**CleanAir**

CleanAir Capable: Yes  
 CleanAir Admin Status: Enable  
 \* CleanAir enable will take effect only if it is enabled on this band.

Number of Spectrum Expert connections: 0

**Antenna Parameters**

Antenna Type: Internal  
 Antenna: A, B, C, D (all checked)

**RF Channel Assignment**

Current Channel: (48,44)  
 Channel Width: 40 MHz  
 \* Channel width can be configured only when channel configuration is in custom mode  
 Assignment Method: Global

**Radar Information**

Channel: Last Heard (Secs)  
 No radar detected channels

**Tx Power Level Assignment**

Current Tx Power Level: 1  
 Assignment Method: Global

**Performance Profile**

View and edit Performance Profile for this AP  
 Performance Profile

Note: Changing any of the parameters causes the Radio to be temporarily disabled and thus may result in loss of connectivity for some clients.

## Auto RF (RRM)

When using the Cisco Wireless LAN Controller it is recommended to enable Auto RF to manage the channel and transmit power settings.

Configure the access point transmit power level assignment method for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

If using automatic power level assignment, a maximum and minimum power level can be specified.

**Wireless** | 802.11a > RRM > Tx Power Control (TPC)

**TPC Version**

Interference Optimal Mode (TPCv2)  
 Coverage Optimal Mode (TPCv1)

**Tx Power Level Assignment Algorithm**

Power Level Assignment Method: Automatic (Every 600 sec)  
 On Demand (Invoke Power Update Once)  
 Fixed (1)

Maximum Power Level Assignment (-10 to 30 dBm): 17  
 Minimum Power Level Assignment (-10 to 30 dBm): 11

Power Assignment Leader: RTP9-32A-WLC3 (10.81.6.70)  
 Last Power Level Assignment: 463 secs ago  
 Power Threshold (-80 to -50 dBm): -65  
 Channel Aware:  Enabled  
 Power Neighbor Count: 3

If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

The screenshot displays the Cisco WLC configuration interface for Dynamic Channel Assignment (DCA). The left sidebar shows the navigation menu with '802.11a/n/ac/ax' selected. The main content area is titled '802.11a > RRM > Dynamic Channel Assignment (DCA)'. Under the 'Dynamic Channel Assignment Algorithm' section, the following settings are visible:

- Channel Assignment Method:  Automatic,  Freeze,  OFF
- Interval: 10 minutes, AnchorTime: 0
- Invoke Channel Update Once: [Button]
- Avoid Foreign AP interference:  Enabled
- Avoid Cisco AP load:  Enabled
- Avoid non-802.11a noise:  Enabled
- Avoid Persistent Non-WiFi Interference:  Enabled
- Channel Assignment Leader: RTP9-32A-WLC3 (10.81.6.70)
- Last Auto Channel Assignment: 556 secs ago
- DCA Channel Sensitivity: Medium (15 dB)
- Channel Width:  20 MHz,  40 MHz,  80 MHz,  160 MHz,  80+80 MHz,  Best
- Avoid check for non-DFS channel:  Enabled

The 'DCA Channel List' section shows a list of channels: 36, 40, 44, 48, 52, 56, 60, 64, 100, 153, 157, 161.

If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the DCA list.

It is recommended to configure the 2.4 GHz channel for 20 MHz even if using Cisco 802.11n Access Points capable of 40 MHz due to the limited number of channels available in 2.4 GHz.

The screenshot displays the Cisco WLC configuration interface for Dynamic Channel Assignment (DCA). The breadcrumb navigation shows the path: 802.11b > RRM > Dynamic Channel Assignment (DCA). The left sidebar contains a navigation tree with categories like Access Points, Mesh, AP Group NTP, ATF, RF Profiles, FlexConnect Groups, FlexConnect ACLs, FlexConnect VLAN Templates, Network Lists, and 802.11a/n/ac/ax. The main content area is titled 'Dynamic Channel Assignment Algorithm' and includes the following settings:

- Channel Assignment Method:  Automatic,  Freeze,  OFF
- Interval: 10 minutes, AnchorTime: 0
- Invoke Channel Update Once: [Button]
- Avoid Foreign AP interference:  Enabled
- Avoid Cisco AP load:  Enabled
- Avoid non-802.11b noise:  Enabled
- Avoid Persistent Non-WiFi Interference:  Enabled
- Channel Assignment Leader: RTP9-32A-WLC3 (10.81.6.70)
- Last Auto Channel Assignment: 75 secs ago
- DCA Channel Sensitivity: Medium (10 dB)

Below the algorithm settings is the 'DCA Channel List' section, which contains a text box with the value '1, 6, 11'.

Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to use channel bonding only if using 5 GHz.

It is recommended to utilize the same channel width for all access points.

**802.11a/n/ac/ax Cisco APs > Configure**

**General**

AP Name: rtp9-31a-ap1  
 Admin Status:  Enable  
 Operational Status: UP  
 Slot #: 1

**11n Parameters**

11n Supported: Yes

**CleanAir**

CleanAir Capable: Yes  
 CleanAir Admin Status:  Enable  
*\* CleanAir enable will take effect only if it is enabled on this band.*

Number of Spectrum Expert connections: 0

**Antenna Parameters**

Antenna Type:  Internal  
 A  
 B  
 C  
 D

**RF Channel Assignment**

Current Channel: (48,44)  
 Channel Width: 40 MHz  
*\* Channel width can be configured only when channel configuration is in custom mode*  
 Assignment Method:  Global  
 Custom

**Radar Information**

Channel: Last Heard (Secs)  
 No radar detected channels

**Tx Power Level Assignment**

Current Tx Power Level: 1  
 Assignment Method:  Global  
 Custom

**Performance Profile**

View and edit Performance Profile for this AP

*Note: Changing any of the parameters causes the Radio to be temporarily disabled and thus may result in loss of connectivity for some clients.*

## Client Roaming

The Cisco IP Phone 8861 and 8865 do not utilize the RF parameters in the Client Roaming section of the Cisco Wireless LAN Controller as scanning and roaming is managed independently by the phone itself.

## EDCA Parameters

Set the EDCA profile to either **Voice Optimized** or **Voice & Video Optimized** and disable **Low Latency MAC** for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Low Latency MAC (LLM) reduces the number of retransmissions to 2-3 per packet depending on the access point platform, so it can cause issues if multiple data rates are enabled.

LLM is not supported on the Cisco 802.11n/ac Access Points.

**General**

EDCA Profile:  Voice & Video Optimized  
 Enable Low Latency MAC:

*Low latency Mac feature is not supported for 1140/1250/3500 platforms if more than 3 data rates are enabled.*

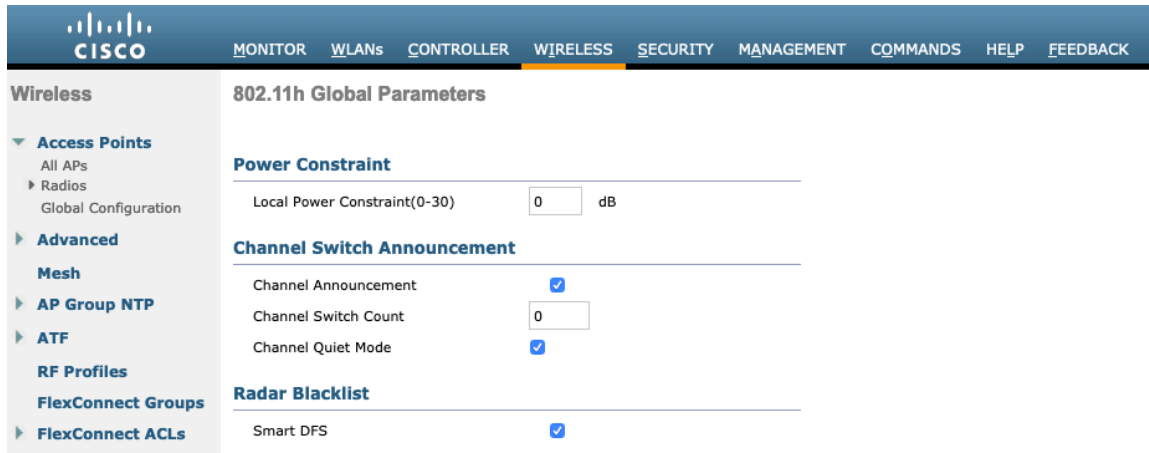


## DFS (802.11h)

**Power Constraint** should be left un-configured or set to 0 dB as DTPC will be used by the Cisco IP Phone 8861 and 8865 to control the transmission power.

In later versions of the Cisco Wireless LAN Controller it does not allow both TPC (Power Constraint) and DTPC (Dynamic Transmit Power Control) to be enabled simultaneously.

**Channel Announcement** and **Channel Quiet Mode** should be **Enabled**.



The screenshot shows the Cisco Wireless LAN Controller configuration interface. The top navigation bar includes: MONITOR, WLANs, CONTROLLER, WIRELESS (selected), SECURITY, MANAGEMENT, COMMANDS, HELP, and FEEDBACK. The left sidebar shows the 'Wireless' menu with options: Access Points (All APs, Radios, Global Configuration), Advanced (Mesh), AP Group NTP, ATF, RF Profiles, FlexConnect Groups, and FlexConnect ACLs. The main content area is titled '802.11h Global Parameters' and contains three sections:

- Power Constraint**: Local Power Constraint(0-30) is set to 0 dB.
- Channel Switch Announcement**: Channel Announcement is checked, Channel Switch Count is 0, and Channel Quiet Mode is checked.
- Radar Blacklist**: Smart DFS is checked.

## High Throughput (802.11n/ac)

The 802.11n data rates can be configured per radio (2.4 GHz and 5 GHz).

802.11ac data rates are applicable to 5 GHz only.

Ensure that **WMM** is enabled and **WPA2(AES)** is configured in order to utilize 802.11n/ac data rates.

The Cisco IP Phone 8861 and 8865 support HT MCS 0 - MCS 7 and VHT MCS 0 - MCS 9 data rates only, but higher MCS rates can optionally be enabled if there are other 802.11n/ac clients utilizing the same band frequency that include MIMO antenna technology, which can take advantage of those higher data rates.

**802.11n/ac/ax (5 GHz) Throughput**

**General**

11n Mode	<input checked="" type="checkbox"/> Enabled <sup>2</sup>
11ac Mode	<input checked="" type="checkbox"/> Enabled <sup>2</sup>
11ax Mode	<input checked="" type="checkbox"/> Enabled <sup>2</sup>

**VHT MCS Rates**

**SS1**

0-8	<input checked="" type="checkbox"/> Enabled <sup>4</sup>
0-9	<input checked="" type="checkbox"/> Enabled <sup>4</sup>

**SS2**

0-8	<input checked="" type="checkbox"/> Enabled <sup>4</sup>
0-9	<input checked="" type="checkbox"/> Enabled <sup>4</sup>

**SS3**

0-8	<input checked="" type="checkbox"/> Enabled <sup>4</sup>
0-9	<input checked="" type="checkbox"/> Enabled <sup>4</sup>

**SS4**

0-8	<input checked="" type="checkbox"/> Enabled <sup>4</sup>
0-9	<input checked="" type="checkbox"/> Enabled <sup>4</sup>

**HE MCS Rates**

<b>SS1</b>		<b>SS2</b>	
0-7	<input checked="" type="checkbox"/> Enabled	0-7	<input checked="" type="checkbox"/> Enabled
0-9	<input checked="" type="checkbox"/> Enabled	0-9	<input checked="" type="checkbox"/> Enabled
0-11	<input checked="" type="checkbox"/> Enabled	0-11	<input checked="" type="checkbox"/> Enabled
<b>SS3</b>		<b>SS4</b>	
0-7	<input checked="" type="checkbox"/> Enabled	0-7	<input checked="" type="checkbox"/> Enabled
0-9	<input checked="" type="checkbox"/> Enabled	0-9	<input checked="" type="checkbox"/> Enabled
0-11	<input checked="" type="checkbox"/> Enabled	0-11	<input checked="" type="checkbox"/> Enabled
<b>SS5</b>		<b>SS6</b>	
0-7	<input checked="" type="checkbox"/> Enabled	0-7	<input checked="" type="checkbox"/> Enabled

**MCS (Data Rate <sup>1</sup>) Settings**

0 ( 7 Mbps)	<input checked="" type="checkbox"/> Supported
1 ( 14 Mbps)	<input checked="" type="checkbox"/> Supported
2 ( 21 Mbps)	<input checked="" type="checkbox"/> Supported
3 ( 29 Mbps)	<input checked="" type="checkbox"/> Supported
4 ( 43 Mbps)	<input checked="" type="checkbox"/> Supported
5 ( 58 Mbps)	<input checked="" type="checkbox"/> Supported
6 ( 65 Mbps)	<input checked="" type="checkbox"/> Supported
7 ( 72 Mbps)	<input checked="" type="checkbox"/> Supported
8 ( 84 Mbps)	<input checked="" type="checkbox"/> Supported
9 ( 99 Mbps)	<input checked="" type="checkbox"/> Supported
10 ( 117 Mbps)	<input checked="" type="checkbox"/> Supported
11 ( 135 Mbps)	<input checked="" type="checkbox"/> Supported
12 ( 150 Mbps)	<input checked="" type="checkbox"/> Supported
13 ( 168 Mbps)	<input checked="" type="checkbox"/> Supported
14 ( 180 Mbps)	<input checked="" type="checkbox"/> Supported
15 ( 192 Mbps)	<input checked="" type="checkbox"/> Supported
16 ( 216 Mbps)	<input checked="" type="checkbox"/> Supported
17 ( 234 Mbps)	<input checked="" type="checkbox"/> Supported
18 ( 252 Mbps)	<input checked="" type="checkbox"/> Supported
19 ( 270 Mbps)	<input checked="" type="checkbox"/> Supported
20 ( 288 Mbps)	<input checked="" type="checkbox"/> Supported
21 ( 306 Mbps)	<input checked="" type="checkbox"/> Supported
22 ( 324 Mbps)	<input checked="" type="checkbox"/> Supported
23 ( 342 Mbps)	<input checked="" type="checkbox"/> Supported
24 ( 360 Mbps)	<input checked="" type="checkbox"/> Supported
25 ( 378 Mbps)	<input checked="" type="checkbox"/> Supported
26 ( 396 Mbps)	<input checked="" type="checkbox"/> Supported
27 ( 414 Mbps)	<input checked="" type="checkbox"/> Supported
28 ( 432 Mbps)	<input checked="" type="checkbox"/> Supported
29 ( 450 Mbps)	<input checked="" type="checkbox"/> Supported
30 ( 468 Mbps)	<input checked="" type="checkbox"/> Supported
31 ( 486 Mbps)	<input checked="" type="checkbox"/> Supported

## Frame Aggregation

Frame aggregation is a process of packaging multiple MAC Protocol Data Units (MPDUs) or MAC Service Data Units (MSDUs) together to reduce the overheads where in turn throughput and capacity can be optimized. Aggregation of MAC Protocol Data Unit (A-MPDU) requires the use of block acknowledgements.

It is required to adjust the A-MPDU and A-MSDU settings to the following to optimize the experience with the Cisco IP Phone 8861 and 8865.

### A-MSDU

User Priority 1, 2 = Enabled  
User Priority 0, 3, 4, 5, 6, 7 = Disabled

### A-MPDU

User Priority 0, 3, 4, 5 = Enabled  
User Priority 1, 2, 6, 7 = Disabled

Use the following commands to configure the A-MPDU and A-MSDU settings per the Cisco IP Phone 8861 and 8865 requirements.

In order to configure the 5 GHz settings, the 802.11a network will need to be disabled first, then re-enabled after the changes are complete.

```
config 802.11a 11nSupport a-msdu tx priority 1 enable
config 802.11a 11nSupport a-msdu tx priority 2 enable
```

```
config 802.11a 11nSupport a-msdu tx priority 0 disable
config 802.11a 11nSupport a-msdu tx priority 3 disable
config 802.11a 11nSupport a-msdu tx priority 4 disable
config 802.11a 11nSupport a-msdu tx priority 5 disable
config 802.11a 11nSupport a-msdu tx priority 6 disable
config 802.11a 11nSupport a-msdu tx priority 7 disable
```

```
config 802.11a 11nSupport a-mpdu tx priority 0 enable
config 802.11a 11nSupport a-mpdu tx priority 3 enable
config 802.11a 11nSupport a-mpdu tx priority 4 enable
config 802.11a 11nSupport a-mpdu tx priority 5 enable
config 802.11a 11nSupport a-mpdu tx priority 1 disable
config 802.11a 11nSupport a-mpdu tx priority 2 disable
config 802.11a 11nSupport a-mpdu tx priority 6 disable
config 802.11a 11nSupport a-mpdu tx priority 7 disable
```

In order to configure the 2.4 GHz settings, the 802.11b/g network will need to be disabled first, then re-enabled after the changes are complete.

```
config 802.11b 11nSupport a-msdu tx priority 1 enable
config 802.11b 11nSupport a-msdu tx priority 2 enable
config 802.11b 11nSupport a-msdu tx priority 0 disable
config 802.11b 11nSupport a-msdu tx priority 3 disable
config 802.11b 11nSupport a-msdu tx priority 4 disable
config 802.11b 11nSupport a-msdu tx priority 5 disable
config 802.11b 11nSupport a-msdu tx priority 6 disable
config 802.11b 11nSupport a-msdu tx priority 7 disable
```

```
config 802.11b 11nSupport a-mpdu tx priority 0 enable
config 802.11b 11nSupport a-mpdu tx priority 3 enable
config 802.11b 11nSupport a-mpdu tx priority 4 enable
config 802.11b 11nSupport a-mpdu tx priority 5 enable
config 802.11b 11nSupport a-mpdu tx priority 1 disable
config 802.11b 11nSupport a-mpdu tx priority 2 disable
config 802.11b 11nSupport a-mpdu tx priority 6 disable
config 802.11b 11nSupport a-mpdu tx priority 7 disable
```

To view the current A-MPDU and A-MSDU configuration, enter either **show 802.11a** for 5 GHz or **show 802.11b** for 2.4 GHz.

802.11n Status:

A-MSDU Tx:

```
Priority 0..... Disabled
Priority 1..... Enabled
Priority 2..... Enabled
Priority 3..... Disabled
Priority 4..... Disabled
Priority 5..... Disabled
Priority 6..... Disabled
Priority 7..... Disabled
```

A-MPDU Tx:

```
Priority 0..... Enabled
```

- Priority 1..... Disabled
- Priority 2..... Disabled
- Priority 3..... Enabled
- Priority 4..... Enabled
- Priority 5..... Enabled
- Priority 6..... Disabled
- Priority 7..... Disabled

## CleanAir

CleanAir should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.

**802.11a > CleanAir**

**CleanAir/Spectrum Intelligence Parameters**

- CleanAir  Enabled
- Spectrum Intelligence  Enabled
- Report Interferers  Enabled
- Persistent Device Propagation  Enabled

**Interferences to Ignore**

- Canopy
- WiMax Fixed
- SI\_FHSS

**Interferences to Detect**

- TDD Transmitter
- Jammer
- Continuous Transmitter
- DECT-like Phone
- Video Camera

**Trap Configurations**

- Enable AQI(Air Quality Index) Trap  Enabled
- AQI Alarm Threshold (1 to 100)
- Enable trap for Unclassified Interferences  Enabled
- Threshold for Unclassified category trap (1 to 99)
- Enable trap for Classified Interferences  Enabled
- Threshold for Classified category trap (1 to 99)
- Enable Interference For Security Alarm  Enabled

**Do not trap on these types**

- TDD Transmitter
- Continuous Transmitter
- DECT-like Phone
- Video Camera
- SuperAG

**Trap on these types**

- Jammer
- WiFi Inverted
- WiFi Invalid Channel

**Event Driven RRM (Change Settings)**

EDRRM	Disabled
Sensitivity Threshold	N/A
Rogue Contribution	N/A
Rogue Duty-Cycle	N/A

(1) Device Security alarms, Event Driven RRM and Persistence Device Avoidance algorithm will not work if Interferers reporting is disabled.  
(2) AQI value 100 is best and 1 is worst  
(3) Spectrum Intelligence does not send traps to Prime Infrastructure and CMX

## Rx Sop Threshold

It is recommended to use the default value for **Rx Sop Threshold**.

## WLAN Settings

It is recommended to have a separate SSID for the Cisco IP Phone 8861 and 8865.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Cisco IP Phone 8861 and 8865 can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

The screenshot shows the Cisco WLAN configuration interface. The top navigation bar includes 'MONITOR', 'WLANs', 'CONTROLLER', 'WIRELESS', 'SECURITY', 'MANAGEMENT', 'COMMANDS', 'HELP', and 'FEEDBACK'. The left sidebar shows 'WLANs' with sub-items 'WLANs' and 'Advanced'. The main content area is titled 'WLANs > New' and contains the following configuration fields:

Type	WLAN
Profile Name	voice
SSID	voice
ID	6

The screenshot shows the Cisco WLAN configuration interface for editing a profile named 'voice'. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'WLANs > Edit voice' and has tabs for 'General', 'Security', 'QoS', 'Policy-Mapping', and 'Advanced'. The 'Security' tab is selected, showing the following configuration:

Profile Name	voice
Type	WLAN
SSID	voice
Status	<input checked="" type="checkbox"/> Enabled
Security Policies	[WPA2][Auth(FT 802.1X)] (Modifications done under security tab will appear after applying the changes.)
Radio Policy	802.11a only
Interface/Interface Group(G)	rtp-9 voice
Multicast Vlan Feature	<input type="checkbox"/> Enabled
Broadcast SSID	<input checked="" type="checkbox"/> Enabled
NAS-ID	RTP9-32A-WLC3
Lobby Admin Access	<input type="checkbox"/>

To utilize 802.11r (FT) for fast secure roaming, check the box to enable Fast Transition.

It is recommended to uncheck **Over the DS** to utilize the Over the Air method instead of the Over the Distribution System method.

**Protected Management Frame** should be set to **Optional** or **Disabled**.

Enable WPA2 policy with AES encryption then either FT 802.1x or FT PSK for authenticated key management type depending on whether 802.1x or PSK is to be utilized.

CISCO MONITOR **WLANs** CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK

WLANs > Edit 'voice'

General Security QoS Policy-Mapping Advanced

Layer 2 Layer 3 AAA Servers

Layer 2 Security [6](#) WPA+WPA2

Security Type Enterprise

MAC Filtering [2](#)

**WPA+WPA2 Parameters**

WPA Policy

WPA2 Policy

WPA2 Encryption  CCMP128(AES)  TKIP  CCMP256  GCMP128  GCMP256

OSEN Policy

**Fast Transition**

Fast Transition Enable

Over the DS

Reassociation Timeout 20 Seconds

CISCO MONITOR **WLANs** CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK

WLANs > Edit 'voice'

General Security QoS Policy-Mapping Advanced

**Protected Management Frame**

PMF Disabled

**Authentication Key Management [19](#)**

802.1X-SHA1  Enable

802.1X-SHA2  Enable

FT 802.1X  Enable

CCKM  Enable

WPA GTK-randomize State [14](#) Disable

CISCO MONITOR **WLANs** CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK

WLANs > Edit 'voice'

General Security QoS Policy-Mapping Advanced

Layer 2 Layer 3 AAA Servers

Layer 2 Security [6](#) WPA+WPA2

Security Type Personal

MAC Filtering [2](#)

AutoConfig IPSK  Enable

**WPA+WPA2 Parameters**

WPA Policy

WPA2 Policy

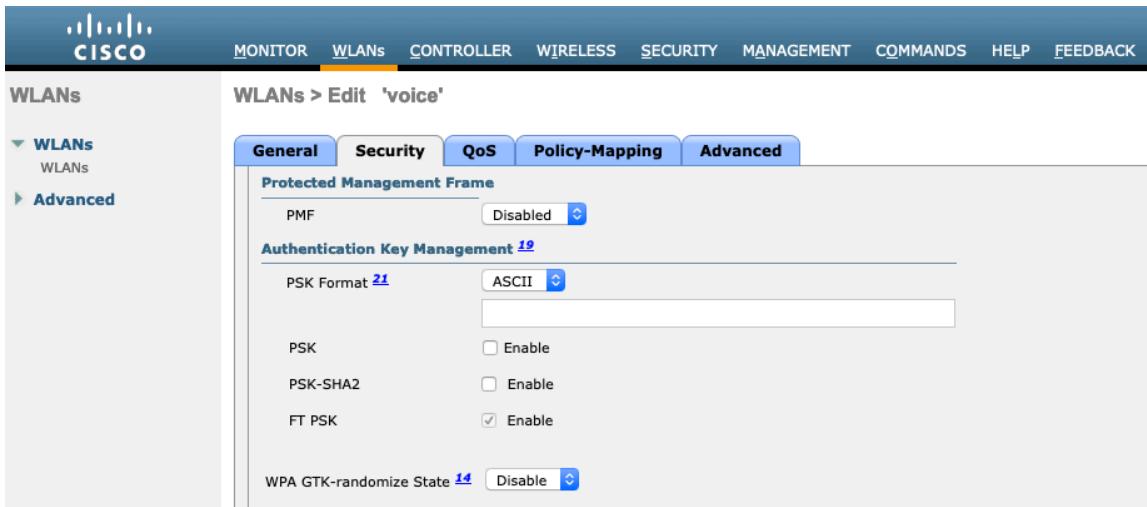
WPA2 Encryption  CCMP128(AES)  TKIP

**Fast Transition**

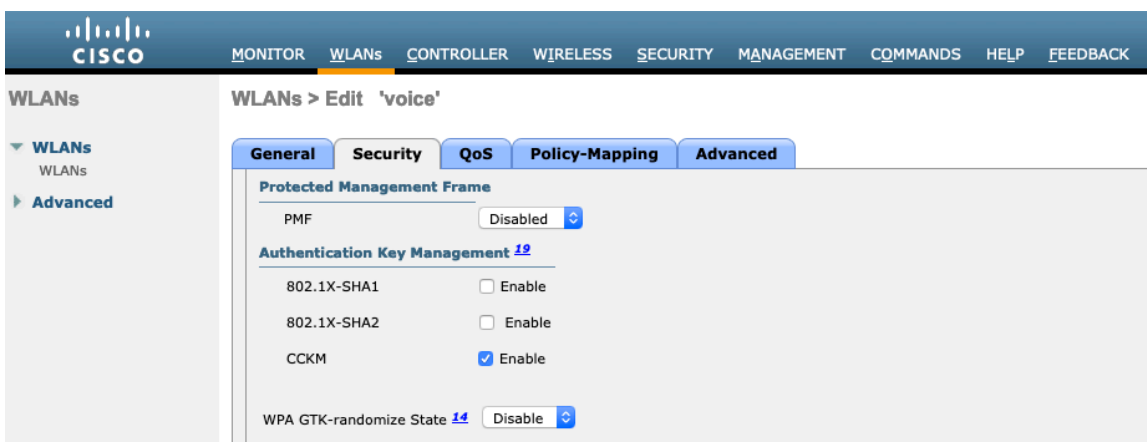
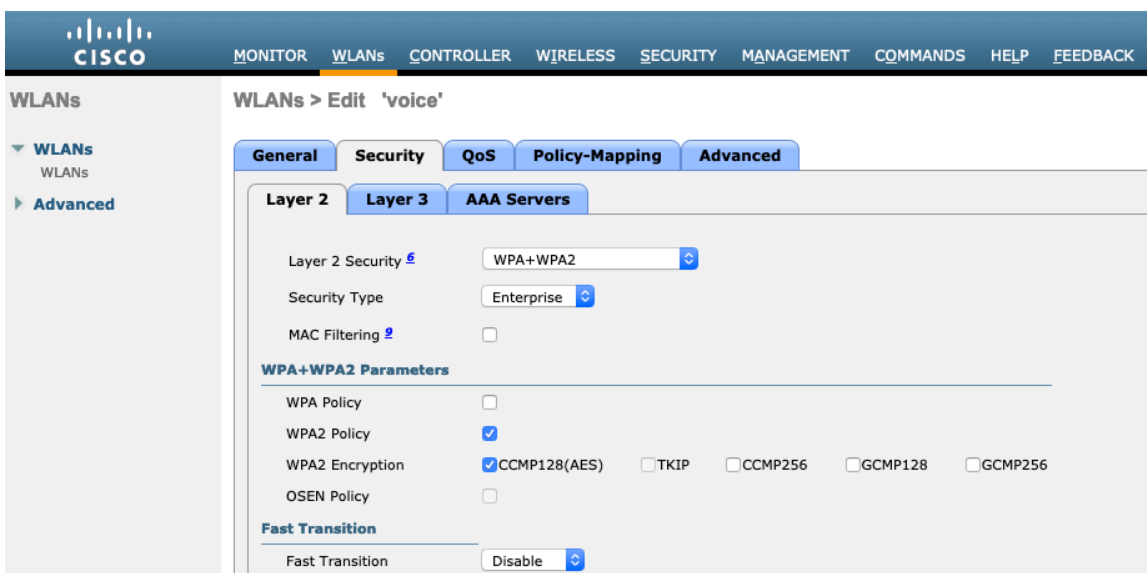
Fast Transition Enable

Over the DS

Reassociation Timeout 20 Seconds



To utilize CCKM for fast secure roaming, enable WPA2 policy with AES encryption and CCKM for authenticated key management type.





802.1x, CCKM and/or PSK may also be enabled if wanting to utilize the same SSID for various type of voice clients, where some clients do not support 802.11r (FT) depending on whether 802.1x or PSK is being utilized.

RADIUS Authentication and Account Servers can be configured at a per SSID level to override the global list.

If **Enabled** and not specified (set to **None**), then the global list of RADIUS servers defined at **Security > AAA > RADIUS** will be utilized.

All EAP parameters can be configured at a per SSID level or at the global level, except for the EAP-Broadcast Key Interval, which can only be configured at the global level.

If wanting to configure the EAP parameters at the per SSID level, check **Enable** in the EAP Parameters section and enter the desired values.

The screenshot shows the Cisco WLAN configuration interface for a WLAN named 'voice'. The 'AAA Servers' tab is selected, showing configuration options for RADIUS Servers and EAP Parameters.

**RADIUS Servers**

RADIUS Server Overwrite interface  Enabled  
 Apply Cisco ISE Default Settings  Enabled

	Authentication Servers	Accounting Servers
Server 1	<input checked="" type="checkbox"/> Enabled None	<input checked="" type="checkbox"/> Enabled None
Server 2	None	None
Server 3	None	None
Server 4	None	None
Server 5	None	None
Server 6	None	None

Authorization ACA Server  Enabled  
 Accounting ACA Server  Enabled

**EAP Parameters**

Enable

EAPOL Key Timeout(200 to 5000 millisec)	400
EAPOL Key Retries(0 to 4)	4
Identity Request Timeout(1 to 120 sec)	30
Identity Request Retries(1 to 20)	2
Request Timeout(1 to 120 sec)	30
Request Retries(1 to 20)	2

The WMM policy should be set to **Required** only if the Cisco IP Phone 8861 and 8865 or other WMM enabled phones will be using this SSID.

If there are non-WMM clients existing in the WLAN, it is recommended to put those clients on another WLAN.

If non-other WMM clients must utilize the same SSID as the Cisco IP Phone 8861 and 8865, then ensure the WMM policy is set to **Allowed**.

Enabling WMM will enable the 802.11e version of QBSS.

The screenshot shows the Cisco WLAN configuration interface for the 'voice' WLAN. The 'QoS' tab is selected, displaying the following settings:

- Quality of Service (QoS): Platinum (voice)
- Application Visibility:  Enabled
- AVC Profile: none
- Flex AVC Profile: none
- Netflow Monitor: none
- Fastlane: Disable

Below these settings is the 'Override Per-User Bandwidth Contracts (kbps)' section with the following table:

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

A 'Clear' button is located at the bottom of this section.

The screenshot shows the Cisco WLAN configuration interface for the 'voice' WLAN, continuing from the previous page. The 'Policy-Mapping' tab is selected, displaying the following settings:

- Override Per-SSID Bandwidth Contracts (kbps):
 

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0
- WMM:
  - WMM Policy: Required
  - 7920 AP CAC:  Enabled
  - 7920 Client CAC:  Enabled
- Media Stream:
  - Multicast Direct:  Enabled
- Lync Policy:
  - Audio: Silver

Configure **Enable Session Timeout** as necessary per your requirements. It is recommended to enable the session timeout for 86400 seconds to avoid possible interruptions during audio calls, but also to re-validate client credentials periodically to ensure that the client is using valid credentials.

Enable Aironet Extensions (**Aironet IE**).

**Peer to Peer (P2P) Blocking Action** should be disabled.

Configure **Client Exclusion** as necessary.

The **Maximum Allowed Clients Per AP Radio** can be configured as necessary.

**Off Channel Scanning Defer** can be tuned to defer scanning for certain queues as well as the scan defer time.

If using best effort applications frequently or if DSCP values for priority applications (e.g. voice and call control) are not preserved to the access point, then it is recommended to enable the lower priority queues (0-3) along with the higher priority queues (4-6) to defer off channel scanning as well as potentially increasing the scan defer time.

For deployments where EAP failures occur frequently, it is recommended to enable priority queue 7 to defer off channel scanning during EAP exchanges.

**DHCP Address Assignment Required** should be disabled.

**Management Frame Protection** should be set to **Optional** or **Disabled**.

Use a **DTIM Period** of **2** with a beacon period of **100 ms**.

Ensure **Client Load Balancing** and **Client Band Select** are disabled.

It is recommended to set **Re-anchor Roamed Voice Clients** to disabled as this can cause brief interruptions with wireless LAN connectivity when a call is terminated after performing an inter-controller roaming.

802.11k and 802.11v are not supported, therefore should be disabled.

The screenshot shows the 'Advanced' configuration tab for a WLAN named 'voice'. The 'DHCP' section is configured with 'DHCP Server' set to 'Override' and 'DHCP Addr. Assignment' set to 'Required'. Under 'Management Frame Protection (MFP)', 'MFP Client Protection' is set to 'Optional'. The 'DTIM Period (in beacon intervals)' is set to 2 for both 802.11a/n and 802.11b/g/n. In the 'Load Balancing and Band Select' section, both 'Client Load Balancing' and 'Client Band Select' are disabled.

The screenshot shows the 'Security' configuration tab for the same WLAN. In the 'Off Channel Scanning Defer' section, 'Scan Defer Priority' is set to 7 and 'Scan Defer Time(msecs)' is set to 100. Under 'Passive Client', 'Passive Client' is disabled. In the 'Voice' section, 'Media Session Snooping', 'Re-anchor Roamed Voice Clients', and 'KTS based CAC Policy' are all enabled.

**WLANs > Edit 'voice'**

**Advanced**

- FlexConnect Local Auth [12](#)  Enabled
- Learn Client IP Address [3](#)  Enabled
- Vlan based Central Switching [12](#)  Enabled
- Central DHCP Processing  Enabled
- Override DNS  Enabled
- NAT-PAT  Enabled
- Central Assoc  Enabled

**Lync**

- Lync Server  Disabled

**11k**

- Neighbor List  Enabled
- Neighbor List Dual Band  Enabled
- Assisted Roaming Prediction Optimization  Enabled

**802.11ax BSS Configuration**

- Down Link MU-MIMO  Enabled

**PMIP Profile**

**PMIP Realm**

**Universal AP Admin Support**

- Universal AP Admin

**11v BSS Transition Support**

- BSS Transition
- Disassociation Imminent
- Disassociation Timer(0 to 3000 TBTT)
- Optimized Roaming Disassociation Timer(0 to 40 TBTT)
- BSS Max Idle Service
- Directed Multicast Service

**Tunneling**

- Tunnel Profile
- EOGRE Vlan Override

**mDNS**

- mDNS Snooping  Enabled

**WLANs > Edit 'voice'**

**Advanced**

**802.11ax BSS Configuration**

- Down Link MU-MIMO  Enabled
- Up Link MU-MIMO  Enabled
- Down Link OFDMA  Enabled
- Up Link OFDMA  Enabled

**mDNS**

- mDNS Snooping  Enabled

**TrustSec**

- Security Group Tag

**Umbrella**

- Umbrella Mode
- Umbrella Profile
- Umbrella DHCP Override

**Fabric Configuration**

- Fabric  Enabled

**Mobility**

- Selective Reanchor  Enabled

**U3 Interface**

- U3 Interface  Enabled
- U3 Reporting Interval

## AP Groups

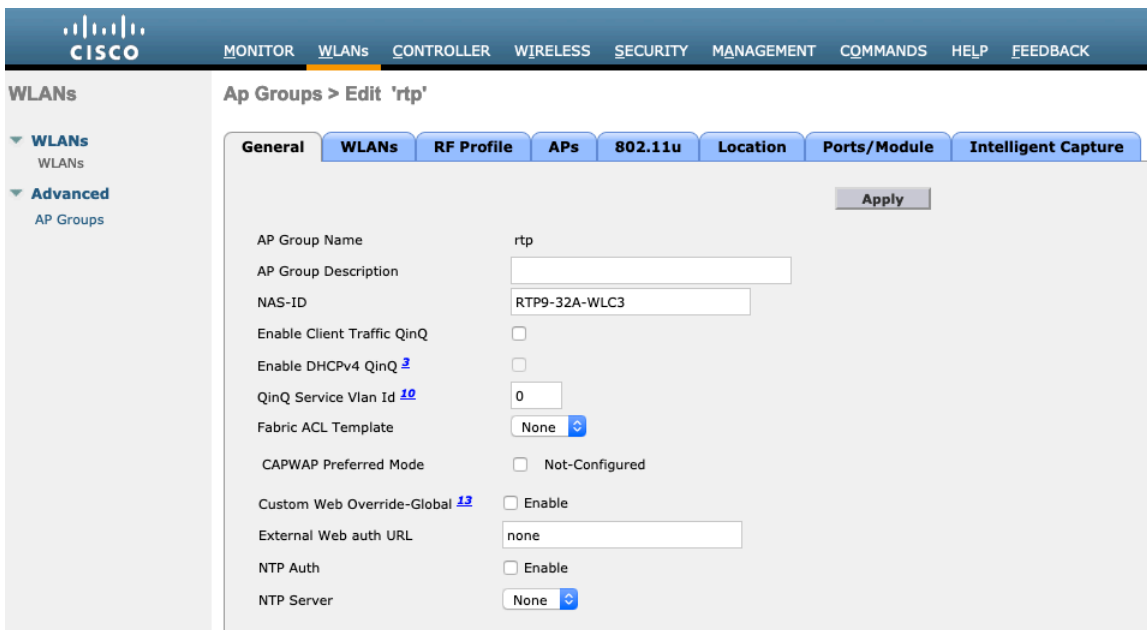
AP Groups can be created to specify which WLANs / SSIDs are to be enabled and which interface they should be mapped to as well as what RF Profile parameters should be used for the access points assigned to the AP Group.

**WLANs > AP Groups**

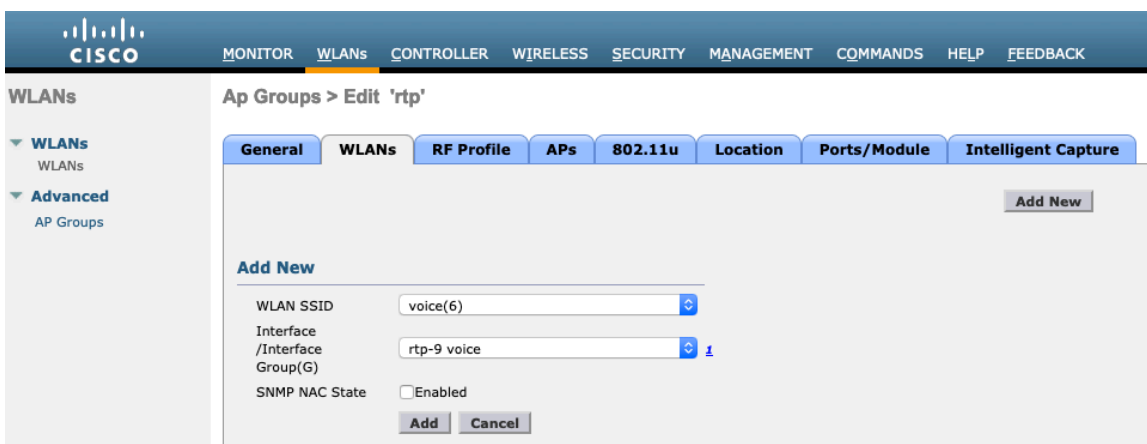
**Add New AP Group**

AP Group Name

Description

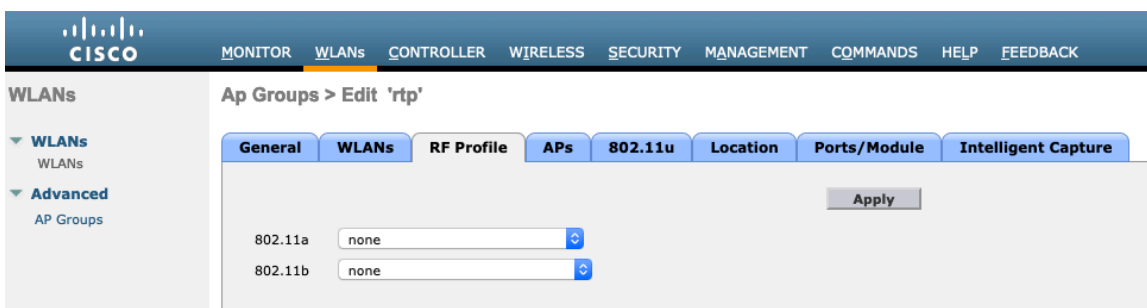


On the **WLANs** tab, select the desired SSIDs and interfaces to map to then select **Add**.



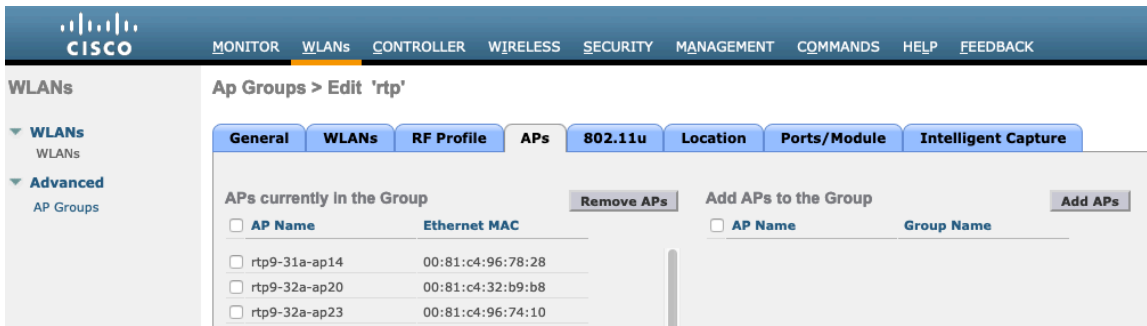
On the **RF Profile** tab, select the desired 802.11a or 802.11b RF Profile, then select **Apply**.

If changes are made after access points have joined the AP Group, then those access points will reboot once those changes are made.



On the **APs** tab, select the desired access points then select **Add APs**.

Those access points will then reboot.

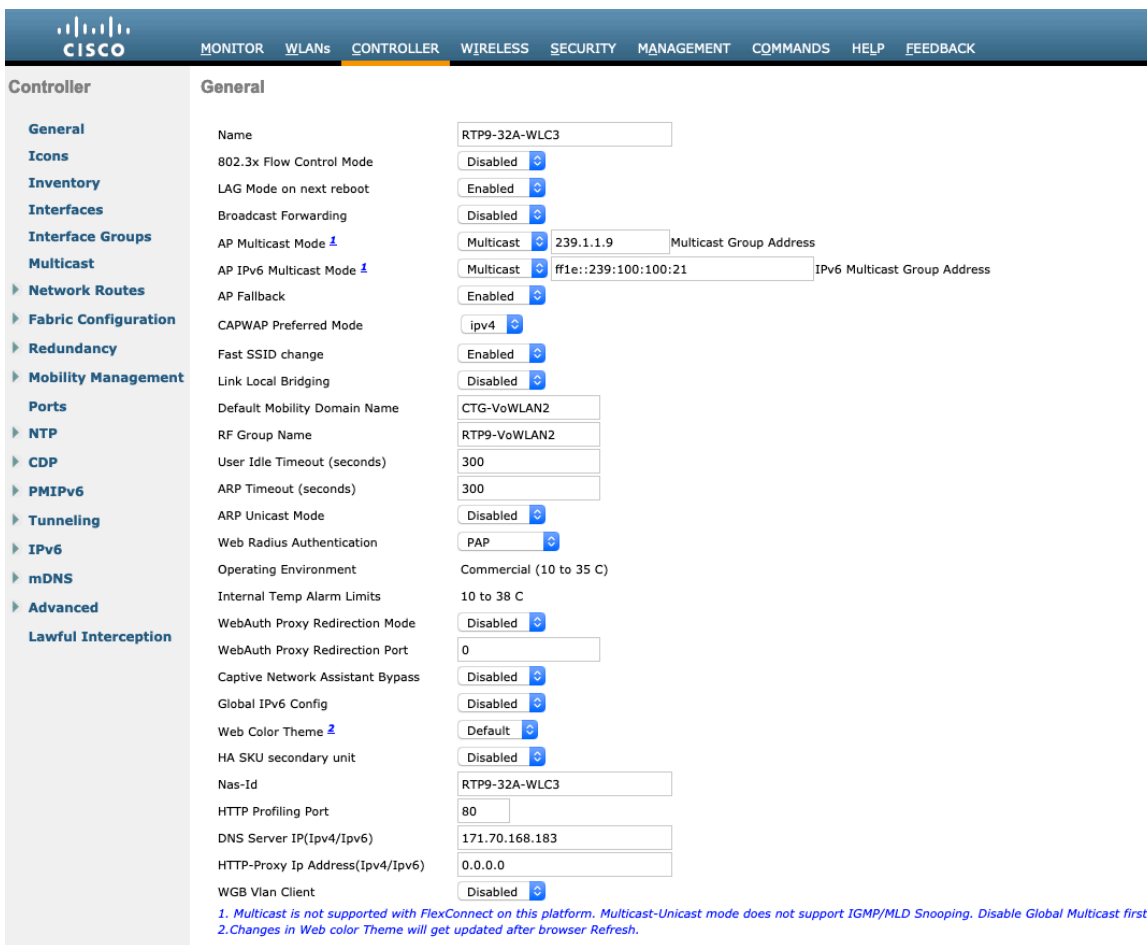


## Controller Settings

Ensure the Cisco Wireless LAN Controller hostname is configured correctly.

Enable Link Aggregation (LAG) if utilizing multiple ports on the Cisco Wireless LAN Controller.

Configure the desired AP multicast mode.



If utilizing multicast, then **Enable Global Multicast Mode** and **Enable IGMP Snooping** should be enabled.

The screenshot shows the Cisco Wireless LAN Controller configuration interface. The top navigation bar includes: MONITOR, WLANs, CONTROLLER (selected), WIRELESS, SECURITY, MANAGEMENT, COMMANDS, HELP, and FEEDBACK. The left sidebar lists various configuration categories: General, Icons, Inventory, Interfaces, Interface Groups, Multicast, Network Routes, Fabric Configuration, Redundancy, Mobility Management, Ports, NTP, and CDP. The main content area is titled 'Multicast' and contains the following settings:

Enable Global Multicast Mode	<input checked="" type="checkbox"/>
Enable IGMP Snooping	<input checked="" type="checkbox"/>
IGMP Timeout (30-7200 seconds)	<input type="text" value="60"/>
IGMP Query Interval (15-2400 seconds)	<input type="text" value="20"/>
Enable MLD Snooping	<input type="checkbox"/>
MLD Timeout (30-7200 seconds)	<input type="text" value="60"/>
MLD Query Interval (15-2400 seconds)	<input type="text" value="20"/>

Below the settings is a 'Foot Notes' section with the text: *Changing Global Multicast configuration parameters removes configured Multicast VLAN from WLAN.*

If utilizing layer 3 mobility, then **Symmetric Mobility Tunneling** should be **Enabled**.

In the recent versions, Symmetric Mobility Tunneling is enabled by default and non-configurable.

The screenshot shows the Cisco Wireless LAN Controller configuration interface for 'Mobility Anchor Config'. The top navigation bar is the same as in the previous screenshot. The left sidebar shows the 'Mobility Management' section expanded, with sub-items: Mobility Groups, Mobility Anchor Config (selected), and Multicast Messaging. The main content area is titled 'Mobility Anchor Config' and contains the following settings:

Keep Alive Count	<input type="text" value="3"/>
Keep Alive Interval (1-30 seconds)	<input type="text" value="10"/>
Symmetric Mobility Tunneling mode	Enabled
DSCP Value	<input type="text" value="0"/>

When multiple Cisco Wireless LAN Controllers are to be in the same mobility group, then the IP address and MAC address of each Cisco Wireless LAN Controller should be added to the Static Mobility Group Members configuration.

The screenshot shows the Cisco Controller configuration page for 'Static Mobility Group Members'. The left sidebar contains a navigation menu with categories like General, Icons, Inventory, Interfaces, Interface Groups, Multicast, Network Routes, Fabric Configuration, Redundancy, and Mobility Management. The main content area shows the configuration for a 'Local Mobility Group' named 'CTG-VoWLAN2'. Below this, a table lists the group members with columns for MAC Address, IP Address (IPv4/IPv6), Group Name, Multicast IP, and Status.

MAC Address	IP Address(Ipv4/Ipv6)	Group Name	Multicast IP	Status
00:5d:73:1a:c3:49	10.81.6.70	CTG-VoWLAN2	0.0.0.0	Up

## Call Admission Control (CAC)

It is recommended to enable **Admission Control Mandatory** for **Voice** and configure the maximum bandwidth and reserved roaming bandwidth percentages for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

The maximum bandwidth default setting for voice is **75%** where **6%** of that bandwidth is reserved for roaming clients.

Roaming clients are not limited to using the reserved roaming bandwidth, but roaming bandwidth is to reserve some bandwidth for roaming clients in case all other bandwidth is utilized.

If CAC is to be enabled, will want to ensure **Load-based CAC** is enabled.

**Load-based CAC** will account for all energy on the channel.



CISCO MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK

Wireless

- Access Points
  - All APs
  - Radios
    - Global Configuration
- Advanced
- Mesh
- AP Group NTP
- ATF
- RF Profiles
- FlexConnect Groups
- FlexConnect ACLs
- FlexConnect VLAN Templates
- Network Lists
- 802.11a/n/ac/ax
  - Network
    - RRM
      - RF Grouping
      - TPC
      - DCA
      - Coverage
      - General
    - Client Roaming
    - Media
    - EDCA Parameters
    - DFS (802.11h)
    - High Throughput (802.11n/ac/ax)
    - CleanAir
  - 802.11b/g/n/ax

802.11a(5 GHz) > Media

Voice Video **Media**

**Call Admission Control (CAC)**

Admission Control (ACM)  Enabled

CAC Method <sup>4</sup> Load Based

Max RF Bandwidth (5-85)(%) 75

Reserved Roaming Bandwidth (0-25)(%) 6

Expedited bandwidth

SIP CAC Support <sup>3</sup>  Enabled

**Per-Call SIP Bandwidth <sup>2</sup>**

SIP Codec G.711

SIP Bandwidth (kbps) 64

SIP Voice Sample Interval (msecs) 20

**Traffic Stream Metrics**

Metrics Collection

**Foot Notes**

<sup>1</sup> 11a rates(Kbps): 6000,9000,12000,18000,24000,36000,48000,54000  
<sup>11n</sup> rates(Kbps): 65000,72200,130000,144400,135000,150000,270000,300000  
<sup>2</sup> SIP CAC should only be used for phones that support status code 17 and do not support TSPEC-based admission control.  
<sup>3</sup> SIP CAC will be supported only if SIP snooping is enabled.  
<sup>4</sup> Static CAC method is radio based and load-based CAC method is channel based.

Admission Control Mandatory for Video should be disabled.

**Wireless**

- Access Points
  - All APs
  - Radios
    - Global Configuration
- Advanced
- Mesh
- AP Group NTP
- ATF
- RF Profiles
- FlexConnect Groups
- FlexConnect ACLs
- FlexConnect VLAN Templates
- Network Lists
- 802.11a/n/ac/ax
  - Network
  - RRM
    - RF Grouping
    - TPC
    - DCA
    - Coverage
    - General
  - Client Roaming
  - Media
  - EDCA Parameters
  - DFS (802.11h)
  - High Throughput (802.11n/ac/ax)
  - CleanAir
- 802.11b/g/n/ax

**802.11a(5 GHz) > Media**

**Call Admission Control (CAC)**

Admission Control (ACM)  Enabled

CAC Method [4](#) Static

Max RF Bandwidth (5-85)(%)

Reserved Roaming Bandwidth (0-25)(%)

SIP CAC Support [3](#)  Enabled

**Foot Notes**

1 11a rates(Kbps): 6000,9000,12000,18000,24000,36000,48000,54000  
 11n rates(Kbps): 65000,72200,130000,144400,135000,150000,270000,300000  
 2 SIP CAC should only be used for phones that support status code 17 and do not support TSPEC-based admission control.  
 3 SIP CAC will be supported only if SIP snooping is enabled.  
 4 Static CAC method is radio based and load-based CAC method is channel based.

If Call Admission Control for voice is enabled, then the following configuration should be active, which can be displayed in the **show run-config**.

```

Call Admission Control (CAC) configuration
Voice AC - Admission control (ACM)..... Enabled
Voice max RF bandwidth..... 75
Voice reserved roaming bandwidth..... 6
Voice load-based CAC mode..... Enabled
Voice tspec inactivity timeout..... Disabled
Video AC - Admission control (ACM)..... Disabled
Voice Stream-Size..... 84000
Voice Max-Streams..... 2
Video max RF bandwidth..... 25
Video reserved roaming bandwidth..... 6
  
```

The voice stream-size and voice max-streams values can be adjusted as necessary by using the following command. If using SRTP, the Voice Stream-Size may need to be increased.

```
(Cisco Controller) >config 802.11a cac voice stream-size 84000 max-streams 2
```

Ensure QoS is setup correctly under the WLAN configuration, which can be displayed by using the following command.

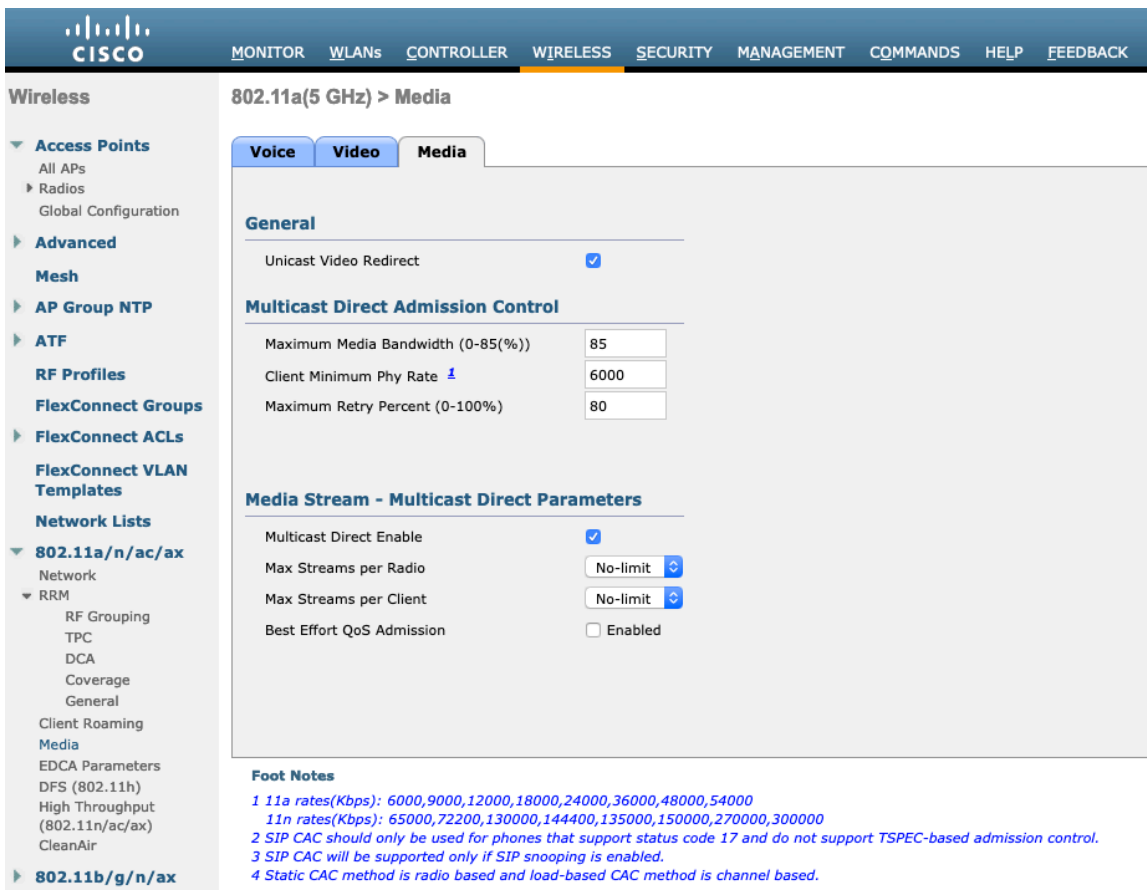
```
(Cisco Controller) >show wlan <WLAN id>
```

Quality of Service..... Platinum (voice)  
 WMM..... Required  
 Dot11-Phone Mode (7920)..... ap-cac-limit  
 Wired Protocol..... None

Ensure Voice TSPEC Inactivity Timeout is disabled.

(Cisco Controller) >config 802.11a cac voice tspec-inactivity-timeout ignore  
 (Cisco Controller) >config 802.11b cac voice tspec-inactivity-timeout ignore

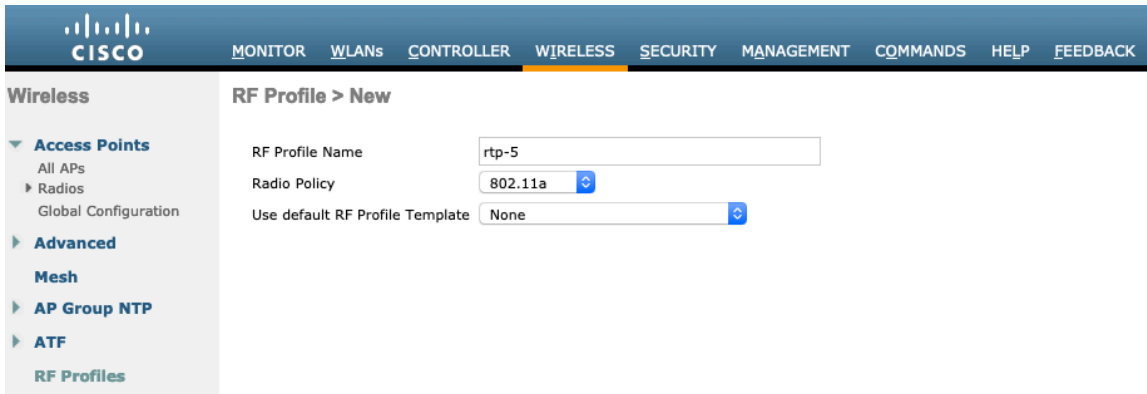
In the Media settings, **Unicast Video Redirect** and **Multicast Direct Enable** should be enabled.



## RF Profiles

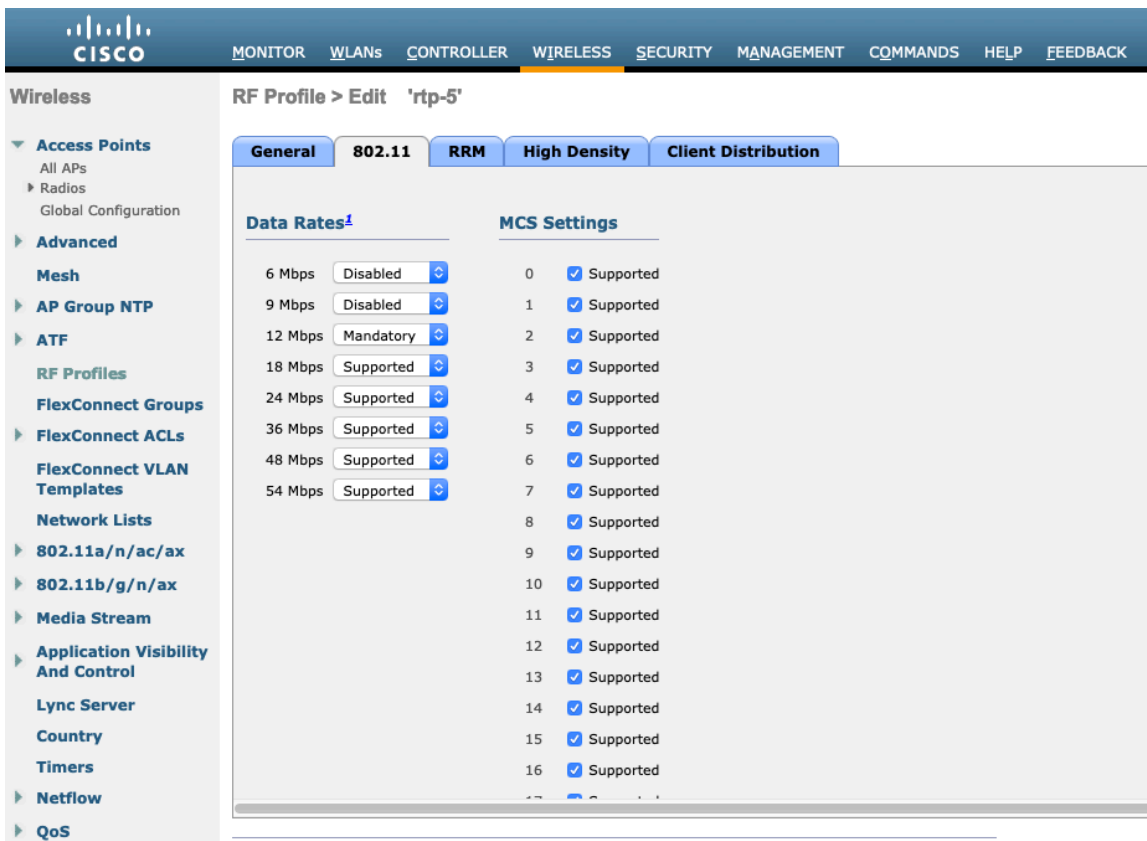
RF Profiles can be created to specify which frequency bands, data rates, RRM settings, etc. a group of access points should use. It is recommended to have the SSID used by the Cisco IP Phone 8861 and 8865 to be applied to 5 GHz radios only. RF Profiles are applied to an AP group once created.

When creating an RF Profile, the **RF Profile Name** and **Radio Policy** must be defined.  
 Select 802.11a or 802.11b/g for the **Radio Policy**.



On the **802.11** tab, configure the data rates as desired.

Is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



On the **RRM** tab, the **Maximum Power Level Assignment** and **Minimum Power Level Assignment** settings as well as other **DCA**, **TPC**, and **Coverage Hole Detection** settings can be configured.

RF Profile > Edit 'rtp-5'

General 802.11 RRM High Density Client Distribution

**TPC**

Maximum Power Level Assignment (-10 to 30 dBm) 30  
 Minimum Power Level Assignment (-10 to 30 dBm) -10  
 Power Threshold v1(-80 to -50 dBm) -70  
 Power Threshold v2(-80 to -50 dBm) -67

**Coverage Hole Detection**

Data RSSI(-90 to -60 dBm) -80  
 Voice RSSI(-90 to -60 dBm) -80  
 Coverage Exception(0 to 100 %) 25  
 Coverage Level(1 to 200 Clients) 3

**DCA**

Avoid Foreign AP Interference  Enabled  
 Channel Width  20 MHz  40 MHz  80 MHz  160 MHz  80+80 MHz  Best

**Profile Threshold For Traps**

Interference (0 to 100%) 10  
 Clients (1 to 200) 12  
 Noise (-127 to 0 dBm) -70  
 Utilization (0 to 100 %) 80

**Client Network Preference**

Connectivity  Throughput  Automatic

**Client Aware**

Enable  Disable

**High-Speed Roam**

HSR mode  Enabled

RF Profile > Edit 'rtp-5'

General 802.11 RRM High Density Client Distribution

**Client Aware**

Enable  Disable

**High-Speed Roam**

HSR mode  Enabled  
 Neighbor Timeout Factor 5

**DCA Channel List**

DCA Channels 36, 40, 44, 48, 52, 56, 60, 64, 149, 153, 157, 161

Select	Channel
<input checked="" type="checkbox"/>	36
<input checked="" type="checkbox"/>	40
<input checked="" type="checkbox"/>	44
<input checked="" type="checkbox"/>	48
<input checked="" type="checkbox"/>	52
<input type="checkbox"/>	56
<input type="checkbox"/>	60
<input type="checkbox"/>	64
<input type="checkbox"/>	149
<input type="checkbox"/>	153
<input type="checkbox"/>	157
<input type="checkbox"/>	161

Extended UNII-2 channels  Enabled

On the **High Density** tab, **Maximum Clients**, **Multicast Data Rates**, and **Rx Sop Threshold** can be configured. It is recommended to use the default value for **Rx Sop Threshold**.

RF Profile > Edit 'rtp-5'

General 802.11 RRM High Density Client Distribution

**High Density Parameters**

Maximum Clients(1 to 200) 200

**Multicast Parameters**

Multicast Data Rates<sup>2</sup> auto

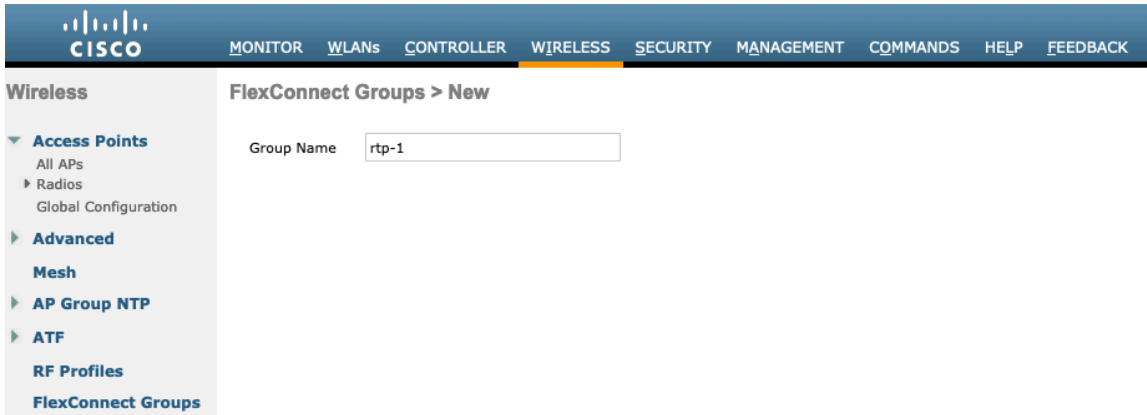
**Rx Sop Threshold Parameters<sup>5</sup>**

Rx Sop Threshold<sup>6</sup> Default 0  Custom

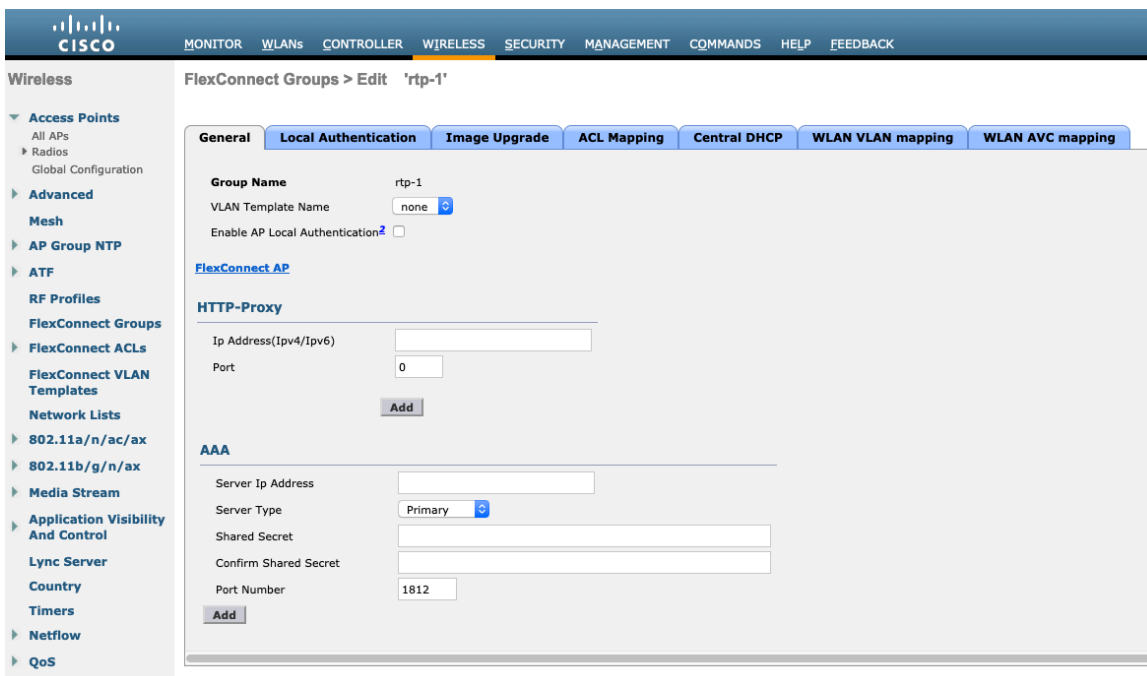
## FlexConnect Groups

All access points configured for FlexConnect mode need to be added to a FlexConnect Group.

If utilizing 802.11r (FT) or CCKM, then seamless roams can only occur when roaming to access points within the same FlexConnect Group.



The screenshot shows the Cisco FlexConnect Groups configuration interface. The top navigation bar includes 'MONITOR', 'WLANs', 'CONTROLLER', 'WIRELESS', 'SECURITY', 'MANAGEMENT', 'COMMANDS', 'HELP', and 'FEEDBACK'. The left sidebar lists various configuration options under 'Wireless', with 'FlexConnect Groups' selected. The main content area is titled 'FlexConnect Groups > New' and features a 'Group Name' field containing the text 'rtp-1'.



The screenshot displays the Cisco FlexConnect Groups configuration interface for editing the 'rtp-1' group. The top navigation bar is identical to the previous screenshot. The left sidebar shows 'FlexConnect Groups' selected. The main content area is titled 'FlexConnect Groups > Edit 'rtp-1'' and contains several tabs: 'General', 'Local Authentication', 'Image Upgrade', 'ACL Mapping', 'Central DHCP', 'WLAN VLAN mapping', and 'WLAN AVC mapping'. The 'General' tab is active, showing fields for 'Group Name' (rtp-1), 'VLAN Template Name' (none), and 'Enable AP Local Authentication' (unchecked). Below this is the 'FlexConnect AP' section with an 'HTTP-Proxy' subsection containing 'Ip Address(Ipv4/Ipv6)' and 'Port' fields. The 'AAA' section includes 'Server Ip Address', 'Server Type' (Primary), 'Shared Secret', 'Confirm Shared Secret', and 'Port Number' (1812) fields.

The maximum number of access points allowed per FlexConnect Group is limited, which is WLC model specific.

The screenshot shows the Cisco WLC interface with the 'WIRELESS' tab selected. The left sidebar shows the navigation menu with 'FlexConnect Groups' highlighted. The main content area displays the 'FlexConnect Group AP List' for the group 'rtp-1'. Below this, there is a section for 'FlexConnect APs' with an 'Add AP' button and a table with columns: AP MAC Address, AP Name, Status, AP Mode, Type, and Conflict with PnP. The table currently shows 0 entries.

This screenshot shows the 'Add AP' dialog box in the Cisco WLC interface. It includes a checkbox for 'Select APs from current controller' and a text input field for 'Ethernet MAC'. There are 'Add' and 'Cancel' buttons at the bottom of the dialog.

## Multicast Direct

In the Media Stream settings, **Multicast Direct** feature should be enabled.

The screenshot displays the 'Media Stream >General' configuration page in the Cisco WLC interface. The 'Multicast Direct feature' is checked and set to 'Enabled'. Below this is the 'Session Message Config' section, which includes fields for 'Session announcement State' (unchecked), 'Session announcement URL', 'Session announcement Email', 'Session announcement Phone', and 'Session announcement Note'.

Then configure the media streams as necessary.

**Media Stream > New**

Stream Name

Multicast Destination Start IP Address(ipv4/ipv6)

Multicast Destination End IP Address(ipv4/ipv6)

Maximum Expected Bandwidth(1 to 35000 Kbps)

---

**Resource Reservation Control(RRC) Parameters**

Select from predefined templates

Average Packet Size (100-1500 bytes)

RRC Periodic update

RRC Priority (1-8)

Traffic Profile Violation

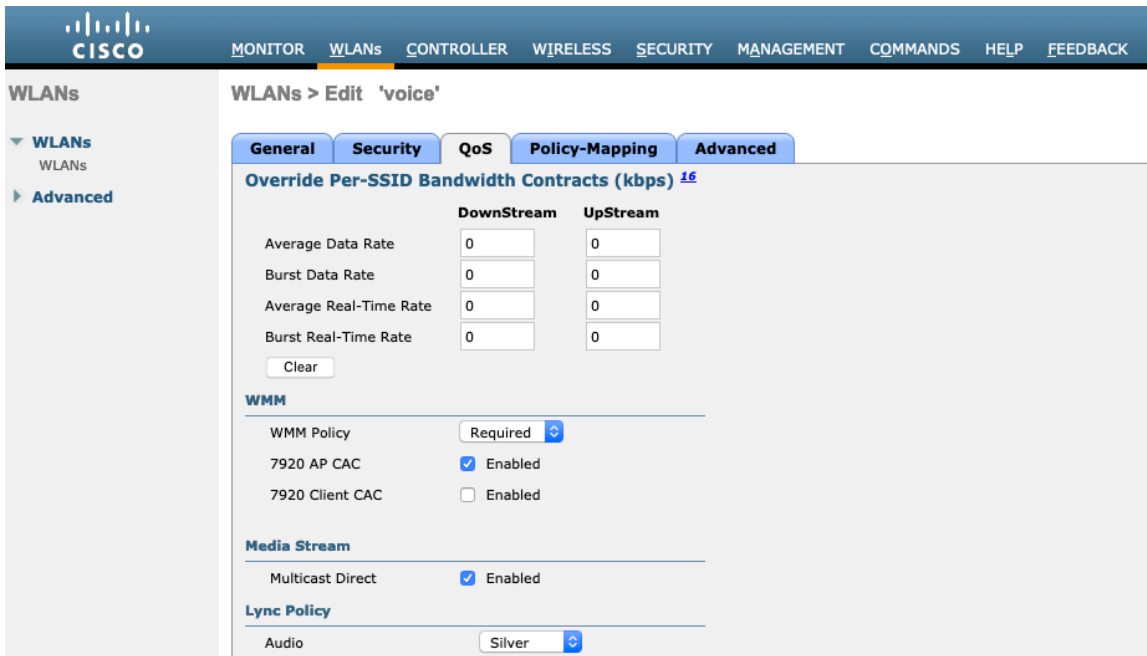
Once saved, then the media stream will be displayed.

**Media Streams** Entries 1 - 1 of 1

Stream Name	Start IP Address(Ipv4/Ipv6)	End IP Address(Ipv4/Ipv6)	Operation Status
<a href="#">10.195.19.27</a>	239.1.1.1	239.1.1.1	Multicast Direct <input checked="" type="checkbox"/>

After **Multicast Direct feature** is enabled, then there will be an option to enable **Multicast Direct** in the QoS menu of the WLAN configuration.





## QoS Profiles

Configure the four QoS profiles per below.

QoS Profile	Protocol Type	802.1p Tag
Platinum	None	N/A
Gold	802.1p	4
Bronze	802.1p	1
Silver	802.1p	0



Wireless

- Access Points
  - All APs
  - Radios
    - Global Configuration
- Advanced
  - Mesh
- AP Group NTP
- ATF
- RF Profiles
- FlexConnect Groups
- FlexConnect ACLs
- FlexConnect VLAN Templates
- Network Lists
  - 802.11a/n/ac/ax
  - 802.11b/g/n/ax
- Media Stream
- Application Visibility And Control
- Lync Server
- Country
- Timers
- Netflow
- QoS
  - Profiles
  - Roles
  - Qos Map

Edit QoS Profile

QoS Profile Name platinum

Description For Voice Applications

Per-User Bandwidth Contracts (kbps) \*

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

Per-SSID Bandwidth Contracts (kbps) \*

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

WLAN QoS Parameters

- Maximum Priority voice
- Unicast Default Priority besteffort
- Multicast Default Priority besteffort

Wired QoS Protocol

Protocol Type None

Wireless

- ▼ **Access Points**
  - All APs
  - ▶ Radios
    - Global Configuration
- ▶ **Advanced**
- ▶ **Mesh**
- ▶ **AP Group NTP**
- ▶ **ATF**
- ▶ **RF Profiles**
- ▶ **FlexConnect Groups**
- ▶ **FlexConnect ACLs**
- ▶ **FlexConnect VLAN Templates**
- ▶ **Network Lists**
- ▶ **802.11a/n/ac/ax**
- ▶ **802.11b/g/n/ax**
- ▶ **Media Stream**
- ▶ **Application Visibility And Control**
- ▶ **Lync Server**
- ▶ **Country**
- ▶ **Timers**
- ▶ **Netflow**
- ▼ **QoS**
  - Profiles
  - Roles
  - Qos Map

Edit QoS Profile

**QoS Profile Name** gold

**Description**

**Per-User Bandwidth Contracts (kbps) \***

	DownStream	UpStream
Average Data Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Burst Data Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Average Real-Time Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Burst Real-Time Rate	<input type="text" value="0"/>	<input type="text" value="0"/>

**Per-SSID Bandwidth Contracts (kbps) \***

	DownStream	UpStream
Average Data Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Burst Data Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Average Real-Time Rate	<input type="text" value="0"/>	<input type="text" value="0"/>
Burst Real-Time Rate	<input type="text" value="0"/>	<input type="text" value="0"/>

**WLAN QoS Parameters**

Maximum Priority

Unicast Default Priority

Multicast Default Priority

**Wired QoS Protocol**

Protocol Type

802.1p Tag



Wireless

- Access Points
  - All APs
  - Radios
    - Global Configuration
- Advanced
  - Mesh
- AP Group NTP
- ATF
- RF Profiles
- FlexConnect Groups
- FlexConnect ACLs
- FlexConnect VLAN Templates
- Network Lists
  - 802.11a/n/ac/ax
  - 802.11b/g/n/ax
- Media Stream
- Application Visibility And Control
- Lync Server
- Country
- Timers
- Netflow
- QoS
  - Profiles
  - Roles
  - Qos Map

Edit QoS Profile

QoS Profile Name bronze

Description For Background

Per-User Bandwidth Contracts (kbps) \*

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

Per-SSID Bandwidth Contracts (kbps) \*

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

WLAN QoS Parameters

Maximum Priority	background
Unicast Default Priority	background
Multicast Default Priority	background

Wired QoS Protocol

Protocol Type	802.1p
802.1p Tag	1

**CISCO** MONITOR WLANs CONTROLLER **WIRELESS** SECURITY MANAGEMENT COMMANDS HELP

**Wireless**

- Access Points
  - All APs
  - Radios
    - Global Configuration
- Advanced
  - Mesh
  - AP Group NTP
  - ATF
  - RF Profiles
  - FlexConnect Groups
  - FlexConnect ACLs
  - FlexConnect VLAN Templates
  - Network Lists
    - 802.11a/n/ac/ax
    - 802.11b/g/n/ax
  - Media Stream
  - Application Visibility And Control
  - Lync Server
  - Country
  - Timers
  - Netflow
  - QoS
    - Profiles
    - Roles
    - Qos Map

**Edit QoS Profile**

**QoS Profile Name** silver

**Description** For Best Effort

**Per-User Bandwidth Contracts (kbps) \***

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

**Per-SSID Bandwidth Contracts (kbps) \***

	DownStream	UpStream
Average Data Rate	0	0
Burst Data Rate	0	0
Average Real-Time Rate	0	0
Burst Real-Time Rate	0	0

**WLAN QoS Parameters**

Maximum Priority besteffort ▾

Unicast Default Priority besteffort ▾

Multicast Default Priority besteffort ▾

**Wired QoS Protocol**

Protocol Type 802.1p ▾

802.1p Tag 0

## Advanced Settings

### Advanced EAP Settings

All EAP parameters can be configured at a per SSID level or at the global level, except for the EAP-Broadcast Key Interval, which can only be configured at the global level.

To view or configure the EAP parameters, select **Security > Advanced EAP**.

To view the EAP parameters on the Cisco Wireless LAN Controller via command line, enter the following command.

```
(Cisco Controller) >show advanced eap
```

```
EAP-Identity-Request Timeout (seconds)..... 30
EAP-Identity-Request Max Retries..... 2
EAP Key-Index for Dynamic WEP..... 0
EAP Max-Login Ignore Identity Response..... enable
EAP-Request Timeout (seconds)..... 30
EAP-Request Max Retries..... 2
EAPOL-Key Timeout (milliseconds)..... 400
EAPOL-Key Max Retries..... 4
EAP-Broadcast Key Interval..... 3600
```

If using 802.1x, the **EAP-Request Timeout** on the Cisco Wireless LAN Controller should be set to at least 20 seconds.

In later versions of Cisco Wireless LAN Controller software, the default **EAP-Request Timeout** was changed from 2 to 30 seconds.

For deployments where EAP failures occur frequently, the **EAP-Request Timeout** should be reduced below 30 seconds.

To change the **EAP-Request Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap request-timeout 30
```

If using PSK then it is recommended to reduce the **EAPOL-Key Timeout** to 400 milliseconds from the default of 1000 milliseconds with **EAPOL-Key Max Retries** set to 4 from the default of 2.

If using 802.1x, then using the default values where the **EAPOL-Key Timeout** is set to 1000 milliseconds and **EAPOL-Key Max Retries** are set to 2 should work fine, but is still recommended to set those values to 400 and 4 respectively.

The **EAPOL-Key Timeout** should not exceed 1000 milliseconds (1 second).

To change the **EAPOL-Key Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap eapol-key-timeout 400
```

To change the **EAPOL-Key Max Retries Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap eapol-key-retries 4
```

Ensure **EAP-Broadcast Key Interval** is set to a minimum of 3600 seconds (1 hour).

To change the **EAP-Broadcast Key Interval** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap bcast-key-interval 3600
```

## Auto-Immune

The Auto-Immune feature can optionally be enabled for protection against denial of service (DoS) attacks.

Although when this feature is enabled there can be interruptions introduced with voice over wireless LAN, therefore it is recommended to disable the Auto-Immune feature on the Cisco Wireless LAN Controller.

To view the Auto-Immune configuration on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >show wps summary
```

Auto-Immune

Auto-Immune..... **Disabled**

Client Exclusion Policy

Excessive 802.11-association failures..... Enabled

Excessive 802.11-authentication failures..... Enabled

Excessive 802.1x-authentication..... Enabled

IP-theft..... Enabled

Excessive Web authentication failure..... Enabled

Signature Policy

Signature Processing..... Enabled

To disable the Auto-Immune feature on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config wps auto-immune disable
```

## CCKM Timestamp Tolerance

The default CCKM timestamp tolerance is set to 1000 ms.

It is recommended to adjust the CCKM timestamp tolerance to 5000 ms to optimize the Cisco IP Phone 8861 and 8865 roaming experience.

(Cisco Controller) >config wlan security wpa akm cckm timestamp-tolerance ?

<tolerance> Allow CCKM IE time-stamp tolerance <1000 to 5000> milliseconds; Default tolerance 1000 msec

Use the following command to configure the CCKM timestamp tolerance per Cisco recommendations.

(Cisco Controller) >config wlan security wpa akm cckm timestamp-tolerance 5000 <WLAN id >

To confirm the change, enter **show wlan <WLAN id>**, where the following will be displayed.

CCKM tsf Tolerance..... **5000**

## Rogue Policies

It is recommended to use the default value (**Disable**) for **Rogue Location Discovery Protocol**.

The screenshot shows the Cisco Security Configuration Assistant (SCA) interface. The top navigation bar includes 'MONITOR', 'WLANs', 'CONTROLLER', 'WIRELESS', 'SECURITY', 'MANAGEMENT', 'COMMANDS', 'HELP', and 'FEEDBACK'. The left sidebar shows a tree view of security configurations, with 'Rogue Policies' selected under 'Wireless Protection Policies'. The main content area is titled 'Rogue Policies' and contains the following settings:

- Rogue Detection Security Level:** Radio buttons for Low, High, Critical, and Custom (selected).
- Rogue Location Discovery Protocol:** A dropdown menu set to 'Disable'.
- Expiration Timeout for Rogue AP and Rogue Client entries:** A text input field set to '1200' with the unit 'Seconds'.
- Validate rogue clients against AAA:** A checkbox labeled 'Enabled'.
- Validate rogue AP against AAA:** A checkbox labeled 'Enabled'.
- Polling Interval:** A text input field set to '0' with the unit 'Seconds'.
- Validate rogue clients against MSE:** A checkbox labeled 'Enabled'.
- Detect and report Ad-Hoc Networks:** A checked checkbox labeled 'Enabled'.
- Rogue Detection Report Interval (10 to 300 Sec):** A text input field set to '10'.
- Rogue Detection Minimum RSSI (-70 to -128):** A text input field set to '-90'.
- Rogue Detection Transient Interval (0, 120 to 1800 Sec):** A text input field set to '0'.
- Rogue Client Threshold (0 to disable, 1 to 256):** A text input field set to '0'.
- Rogue containment automatic rate selection:** A checkbox labeled 'Enabled'.

Below the main settings is the 'Auto Contain' section:

- Auto Containment Level:** A dropdown menu set to '1'.
- Auto Containment only for Monitor mode APs:** A checkbox labeled 'Enabled'.
- Auto Containment on FlexConnect Standalone:** A checkbox labeled 'Enabled'.
- Rogue on Wire:** A checkbox labeled 'Enabled'.
- Using our SSID:** A checkbox labeled 'Enabled'.
- Valid client on Rogue AP:** A checkbox labeled 'Enabled'.
- AdHoc Rogue AP:** A checkbox labeled 'Enabled'.



# Cisco Catalyst IOS XE Wireless LAN Controller and Lightweight Access Points

When configuring the Cisco Wireless LAN Controller and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** or **CCKM** is **Enabled**
- Set **Quality of Service (QoS) SSID Policy** to **Platinum**
- Set the **WMM Policy** to **Required**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**
- Ensure **Session Timeout** is enabled and configured correctly
- Ensure **Broadcast Key Interval** is enabled and configured correctly
- Ensure **Aironet IE** is **Enabled**
- Set **DTPC Support** to **Enabled**
- Disable **P2P (Peer to Peer) Blocking Action**
- Ensure **Client Exclusion Timeout** is configured correctly
- Disable **DHCP Required**
- Set **Protected Management Frame (PMF)** to **Optional** or **Disabled**
- Set the **DTIM Period** to **2**
- Set **Load Balance** to **Disabled**
- Set **Band Select** to **Disabled**
- Set **IGMP Snooping** to **Enabled**
- Configure the **Data Rates** as necessary
- Configure **RRM** as necessary
- Set **Admission Control Mandatory for Voice** to **Enabled**
- Set **Load Based CAC for Voice** to **Enabled**
- Enable **Traffic Stream Metrics for Voice**
- Set **EDCA Profile** to **Voice Optimized** or **Voice and Video Optimized**
- Ensure that **Power Constraint** is **Disabled**
- Enable **Channel Switch Status** and **Smart DFS**
- Set **Channel Switch Announcement Mode** to **Quiet**
- Configure the **High Throughput** data rates as necessary
- Enable **CleanAir**
- Enable **Multicast Direct Enable**

## 802.11 Network Settings

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

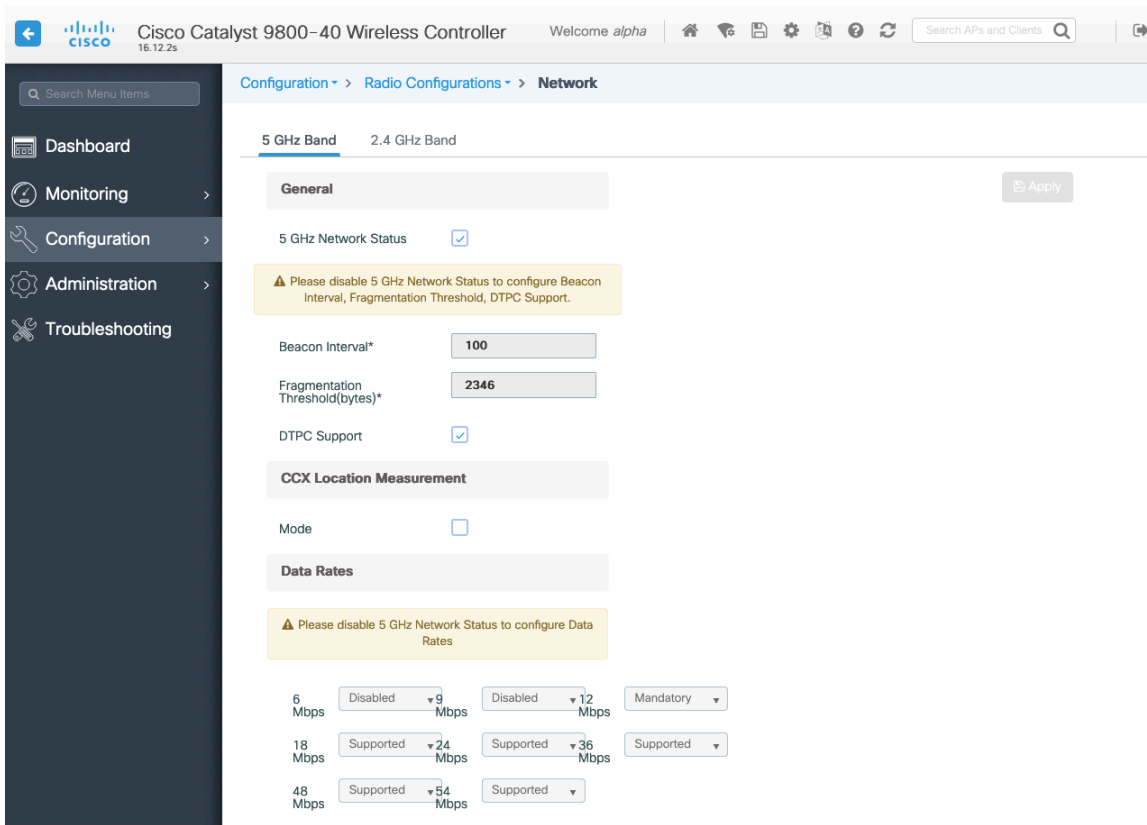
If wanting to use 5 GHz, ensure the 5 GHz network status is **Enabled**.

Set the **Beacon Period** to **100 ms**.

Ensure **DTPC Support** is enabled.

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



If wanting to use 2.4 GHz, ensure the 2.4 GHz network status and 802.11g network status are **Enabled**.

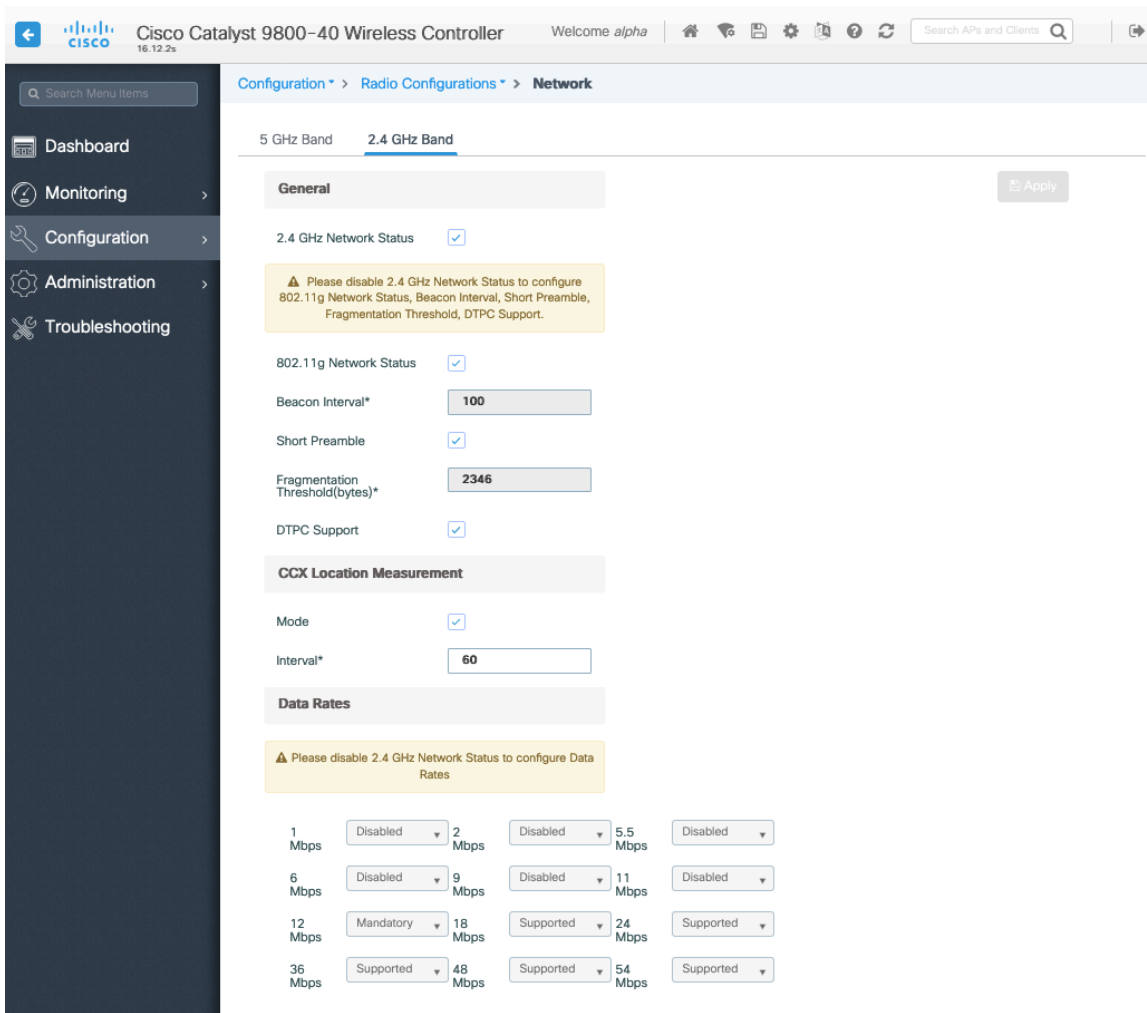
Set the **Beacon Period** to **100 ms**.

**Short Preamble** should be **Enabled** in the 2.4 GHz radio configuration setting on the access point when no legacy clients that require a long preamble are present in the wireless LAN. By using the short preamble instead of long preamble, the wireless network performance is improved.

Ensure **DTPC Support** is enabled.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).



## High Throughput (802.11n/ac)

The 802.11n data rates can be configured per radio (2.4 GHz and 5 GHz).

802.11ac data rates are applicable to 5 GHz only.

Ensure that **WMM** is enabled and **WPA2(AES)** is configured in order to utilize 802.11n/ac data rates.

The Cisco IP Phone 8861 and 8865 support HT MCS 0 - MCS 7 and VHT MCS 0 - MCS 9 data rates only, but higher MCS rates can optionally be enabled if there are other 802.11n/ac clients utilizing the same band frequency that include MIMO antenna technology, which can take advantage of those higher data rates.

Cisco Catalyst 9800-40 Wireless Controller | Welcome alpha | Search APs and Clients

Configuration > Radio Configurations > High Throughput

5 GHz Band | 2.4 GHz Band | Apply

11n

Enable 11n  | Select All

MCS/(Data Rate)	MCS/(Data Rate)	MCS/(Data Rate)	MCS/(Data Rate)
<input checked="" type="checkbox"/> 0/(7Mbps)	<input checked="" type="checkbox"/> 1/(14Mbps)	<input checked="" type="checkbox"/> 2/(21Mbps)	<input checked="" type="checkbox"/> 3/(29Mbps)
<input checked="" type="checkbox"/> 4/(43Mbps)	<input checked="" type="checkbox"/> 5/(58Mbps)	<input checked="" type="checkbox"/> 6/(65Mbps)	<input checked="" type="checkbox"/> 7/(72Mbps)
<input checked="" type="checkbox"/> 8/(14Mbps)	<input checked="" type="checkbox"/> 9/(29Mbps)	<input checked="" type="checkbox"/> 10/(43Mbps)	<input checked="" type="checkbox"/> 11/(58Mbps)
<input checked="" type="checkbox"/> 12/(87Mbps)	<input checked="" type="checkbox"/> 13/(116Mbps)	<input checked="" type="checkbox"/> 14/(130Mbps)	<input checked="" type="checkbox"/> 15/(144Mbps)
<input checked="" type="checkbox"/> 16/(22Mbps)	<input checked="" type="checkbox"/> 17/(43Mbps)	<input checked="" type="checkbox"/> 18/(65Mbps)	<input checked="" type="checkbox"/> 19/(87Mbps)
<input checked="" type="checkbox"/> 20/(130Mbps)	<input checked="" type="checkbox"/> 21/(173Mbps)	<input checked="" type="checkbox"/> 22/(195Mbps)	<input checked="" type="checkbox"/> 23/(217Mbps)
<input checked="" type="checkbox"/> 24/(29Mbps)	<input checked="" type="checkbox"/> 25/(58Mbps)	<input checked="" type="checkbox"/> 26/(87Mbps)	<input checked="" type="checkbox"/> 27/(116Mbps)
<input checked="" type="checkbox"/> 28/(173Mbps)	<input checked="" type="checkbox"/> 29/(231Mbps)	<input checked="" type="checkbox"/> 30/(260Mbps)	<input checked="" type="checkbox"/> 31/(289Mbps)

---

11ac

**⚠ The Data rates are for 20MHz channels and Short Guard Interval**

Enable 11ac  | Select All

SS/MCS	SS/MCS	SS/MCS	SS/MCS
<input checked="" type="checkbox"/> 1/8(86.7Mbps)	<input checked="" type="checkbox"/> 1/9(n/a)	<input checked="" type="checkbox"/> 2/8(173.3Mbps)	<input checked="" type="checkbox"/> 2/9(n/a)
<input checked="" type="checkbox"/> 3/8(260.0Mbps)	<input checked="" type="checkbox"/> 3/9(288.9Mbps)	<input checked="" type="checkbox"/> 4/8(346.7Mbps)	<input checked="" type="checkbox"/> 4/9(n/a)

---

11ax

Enable 11ax  | Select All

Multiple BSSIDs

SS/MCS	SS/MCS	SS/MCS	SS/MCS
<input checked="" type="checkbox"/> 1/7	<input checked="" type="checkbox"/> 1/9	<input checked="" type="checkbox"/> 1/11	<input checked="" type="checkbox"/> 2/7
<input checked="" type="checkbox"/> 2/9	<input checked="" type="checkbox"/> 2/11	<input checked="" type="checkbox"/> 3/7	<input checked="" type="checkbox"/> 3/9
<input checked="" type="checkbox"/> 3/11	<input checked="" type="checkbox"/> 4/7	<input checked="" type="checkbox"/> 4/9	<input checked="" type="checkbox"/> 4/11
<input checked="" type="checkbox"/> 5/7	<input checked="" type="checkbox"/> 5/9	<input checked="" type="checkbox"/> 5/11	<input checked="" type="checkbox"/> 6/7
<input checked="" type="checkbox"/> 6/9	<input checked="" type="checkbox"/> 6/11	<input checked="" type="checkbox"/> 7/7	<input checked="" type="checkbox"/> 7/9
<input checked="" type="checkbox"/> 7/11	<input checked="" type="checkbox"/> 8/7	<input checked="" type="checkbox"/> 8/9	<input checked="" type="checkbox"/> 8/11

## Parameters

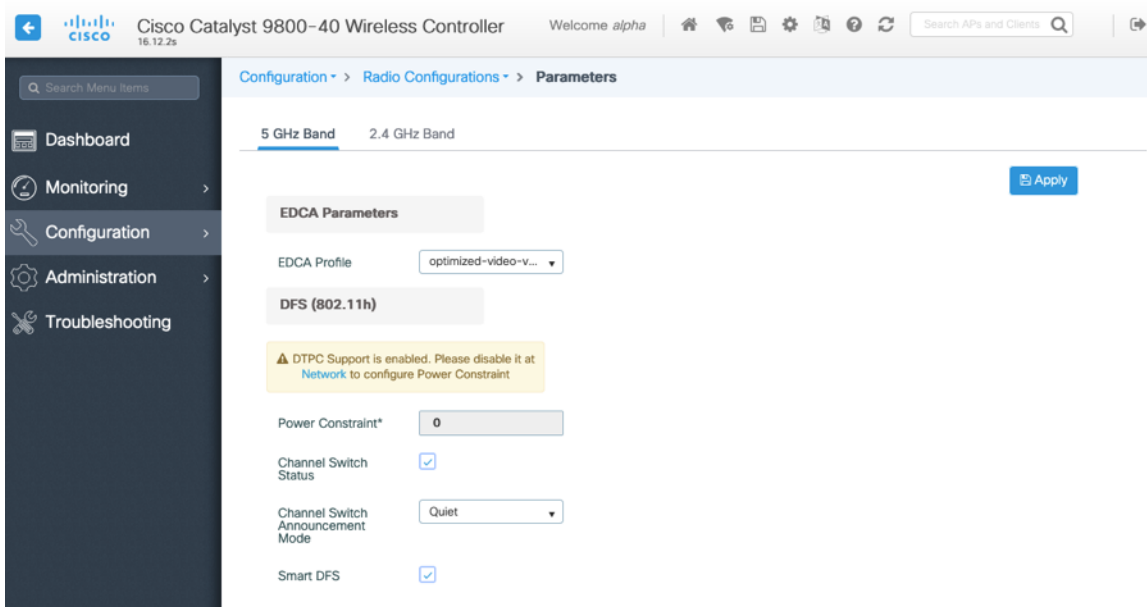
In the EDCA Parameters section, set the EDCA profile to **Optimized-voice** or **Optimized-video-voice** for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

In the DFS (802.11h) section, **Power Constraint** should be left un-configured or set to 0 dB as DTPC will be used by the Cisco IP Phone 8861 and 8865 to control the transmission power.

**Channel Switch Status** and **Smart DFS** should be **Enabled**.

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

**Channel Switch Announcement Mode** should be set to **Quiet**.

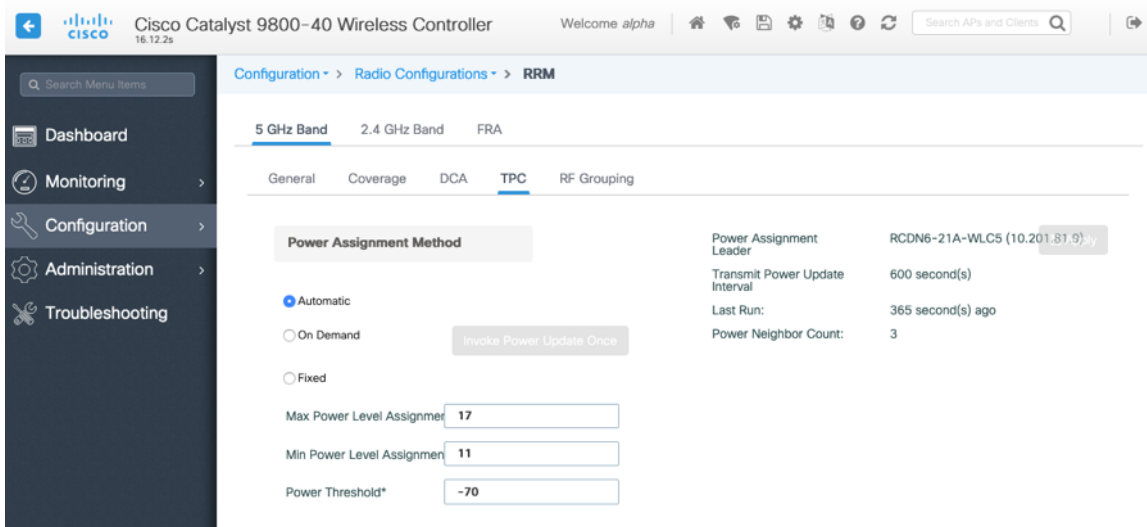


## RRM

It is recommended to enable automatic assignment method to manage the channel and transmit power settings.

Configure the access point transmit power level assignment method for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

If using automatic power level assignment, a maximum and minimum power level can be specified.



If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

Cisco Catalyst 9800-40 Wireless Controller | Welcome *alpha* | Search APs and Clients

Configuration > Radio Configurations > RRM

5 GHz Band | 2.4 GHz Band | FRA

General | Coverage | **DCA** | TPC | RF Grouping

**Dynamic Channel Assignment Algorithm** [Apply]

Channel Assignment Mode:  Automatic  
 Freeze [Invoke Channel Update Once]  
 Off

Interval: 10 minutes  
 Anchortime: 0

Avoid Foreign AP Interference:   
 Avoid Cisco AP load:   
 Avoid Non 5 GHz Noise:   
 Avoid Persistent Non-wifi Interference:

Channel Assignment Leader: RCDN6-21A-WLC5 (10.201.81.9)  
 Last Auto Channel Assignment: 475 second(s) ago  
 DCA Channel Sensitivity: medium  
 Channel Width:  20 MHz  40 MHz  80 MHz  160 MHz  Best

**Auto-RF Channel List**

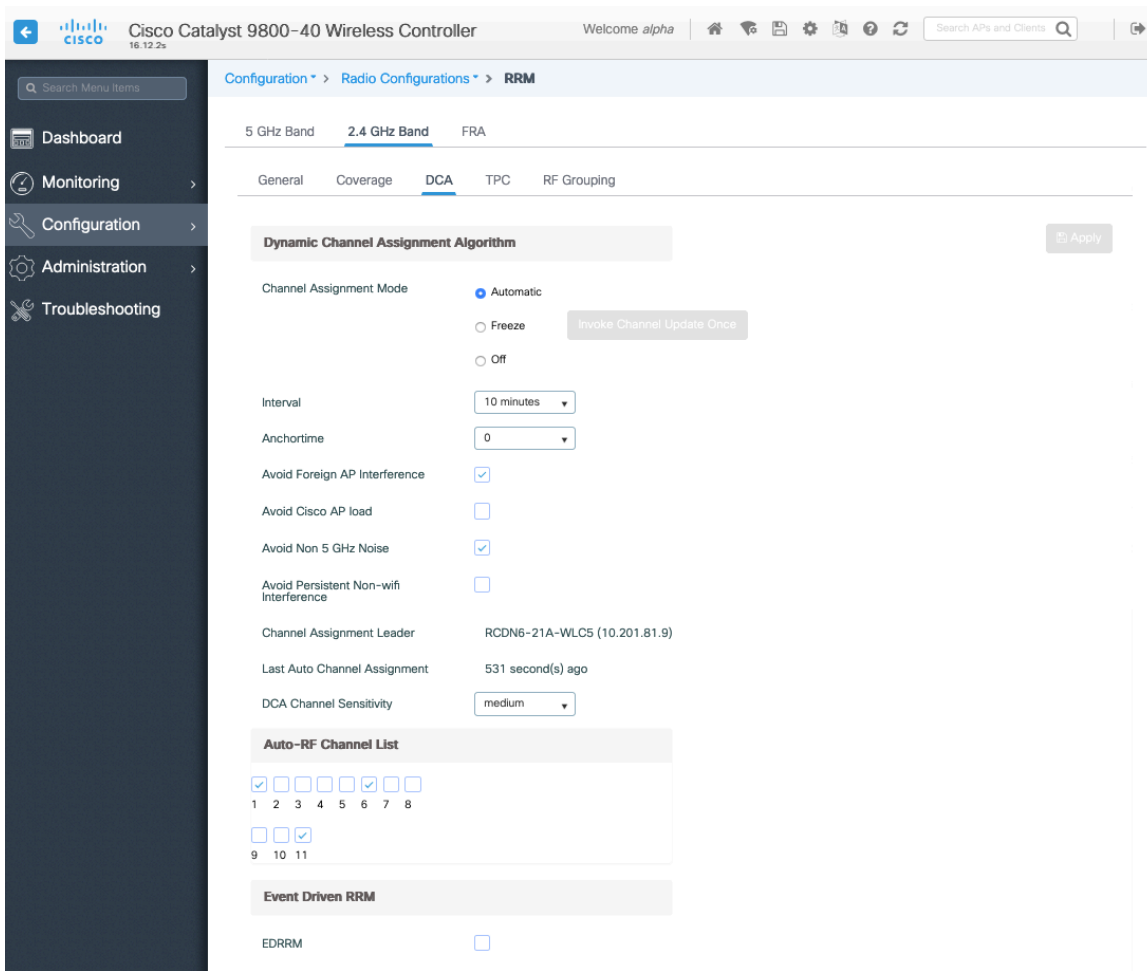
36 40 44 48 52 56 60 64 100 104 108 112 116 120 124 128 132 136

140 144 149 153 157 161 165

**Event Driven RRM**

EDRRM:

If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the channel list.



Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

The screenshot shows the configuration page for a 5 GHz radio on a Cisco Catalyst 9800-40 Wireless Controller. The page is titled "Edit Radios 5 GHz Band" and has two tabs: "Configure" (selected) and "Detail".

**General**

- AP Name: rcdn6-22a-ap1
- Admin Status: **ENABLED** (with a green status indicator)
- CleanAir Admin Status: **ENABLED** (with a green status indicator)

**RF Channel Assignment**

- Current Channel: 149
- Channel width: 40 MHz
- Assignment Method: Global

**Antenna Parameters**

- Antenna Type: Internal
- Antenna Mode: Omni
- Antenna A:
- Antenna B:
- Antenna C:
- Antenna D:
- Antenna Gain: 10

**Tx Power Level Assignment**

- Current Tx Power Level: 2
- Assignment Method: Global

At the bottom of the configuration area, there is a link to "Download Core Dump to bootflash".

Navigation buttons at the bottom include "Cancel" and "Update & Apply to Device".

## CleanAir

**Enable CleanAir** should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.

The screenshot shows the configuration page for CleanAir on a Cisco Catalyst 9800-40 Wireless Controller. The page is titled "CleanAir" and has two tabs: "5 GHz Band" (selected) and "2.4 GHz Band".

**General**

- Enable CleanAir:
- Enable SI:
- Report Interferers:
- Persistent Device Propagation:

**Interference Types to detect**

- TDD Transmitter
- Jammer
- Continuous Transmitter
- DECT-like Phone
- Video Camera

An "Apply" button is located at the top right of the configuration area.



## WLAN Settings

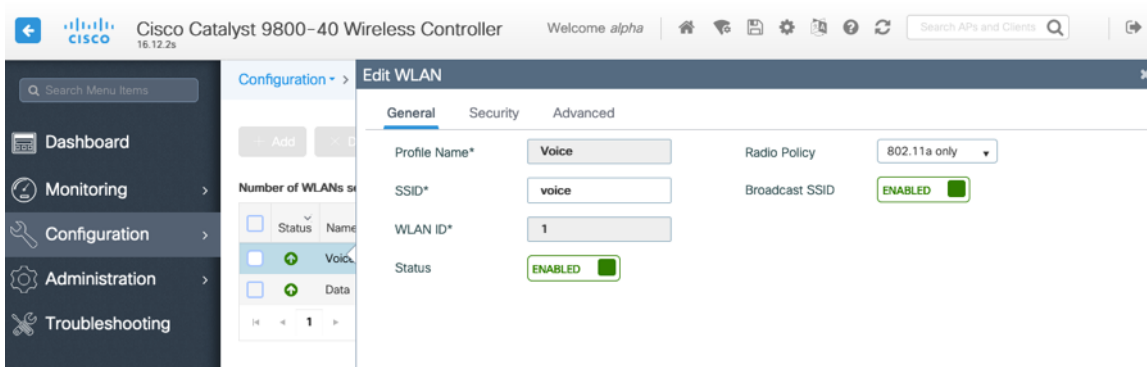
It is recommended to have a separate SSID for the Cisco IP Phone 8861 and 8865.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Cisco IP Phone 8861 and 8865 can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.

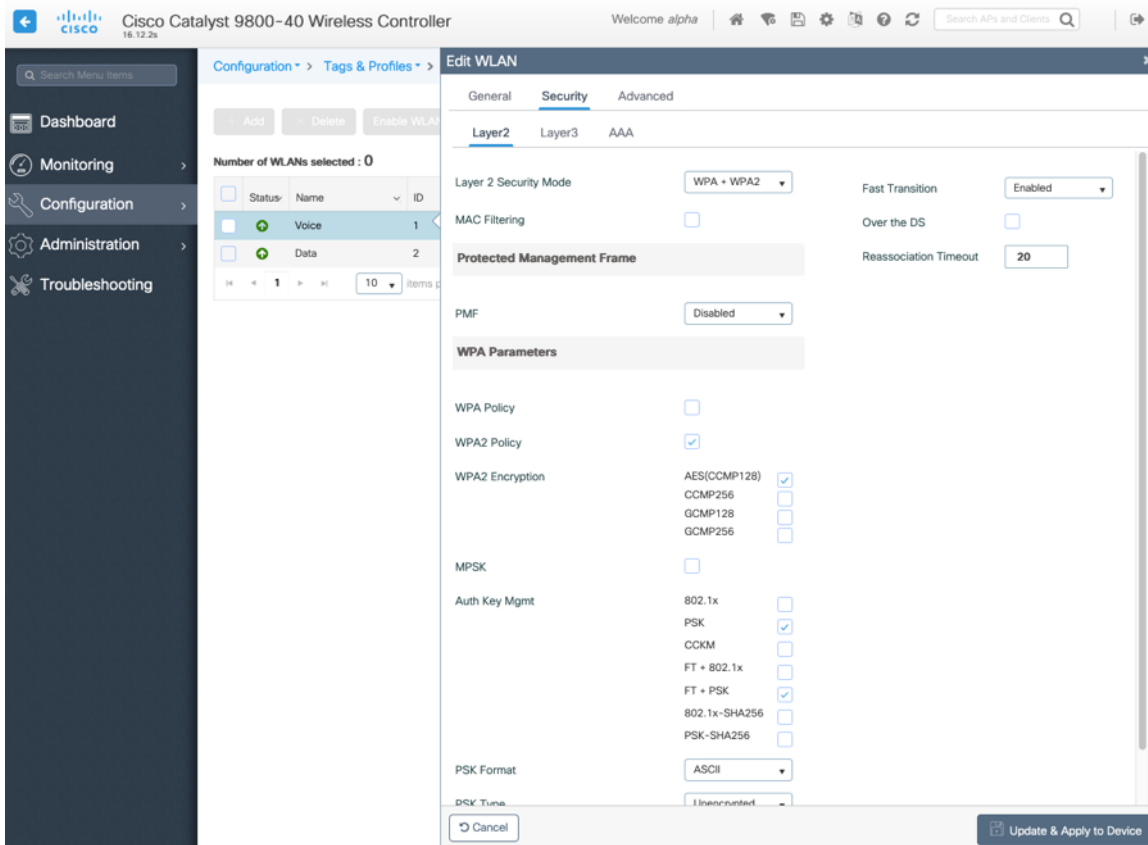
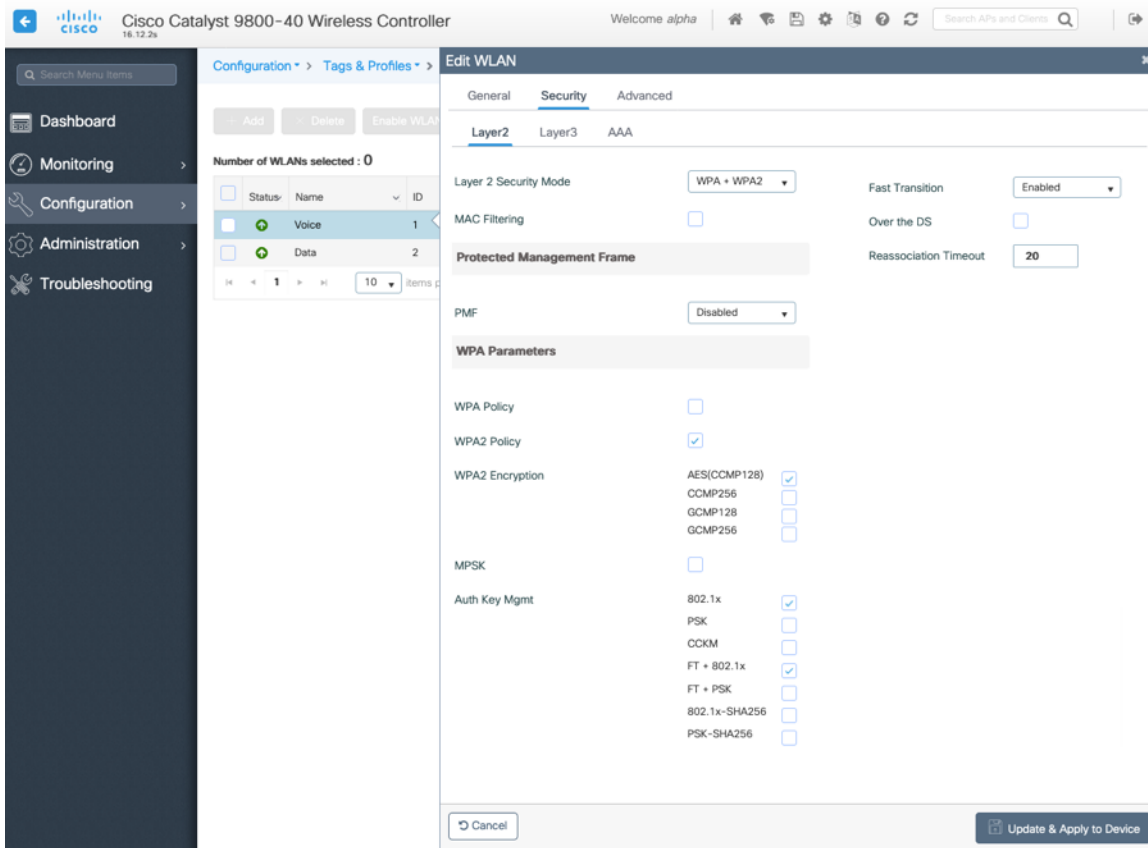


To utilize 802.11r (FT) for fast secure roaming, set **Fast Transition** to **Enabled**.

It is recommended to uncheck **Over the DS** to utilize the Over the Air method instead of the Over the Distribution System method.

**Protected Management Frame** should be set to **Optional** or **Disabled**.

Enable WPA2 policy with AES(CCMP128) encryption then either FT 802.1x or FT PSK for authenticated key management type depending on whether 802.1x or PSK is to be utilized.

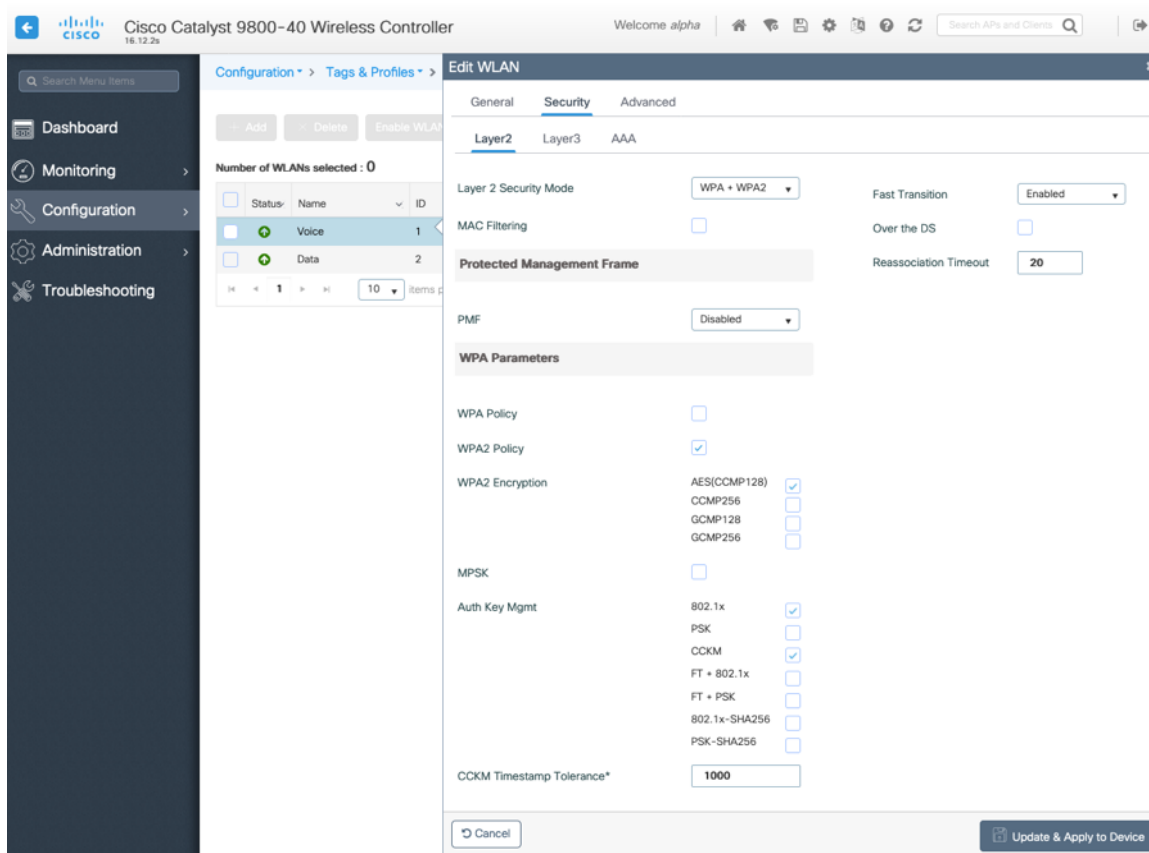


802.1x, CCKM and/or PSK may also be enabled if wanting to utilize the same SSID for various type of voice clients, where some clients do not support 802.11r (FT) depending on whether 802.1x or PSK is being utilized.

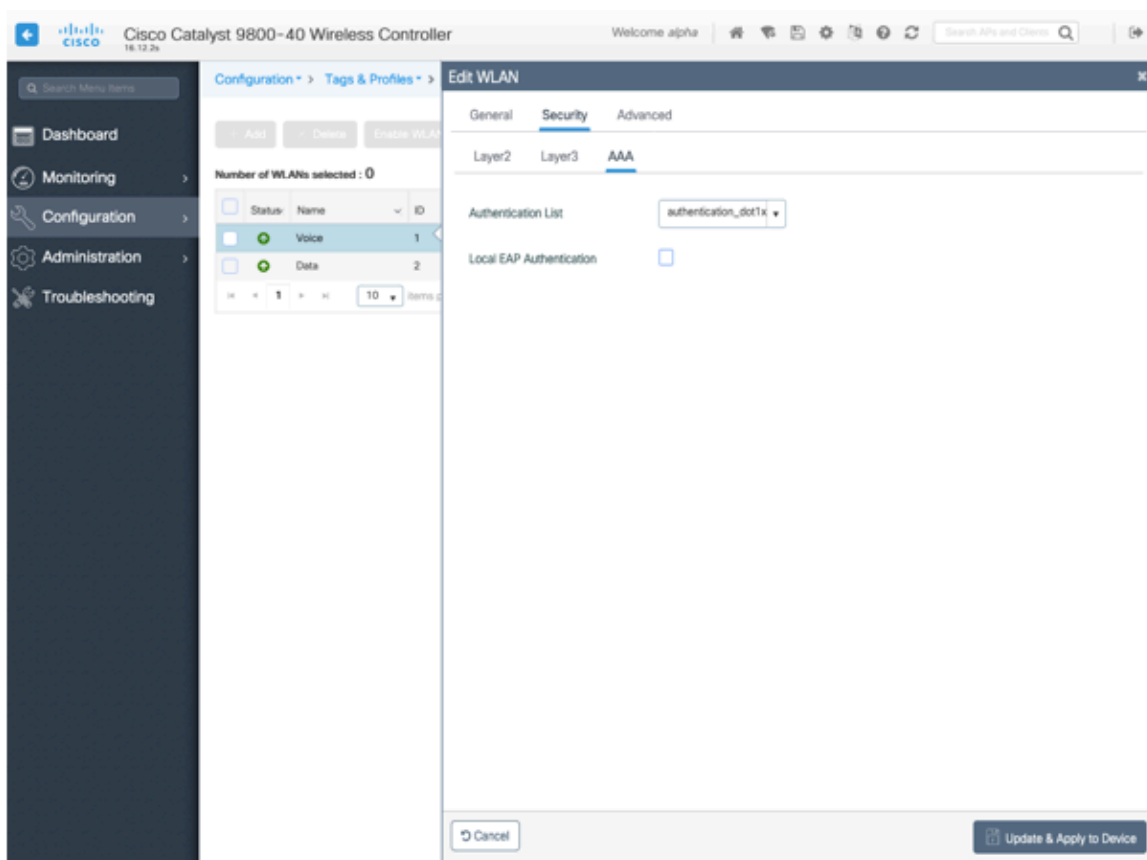
To utilize CCKM for fast secure roaming, enable WPA2 policy with AES encryption and 802.1x + CCKM for authenticated key management type.

The default **CCKM Timestamp Tolerance** is set to 1000 ms.

It is recommended to adjust the **CCKM Timestamp Tolerance** to 5000 ms to optimize the Cisco IP Phone 8861 and 8865 roaming experience.



If using 802.1x, configure the AAA Authentication List that maps to the RADIUS Servers defined in the RADIUS Server Groups.



**Aironet IE** should be **Enabled**.

**Peer to Peer (P2P) Blocking Action** should be **Disabled**.

The **WMM Policy** should be set to **Required** only if the Cisco IP Phone 8861 and 8865 or other WMM enabled phones will be using this SSID.

If there are non-WMM clients existing in the WLAN, it is recommended to put those clients on another WLAN.

If non-other WMM clients must utilize the same SSID as the Cisco IP Phone 8861 and 8865, then ensure the WMM policy is set to **Allowed**.

The maximum client connections per WLAN, per AP per WLAN, or per AP radio per WLAN can be configured as necessary.

**Off Channel Scanning Defer** can be tuned to defer scanning for certain queues as well as the scan defer time.

It is recommended to enable defer priority for queues 4-6.

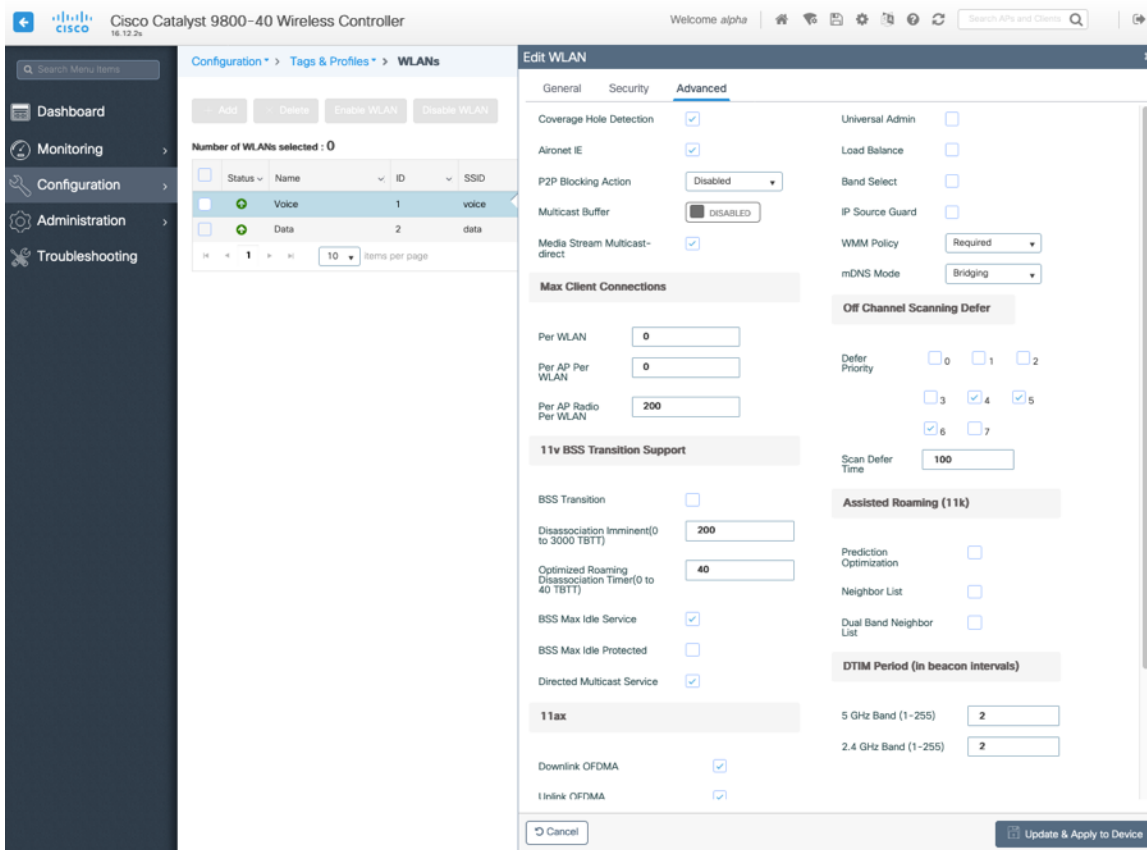
If using best effort applications frequently or if DSCP values for priority applications (e.g. voice and call control) are not preserved to the access point, then it is recommended to enable the lower priority queues (0-3) along with the higher priority queues (4-6) to defer off channel scanning as well as potentially increasing the scan defer time.

For deployments where EAP failures occur frequently, it is recommended to enable priority queue 7 to defer off channel scanning during EAP exchanges.

Ensure **Load Balance** and **Band Select** are disabled.

Use a **DTIM Period** of **2** with a beacon period of **100 ms**.

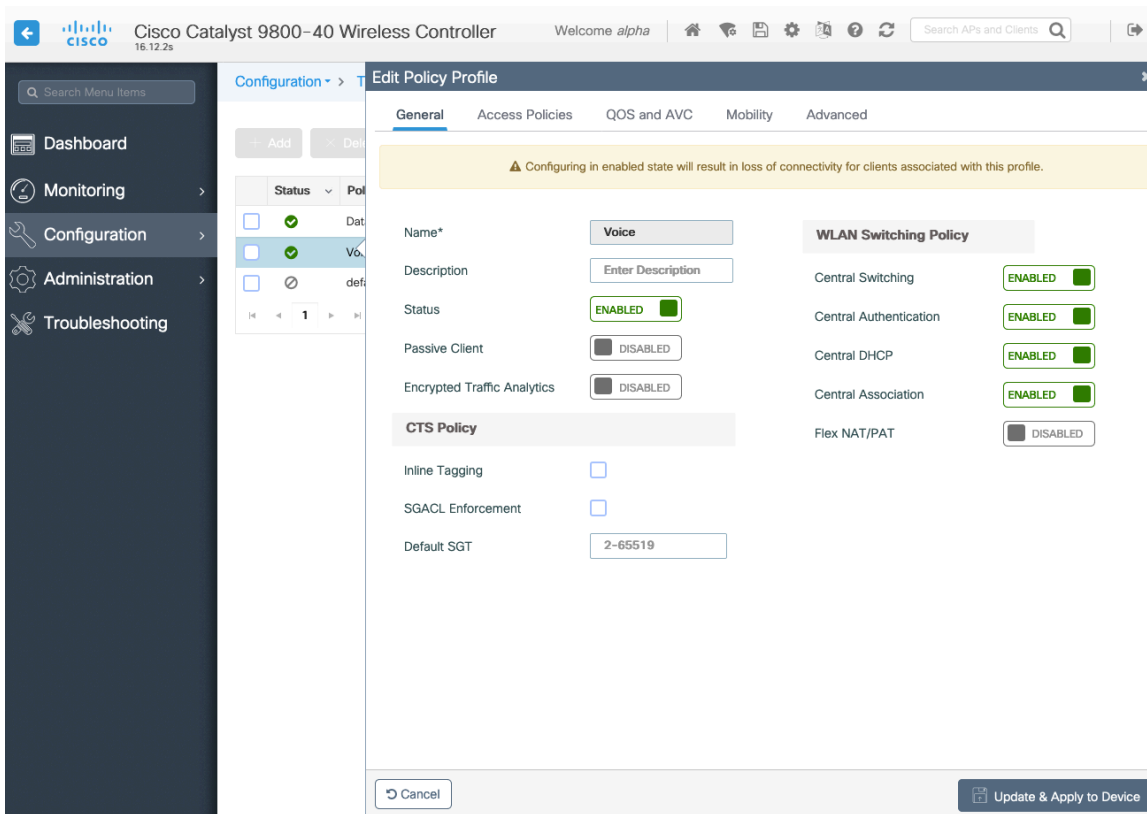
802.11k and 802.11v are not supported, therefore should be disabled.



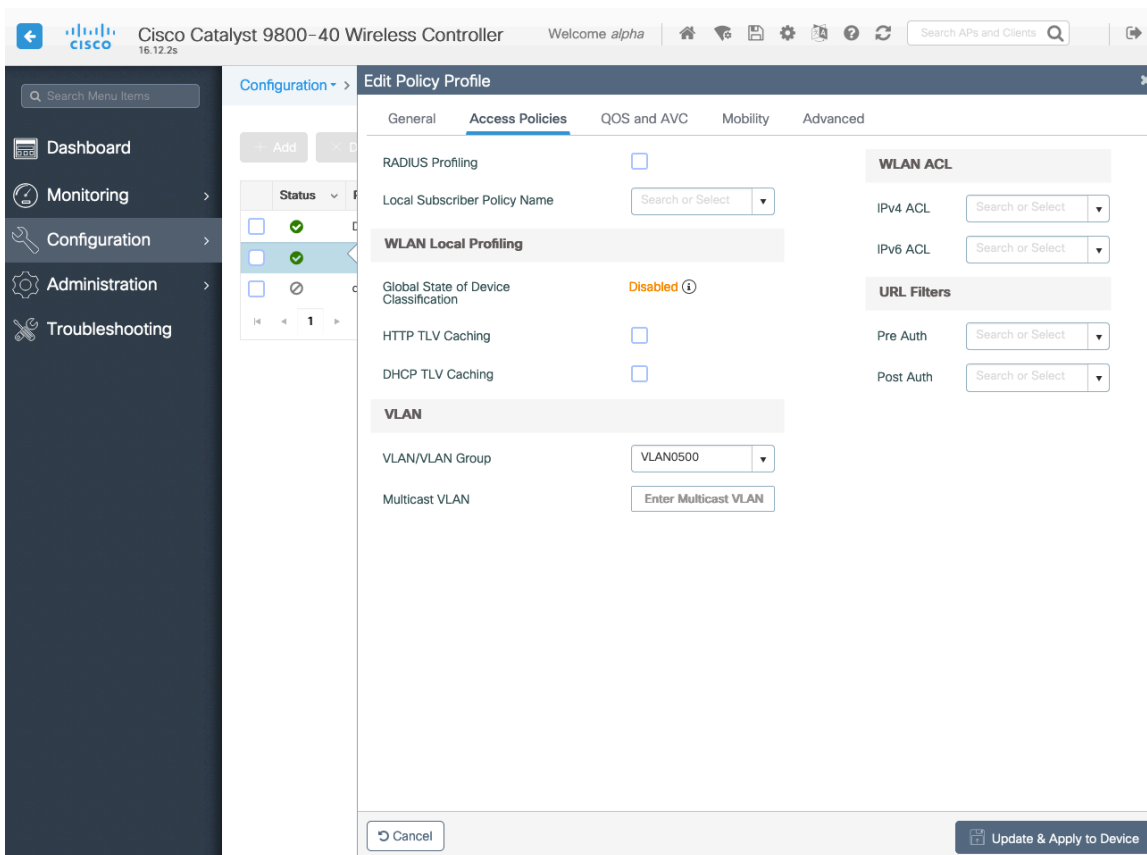
## Policy Profiles

Policy Profiles are used to define additional settings regarding access, QoS, Mobility, and advanced settings. Policy Profiles are then mapped to a WLAN Profile via a Policy Tag, which then can be applied to an access point.

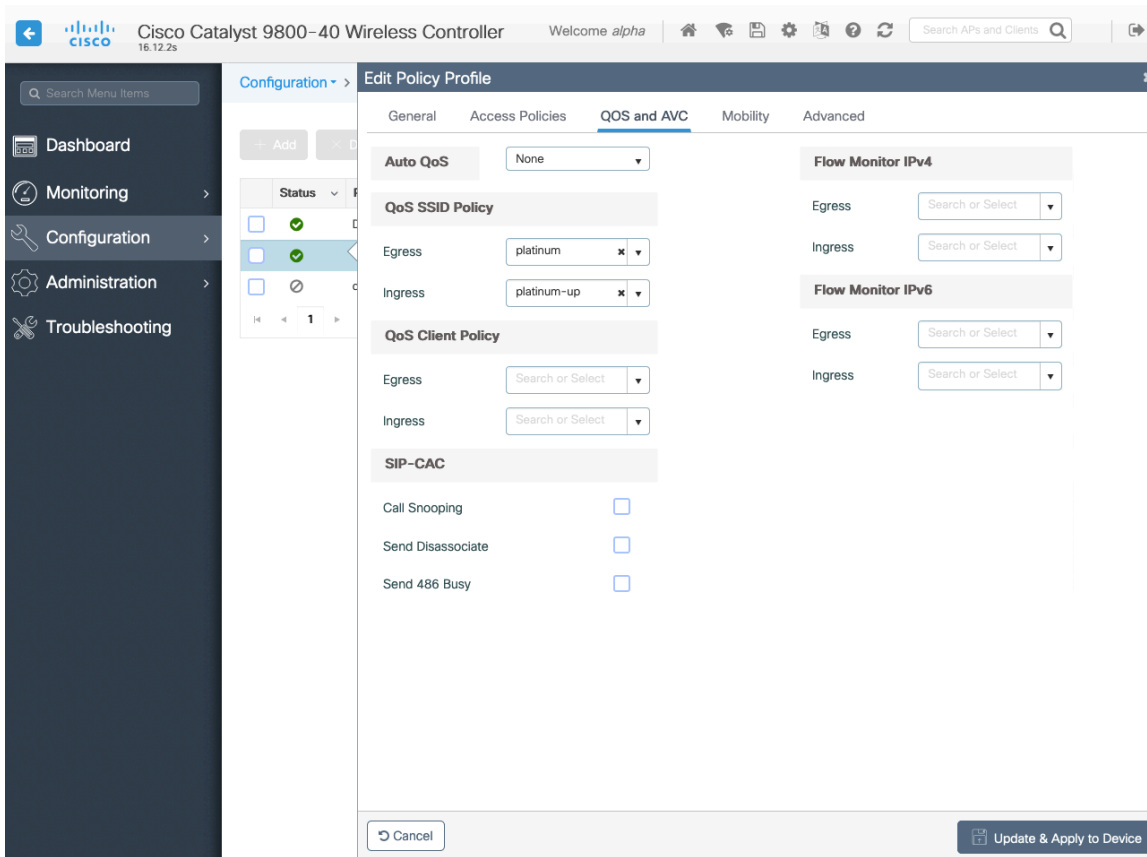
Ensure the **Status** of the policy profile is **Enabled**.



Select the **VLAN** or **VLAN Group** to be utilized with the policy profile.



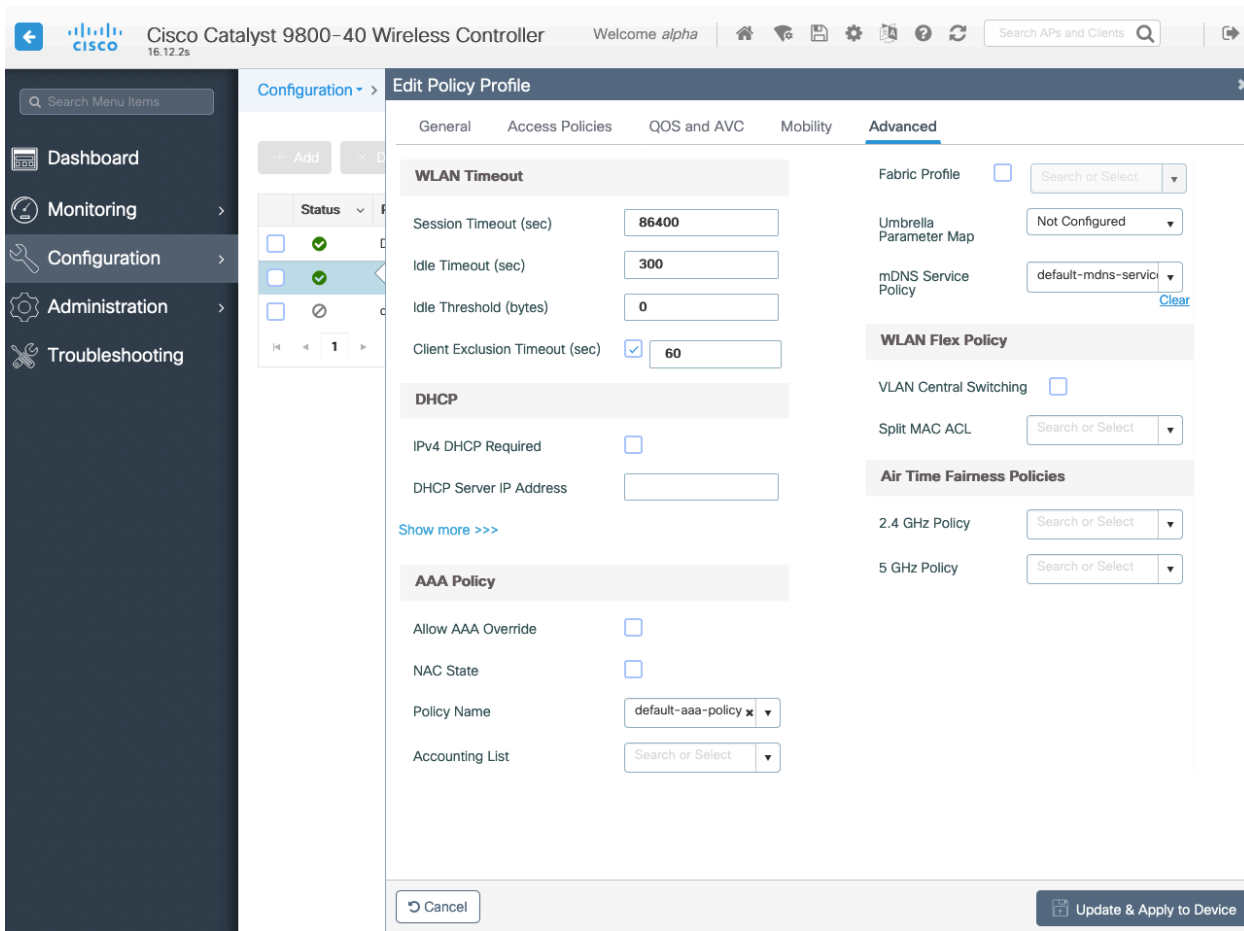
Ensure the QoS SSID Policy is set to **Platinum** for egress and **Platinum-up** for ingress.



Configure **Session Timeout** as necessary per your requirements. It is recommended to enable the session timeout for 86400 seconds to avoid possible interruptions during audio calls, but also to re-validate client credentials periodically to ensure that the client is using valid credentials.

Configure **Client Exclusion Timeout** as necessary.

**IPv4 DHCP Required** should be disabled.



## RF Profiles

RF Profiles can be created to specify which frequency bands, data rates, RRM settings, and advanced settings a group of access points should use.

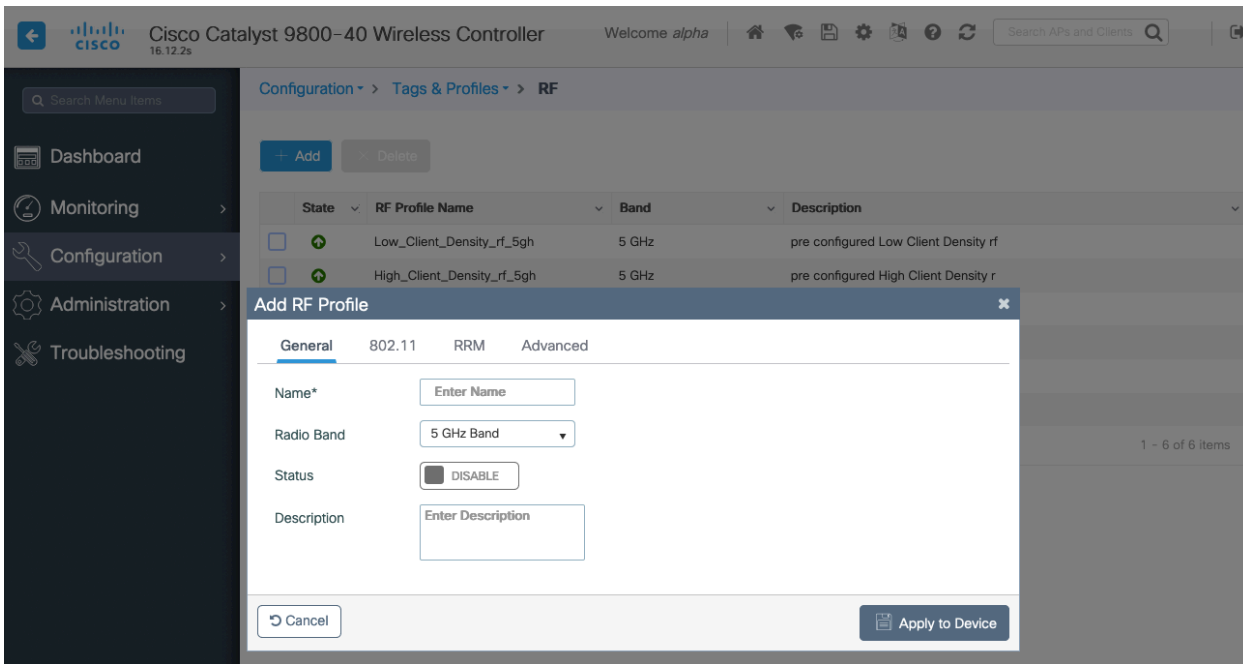
It is recommended to have the SSID used by the Cisco IP Phone 8861 and 8865 to be applied to 5 GHz radios only.

RF Profiles are applied to an RF Tag, which then can be applied to an access point.

When creating an RF Profile, the **Name** and **Radio Band** must be defined.

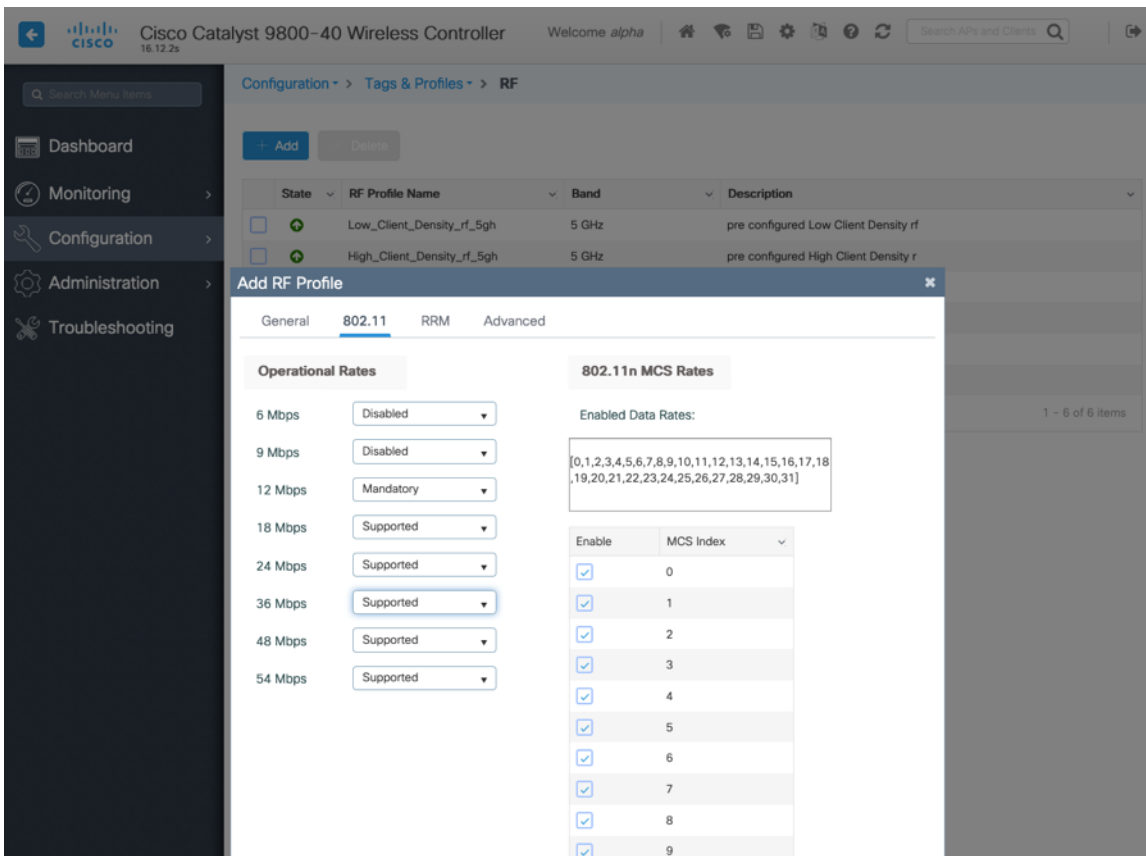
Select **5 GHz Band** or **2.4 GHz Band** for the **Radio Band**.





On the **802.11** tab, configure the data rates as necessary.

It is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



On the **RRM** tab, the **Maximum Power Level** and **Minimum Power Level** settings as well as other **DCA**, **TPC**, and **Coverage** settings can be configured.

Cisco Catalyst 9800-40 Wireless Controller 16.12.2a

Welcome alpha

Search APs and Clients

Configuration > Tags & Profiles > RF

+ Add Delete

State	RF Profile Name	Band	Description
<input type="checkbox"/>	Low_Client_Density_rf_5gh	5 GHz	pre configured Low Client Density rf
<input type="checkbox"/>	High_Client_Density_rf_5gh	5 GHz	pre configured High Client Density r

1 - 6 of 6 items

Add RF Profile

General 802.11 RRM Advanced

General Coverage TPC DCA

Coverage Hole Detection

Minimum Client Level (clients)\*

Data RSSI Threshold (dBm)\*

Voice RSSI Threshold (dBm)\*

Exception Level(%)\*

Cancel Apply to Device

Cisco Catalyst 9800-40 Wireless Controller 16.12.2a

Welcome alpha

Search APs and Clients

Configuration > Tags & Profiles > RF

+ Add Delete

State	RF Profile Name	Band	Description
<input type="checkbox"/>	Low_Client_Density_rf_5gh	5 GHz	pre configured Low Client Density rf
<input type="checkbox"/>	High_Client_Density_rf_5gh	5 GHz	pre configured High Client Density r

1 - 6 of 6 items

Add RF Profile

General 802.11 RRM Advanced

General Coverage TPC DCA

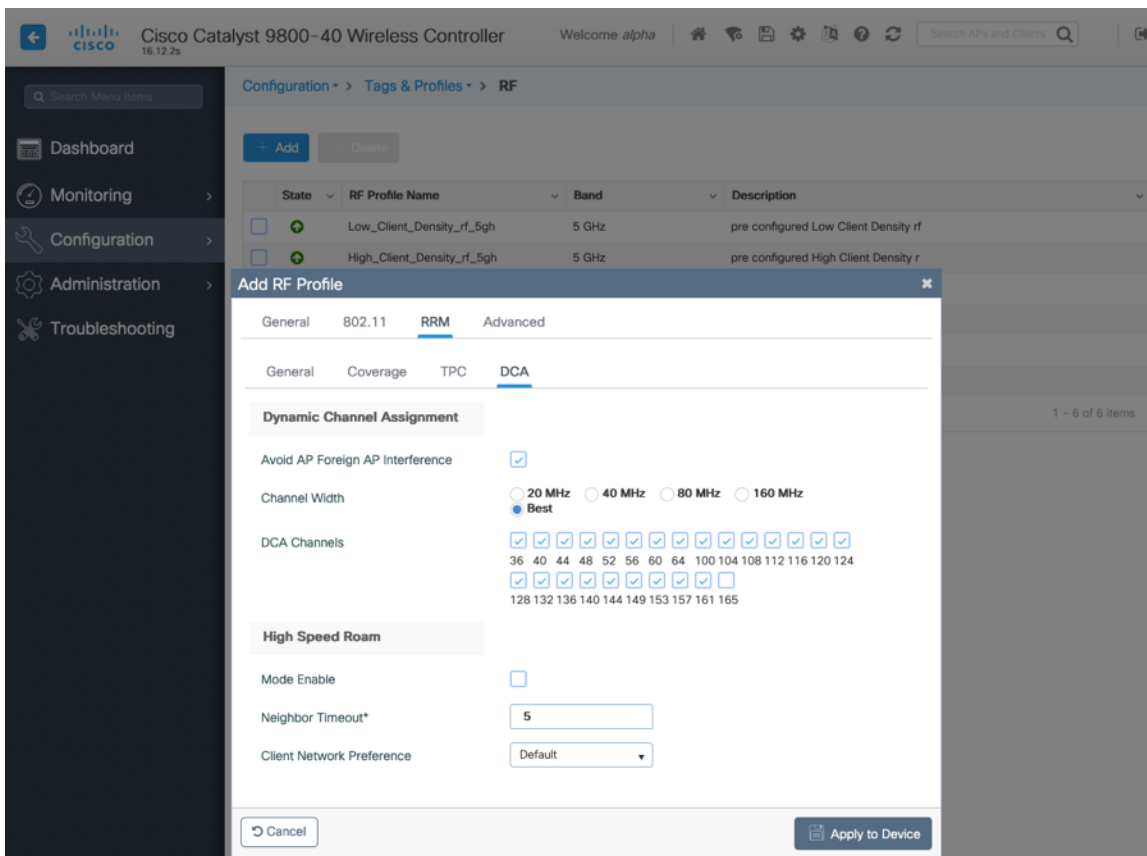
Transmit Power Control

Maximum Power Level(dBm)\*

Minimum Power Level(dBm)\*

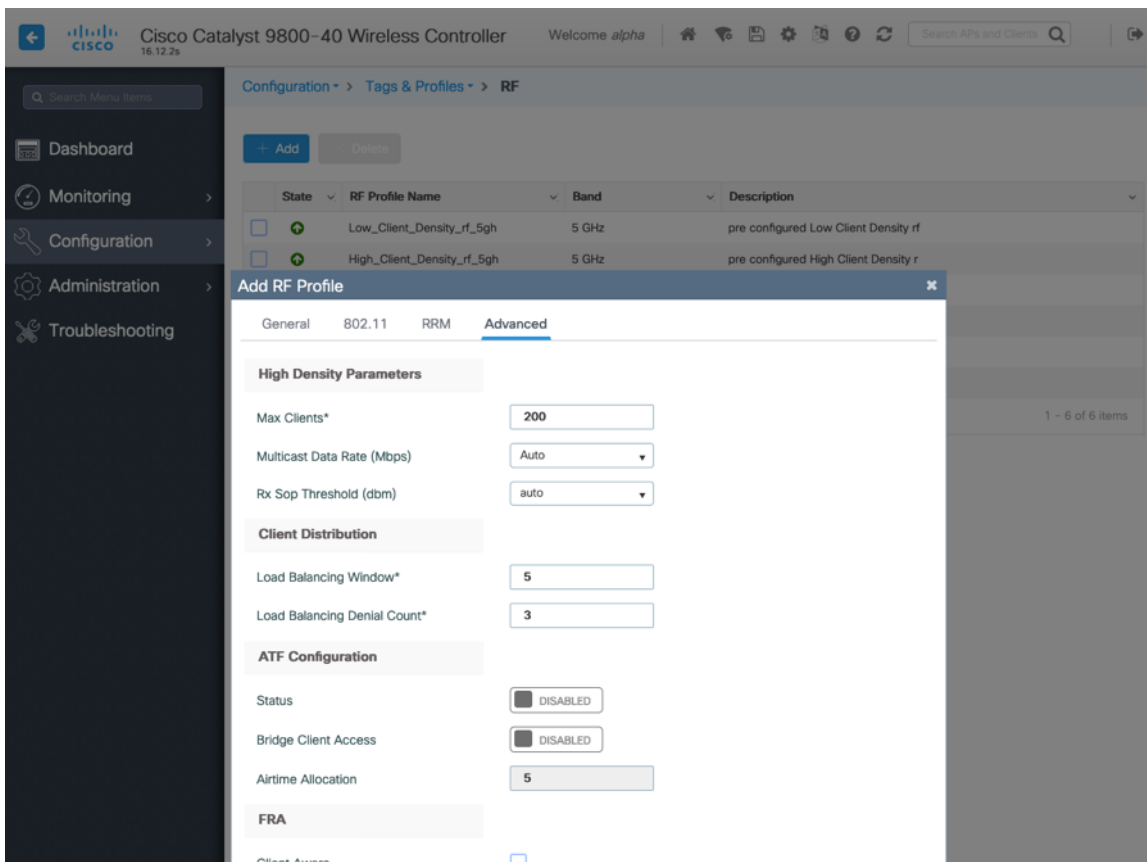
Power Threshold V1(dBm)\*

Cancel Apply to Device



On the **Advanced** tab, **Maximum Clients**, **Multicast Data Rate**, **Rx Sop Threshold**, and other advanced settings can be configured.

It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.



## Flex Profiles

Flex Profiles are used to define the settings the access point should use when in Flexconnect mode.

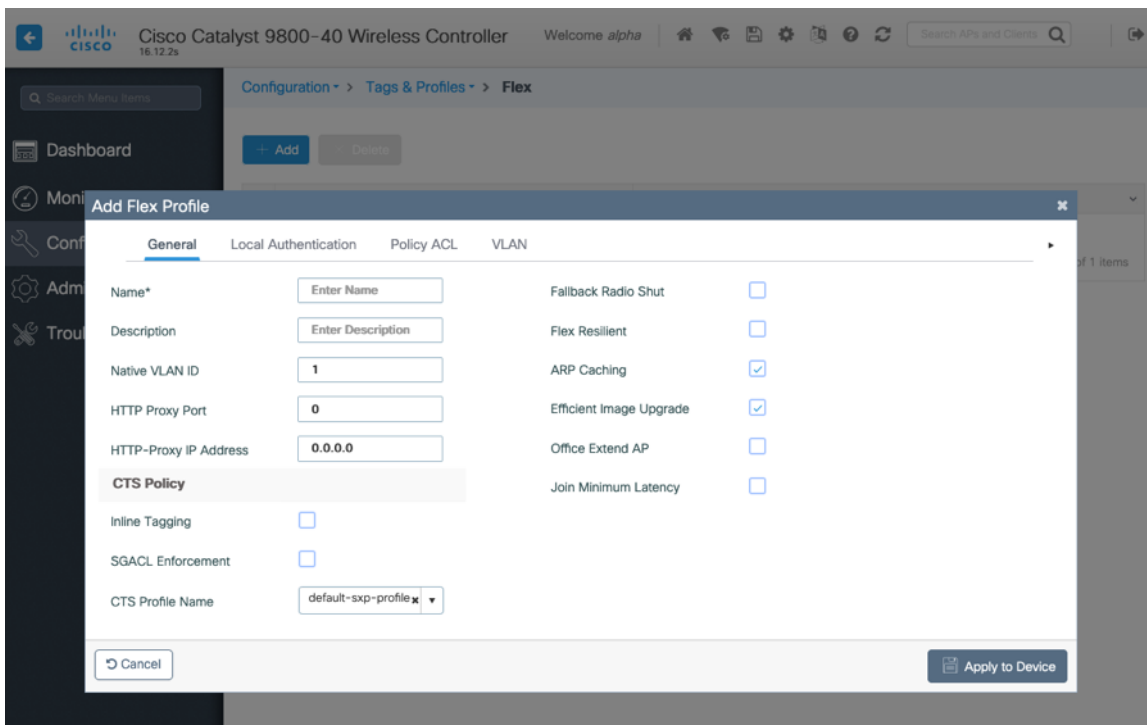
Flex Profiles are then mapped to a Site Tag, which then can be applied to an access point.

If utilizing 802.11r (FT) or CCKM, then seamless roams can only occur when roaming to access points within the same Flex Profile.

Configure the **Native VLAN ID** for the access point to use as well as the allowed VLANs.

Ensure **ARP Caching** is **Enabled**.

Enable **Local Authentication** as necessary.



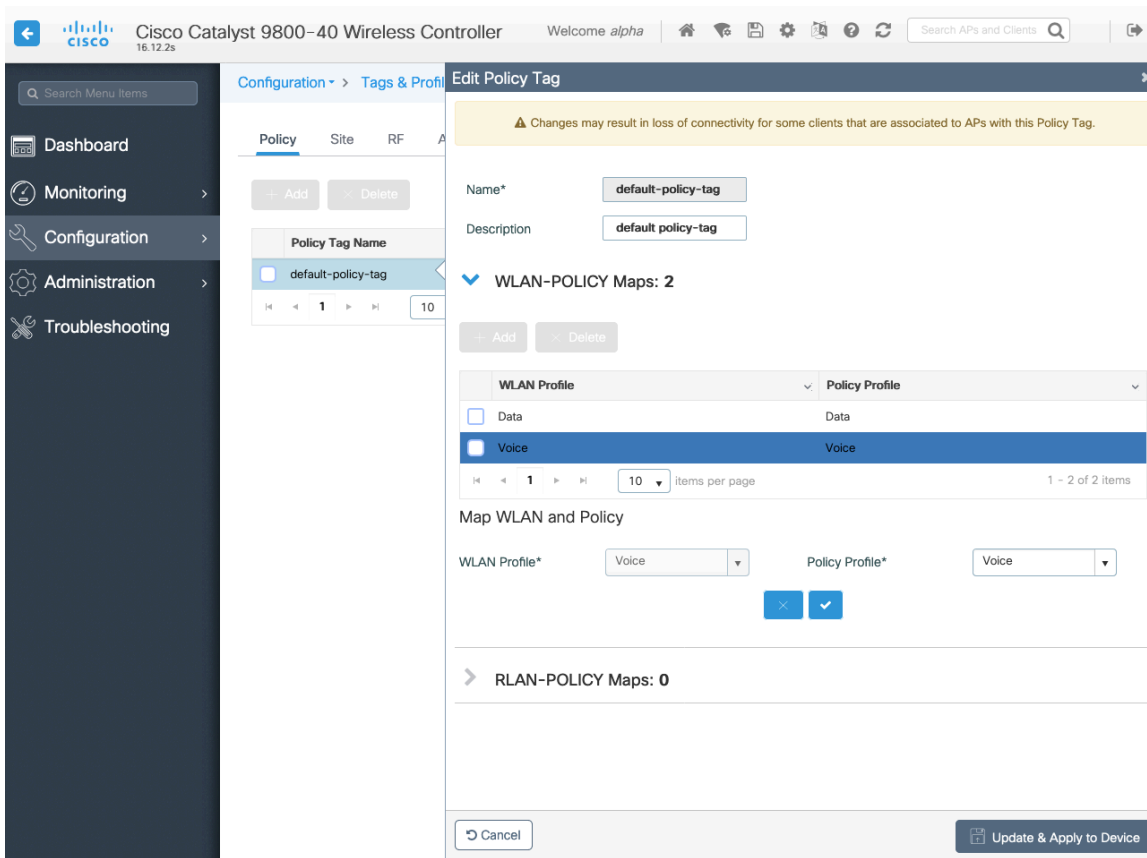
## Tags

### Policy Tag

Policy Tags define the mapping of WLAN Profiles and Policy Profiles.

Policy Tags are then applied to an access point to specify which WLANs / SSIDs are to be enabled, which interface they should be mapped to and which QoS and other settings to use.

When creating a Policy Tag, click **Add**, select the **WLAN Profile** to configure then select the **Policy Profile** to be used.



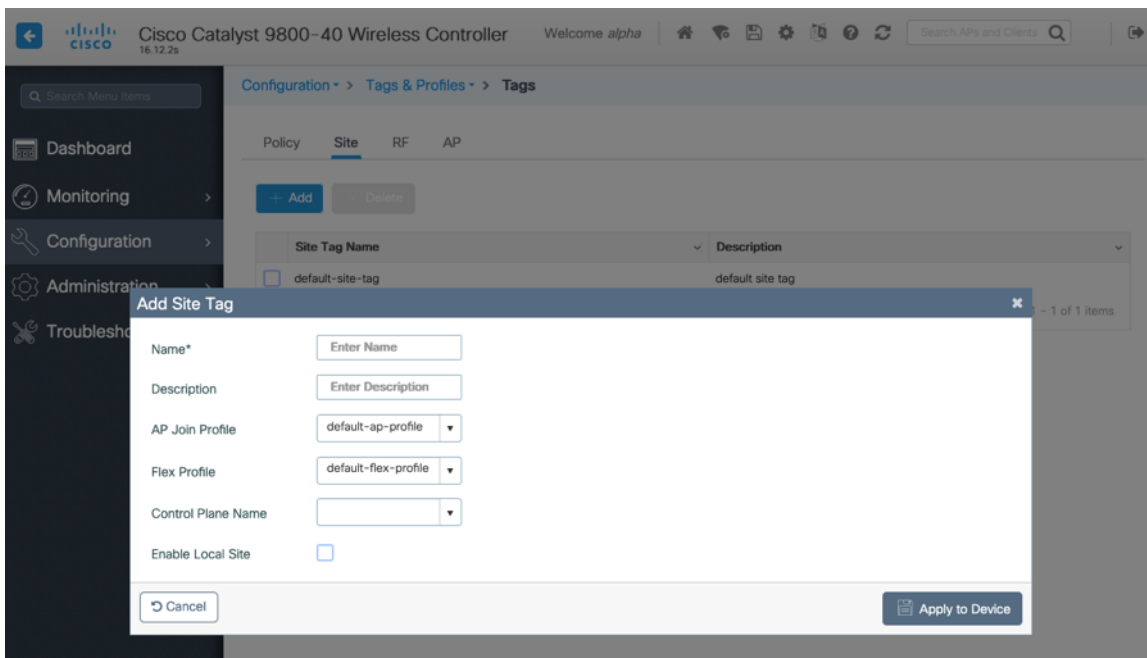
## Site Tag

Site Tags define which AP Join Profile and Flex Profile should be used.

Site Tags are then applied to an access point to specify which AP Join Profile and Flex Profile parameters should be used.

When creating a Site Tag, click **Add**, select the **AP Join Profile** to be used.

When creating a Site Tag to include a Flex Profile, ensure **Enable Local Site** is not checked, then select the necessary **Flex Profile**.

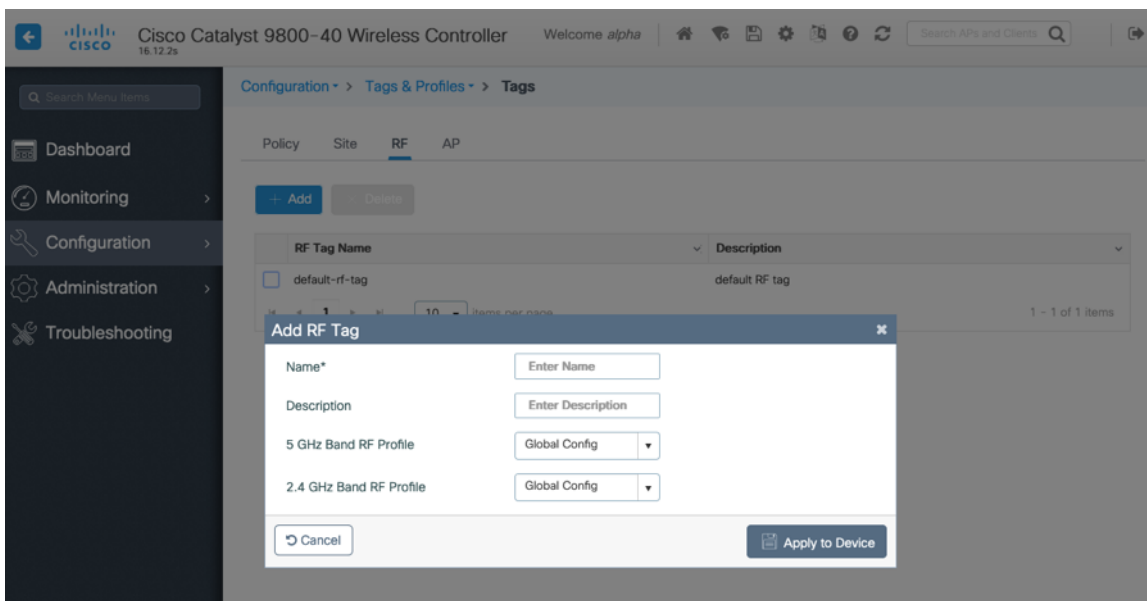


## RF Tag

RF Tags define which RF Profiles should be used for 2.4 GHz and 5 GHz.

RF Tags are then applied to an access point to specify which RF Profile parameters should be used.

When creating a RF Tag, select the **5 GHz Band RF Profile** and **2.4 GHz Band RF Profile** to be used.



Once tags are defined, they can then be applied to an access point.

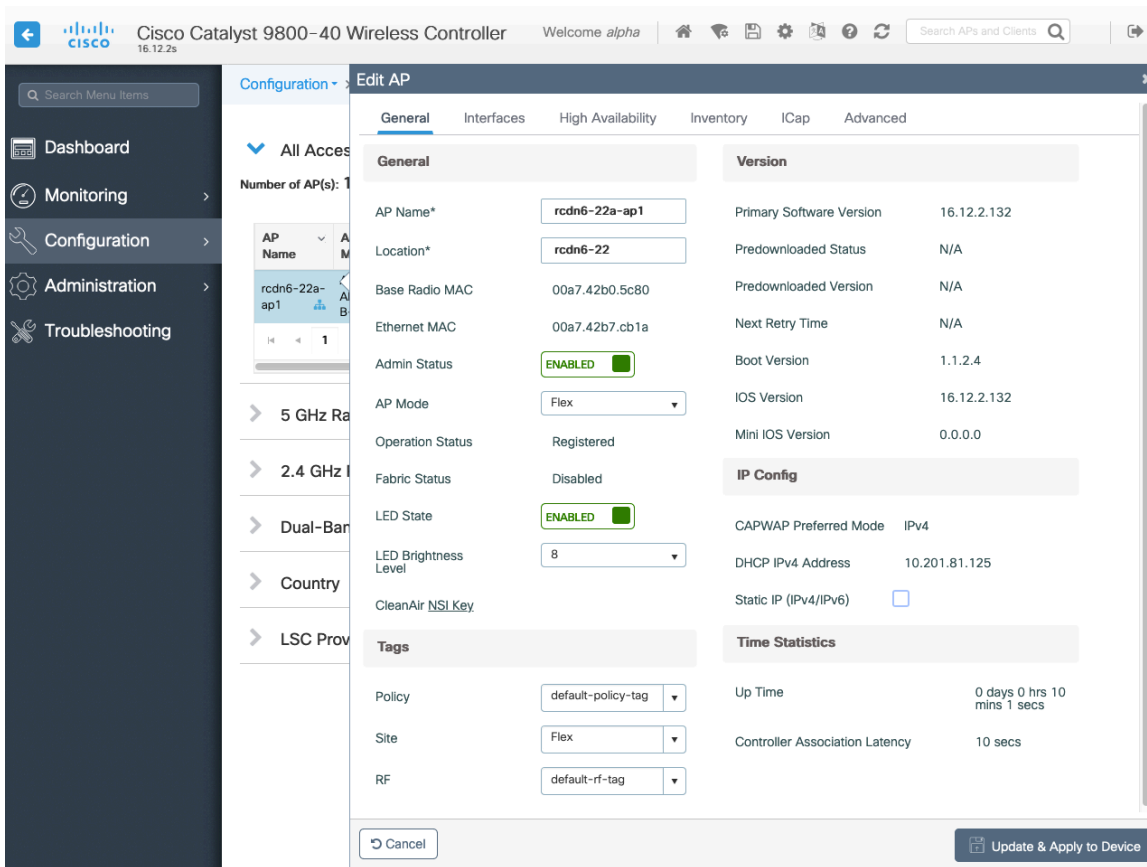
The screenshot shows the 'Edit AP' configuration page for a Cisco Catalyst 9800-40 Wireless Controller. The page is divided into several sections:

- General:**
  - AP Name\*: rcdn6-22a-ap1
  - Location\*: rcdn6-22
  - Base Radio MAC: 00a7.42b0.5c80
  - Ethernet MAC: 00a7.42b7.cb1a
  - Admin Status: ENABLED
  - AP Mode: Local
  - Operation Status: Registered
  - Fabric Status: Disabled
  - LED State: ENABLED
  - LED Brightness Level: 8
  - CleanAir NSI Key: (empty)
- Version:**
  - Primary Software Version: 16.12.2.132
  - Predownloaded Status: N/A
  - Predownloaded Version: N/A
  - Next Retry Time: N/A
  - Boot Version: 1.1.2.4
  - IOS Version: 16.12.2.132
  - Mini IOS Version: 0.0.0.0
- IP Config:**
  - CAPWAP Preferred Mode: IPv4
  - DHCP IPv4 Address: 10.201.81.125
  - Static IP (IPv4/IPv6):
- Tags:**
  - Policy: default-policy-tag
  - Site: default-site-tag
  - RF: default-rf-tag
- Time Statistics:**
  - Up Time: 10 days 18 hrs 16 mins 54 secs
  - Controller Association Latency: 2 mins 4 secs

At the bottom of the page, there are 'Cancel' and 'Update & Apply to Device' buttons.

If a Site Tag is applied including a configured Flex Profile, then the **AP Mode** will be changed to **Flex** automatically.

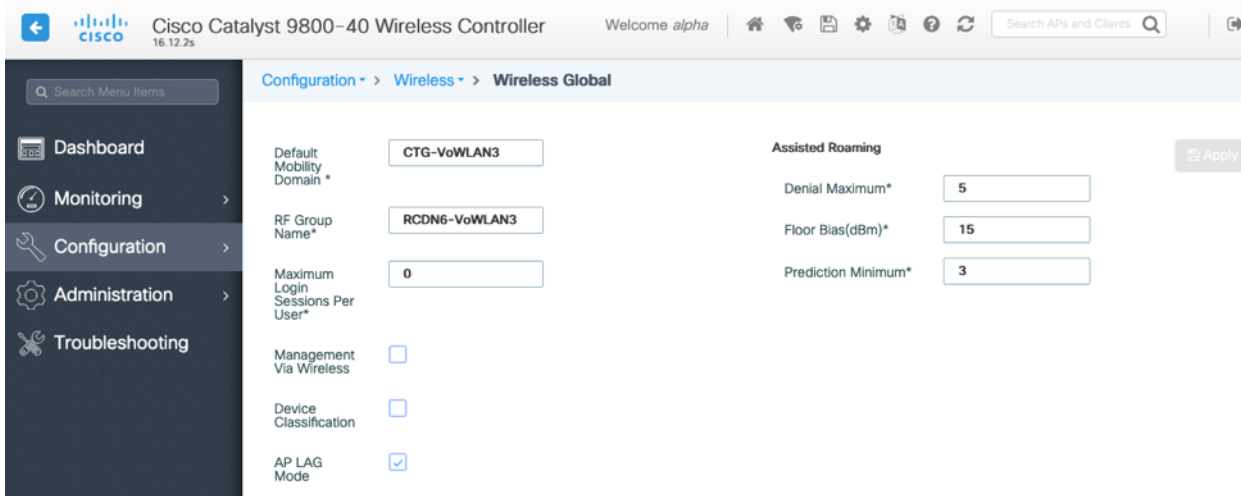




## Controller Settings

Ensure the **Default Mobility Domain** is configured correctly.

Enable **AP LAG Mode**.



## Mobility Settings

When multiple Cisco Wireless LAN Controllers are to be in the same mobility group, then the IP address and MAC address of each Cisco Wireless LAN Controller should be added to the Mobility Peer configuration.

Ensure each Cisco Wireless LAN Controller is configured with the same **Mobility Group Name**.

The screenshot shows the 'Global Configuration' tab for the 'Mobility' section. The following fields are visible:

Mobility Group Name*	CTG-VoWLAN3	Apply
Multicast IPv4 Address	0.0.0.0	
Multicast IPv6 Address	::	
Keep Alive Interval (sec)*	10	
Mobility Keep Alive Count*	3	
Mobility DSCP Value*	48	
Mobility MAC Address*	706d.153d.b50b	

The screenshot shows the 'Peer Configuration' tab for the 'Mobility' section. It displays a table of Mobility Peer Configuration entries:

MAC Address	IP Address	Public IP	Group Name	Multicast IPv4	Status	PMTU
706d.153d.b50b	10.201.81.9	N/A	CTG-VoWLAN3	0.0.0.0	N/A	N/A
6c31.0e7b.b8eb	10.201.81.10	10.201.81.10	CTG-VoWLAN3	0.0.0.0	Up	1385

Below the table, there is a 'Non-Local Mobility Group Multicast Configuration' section.

Ensure the **Mobility MAC Address** matches the MAC address of the wireless management interface.

The screenshot shows the 'Wireless' interface configuration page. It displays a table of wireless interface configurations:

Interface Name	Interface Type	Trustpoint Name	VLAN ID	IP Address	IP Netmask	MAC Address
Vlan310	Management		310	10.201.81.9	255.255.255.240	70:6d:15:3d:b5:0b

## Call Admission Control (CAC)

It is recommended to enable **Admission Control Mandatory** for **Voice** and configure the maximum bandwidth and reserved roaming bandwidth percentages for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

The maximum bandwidth default setting for voice is **75%** where **6%** of that bandwidth is reserved for roaming clients.

Roaming clients are not limited to using the reserved roaming bandwidth, but roaming bandwidth is to reserve some bandwidth for roaming clients in case all other bandwidth is utilized.

If CAC is to be enabled, will want to ensure **Load Based CAC** is enabled.

**Load Based CAC** will account for all energy on the channel.

The voice stream size and maximum number of voice streams values can be adjusted as necessary.

If using SRTP, the voice stream size may need to be increased.

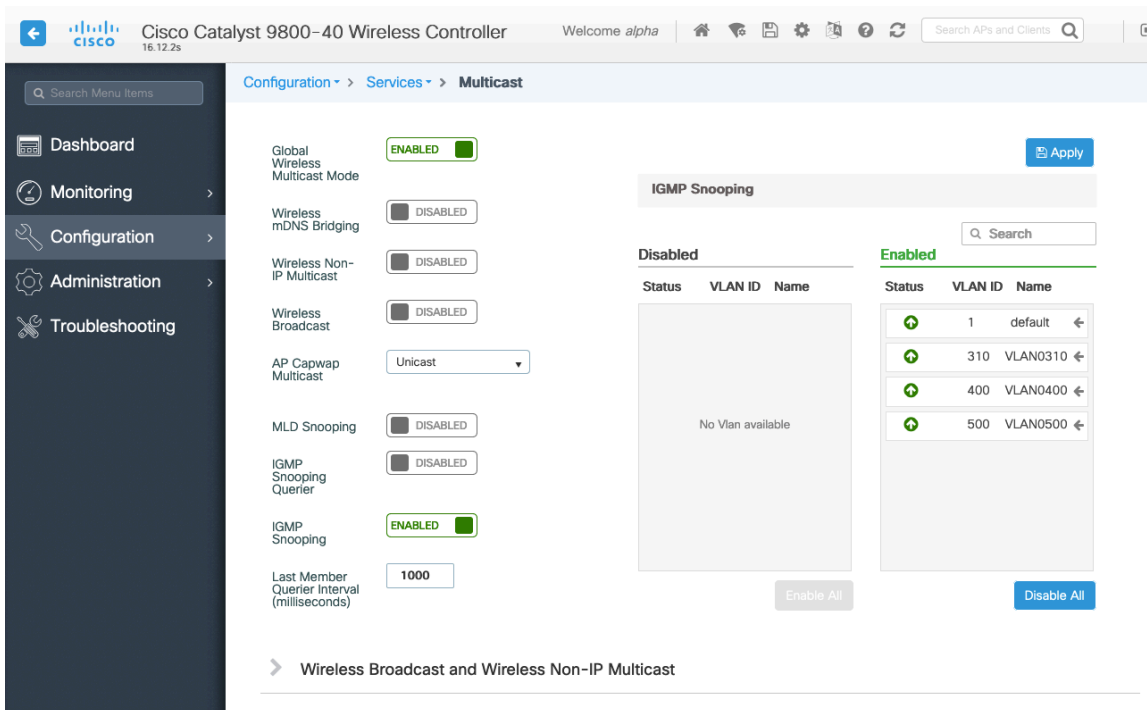
Ensure the **Inactivity Timeout** is Disabled.

**Unicast Video Redirect** and **Multicast Direct Enable** should be **Enabled**.

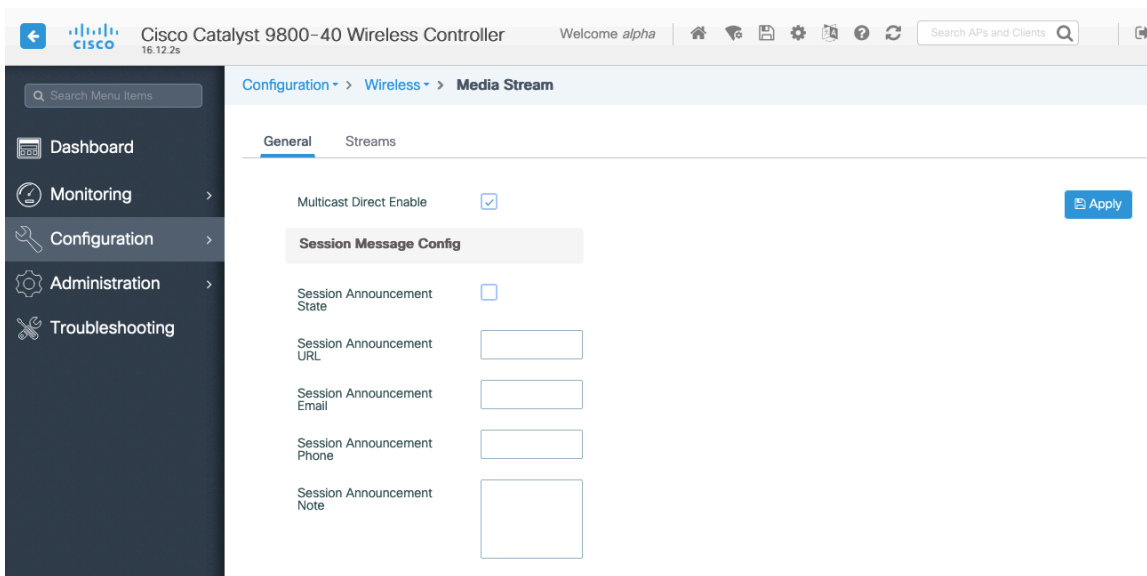
The screenshot shows the configuration page for a Cisco Catalyst 9800-40 Wireless Controller, specifically the 'Media Parameters' section for the 5 GHz Band. The page is divided into two main columns: 'Media' and 'Voice'. The 'Media' column includes sections for 'General' (with 'Unicast Video Redirect' checked), 'Multicast Direct Admission Control' (with 'Media Stream Admission Control (ACM)' unchecked, 'Maximum Media Stream RF bandwidth (%)' set to 5, 'Maximum Media Bandwidth (%)' set to 85, 'Client Minimum Phy Rate (kbps)' set to 6000, and 'Maximum Retry Percent (%)' set to 80), and 'Media Stream - Multicast Direct Parameters' (with 'Multicast Direct Enable' checked, 'Max streams per Radio' and 'Max streams per Client' both set to 'No Limit', and 'Best Effort QOS Admission' unchecked). The 'Voice' column includes 'Call Admission Control (CAC)' (with 'Admission Control (ACM)' and 'Load Based CAC' checked, 'Max RF Bandwidth (%)' set to 75, and 'Reserved Roaming Bandwidth (%)' set to 6), 'SIP CAC and Bandwidth' (with 'SIP CAC Support' unchecked), and 'Traffic Stream Metrics' (with 'Metrics Collection' checked, 'Stream Size\*' set to 84000, 'Max Streams\*' set to 2, and 'Inactivity Timeout' unchecked). An 'Apply' button is located at the top right of the configuration area.

## Multicast

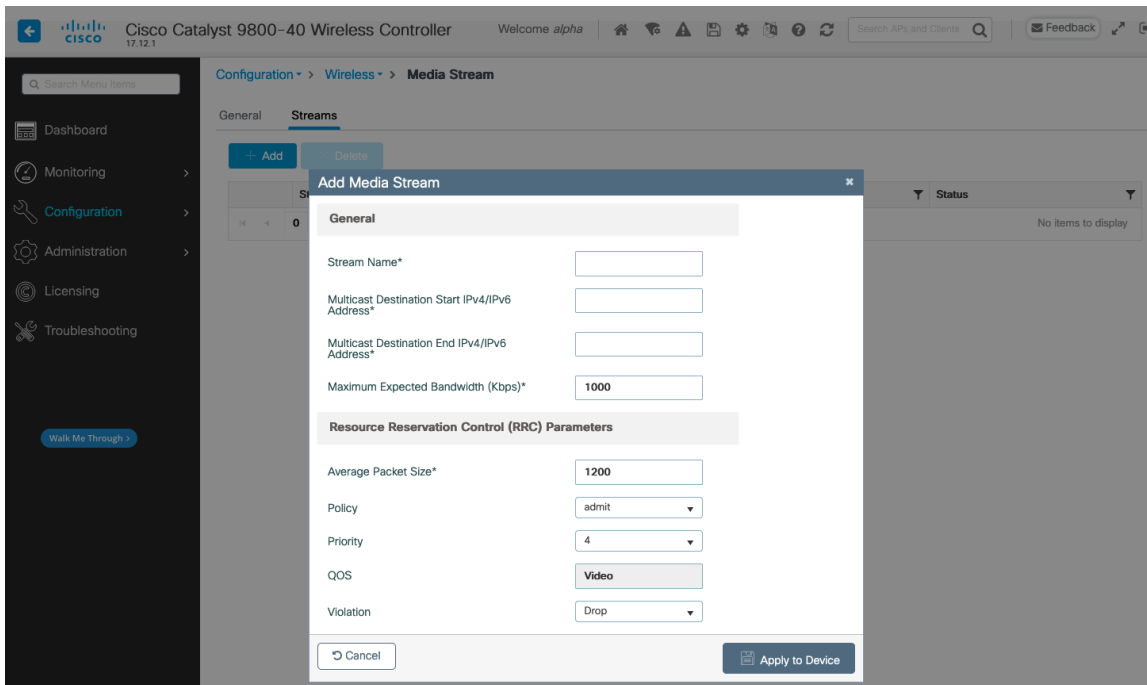
If utilizing multicast, then **Global Wireless Multicast Mode** and **IGMP Snooping** should be **Enabled**.



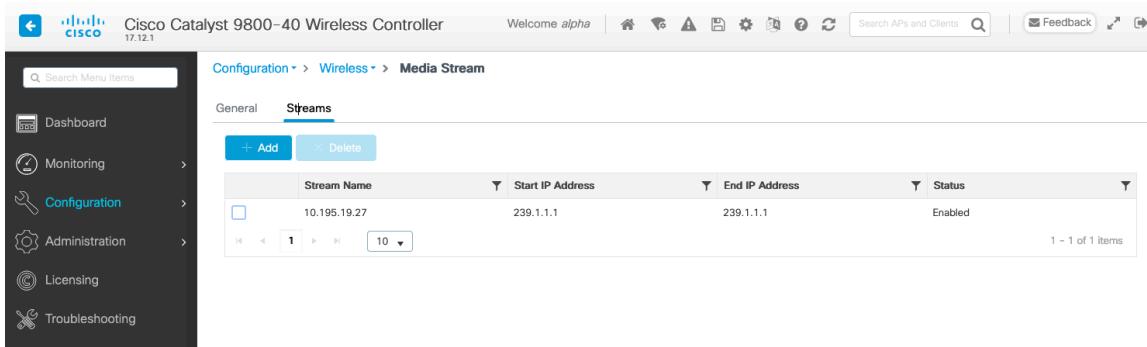
In the Media Stream settings, **Multicast Direct Enable** should be **Enabled**.



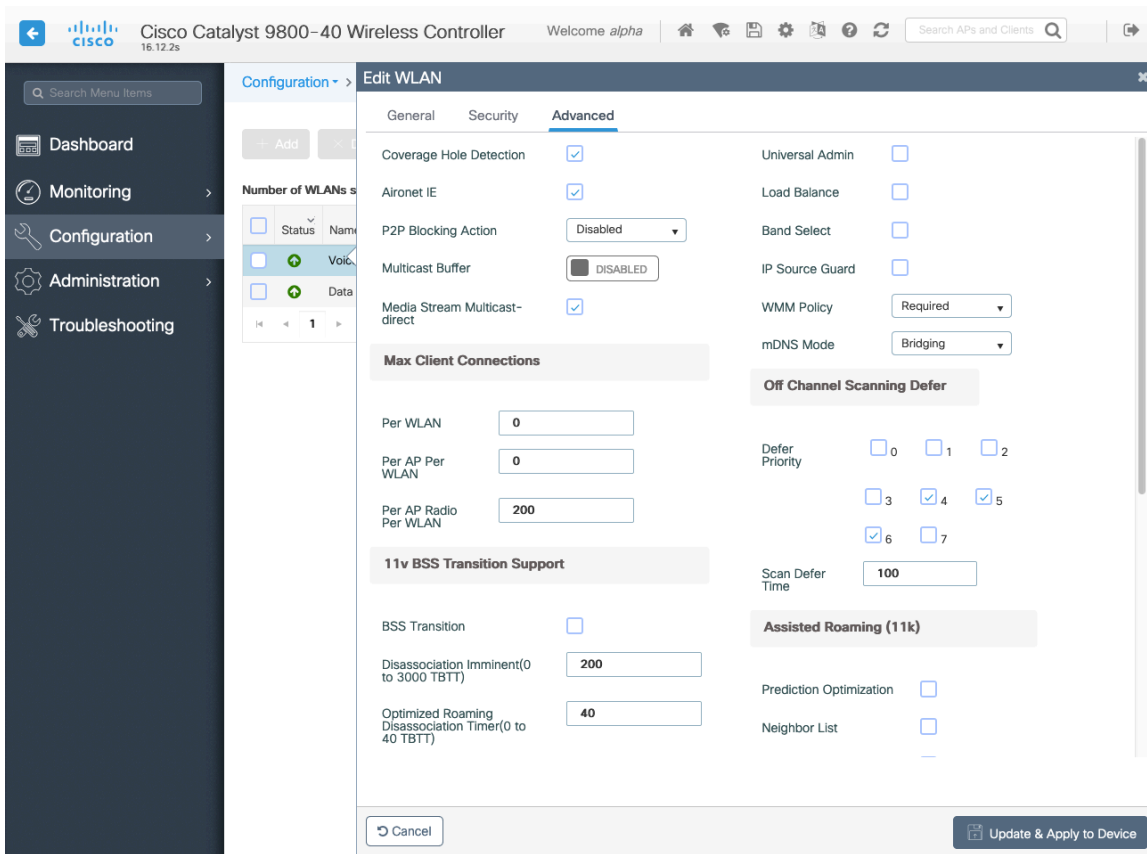
Then configure the media streams as necessary.



Once saved, then the media stream will be displayed.



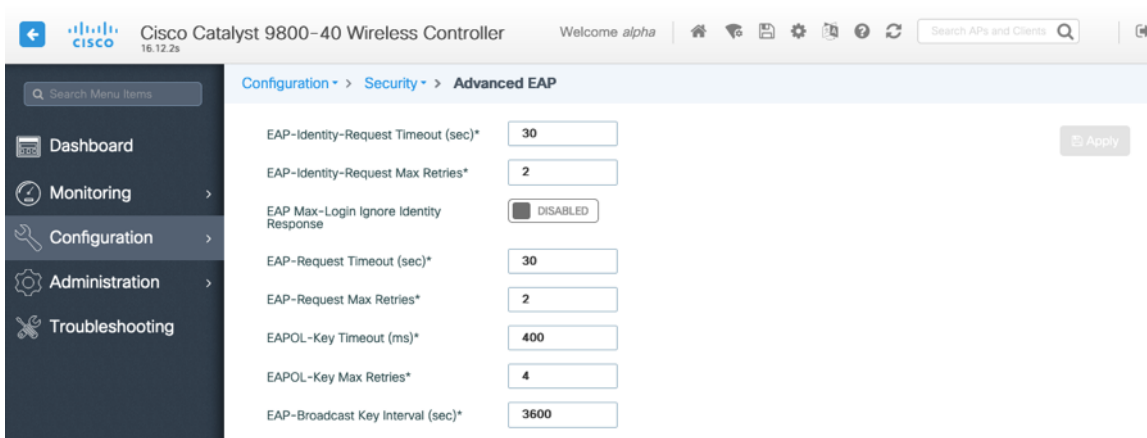
And enable **Multicast Direct** in the WLAN configuration.



## Advanced Settings

### Advanced EAP Settings

To view or configure the EAP parameters, select **Configuration > Security > Advanced EAP**.



If using 802.1x, the **EAP-Request Timeout** on the Cisco Wireless LAN Controller should be set to 30 seconds.

For deployments where EAP failures occur frequently, the **EAP-Request Timeout** should be reduced below 30 seconds.

If using PSK then it is recommended to reduce the **EAPOL-Key Timeout** to 400 milliseconds from the default of 1000 milliseconds with **EAPOL-Key Max Retries** set to 4 from the default of 2.

If using 802.1x, then using the default values where the **EAPOL-Key Timeout** is set to 1000 milliseconds and **EAPOL-Key Max Retries** are set to 2 should work fine, but is still recommended to set those values to 400 and 4 respectively. The **EAPOL-Key Timeout** should not exceed 1000 milliseconds (1 second).

Ensure **EAP-Broadcast Key Interval** is set to a minimum of 3600 seconds (1 hour).

## Rx Sop Threshold

It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.

The screenshot shows the configuration page for the Cisco Catalyst 9800-40 Wireless Controller. The breadcrumb navigation is Configuration > Wireless > Advanced. The 'High Density' tab is selected. Under the 'Rx Sop Threshold' section, there are two dropdown menus: 'Rx Sop Threshold 5 GHz (dbm)' and 'Rx Sop Threshold 2.4 GHz (dbm)', both set to 'auto'. Below this is the 'Multicast Data Rate' section with two dropdown menus: 'Multicast Data Rate 5 GHz (Mbps)' and 'Multicast Data Rate 2.4 GHz (Mbps)', both set to 'Auto'. An 'Apply' button is visible in the top right corner of the configuration area.

## Rogue Policies

It is recommended to use the default value (**Disable**) for **Rogue Location Discovery Protocol**.

The screenshot shows the configuration page for the Cisco Catalyst 9800-40 Wireless Controller, specifically the 'Wireless Protection Policies' section. The breadcrumb navigation is Configuration > Security > Wireless Protection Policies. The 'RLDP' tab is selected. Under the 'Rogue Location Discovery Protocol' section, there is a dropdown menu set to 'Disable'. Below this is a 'Retry Count' field set to '1' and a 'Schedule RLDP' checkbox which is unchecked. A table below the checkbox allows for scheduling the RLDP by day, start time, and end time. The table has columns for 'Day', 'Start Time', and 'End Time'. The days listed are Monday through Sunday, each with a checkbox and corresponding time selection fields.

Day	Start Time	End Time
<input type="checkbox"/> Monday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Tuesday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Wednesday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Thursday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Friday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Saturday	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Sunday	<input type="text"/>	<input type="text"/>

## Sample Configuration

```
version 16.12
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
service internal
service call-home
platform qfp utilization monitor load 80
no platform punt-keepalive disable-kernel-core
!
hostname RCDN6-21A-WLC5
!
boot-start-marker
boot system flash bootflash:packages.conf
boot-end-marker
!
vrf definition Mgmt-intf
!
address-family ipv4
exit-address-family
!
address-family ipv6
exit-address-family
!
no logging console
!
aaa new-model
!
!
aaa group server radius RADIUS_SERVER_GROUP_DAY0
server name RADIUS_SERVER_DAY0_1
server name RADIUS_SERVER_DAY0_2
!
aaa authentication login default local
aaa authentication login authentication_login_day0 group RADIUS_SERVER_GROUP_DAY0
aaa authentication dot1x authentication_dot1x_day0 group RADIUS_SERVER_GROUP_DAY0
aaa authorization exec default local
aaa authorization network default local
!
aaa server radius dynamic-author
!
aaa session-id common
clock timezone CST -6 0
clock summer-time CDT recurring
call-home
! If contact email address in call-home is configured as sch-smart-licensing@cisco.com
! the email address configured in Cisco Smart License Portal will be used as contact email address to send SCH
notifications.
contact-email-addr sch-smart-licensing@cisco.com
profile "CiscoTAC-1"
active
destination transport-method http
no destination transport-method email
!
ip domain name cisco.com
!
```



```

login on-success log
!
subscriber templating
!
parameter-map type webauth global
virtual-ip ipv4 1.1.1.6
!
flow exporter wireless-local-exporter
destination local wlc
!
flow monitor wireless-avc-basic
exporter wireless-local-exporter
cache timeout active 60
record wireless avc basic
!
no device-tracking logging theft
access-session mac-move deny
multilink bundle-name authenticated
!
crypto pki trustpoint TP-self-signed-3110682001
enrollment selfsigned
subject-name cn=IOS-Self-Signed-Certificate-3110682001
revocation-check none
rsa-keypair TP-self-signed-3110682001
!
crypto pki trustpoint SLA-TrustPoint
enrollment pkcs12
revocation-check crl
!
crypto pki certificate chain TP-self-signed-3110682001
certificate self-signed 01
30820330 30820218 A0030201 02020101 300D0609 2A864886 F70D0101 05050030
31312F30 2D060355 04031326 494F532D 53656C66 2D536967 6E65642D 43657274
69666963 6174652D 33313130 36383230 3031301E 170D3139 30373130 30343236
35375A17 0D333030 31303130 30303030 305A3031 312F302D 06035504 03132649
4F532D53 656C662D 5369676E 65642D43 65727469 66696361 74652D33 31313036
38323030 31308201 22300D06 092A8648 86F70D01 01010500 0382010F 00308201
0A028201 0100B74F D6A0DE5D DFB2CDD2 5196AAB1 86C8BD48 3AAAF455 C4E7D559
41A10FE1 87EC742C C5014113 9A0FD83A F490EA64 DF68A513 AA6900C4 810A9FED
870309EA 781EB999 882F7374 EC79D592 DEC6C126 A5FB5666 905C24D8 B2064CD4
66823D6E 7E9A07F3 B043D632 EEDF4CAF D306C303 843493AA F44126E3 A07DE905
6B6C5B8E C8E6C9E6 45D79F62 B813FF8C B44FA7AC AEDB8A9E 55B75096 E4E76BC3
D5B90900 1A0C7CD0 910B6C63 920E9666 39EC3702 387757F1 C26F0BB5 89D4733D
FED71CF4 33002C77 0F721B21 5578C850 590BC846 7CB79469 A51CEBA5 96EA8672
DDB82A44 69EEDA13 DD83B0FA 3221A839 5F985C86 F2C57B78 8E6608B6 18A346D2
035D3B68 26BF0203 010001A3 53305130 0F060355 1D130101 FF040530 030101FF
301F0603 551D2304 18301680 141B4651 019E0AEC 8E64EB65 C0E023ED 60F6062C
0F301D06 03551D0E 04160414 1B465101 9E0AEC8E 64EB65C0 E023ED60 F6062C0F
300D0609 2A864886 F70D0101 05050003 82010100 3319F2A7 3E88539F 85C08F28
67553F93 408DCCC6 EFE2704E C142766C 5FFE0E97 0AFDE0EA 816CB4E2 60FFBC26
6E411C57 3F1AB3F8 2F1E9959 AED26C86 2C0B059D B692C72C B5859A15 999916F8
699587DC 94409E7C FF685698 2FB9ACEC 9315F1AA 357E3877 7AE1E37C F5CD7E46
EB3ADC44 3F22A9E0 EA35E6B8 E5508721 0E8754A1 6A6E3A6A C7FD8E64 6C3C722C
F90919C9 DE675E5C 301FF83A 0593ACE6 4A469209 CAAEC53F 5102FDD3 AE378090
46282E00 BCF65EB7 4C257EFD 57986F82 B6DD8336 CEA82E27 63B4C6C5 F92945E8
2AFE9A95 2AD21793 50FF7987 F4A79079 6FE92AE5 66DFC8B8 14021984 0B1E3F6E
45D57889 B04883C5 114D79AD FBB2CAFF 587ECF9D

```

```

quit
crypto pki certificate chain SLA-TrustPoint
certificate ca 01
30820321 30820209 A0030201 02020101 300D0609 2A864886 F70D0101 0B050030
32310E30 0C060355 040A1305 43697363 6F312030 1E060355 04031317 43697363
6F204C69 63656E73 696E6720 526F6F74 20434130 1E170D31 33303533 30313934
3834375A 170D3338 30353330 31393438 34375A30 32310E30 0C060355 040A1305
43697363 6F312030 1E060355 04031317 43697363 6F204C69 63656E73 696E6720
526F6F74 20434130 82012230 0D06092A 864886F7 0D010101 05000382 010F0030
82010A02 82010100 A6BCBD96 131E05F7 145EA72C 2CD686E6 17222EA1 F1EFF64D
CBB4C798 212AA147 C655D8D7 9471380D 8711441E 1AAF071A 9CAE6388 8A38E520
1C394D78 462EF239 C659F715 B98C0A59 5BBB5CBD 0CFEBEA3 700A8BF7 D8F256EE
4AA4E80D DB6FD1C9 60B1FD18 FFC69C96 6FA68957 A2617DE7 104FDC5F EA2956AC
7390A3EB 2B5436AD C847A2C5 DAB553EB 69A9A535 58E9F3E3 C0BD23CF 58BD7188
68E69491 20F320E7 948E71D7 AE3BCC84 F10684C7 4BC8E00F 539BA42B 42C68BB7
C7479096 B4CB2D62 EA2F505D C7B062A4 6811D95B E8250FC4 5D5D5FB8 8F27D191
C55F0D76 61F9A4CD 3D992327 A8BB03BD 4E6D7069 7CBADF8B DF5F4368 95135E44
DFC7C6CF 04DD7FD1 02030100 01A34230 40300E06 03551D0F 0101FF04 04030201
06300F06 03551D13 0101FF04 05300301 01FF301D 0603551D 0E041604 1449DC85
4B3D31E5 1B3E6A17 606AF333 3D3B4C73 E8300D06 092A8648 86F70D01 010B0500
03820101 00507F24 D3932A66 86025D9F E838AE5C 6D4DF6B0 49631C78 240DA905
604EDCDE FF4FED2B 77FC460E CD636FDB DD44681E 3A5673AB 9093D3B1 6C9E3D8B
D98987BF E40CBD9E 1AECA0C2 2189BB5C 8FA85686 CD98B646 5575B146 8DFC66A8
467A3DF4 4D565700 6ADF0F0D CF835015 3C04FF7C 21E878AC 11BA9CD2 55A9232C
7CA7B7E6 C1AF74F6 152E99B7 B1FCF9BB E973DE7F 5BDDEB86 C71E3B49 1765308B
5FB0DA06 B92AFE7F 494E8A9E 07B85737 F3A58BE1 1A48A229 C37C1E69 39F08678
80DDCD16 D6BACECA EEBC7CF9 8428787B 35202CDC 60E4616A B623CDBD 230E3AFB
418616A9 4093E049 4D10AB75 27E86F73 932E35B5 8862FDAE 0275156F 719BB2F0
D697DF7F 28
quit
!
license udi pid C9800-40-K9 sn TTM231803A3
memory free low-watermark processor 375973
!
service-template webauth-global-inactive
inactivity-timer 3600
service-template DEFAULT_LINKSEC_POLICY_MUST_SECURE
linksec policy must-secure
service-template DEFAULT_LINKSEC_POLICY_SHOULD_SECURE
linksec policy should-secure
service-template DEFAULT_CRITICAL_VOICE_TEMPLATE
voice vlan
service-template DEFAULT_CRITICAL_DATA_TEMPLATE
diagnostic bootup level minimal
!
username <REMOVED> privilege 15 password 7 <REMOVED>
!
redundancy
mode sso
!
vlan internal allocation policy ascending
!
class-map match-any AVC-Reanchor-Class
match protocol cisco-jabber-audio
match protocol cisco-jabber-video
match protocol webex-media
match protocol webex-app-sharing

```

```

match protocol webex-control
match protocol webex-meeting
match protocol wifi-calling
!
interface Port-channel3
switchport trunk native vlan 310
switchport trunk allowed vlan 310,400,500
switchport mode trunk
!
interface TenGigabitEthernet0/0/0
switchport trunk native vlan 310
switchport trunk allowed vlan 310,400,500
switchport mode trunk
no negotiation auto
channel-group 3 mode active
!
interface TenGigabitEthernet0/0/1
switchport trunk native vlan 310
switchport trunk allowed vlan 310,400,500
switchport mode trunk
no negotiation auto
channel-group 3 mode active
!
interface TenGigabitEthernet0/0/2
switchport trunk native vlan 310
switchport trunk allowed vlan 310,400,500
switchport mode trunk
no negotiation auto
channel-group 3 mode active
!
interface TenGigabitEthernet0/0/3
switchport trunk native vlan 310
switchport trunk allowed vlan 310,400,500
switchport mode trunk
no negotiation auto
channel-group 3 mode active
!
interface GigabitEthernet0
vrf forwarding Mgmt-intf
ip address 10.201.81.25 255.255.255.240
negotiation auto
no cdp enable
!
interface Vlan1
no ip address
shutdown
!
interface Vlan310
description Management
ip address 10.201.81.9 255.255.255.240
!
interface Vlan400
description Data
ip address 10.201.82.14 255.255.255.0
ip helper-address 72.163.42.112
ip helper-address 173.37.137.70
!

```

```

interface Vlan500
  description Voice
  ip address 10.201.83.14 255.255.255.0
  ip helper-address 72.163.42.112
  ip helper-address 173.37.137.70
  !
  ip default-gateway 10.201.81.1
  ip forward-protocol nd
  !
  ip http server
  ip http authentication local
  ip http secure-server
  ip tftp source-interface GigabitEthernet0
  ip tftp blocksize 8192
  ip route 0.0.0.0 0.0.0.0 10.201.81.1
  !
  radius-server attribute wireless accounting mac-delimiter hyphen
  radius-server attribute wireless accounting call-station-id macaddress
  radius-server attribute wireless accounting callStationIdCase lower
  radius-server attribute wireless authentication callStationIdCase lower
  radius-server attribute wireless authentication mac-delimiter hyphen
  radius-server attribute wireless authentication call-station-id ap-macaddress-ssid
  radius-server load-balance method least-outstanding
  !
  radius server RADIUS_SERVER_DAY0_1
  address ipv4 10.42.136.30 auth-port 1812 acct-port 1813
  key 7 <REMOVED>
  !
  radius server RADIUS_SERVER_DAY0_2
  address ipv4 10.42.3.31 auth-port 1812 acct-port 1813
  key 7 <REMOVED>
  !
  control-plane
  !
  line con 0
  exec-timeout 60 0
  stopbits 1
  line aux 0
  stopbits 1
  line vty 0 4
  transport input ssh
  line vty 5 15
  transport input ssh
  !
  ntp server 10.81.254.202
  ntp server 10.115.162.212
  !
  wireless mobility group member mac-address 6c31.0e7b.b8eb ip 10.201.81.10 public-ip 10.201.81.10 group CTG-
  VoWLAN3
  wireless mobility group name CTG-VoWLAN3
  wireless mobility mac-address 706d.153d.b50b
  wireless aaa policy default-aaa-policy
  wireless cts-sxp profile default-sxp-profile
  wireless management interface Vlan310
  wireless profile airtime-fairness default-atf-policy 0
  wireless profile flex default-flex-profile
  description "default flex profile"

```

```

wireless profile mesh default-mesh-profile
description "default mesh profile"
wireless profile policy Data
ipv4 flow monitor wireless-avc-basic input
ipv4 flow monitor wireless-avc-basic output
service-policy input silver-up
service-policy output silver
session-timeout 86400
vlan VLAN0400
no shutdown
wireless profile policy Voice
ipv4 flow monitor wireless-avc-basic input
ipv4 flow monitor wireless-avc-basic output
service-policy input platinum-up
service-policy output platinum
session-timeout 86400
vlan VLAN0500
no shutdown
wireless profile policy default-policy-profile
description "default policy profile"
vlan default
wireless tag site default-site-tag
description "default site tag"
wireless tag policy default-policy-tag
description "default policy-tag"
wlan Data policy Data
wlan Voice policy Voice
wireless tag rf default-rf-tag
description "default RF tag"
wireless rf-network RCDN6-VoWLAN3
wireless security dot1x eapol-key retries 4
wireless security dot1x eapol-key timeout 400
no wireless security dot1x max-login-ignore-identity-response
wireless fabric control-plane default-control-plane
wireless media-stream multicast-direct
wireless multicast
wlan Data 2 data
band-select
ccx aironet-iesupport
load-balance
security dot1x authentication-list authentication_dot1x_day0
no shutdown
wlan Voice 1 voice
no assisted-roaming neighbor-list
no bss-transition
ccx aironet-iesupport
channel-scan defer-priority 4
dtim dot11 24ghz 2
dtim dot11 5ghz 2
media-stream multicast-direct
radio dot11a
security ft
security wpa akm ft dot1x
security dot1x authentication-list authentication_dot1x_day0
wmm require
no shutdown
ap dot11 24ghz rf-profile Low_Client_Density_rf_24gh

```

```

coverage data rssi threshold -90
coverage level 2
coverage voice rssi threshold -90
description "pre configured Low Client Density rfprofile for 2.4gh radio"
high-density rx-sop threshold low
tx-power v1 threshold -65
no shutdown
ap dot11 24ghz rf-profile High_Client_Density_rf_24gh
description "pre configured High Client Density rfprofile for 2.4gh radio"
high-density rx-sop threshold medium
rate RATE_11M disable
rate RATE_12M mandatory
rate RATE_1M disable
rate RATE_2M disable
rate RATE_5_5M disable
rate RATE_6M disable
tx-power min 7
no shutdown
ap dot11 24ghz rf-profile Typical_Client_Density_rf_24gh
description "pre configured Typical Client Density rfprofile for 2.4gh radio"
rate RATE_11M disable
rate RATE_12M mandatory
rate RATE_1M disable
rate RATE_2M disable
rate RATE_5_5M disable
rate RATE_6M disable
no shutdown
ap dot11 24ghz media-stream multicast-direct
ap dot11 24ghz media-stream video-redirect
no ap dot11 24ghz cac voice tspec-inactivity-timeout
ap dot11 24ghz cac voice tspec-inactivity-timeout ignore
ap dot11 24ghz cac voice acm
ap dot11 24ghz edca-parameters optimized-video-voice
ap dot11 24ghz exp-bwreq
ap dot11 24ghz tsm
ap dot11 24ghz rrm txpower max 14
ap dot11 24ghz rrm txpower min 5
ap dot11 24ghz rate RATE_11M disable
ap dot11 24ghz rate RATE_12M mandatory
ap dot11 24ghz rate RATE_1M disable
ap dot11 24ghz rate RATE_2M disable
ap dot11 24ghz rate RATE_5_5M disable
ap dot11 24ghz rate RATE_6M disable
ap dot11 24ghz rate RATE_9M disable
ap dot11 5ghz rf-profile Low_Client_Density_rf_5gh
coverage data rssi threshold -90
coverage level 2
coverage voice rssi threshold -90
description "pre configured Low Client Density rfprofile for 5gh radio"
high-density rx-sop threshold low
tx-power v1 threshold -60
no shutdown
ap dot11 5ghz rf-profile High_Client_Density_rf_5gh
description "pre configured High Client Density rfprofile for 5gh radio"
high-density rx-sop threshold medium
rate RATE_6M disable
rate RATE_9M disable

```

```

tx-power min 7
tx-power v1 threshold -65
no shutdown
ap dot11 5ghz rf-profile Typical_Client_Density_rf_5gh
description "pre configured Typical Density rfprofile for 5gh radio"
no shutdown
ap dot11 5ghz media-stream multicast-direct
ap dot11 5ghz media-stream video-redirect
no ap dot11 5ghz cac voice tspec-inactivity-timeout
ap dot11 5ghz cac voice tspec-inactivity-timeout ignore
ap dot11 5ghz cac voice acm
ap dot11 5ghz exp-bwreq
ap dot11 5ghz tsm
ap dot11 5ghz edca-parameters optimized-video-voice
ap dot11 5ghz channelswitch quiet
ap dot11 5ghz rrm channel dca chan-width 40
ap dot11 5ghz rrm channel dca remove 116
ap dot11 5ghz rrm channel dca remove 120
ap dot11 5ghz rrm channel dca remove 124
ap dot11 5ghz rrm channel dca remove 128
ap dot11 5ghz rrm channel dca remove 144
ap dot11 5ghz rrm txpower max 17
ap dot11 5ghz rrm txpower min 11
ap dot11 5ghz rate RATE_24M supported
ap dot11 5ghz rate RATE_6M disable
ap dot11 5ghz rate RATE_9M disable
ap country US
ap lag support
ap tag-source-priority 2 source filter
ap tag-source-priority 3 source ap
ap profile default-ap-profile
capwap backup primary RCDN6-21A-WLC5 10.201.81.9
capwap backup secondary RCDN6-22A-WLC6 10.201.81.10
description "default ap profile"
hyperlocation ble-beacon 0
hyperlocation ble-beacon 1
hyperlocation ble-beacon 2
hyperlocation ble-beacon 3
hyperlocation ble-beacon 4
hyperlocation
lag
mgmtuser username <REMOVED> password 0 <REMOVED> secret 0 <REMOVED>
ntp ip 10.115.162.212
ssh
end

```

## Cisco Mobility Express and Lightweight Access Points

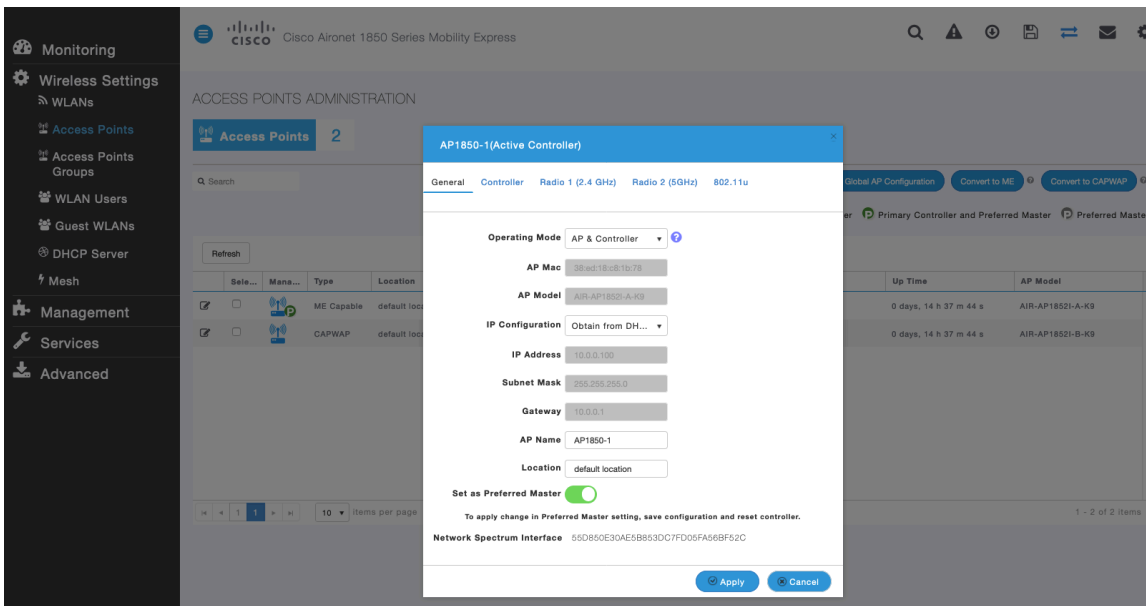
When configuring Cisco Mobility Express and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** or **CCKM** is **Enabled**
- Set **Quality of Service (QoS)** to **Platinum**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**

- Disable **P2P (Peer to Peer) Blocking Action**
- Set **Client Band Select** to **Disabled**
- Set **Client Load Balancing** to **Disabled**
- Configure the **Data Rates** as necessary
- Configure **RF Optimization** as necessary
- Set **Traffic Type** to **Voice and Data**
- Enable **CleanAir** if utilizing Cisco access points with CleanAir technology
- Configure **Multicast Direct** as necessary

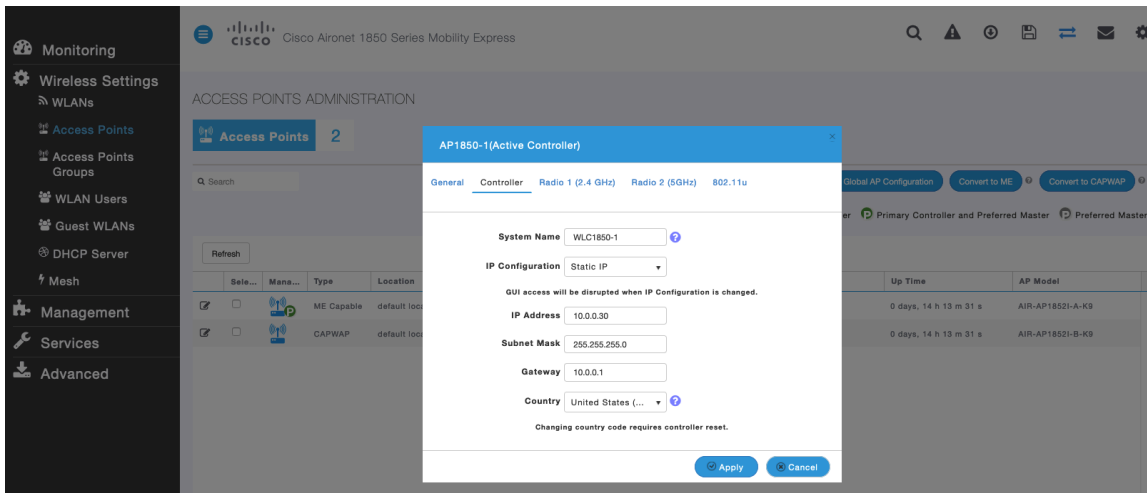
## Controller Settings

Configure one or more of the Mobility Express capable access point's **Operating Mode** to include the **Controller** functionality. Configure the **AP Name** and IP settings as necessary.



Configure the Cisco Wireless LAN Controller **System Name** and IP settings as necessary.





## 802.11 Network Settings

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the **5.0 GHz Band** is **Enabled**.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If wanting to use 2.4 GHz, ensure the **2.4 GHz Band** is **Enabled**.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).

If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the DCA list.

**CleanAir detection** should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.

**Advanced RF Parameters**

- 2.4 GHz Band:
- 5.0 GHz Band:
- Automatic Flexible Radio Assignment:
- 2.4 GHz Optimized Roaming:
- 5 GHz Optimized Roaming:
- Event Driven RRM:
- CleanAir detection:
- 5.0 GHz Channel Width: 40 MHz
- 2.4 GHz Data Rates: 12
- 5.0 GHz Data Rates: 12
- Select DCA Channels:
  - 2.4 GHz: 1, 11, 6
  - 5.0 GHz: 36, 40, 44, 48, 52, 56, 60, 64, 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144, 148, 153, 157, 161, 165

At least one Channel Number should be selected

**Apply**

## RF Optimization

It is recommended to enable **RF Optimization** to manage the channel and transmit power settings.

Set **Traffic Type** to **Voice and Data**.

**RF OPTIMIZATION**

RF Optimization: **Enabled**

Client Density: Typical

Traffic Type: **Voice and Data**

**Apply**

Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

It is recommended to use channel bonding only if using 5 GHz.

It is recommended to utilize the same channel width for all access points.

The screenshot shows the 'ACCESS POINTS ADMINISTRATION' page in the Cisco Aironet 1850 Series Mobility Express interface. The left sidebar contains navigation options: Monitoring, Wireless Settings (WLANs, Access Points, Access Points Groups, WLAN Users, Guest WLANs, DHCP Server, Mesh), Management, Services, and Advanced. The main content area has a search bar and buttons for 'Global AP Configuration', 'Convert to ME', and 'Convert to CAPWAP'. Below these are radio buttons for 'Primary Controller', 'Primary Controller and Preferred Master', and 'Preferred Master'. A table lists two access points:

Select	Man...	Type	Location	Name	IP Address	AP Mac	Up Time	AP Model
<input checked="" type="checkbox"/>		ME Capable	default location	AP1850-1	10.0.0.100	38:ed:18:c8:1b:78	0 days, 14 h 37 m 44 s	AIR-AP1852I-A-K9
<input checked="" type="checkbox"/>		CAPWAP	default location	AP1850-2	10.0.0.101	38:ed:18:ca:28:40	0 days, 14 h 37 m 44 s	AIR-AP1852I-B-K9

This screenshot shows the configuration dialog for 'AP1850-1(Active Controller)' on the 'Radio 1 (2.4 GHz)' tab. The settings are:

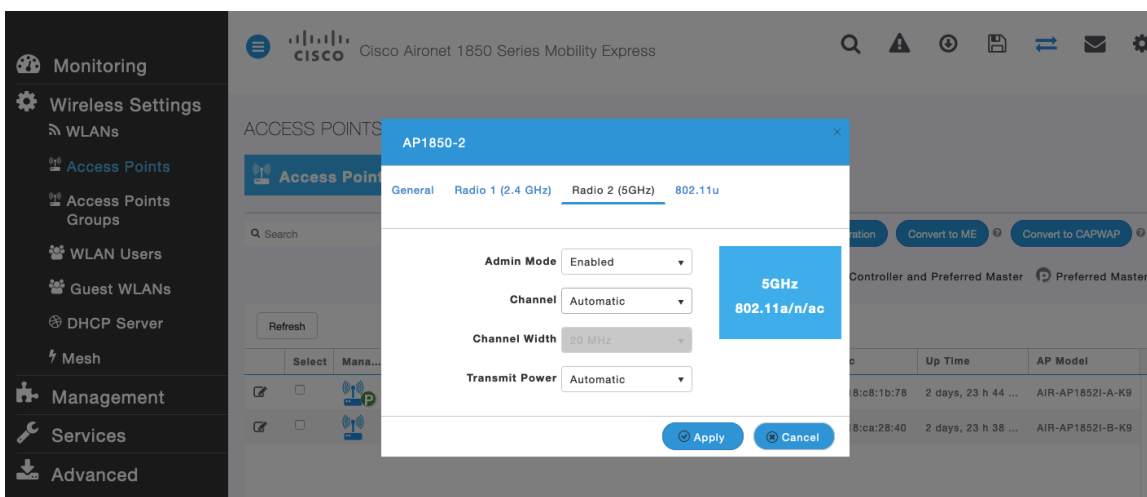
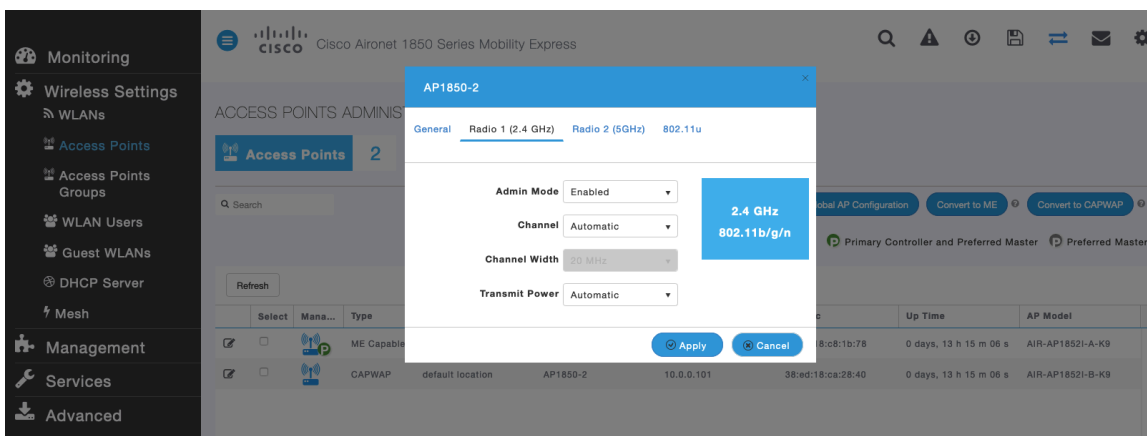
- Admin Mode: Enabled
- Channel: Automatic
- Channel Width: 20 MHz
- Transmit Power: Automatic

A blue callout box displays '2.4 GHz' and '802.11b/g/n'. The dialog includes 'Apply' and 'Cancel' buttons.

This screenshot shows the configuration dialog for 'AP1850-1(Active Controller)' on the 'Radio 2 (5GHz)' tab. The settings are:

- Admin Mode: Enabled
- Channel: Automatic
- Channel Width: 40 MHz
- Transmit Power: Automatic

A blue callout box displays '5GHz' and '802.11a/n/ac'. The dialog includes 'Apply' and 'Cancel' buttons.



## WLAN Settings

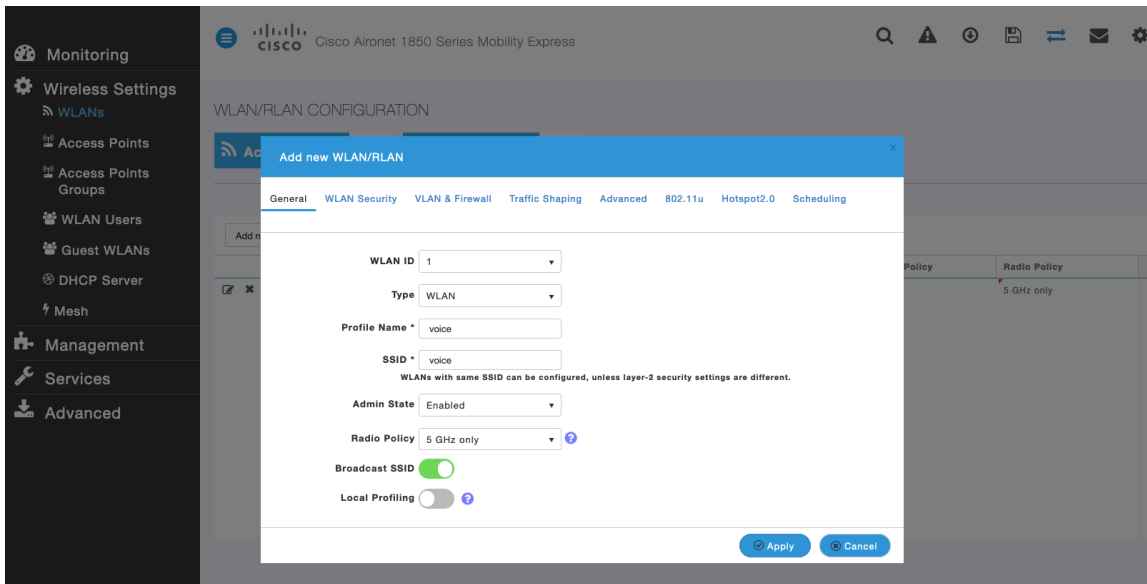
It is recommended to have a separate SSID for the Cisco IP Phone 8861 and 8865.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

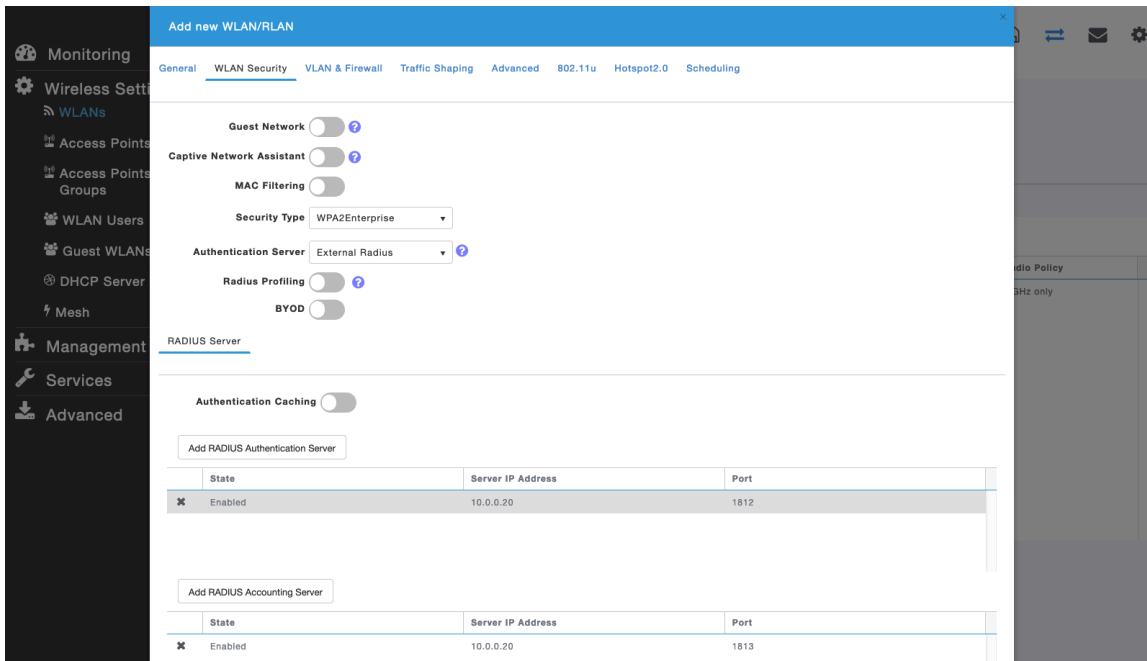
The SSID to be used by the Cisco IP Phone 8861 and 8865 can be configured to only apply to a certain 802.11 radio type (e.g. 5 GHz only).

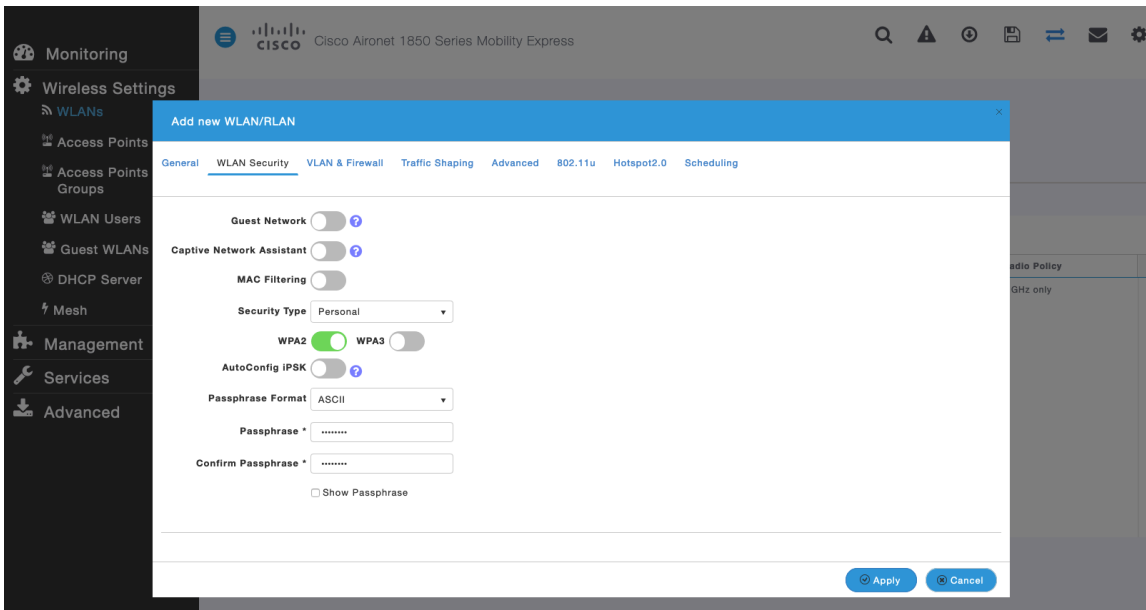
It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to have many channels available and not as many interferers as the 2.4 GHz band has.

Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.

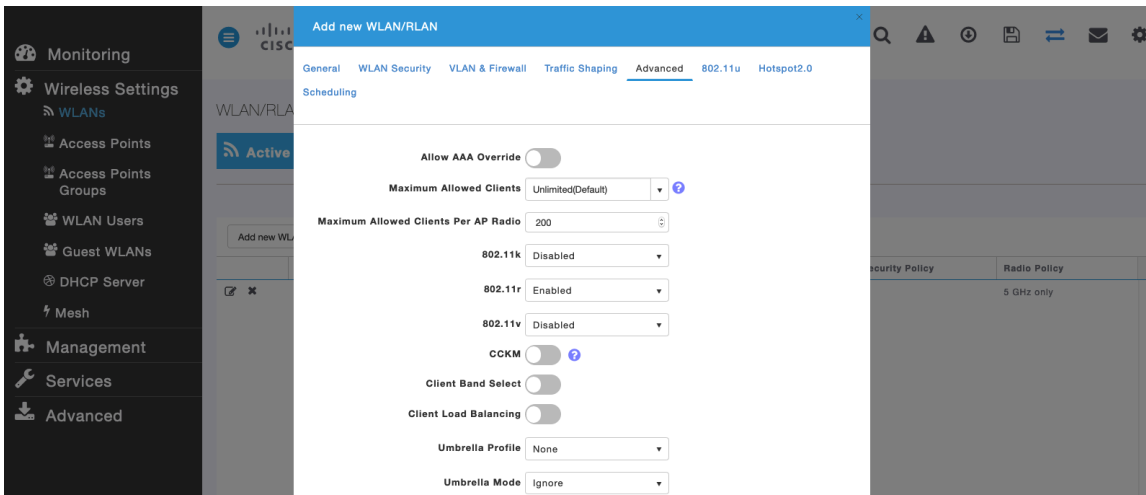


To utilize 802.11r (FT) for fast secure roaming, set **Security Type** to either **WPA2Enterprise** or **Personal** depending on whether 802.1x or PSK is to be utilized.

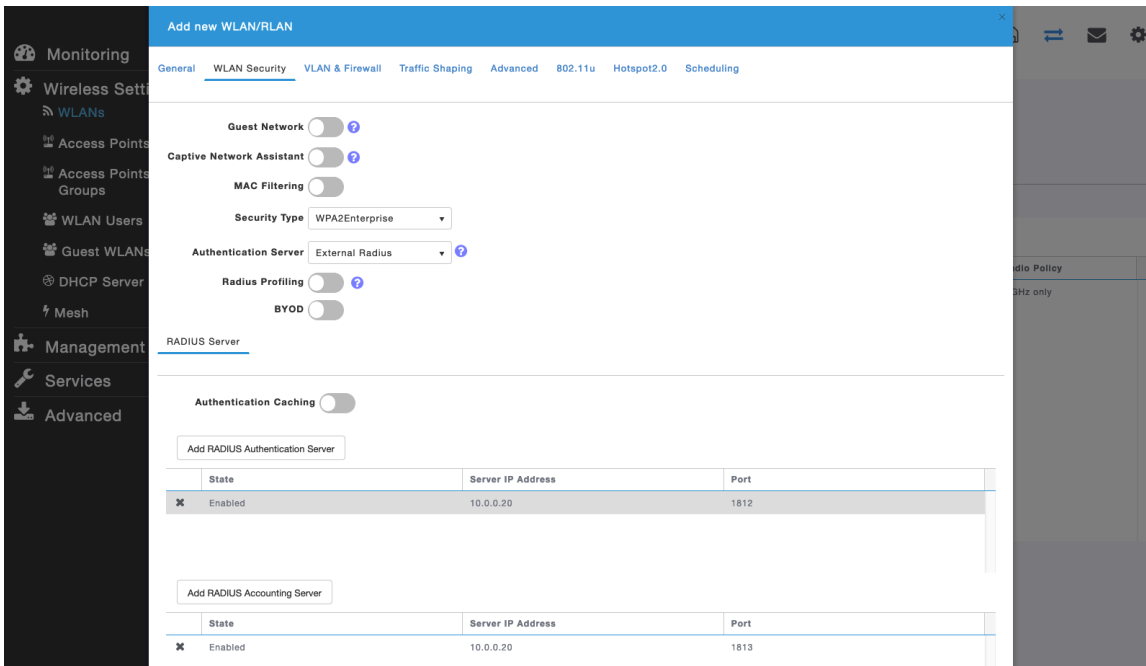




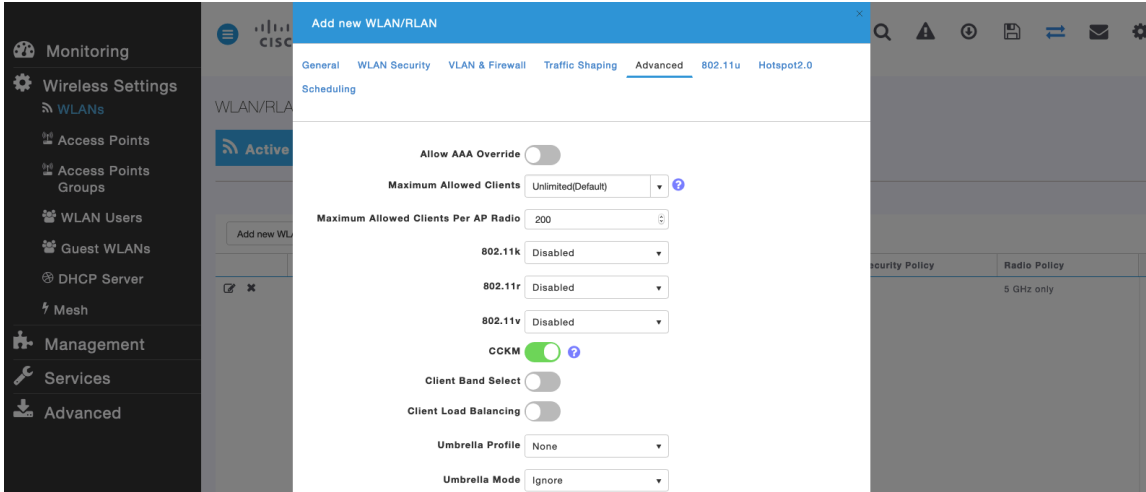
Set **802.11r** to **Enabled** in the **Advanced** tab of the WLAN configuration.  
 Ensure **Client Band Select** and **Client Load Balancing** are disabled.  
 802.11k and 802.11v are not supported, therefore should be disabled.



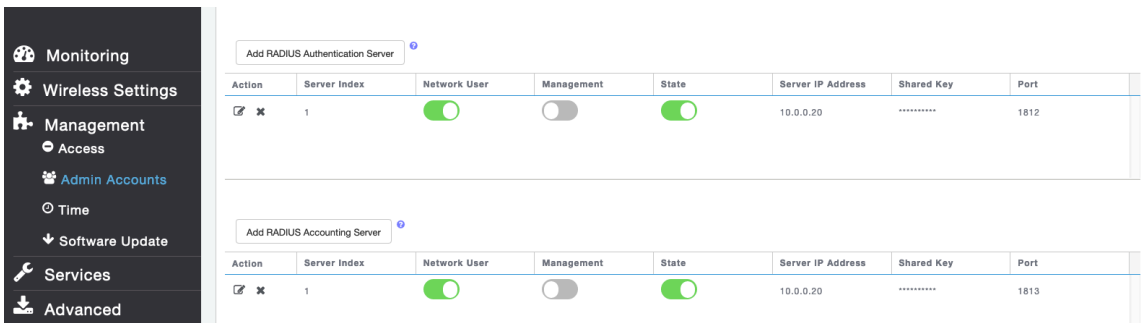
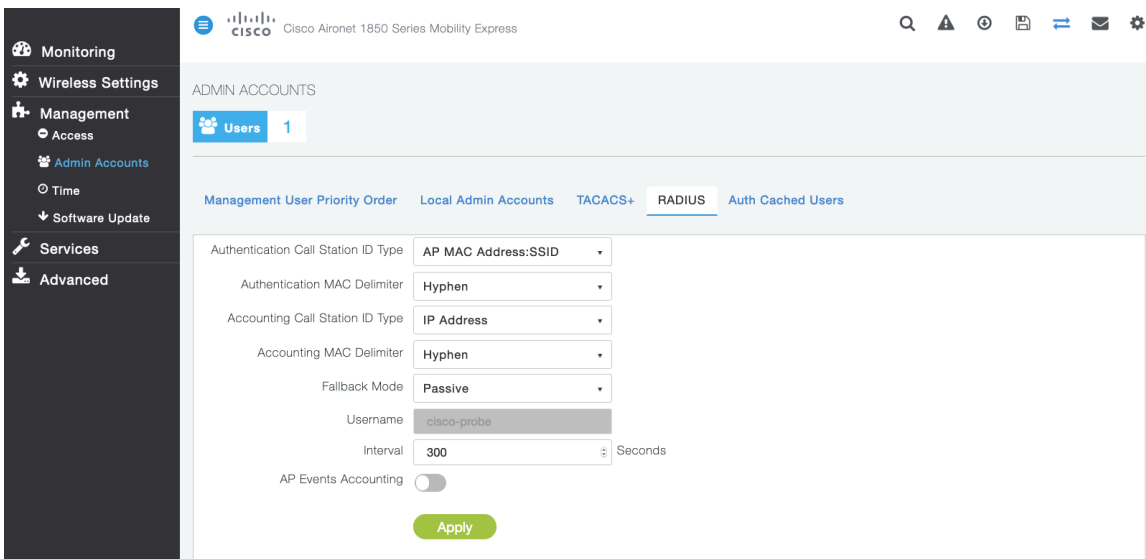
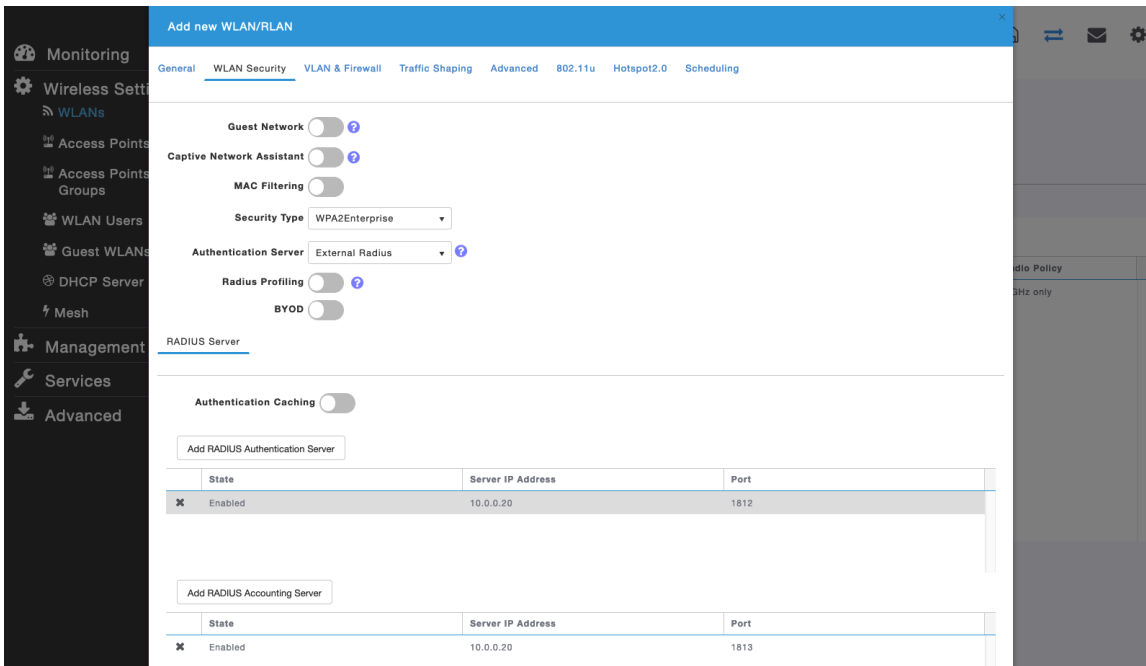
To utilize CCKM for fast secure roaming, set **Security Type** to **WPA2Enterprise**.



Set CCKM to **Enabled** in the **Advanced** tab of the WLAN configuration.  
 Ensure **Client Band Select** and **Client Load Balancing** are disabled.  
 802.11k and 802.11v are not supported, therefore should be disabled.

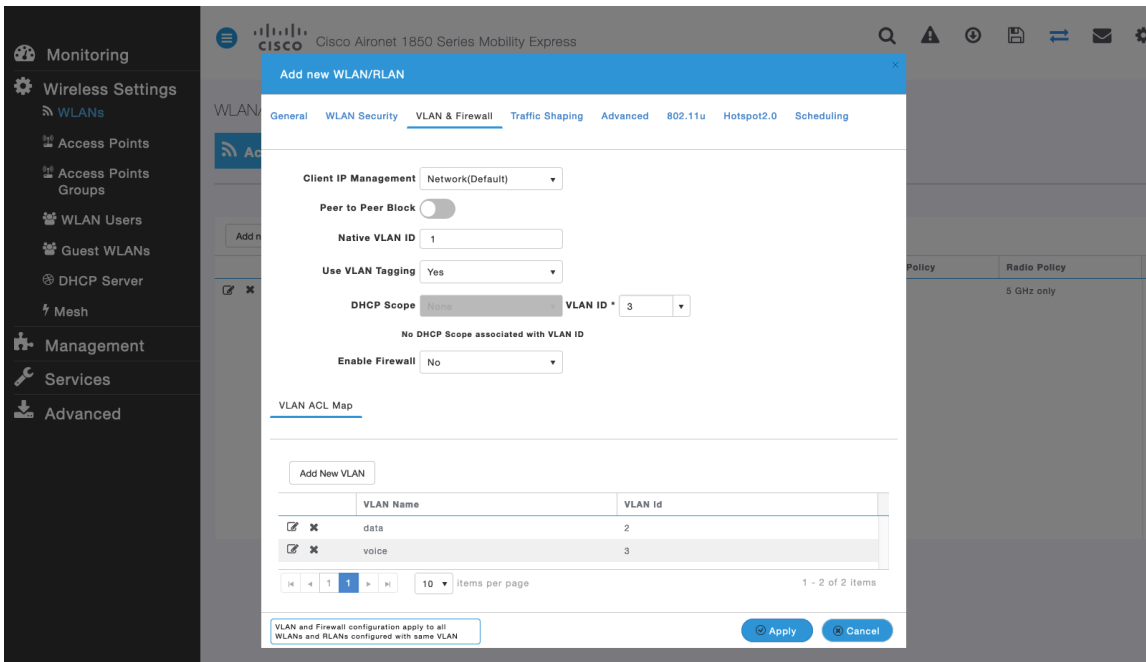


**RADIUS Authentication Servers** and **Account Servers** can be configured at a per WLAN level to override the global list.

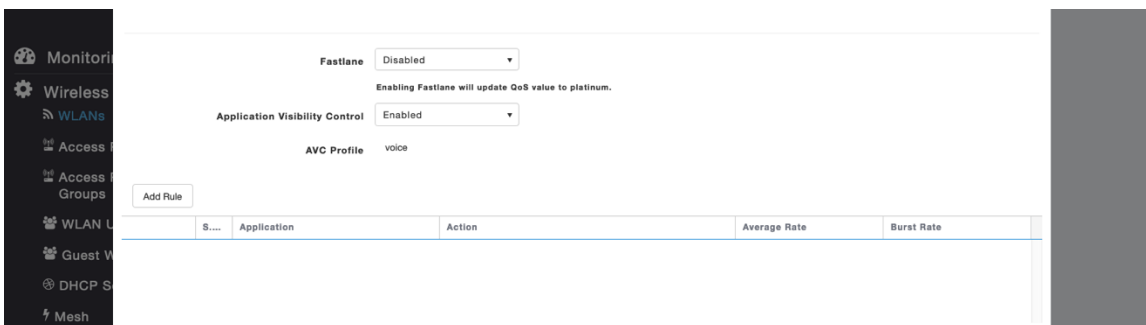
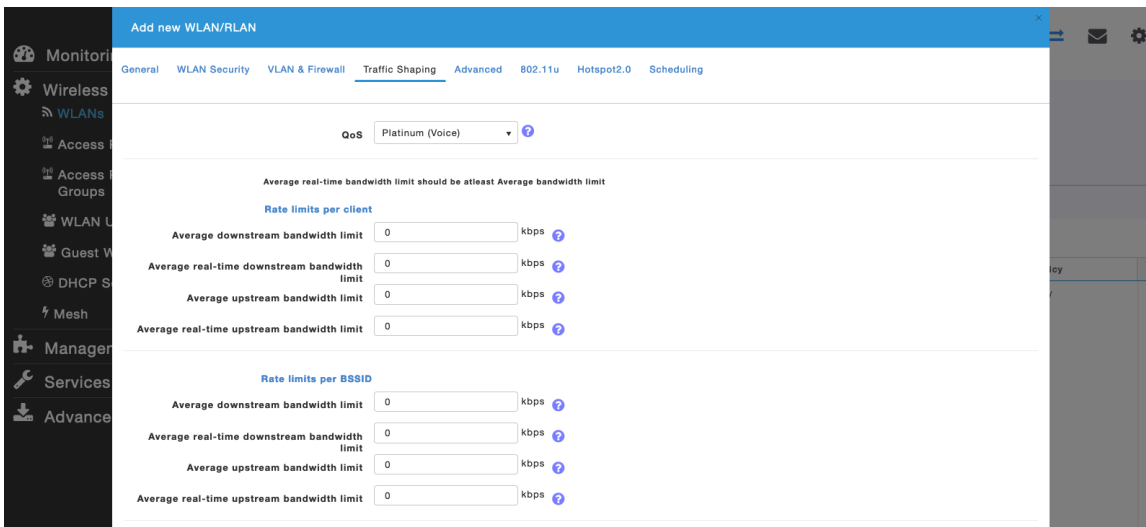


Configure the **Native VLAN ID** and **VLAN ID** for the WLAN as necessary.  
 Ensure **Peer to Peer Block** is disabled.

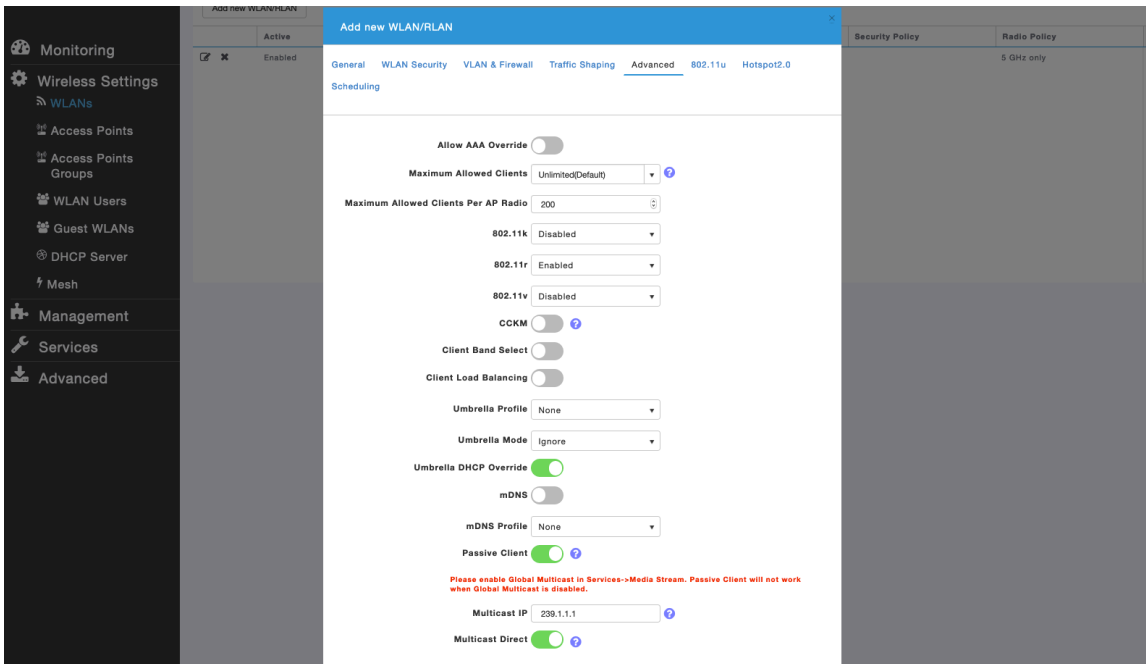




Ensure **Platinum (Voice)** is selected for QoS.

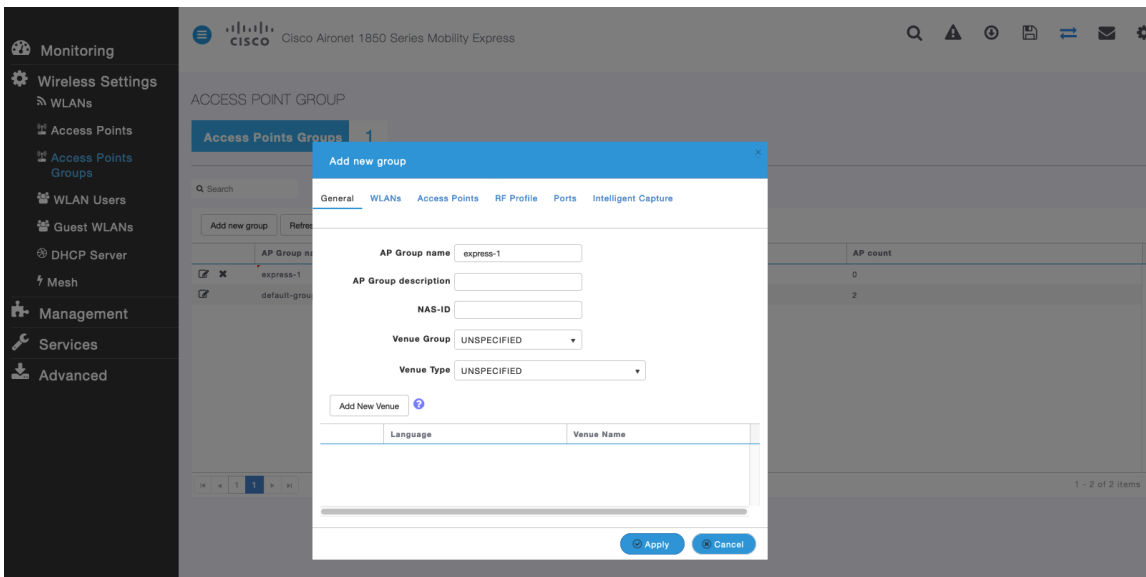


The **Maximum Allowed Clients** and **Maximum Allowed Clients Per AP Radio** can be configured as necessary.

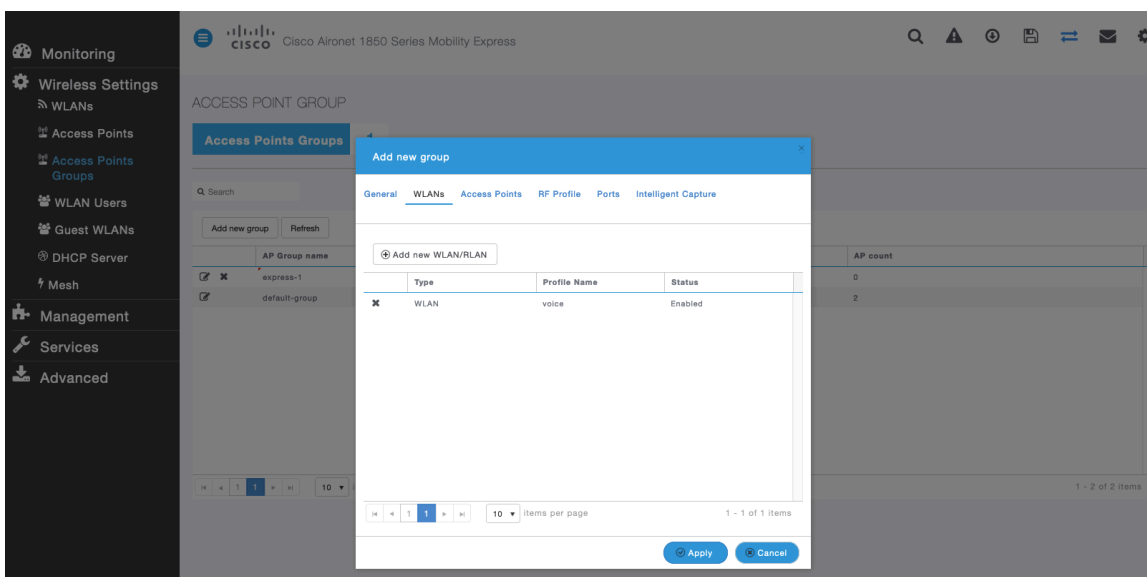
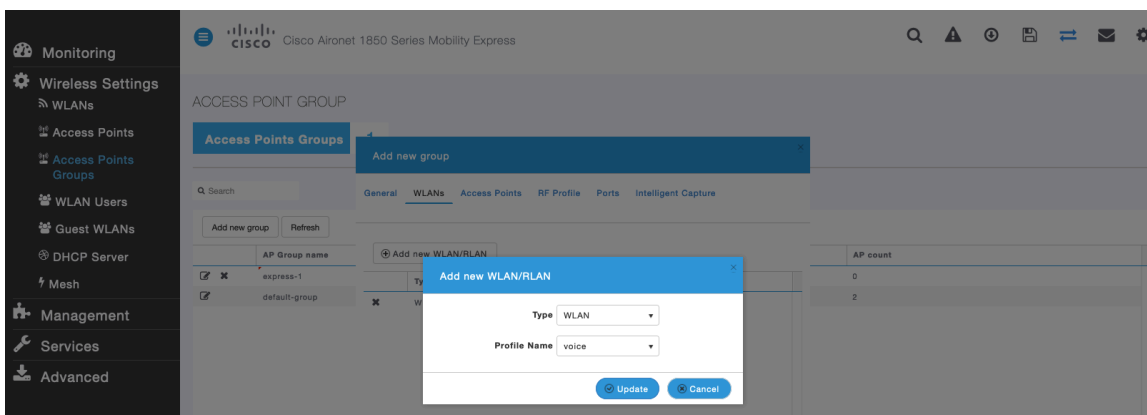


## AP Groups

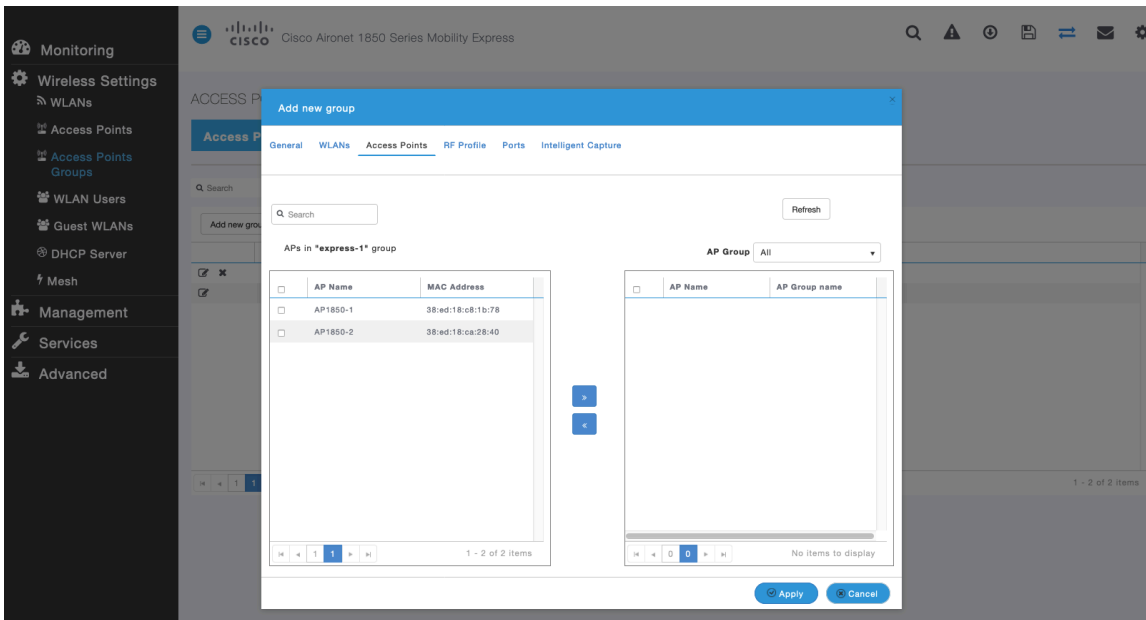
AP Groups can be created to specify which WLANs are to be enabled and which interface they should be mapped to as well as what RF Profile parameters should be used for the access points assigned to the AP Group.



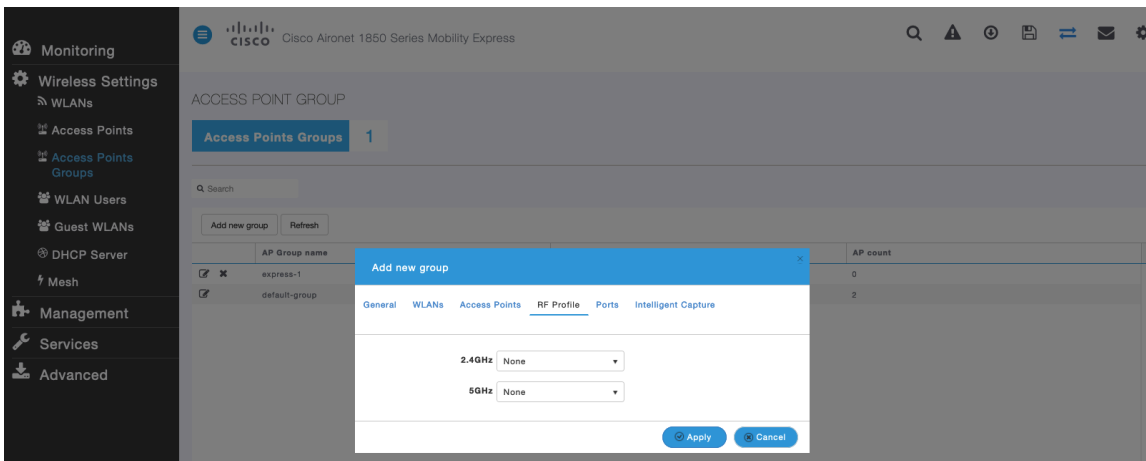
On the **WLANs** tab, select the desired WLANs and interfaces to map to then select **Add**.



On the **Access Points** tab, select the desired access points then select **Apply**. Those access points will then reboot.



On the **RF Profile** tab, select the desired **2.4GHz** or **5GHz** RF Profile, then select **Apply**.



## RF Profiles

RF Profiles can be created to specify which frequency bands, data rates, RRM settings, etc. a group of access points should use. It is recommended to have the SSID used by the Cisco IP Phone 8861 and 8865 to be applied to 5 GHz radios only.

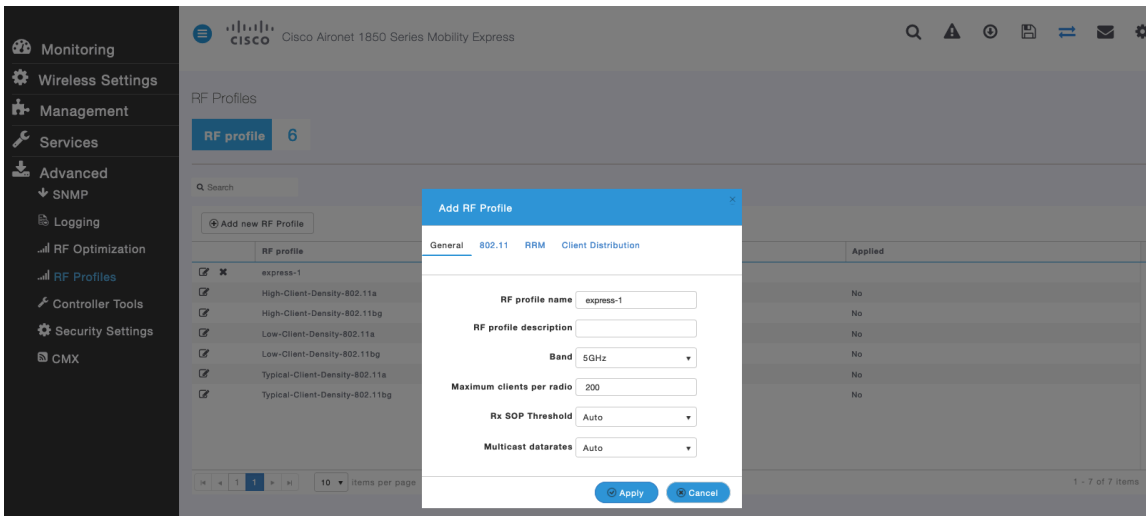
RF Profiles are applied to an AP group once created.

When creating an RF Profile, the **RF Profile Name** and **Radio Policy** must be defined.

Select **5GHZ** or **2.4GHZ** for the **Radio Policy**.

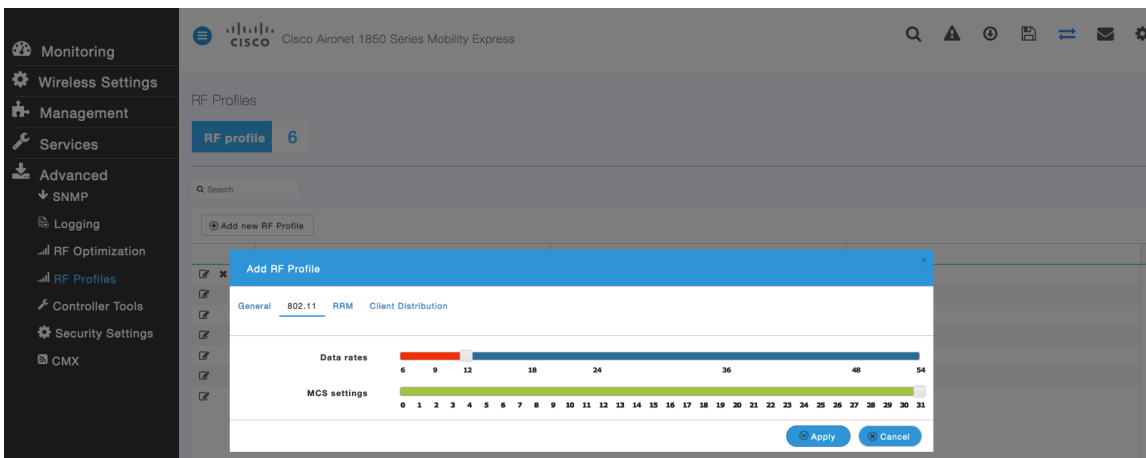
**Maximum clients per radio**, **Multicast data rates**, and **Rx Sop Threshold** can be configured as necessary.

It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.

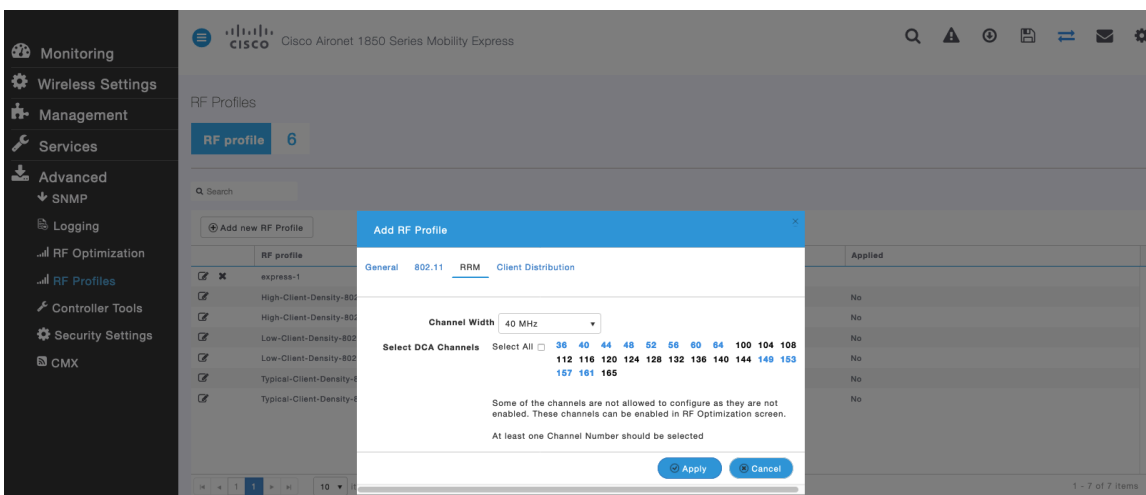


On the **802.11** tab, configure the data rates as necessary.

It is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



On the **RRM** tab, the **Channel Width** settings and **DCA Channels** can be configured.



## Multicast Direct

In the **Media Stream** settings, enable **Global Multicast** and **Multicast Direct**.  
Then configure the streams.

Media Stream Settings

Media Stream **Disabled**

Global Multicast

Multicast Direct

Session Announcement State

Session Announcement URL

Session Announcement Email

Session Announcement Phone

Session Announcement Note

**Apply**

Action	Stream Name	Start IP Address	End IP Address	Operation Status
<b>X</b>	10.0.0.40	239.1.1.40	239.1.1.40	Multicast-direct

After **Multicast Direct** is enabled in the **Media Stream** settings, then there will be an option to enable **Multicast Direct** in the **Advanced** tab of the WLAN configuration.

Add new WLAN/RLAN

Active

General WLAN Security VLAN & Firewall Traffic Shaping **Advanced** 802.11u Hotspot2.0

Scheduling

Allow AAA Override

Maximum Allowed Clients Unlimited(Default)

Maximum Allowed Clients Per AP Radio 200

802.11k Disabled

802.11r Enabled

802.11v Disabled

CCKM

Client Band Select

Client Load Balancing

Umbrella Profile None

Umbrella Mode Ignore

Umbrella DHCP Override

mDNS

mDNS Profile None

Passive Client

Please enable Global Multicast in Services->Media Stream. Passive Client will not work when Global Multicast is disabled.

Multicast IP 239.1.1.1

Multicast Direct

## Cisco Autonomous Access Points

When configuring Cisco Autonomous Access Points, use the following guidelines:

- Ensure **802.11r (FT)** or **CCKM** is **Enabled**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**
- Configure the **Data Rates** as necessary
- Enable **DTPC**
- Configure **Quality of Service (QoS)**
- Set the **WMM Policy** to **Required**
- Ensure **Aironet Extensions** is **Enabled**
- Disable **Public Secure Packet Forwarding (PSPF)**
- Set **IGMP Snooping** to **Enabled**

### 802.11 Network Settings

It is recommended to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the 802.11a/n/ac network status is **Enabled**.

Network Interfaces: Summary			
System Settings			
IP Address ( Static )	10.9.0.9		
IP Subnet Mask	255.255.255.0		
Default Gateway	10.9.0.2		
MAC Address	18e7.281b.3f54		
Interface Status	GigabitEthernet	Radio0-802.11N2.4GHz	Radio1-802.11AC5GHz
Software Status	Enabled	Disabled	Enabled
Hardware Status	Up	Down	Up
Interface Resets	5	0	8

Is recommended to enable 11r over air to enable fast secure roaming.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

For Cisco Autonomous Access Points, select Dynamic Frequency Selection (DFS) to use auto channel selection.

When DFS is enabled, enable at least one band (bands 1-4).

Can select band 1 only for the access point to use a UNII-1 channel (channel 36, 40, 44, or 48).

Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

Ensure **Client Power** is configured properly. Do not use default setting of **Max** power for client power on Cisco Autonomous Access Points as that will not advertise DTPC to the client.

Enable **Dot11d** for **World Mode** and configure the proper **Country Code**.

Ensure **Aironet Extensions** is enabled.

Set the **Beacon Period** to **100 ms** and **DTIM** to 2.



Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

**NETWORK**

▼ NETWORK MAP  
Summary  
Adjacent Nodes

▼ NETWORK INTERFACE  
Summary  
IP Address  
GigabitEthernet0  
Radio0-802.11N 2.4GHz  
Radio1-802.11AC 5GHz

RADIO1-802.11AC<sup>5GHz</sup> STATUS DETAILED STATUS SETTINGS CARRIER BUSY TEST

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 56 minutes

**Network Interfaces: Radio1-802.11AC<sup>5GHz</sup> Settings**

**Enable Radio:**  Enable  Disable

**Current Status (Software/Hardware):** Enabled ↑ Up ↑

**Role in Radio Network:**

- Access Point
- Access Point (Fallback to Radio Shutdown)
- Access Point (Fallback to Repeater)
- Repeater
- Root Bridge
- Non-Root Bridge
- Root Bridge with Wireless Clients
- Non-Root Bridge with Wireless Clients
- Workgroup Bridge
- Universal Workgroup Bridge Client MAC:  (HHHH.HHHH.HHHH)
- Scanner
- Spectrum [Spectrum Information](#)

**Max-Client:**  enable  disable  (1-255)

**11r Configuration:**  enable  disable  
 over-air  over-ds Reassociation-time:  (20-1200 ms)

**Data Rates:**

6.0Mb/sec	<input type="radio"/> Require	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
9.0Mb/sec	<input type="radio"/> Require	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
12.0Mb/sec	<input checked="" type="radio"/> Require	<input type="radio"/> Enable	<input type="radio"/> Disable
18.0Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
24.0Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
36.0Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
48.0Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
54.0Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a0.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a1.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a2.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a3.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a4.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a5.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a6.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a7.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a8.1-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a9.1-4Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a0.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a1.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a2.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a3.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a4.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a5.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a6.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a7.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a8.2-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a9.2-4Mb/sec	<input type="radio"/> Require	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
a0.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a1.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a2.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a3.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a4.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a5.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a6.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
a7.3-2Mb/sec	<input type="radio"/> Require	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable

a8.3-2Mb/sec  Require  Enable  Disable  
a9.3-2Mb/sec  Require  Enable  Disable

MCS Rates:	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Enable	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Disable	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Transmitter Power (dBm):  15  12  9  6  3  Max [Power Translation Table \(mW/dBm\)](#)

Client Power (dBm):  Local  15  12  9  6  3  Max

DefaultRadio Channel:  Channel 36 5180 MHz

Dynamic Frequency Selection Bands:

Band 1 - 5.150 to 5.250 GHz
Band 2 - 5.250 to 5.350 GHz
Band 3 - 5.470 to 5.725 GHz
Band 4 - 5.725 to 5.825 GHz

Channel Width:  20 MHz

World Mode Multi-Domain Operation:  Disable  Legacy  Dot11d

Country Code:   Indoor  Outdoor

Radio Preamble:  Short  Long

Antenna:  a-antenna  ab-antenna  abc-antenna  abcd-antenna

Internal Antenna Configuration:  Enable  Disable  
Antenna Gain(dBi):  (-128 - 128)

Gratuitous Probe Response(GPR):  Enable  Disable  
Period(Kusec):  (10-255)  
Transmission Speed:

Traffic Stream Metrics:  Enable  Disable

Aironet Extensions:  Enable  Disable

Ethernet Encapsulation Transform:  RFC1042  802.1H

Reliable Multicast to WGB:  Disable  Enable

Public Secure Packet Forwarding: [PSPF must be set per VLAN. See VLAN page](#)

Beacon Privacy Guest-Mode:  Enable  Disable

Beacon Period:  (20-4000 Kusec)      Data Beacon Rate (DTIM):  (1-100)  
Max. Data Retries:  (1-128)      RTS Max. Retries:  (1-128)  
Fragmentation Threshold:  (256-2346)      RTS Threshold:  (0-2347)

Root Parent Timeout:  (0-65535 sec)  
Root Parent MAC 1 (optional):  (HHHH.HHHH.HHHH)  
Root Parent MAC 2 (optional):  (HHHH.HHHH.HHHH)  
Root Parent MAC 3 (optional):  (HHHH.HHHH.HHHH)  
Root Parent MAC 4 (optional):  (HHHH.HHHH.HHHH)

If wanting to use 2.4 GHz, ensure the 802.11b/g/n network status and 802.11g is enabled.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).

## WLAN Settings

It is recommended to have a separate SSID for the Cisco IP Phone 8861 and 8865.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Cisco IP Phone 8861 and 8865 can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

Enable **WPA2** key management.

Ensure either **11r** or **CCKM** is enabled, where 11r is recommended.

The screenshot displays the Cisco configuration interface for Hostname ap-1. The top navigation bar includes links for Save Configuration, Ping, Logout, and Refresh. The main menu on the left lists various security and management options. The central panel is titled "Security: Global SSID Manager" and shows the configuration for a specific SSID named "voice".

**SSID Properties:**

- Current SSID List:** A list containing "data" and "voice".
- SSID:** voice
- VLAN:** 3 (with a "Define VLANs" link)
- Backup 1:** (empty)
- Backup 2:** (empty)
- Backup 3:** (empty)
- Band-Select:**  Band Select
- Universal Admin Mode:**  Universal Admin Mode
- Interface:**  Radio0-802.11N2.4GHz,  Radio1-802.11AC5GHz
- Network ID:** (empty) (0-4096)
- Delete:** (button)

**Client Authentication Settings:**

- Methods Accepted:**
  - Open Authentication: with EAP
  - Web Authentication: Web Pass
  - Shared Authentication: < NO ADDITION >
  - Network EAP: < NO ADDITION >
- Server Priorities:**
  - EAP Authentication Servers:**  Use Defaults (Define Defaults),  Customize. Priority 1: < NONE >, Priority 2: < NONE >, Priority 3: < NONE >.
  - MAC Authentication Servers:**  Use Defaults (Define Defaults),  Customize. Priority 1: < NONE >, Priority 2: < NONE >, Priority 3: < NONE >.

**Client Authenticated Key Management:**

- Key Management:** Mandatory,  CCKM,  Enable WPA, WPAv2 dot11r

WPA Pre-shared Key:   ASCII  Hexadecimal

11w Configuration:

11w Association-comeback:  (1000-20000)

11w Saquery-retry:  (100-500)

**IDS Client MFP**

Enable Client MFP on this SSID:

**AP Authentication**

Credentials:   [Define Credentials](#)

Authentication Methods Profile:   [Define Authentication Methods Profiles](#)

**Accounting Settings**

Enable Accounting

**Accounting Server Priorities:**

Use Defaults [Define Defaults](#)

Customize

Priority 1:

Priority 2:

Priority 3:

**Rate Limit Parameters**

**Limit TCP:**

Input: Rate:  Burst-Size:  (0-500000)

Output: Rate:  Burst-Size:  (0-500000)

**Limit UDP:**

Input: Rate:  Burst-Size:  (0-500000)

Output: Rate:  Burst-Size:  (0-500000)

**General Settings**

Advertise Extended Capabilities of this SSID

- Advertise Wireless Provisioning Services (WPS) Support
- Advertise this SSID as a Secondary Broadcast SSID

Enable IP Redirection on this SSID

IP Address:

IP Filter (optional):  [Define Filter](#)

Association Limit (optional):  (1-255)

EAP Client (optional):  
 Username:  Password:

---

**Multiple BSSID Beacon Settings**

**Multiple BSSID Beacon**

Set SSID as Guest Mode

Set DataBeacon Rate (DTIM):  (1-100)

---

**Guest Mode/Infrastructure SSID Settings**

**Radio0-802.11N<sup>2.4GHz</sup>:**

Set Beacon Mode:  Single BSSID  Multiple BSSID

Set Single Guest Mode SSID:

Set Infrastructure SSID:   Force Infrastructure Devices to associate only to this SSID

**Radio1-802.11AC<sup>5GHz</sup>:**

Set Beacon Mode:  Single BSSID  Multiple BSSID

Set Single Guest Mode SSID:

Set Infrastructure SSID:   Force Infrastructure Devices to associate only to this SSID

Segment wireless voice and data into separate VLANs.

Ensure that Public Secure Packet Forwarding (PSPF) is not enabled for the voice VLAN as this will prevent clients from communicating directly when associated to the same access point. If PSPF is enabled, then the result will be no way audio.

Save Configuration | Ping | Logout | Refresh

**CISCO**    HOME   NETWORK   ASSOCIATION   WIRELESS   SECURITY   **SERVICES**   MANAGEMENT   SOFTWARE   EVENT LOG

Services

- Telnet/SSH
- Hot standby
- CDP
- DNS
- Filters
- HTTP
- QOS
- Stream
- SNMP
- SNTP
- VLAN
- ARP Caching
- Band Select
- Auto Config

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 48 minutes

---

**Services: VLAN**

**Global VLAN Properties**

Current Native VLAN: VLAN 10

**Assigned VLANs**

**Current VLAN List**

< NEW >

VLAN 2

VLAN 3

VLAN 10

**Create VLAN**    [Define SSIDs](#)

VLAN ID:  (1-4094)

VLAN Name (optional):

Native VLAN

Enable Public Secure Packet Forwarding

Radio0-802.11N<sup>2.4GHz</sup>

Radio1-802.11AC<sup>5GHz</sup>

Management VLAN (if non-native)

**VLAN Information**

View Information for: VLAN 2

	GigabitEthernet Packets	Radio0-802.11N <sup>2.4GHz</sup> Packets	Radio1-802.11AC <sup>5GHz</sup> Packets
Received	65884		65884
Transmitted	5462		5462

Ensure AES is selected for encryption type.

Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Security

Admin Access  
Encryption Manager  
SSID Manager  
Dot11u Manager  
Server Manager  
AP Authentication  
Intrusion Detection  
Local RADIUS Server  
Advance Security

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 32 minutes

**Security: Encryption Manager**

Set Encryption Mode and Keys for VLAN: 3 [Define VLANs](#)

**Encryption Modes**

None

WEP Encryption Optional

Cisco Compliant TKIP Features:  Enable Message Integrity Check (MIC)  
 Enable Per Packet Keying (PPK)

Cipher AES CCMP

**Encryption Keys**

	Transmit Key	Encryption Key (Hexadecimal)	Key Size
Encryption Key 1:	<input type="radio"/>	<input type="text"/>	<span style="border: 1px solid #ccc; padding: 2px;">128 bit</span>
Encryption Key 2:	<input checked="" type="radio"/>	<input type="text"/>	<span style="border: 1px solid #ccc; padding: 2px;">128 bit</span>
Encryption Key 3:	<input type="radio"/>	<input type="text"/>	<span style="border: 1px solid #ccc; padding: 2px;">128 bit</span>
Encryption Key 4:	<input type="radio"/>	<input type="text"/>	<span style="border: 1px solid #ccc; padding: 2px;">128 bit</span>

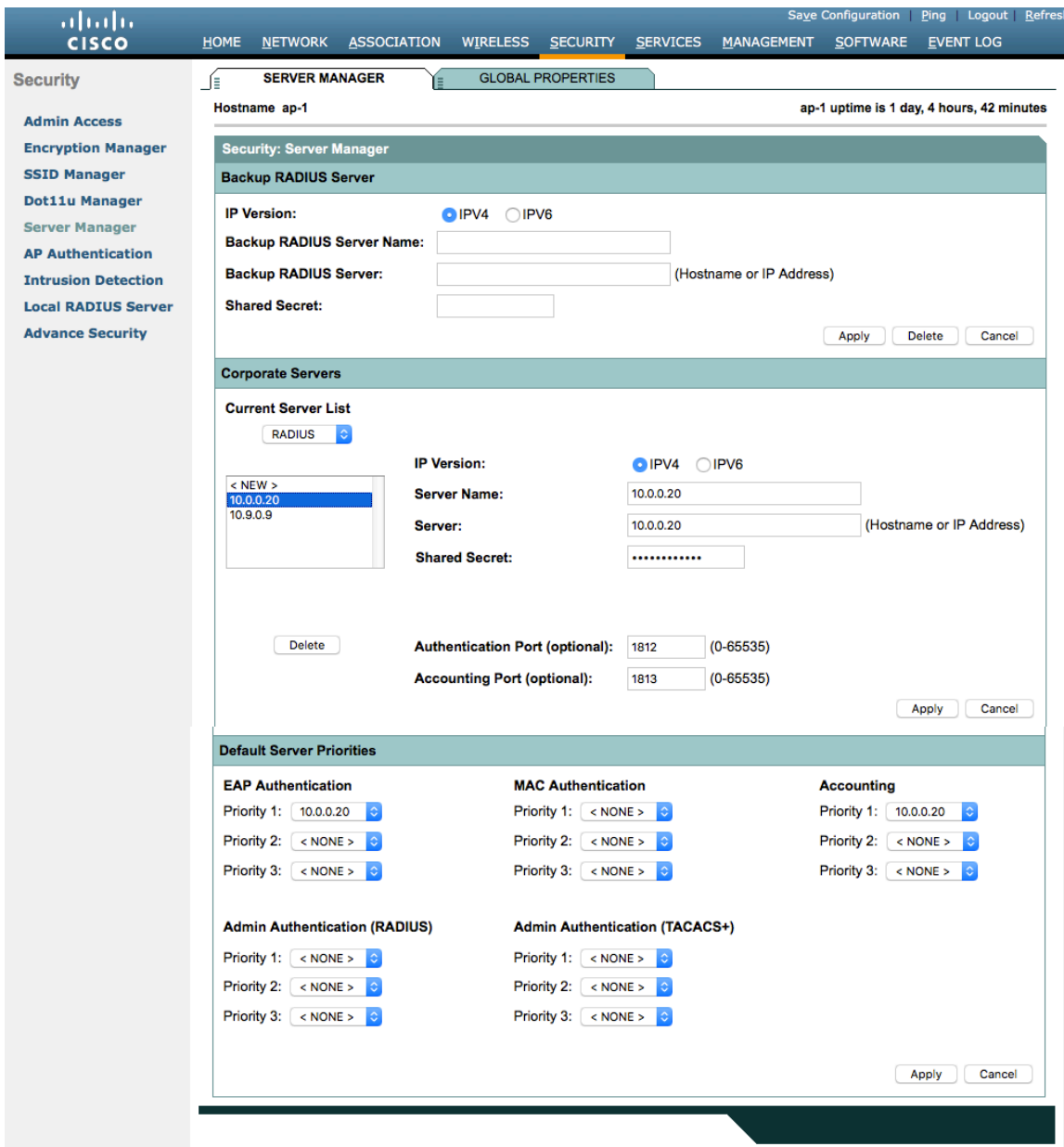
**Global Properties**

**Broadcast Key Rotation Interval:**  Disable Rotation  
 Enable Rotation with Interval: DISABLED (10-10000000 sec)

**WPA Group Key Update:**  Enable Group Key Update On Membership Termination  
 Enable Group Key Update On Member's Capability Change

Apply Cancel

Configure the RADIUS servers to be used for authentication and accounting.



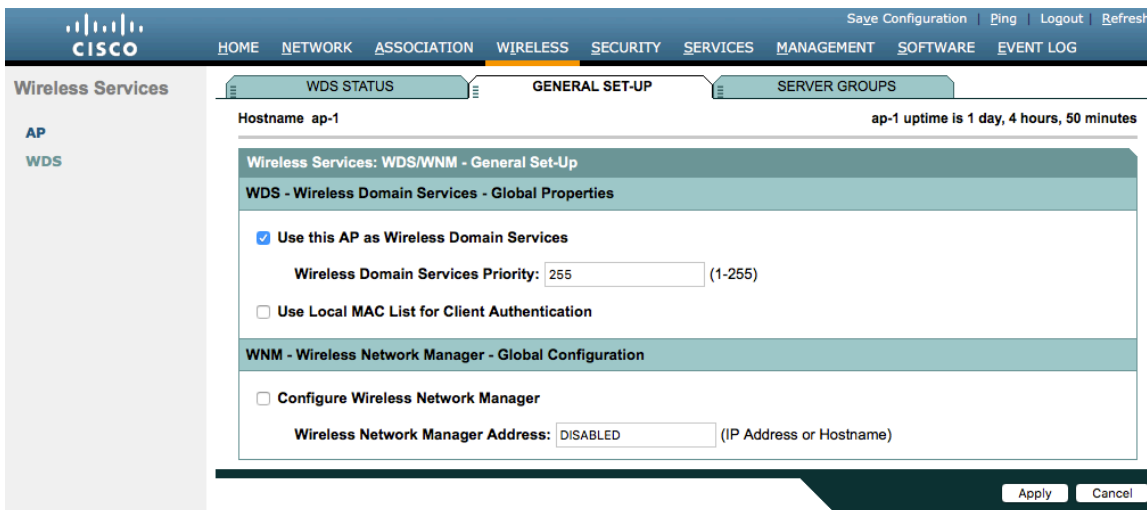
## Wireless Domain Services (WDS)

Wireless Domain Services should be utilized in the Cisco Autonomous Access Point environment, which is also required for fast secure roaming.

Select one access point to be the primary WDS server and another to be the backup WDS server.

Configure the primary WDS server with the highest priority (e.g. 255) and the backup WDS server with a lower priority (e.g. 254).

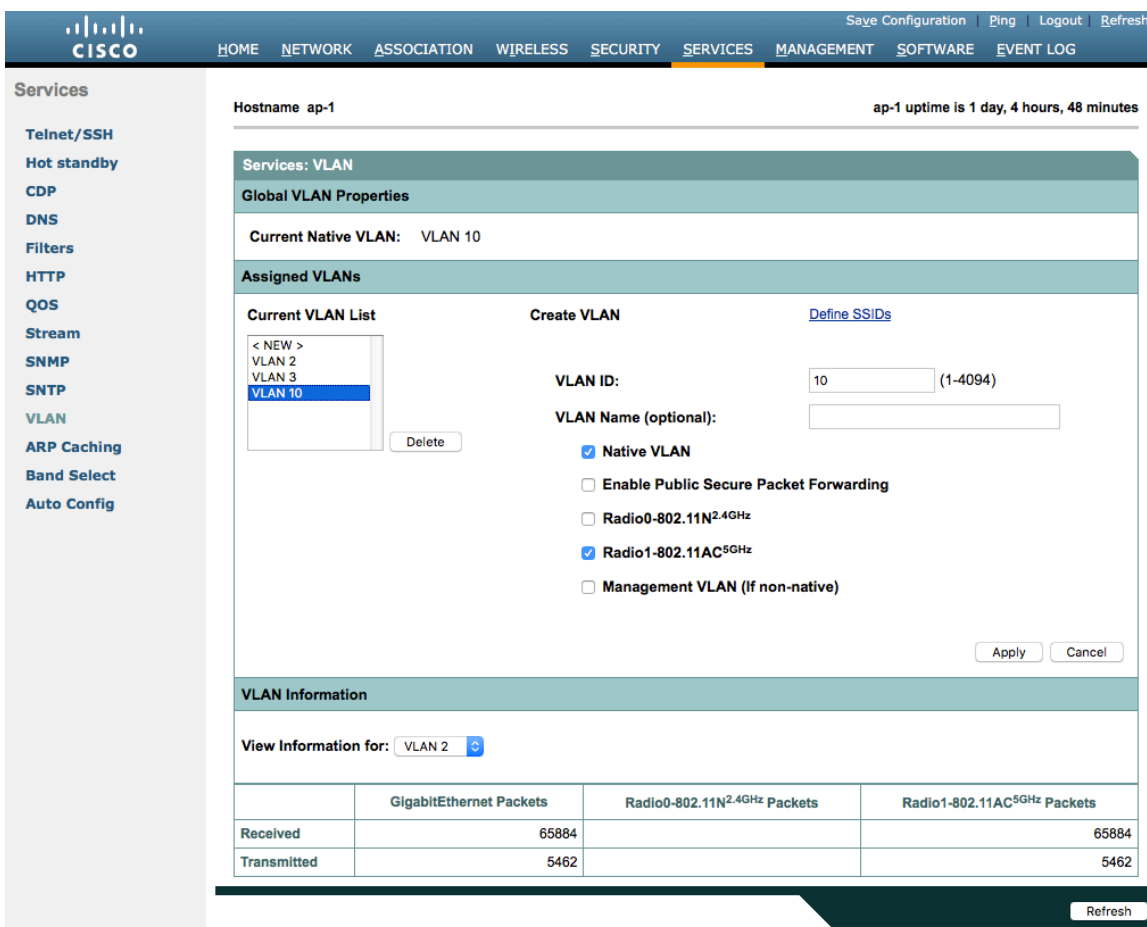




The Cisco Autonomous Access Points utilize Inter-Access Point Protocol (IAPP), which is a multicast protocol, therefore should use a dedicated native VLAN for Cisco Autonomous Access Points.

For the native VLAN, it is recommended to not use VLAN 1 to ensure that IAPP packets are exchanged successfully.

Port security should be disabled on switch ports that Cisco Autonomous Access Points are directly connected to.

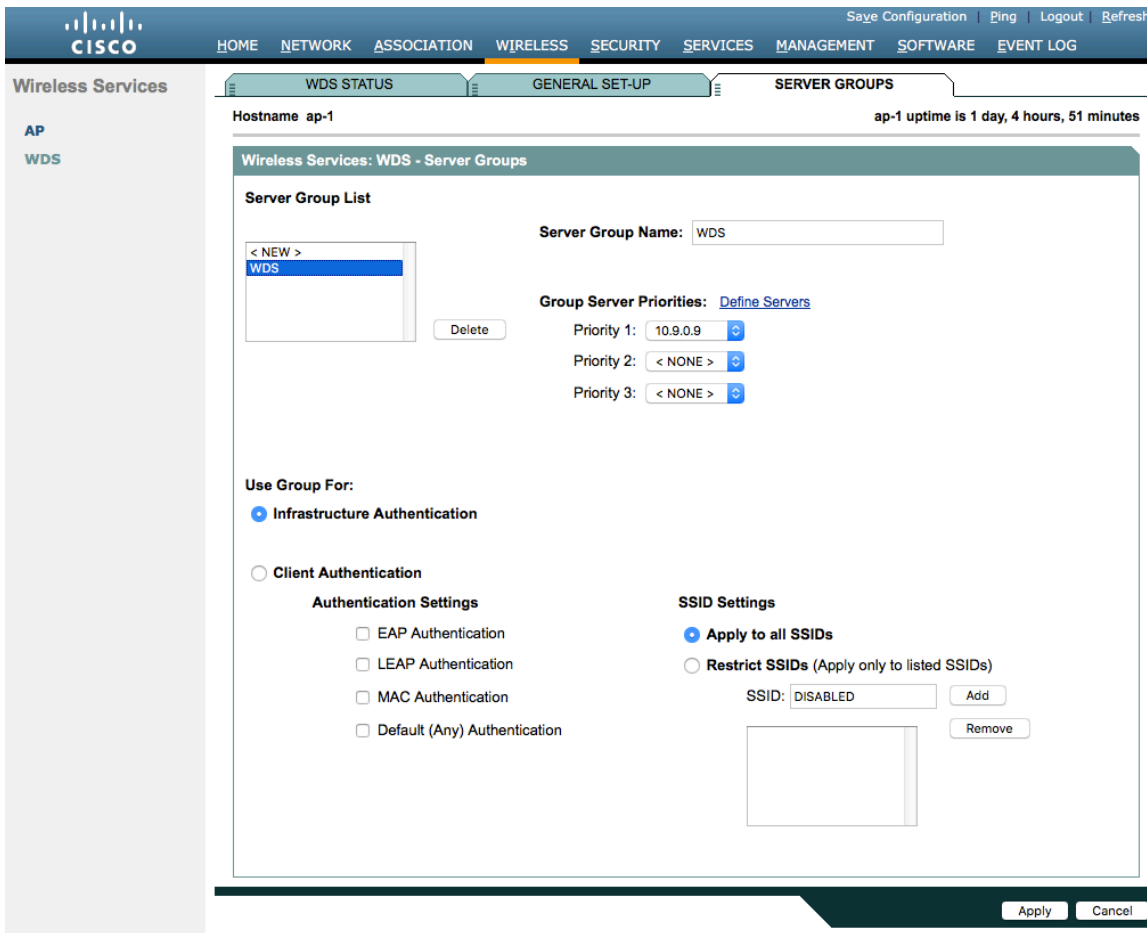


Server groups for Wireless Domain Services must be defined.

First, define the server group to be used for infrastructure authentication.

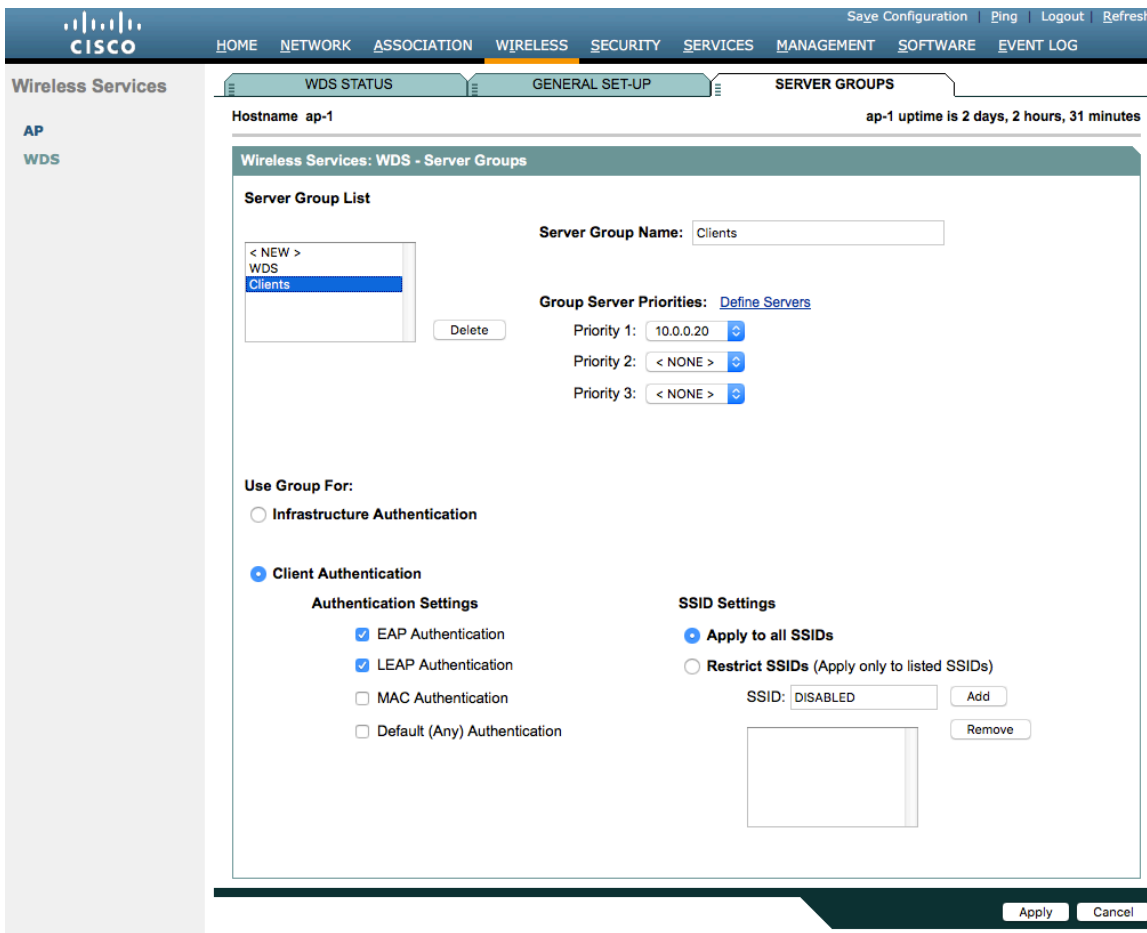
Is recommended to use local RADIUS for infrastructure authentication.

If not using local RADIUS for infrastructure authentication, then need to ensure that all access points with Wireless Domain Services enabled are configured in the RADIUS server.



Then, define the server group to be used for client authentication.

Will need to ensure that all access points with Wireless Domain Services enabled are configured in the RADIUS server.



To utilize local RADIUS for infrastructure authentication, enable all authentication protocols.

Create a **Network Access Server** entry for the local access point.

Define the user account in which access points will be configured for to authenticate to the Wireless Domain Services enabled access point.

Configure local RADIUS on each access point participating in Wireless Domain Services.

The screenshot displays the Cisco configuration page for EAP-FAST Set-Up on an access point (ap-1). The page is divided into several sections:

- Local Radius Server Authentication Settings:** This section allows enabling authentication protocols. EAP FAST, LEAP, and MAC are all checked and enabled.
- Network Access Servers (AAA Clients):** This section shows the configuration for a single Network Access Server. The IP Address is set to 10.9.0.9, and the Shared Secret is masked with asterisks.
- Individual Users:** This section shows the configuration for a single user named 'wds'. The Username is 'wds', and the Password is masked. The authentication method is set to NT Hash. The Group Name is set to '< NONE >'. There is also an option for MAC Authentication Only, which is currently unchecked.
- User Groups:** This section shows the configuration for a single user group. The Group Name is empty. The Session Timeout (optional) is set to 1-4294967295 seconds. The Failed Authentications before Lockout (optional) is also set to 1-4294967295. The Lockout (optional) is set to Interval (1-4294967295 sec). The VLAN ID (optional) and SSID (optional) are also empty.

Once the desired access points have been configured successfully to enable Wireless Domain Services, then all access points including those serving as WDS servers need to be configured to be able to authenticate to the WDS servers.

### Enable **Participate in SWAN Infrastructure**.

If using a single WDS server, then can specify the IP address of the WDS server; otherwise enable **Auto Discovery**.

Enter the **Username** and **Password** to be used to authenticate to the WDS server.

Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION **WIRELESS** SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Wireless Services

AP  
WDS

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 50 minutes

Wireless Services: AP

Participate in SWAN Infrastructure:  Enable  Disable

WDS Discovery:  Auto Discovery  
 Specified Discovery:  (IP Address)

Username:

Password:

Confirm Password:

Authentication Methods Profile:  [Define Authentication Methods Profiles](#)

Apply Cancel

Once the access point has been configured to authenticate to the WDS server, can check WDS Status to see the WDS server state as well as how many access points are registered to the WDS server.

Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION **WIRELESS** SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Wireless Services

AP  
WDS

WDS STATUS GENERAL SET-UP SERVER GROUPS

Hostname ap-1 ap-1 uptime is 1 day, 5 hours, 1 minute

Wireless Services: WDS - Wireless Domain Services - Status

WDS Information				
MAC Address	IPv4 Address	IPv6 Address	Priority	State
18e7.281b.3f54	10.9.0.9	::	255	Administratively StandAlone - ACTIVE

WDS Registration

APs: 1      Mobile Nodes: 0

AP Information					
Hostname	MAC Address	IPv4 Address	IPv6 Address	CDP Neighbor	State
ap-1	18e7.281b.3f54	10.9.0.9	::	Switch-2.gil	REGISTERED

Mobile Node Information					
MAC Address	IP Address	State	SSID	VLAN ID	BSSID

Wireless Network Manager Information	
IP Address	Authentication Status

Refresh

## Call Admission Control (CAC)

Load-based CAC and support for multiple streams are not present on the Cisco Autonomous Access Points therefore it is not recommended to enable CAC on Cisco Autonomous Access points.

The Cisco Autonomous Access Point only allows for 1 stream and the stream size is not customizable, therefore SRTP, Barge, Silent Monitoring, and Call Recording will not work if CAC is enabled.

If enabling Admission Control for Voice or for Video on the Cisco Autonomous Access Point, the admission must be unblocked on the SSID as well. In recent releases, the admission is unblocked by default.

```
dot11 ssid voice
vlan 3
authentication open eap eap_methods
authentication network-eap eap_methods
authentication key-management wpa version 2 dot11r
admit-traffic
```

Services: QoS Policies - Access Category

Access Category Definition

Access Category		Background (CoS 1-2)	Best Effort (CoS 0,3)	Video (CoS 4-5)	Voice (CoS 6-7)
Min Contention Window (2^x-1; x can be 0-10)	AP	4	4	3	2
	Client	4	4	3	2
Max Contention Window (2^x-1; x can be 0-10)	AP	10	6	4	3
	Client	10	10	4	3
Fixed Slot Time (0-20)	AP	7	3	1	1
	Client	7	3	2	2
Transmit Opportunity (0-65535 μS)	AP	0	0	3008	1504
	Client	0	0	3008	1504

Optimized Voice WFA Default Apply Cancel

Admission Control for Video and Voice

Video(CoS 4-5)  
 Admission Control

Voice(CoS 6-7)  
 Admission Control  
 Max Channel Capacity (%): 75  
 Roam Channel Capacity (%): 6

Apply Cancel

## QoS Policies

Configure the following QoS policy on the Cisco Autonomous Access Point to enable DSCP to CoS (WMM UP) mapping. This allows packets to be placed into the proper queue as long as those packets are marked correctly when received at the access point level.

Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Services

Telnet/SSH  
Hot standby  
CDP  
DNS  
Filters  
HTTP  
QoS  
Stream  
SNMP  
SNTP  
VLAN  
ARP Caching  
Band Select  
Auto Config

QoS POLICIES RADIO0-802.11N2.4GHZ ACCESS CATEGORIES RADIO1-802.11AC5GHZ ACCESS CATEGORIES ADVANCED

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 44 minutes

Services: QoS Policies

Create/Edit Policies

Create/Edit Policy: Voice

Policy Name: Voice

Classifications:
 

- DSCP - COS Controlled Load (4)
- DSCP - COS Video < 100ms Latency (5)
- DSCP - COS Voice < 10ms Latency (6)

 Delete Classification

Match Classifications:
 

- IP Precedence: Routine (0)
- IP DSCP: Best Effort (0-63)
- IP Protocol 119
- Filter: No Filters defined. [Define Filters.](#)
- Default Classification for Packets on the VLAN: Best Effort (0)

Apply Class of Service
 

- Best Effort (0)
- Best Effort (0)
- Best Effort (0)
- Best Effort (0)

Rate Limiting:
 

- Bits per Sec.: (8000-2000000000)
- Burst Rate (Bytes): (1000-512000000)
- Conform Action: Transmit
- Exceed Action: Drop

Apply Delete Cancel

Apply Policies to Interface/ VLANs

VLAN 2	Radio0-802.11N2.4GHz	Radio1-802.11AC5GHz	GigabitEthernet0
Incoming		Data	Data
Outgoing		Data	Data
VLAN 3	Radio0-802.11N2.4GHz	Radio1-802.11AC5GHz	GigabitEthernet0
Incoming		Voice	Voice
Outgoing		< NONE >	< NONE >
VLAN 10	Radio0-802.11N2.4GHz	Radio1-802.11AC5GHz	GigabitEthernet0
Incoming		< NONE >	< NONE >
Outgoing		< NONE >	< NONE >

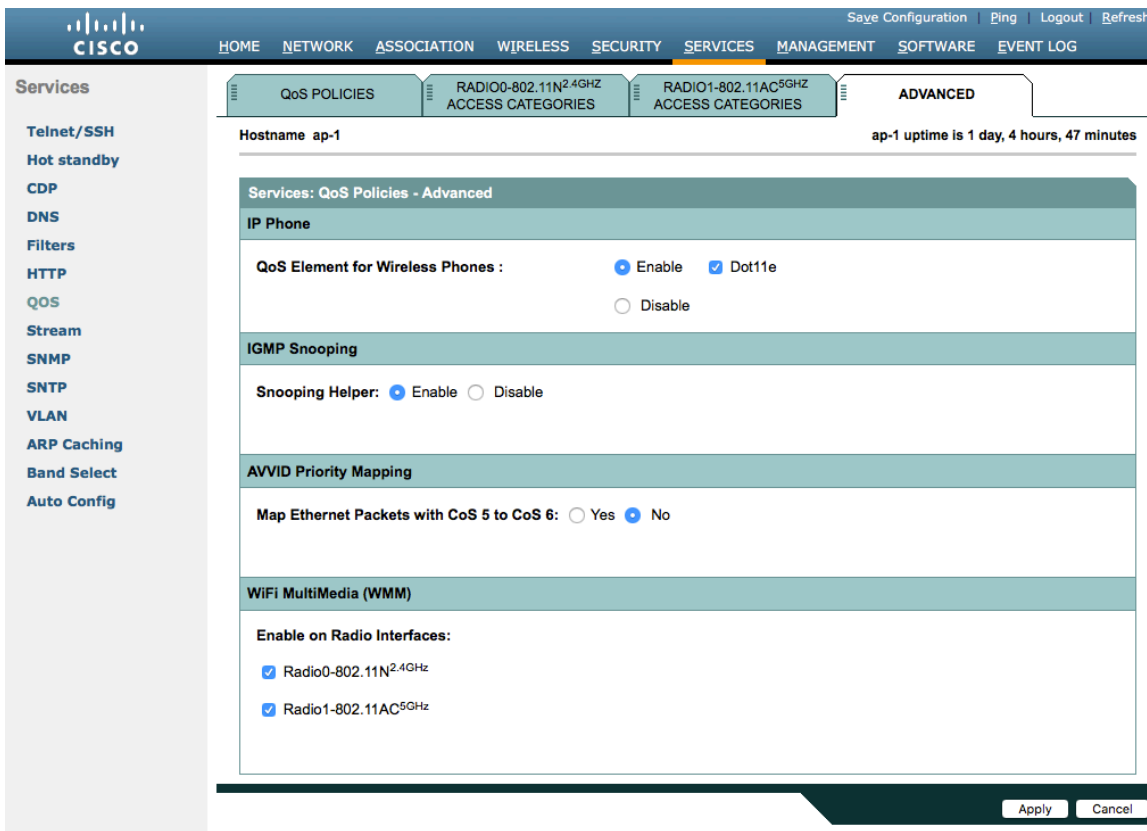
Apply Cancel

To enable QBSS, select **Enable** and check **Dot11e**.

If **Dot11e** is checked, then both CCA versions (802.11e and Cisco version 2) will be enabled.

Ensure **IGMP Snooping** is enabled.

Ensure **Wi-Fi MultiMedia (WMM)** is enabled.



If enabling the **Stream** feature either directly or via selecting **Optimized Voice** for the radio access category in the QoS configuration section, then use the defaults, where 5.5, 6, 11, 12 and 24 Mbps are enabled as nominal rates for 802.11b/g, 6, 12, and 24 Mbps enabled for 802.11a and 6.5, 13, and 26 Mbps enabled for 802.11n.

If the **Stream** feature is enabled, ensure that only voice packets are being put into the voice queue. Signaling packets should be put into a separate queue. This can be ensured by setting up a QoS policy mapping the DSCP to the correct queue.



Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Services

Telnet/SSH  
Hot standby  
CDP  
DNS  
Filters  
HTTP  
QOS  
Stream  
SNMP  
SNTP  
VLAN  
ARP Caching  
Band Select  
Auto Config

RADIO0-802.11N2.4GHZ RADIO1-802.11AC5GHZ

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 48 minutes

Services: Stream

Packet Handling per User Priority:

User Priority	Packet Handling	Max Retries for Packet Discard
CoS 0 (Best Effort)	Reliable	NO DISCARD (0-128)
CoS 1 (Background)	Reliable	NO DISCARD (0-128)
CoS 2 (Spare)	Reliable	NO DISCARD (0-128)
CoS 3 (Excellent)	Reliable	NO DISCARD (0-128)
CoS 4 (Controlled Load)	Reliable	NO DISCARD (0-128)
CoS 5 (Video)	Reliable	NO DISCARD (0-128)
CoS 6 (Voice)	Reliable	NO DISCARD (0-128)
CoS 7 (Network Control)	Reliable	NO DISCARD (0-128)

Low Latency Packet Rates:

6.0Mb/sec :  Nominal  Non-Nominal  Disable

9.0Mb/sec :  Nominal  Non-Nominal  Disable

12.0Mb/sec :  Nominal  Non-Nominal  Disable

18.0Mb/sec :  Nominal  Non-Nominal  Disable

24.0Mb/sec :  Nominal  Non-Nominal  Disable

36.0Mb/sec :  Nominal  Non-Nominal  Disable

48.0Mb/sec :  Nominal  Non-Nominal  Disable

54.0Mb/sec :  Nominal  Non-Nominal  Disable

Apply Cancel

## Power Management

Proxy ARP will help answer any ARP requests on behalf of the phone.

To enable Proxy ARP, set **Client ARP Caching** to **Enable**.

Also ensure that **Forward ARP Requests to Radio Interfaces When Not All Client IP Addresses Are Known** is checked.

Save Configuration | Ping | Logout | Refresh

HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG

Services

Telnet/SSH  
Hot standby  
CDP  
DNS  
Filters  
HTTP  
QOS  
Stream  
SNMP

Hostname ap-1 ap-1 uptime is 1 day, 4 hours, 50 minutes

Services: ARP Caching

Client ARP Caching:  Enable  Disable

Forward ARP Requests To Radio Interfaces When Not All Client IP Addresses Are Known

Apply Cancel

## Sample Configuration

```
version 15.3
no service pad
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
!
hostname ap-1
!
logging rate-limit console 9
!
aaa new-model
!
aaa group server radius rad_eap
server name 10.0.0.20
!
aaa group server radius rad_mac
!
aaa group server radius rad_acct
server name 10.0.0.20
!
aaa group server radius rad_admin
!
aaa group server tacacs+ tac_admin
!
aaa group server radius rad_pmip
!
aaa group server radius dummy
!
aaa group server radius WDS
server name 10.9.0.9
!
aaa group server radius Clients
server name 10.0.0.20
!
aaa authentication login default local
aaa authentication login eap_methods group rad_eap
aaa authentication login mac_methods local
aaa authentication login method_WDS group WDS
aaa authentication login method_Clients group Clients
aaa authorization exec default local
aaa accounting network acct_methods start-stop group rad_acct
!
aaa session-id common
clock timezone -0500 -5 0
clock summer-time -0400 recurring
no ip source-route
no ip cef
ip domain name cisco.com
ip name-server 10.0.0.30
ip name-server 10.0.0.31
!
dot11 pause-time 100
dot11 syslog
!
dot11 ssid data
```

```

vlan 2
authentication open eap eap_methods
authentication network-eap eap_methods
authentication key-management wpa version 2
!
dot11 ssid voice
vlan 3
authentication open eap eap_methods
authentication network-eap eap_methods
authentication key-management wpa version 2 dot11r
!
dot11 arp-cache optional
dot11 phone dot11e
!
no ipv6 cef
!
crypto pki trustpoint TP-self-signed-672874324
enrollment selfsigned
subject-name cn=IOS-Self-Signed-Certificate-672874324
revocation-check none
rsa-keypair TP-self-signed-672874324
!
crypto pki certificate chain TP-self-signed-672874324
certificate self-signed 01
30820229 30820192 A0030201 02020101 300D0609 2A864886 F70D0101 05050030
30312E30 2C060355 04031325 494F532D 53656C66 2D536967 6E65642D 43657274
69666963 6174652D 36373238 37343332 34301E17 0D313630 38303332 33303533
385A170D 32303031 30313030 30303030 5A303031 2E302C06 03550403 1325494F
532D5365 6C662D53 69676E65 642D4365 72746966 69636174 652D3637 32383734
33323430 819F300D 06092A86 4886F70D 01010105 0003818D 00308189 02818100
CB155DD1 3421B13F CD121F42 7A62D9F5 38EBC966 4420F38A 38DFAFF2 D43CD3B9
5F5A1B75 7910F9F5 6E9EDEF4 730942C7 17DC4CBC E5AE3E49 0AF79419 0BEF34BC
5DCEB4E2 FF2978CB C34D5AEE ED1DFB58 C7BF6592 61C1AD25 3EF87205 15EA58C2
0A5E2B15 7F08FAEA 5DA2BFA7 95E56C60 22C229C7 024A91D7 A4FEB50B 5425357F
02030100 01A35330 51300F06 03551D13 0101FF04 05300301 01FF301F 0603551D
23041830 168014FC 2FE6CF0E E0380A40 11381459 5D596E3E A684DA30 1D060355
1D0E0416 0414FC2F E6CF0EE0 380A4011 3814595D 596E3EA6 84DA300D 06092A86
4886F70D 01010505 00038181 0053F55B 5EBB1FE2 C849BC45 47D0E710 0200404E
A8B174BC A46EB56A 857166C3 B9FD71DF 7264F5AF DC804A67 16BD35A2 4F39AFD7
0BD24F71 BAF916AC E984343C A54B7395 E5D15237 8897D436 A150BFB2 DC23E8D3
AFF0A51C B6253153 C4E2C022 66F1E361 B2EE49E2 763FCBC7 6381E7F7 61B6E14D
60CDF947 2C044617 37211E5F CE
quit
username <REMOVED> privilege 15 password 7 <REMOVED>
!
class-map match-all _class_Voice0
match ip dscp cs3
class-map match-all _class_Voice1
match ip dscp af41
class-map match-all _class_Voice2
match ip dscp cs4
class-map match-all _class_Voice3
match ip dscp ef
!
policy-map Voice
class _class_Voice0
set cos 4

```

```

class _class_Voice1
  set cos 5
class _class_Voice2
  set cos 5
class _class_Voice3
  set cos 6
policy-map Data
class class-default
  set cos 0
!
bridge irb
!
interface Dot11Radio0
  no ip address
  shutdown
  antenna gain 0
  traffic-metrics aggregate-report
  stbc
  mbssid
  speed basic-12.0 18.0 24.0 36.0 48.0 54.0 m1. m2. m3. m4. m5. m6. m7. m8. m9. m10. m11. m12. m13. m14. m15.
  m16. m17. m18. m19. m20. m21. m22. m23.
  power client local
  channel 2412
  station-role root
  bridge-group 1
  bridge-group 1 subscriber-loop-control
  bridge-group 1 spanning-disabled
  bridge-group 1 block-unknown-source
  no bridge-group 1 source-learning
  no bridge-group 1 unicast-flooding
!
interface Dot11Radio1
  no ip address
  !
  encryption vlan 2 mode ciphers aes-ccm
  !
  encryption vlan 3 mode ciphers aes-ccm
  !
  ssid data
  !
  ssid voice
  !
  antenna gain 0
  peakdetect
  dfs band 3 block
  stbc
  mbssid
  speed basic-12.0 18.0 24.0 36.0 48.0 54.0 m0. m1. m2. m3. m4. m5. m6. m7. m8. m9. m10. m11. m12. m13. m14.
  m15. m16. m17. m18. m19. m20. m21. m22. m23. a1ss9 a2ss8 a3ss9
  power client local
  channel width 40-below
  channel 5180
  station-role root
  dot11 dot11r pre-authentication over-air
  dot11 dot11r reassociation-time value 1000
  dot11 qos class voice local
    admission-control

```

```

    admit-traffic narrowband max-channel 75 roam-channel 6
!
dot11 qos class voice cell
    admission-control
!
world-mode dot11d country-code US both
!
interface Dot11Radio1.2
encapsulation dot1Q 2
bridge-group 2
bridge-group 2 subscriber-loop-control
bridge-group 2 spanning-disabled
bridge-group 2 block-unknown-source
no bridge-group 2 source-learning
no bridge-group 2 unicast-flooding
service-policy input Data
service-policy output Data
!
interface Dot11Radio1.3
encapsulation dot1Q 3
bridge-group 3
bridge-group 3 subscriber-loop-control
bridge-group 3 spanning-disabled
bridge-group 3 block-unknown-source
no bridge-group 3 source-learning
no bridge-group 3 unicast-flooding
service-policy input Voice
!
interface Dot11Radio1.10
encapsulation dot1Q 10 native
bridge-group 1
bridge-group 1 subscriber-loop-control
bridge-group 1 spanning-disabled
bridge-group 1 block-unknown-source
no bridge-group 1 source-learning
no bridge-group 1 unicast-flooding
!
interface GigabitEthernet0
no ip address
duplex auto
speed auto
!
interface GigabitEthernet0.2
encapsulation dot1Q 2
bridge-group 2
bridge-group 2 spanning-disabled
no bridge-group 2 source-learning
service-policy input Data
service-policy output Data
!
interface GigabitEthernet0.3
encapsulation dot1Q 3
bridge-group 3
bridge-group 3 spanning-disabled
no bridge-group 3 source-learning
service-policy input Voice
!

```

```

interface GigabitEthernet0.10
 encapsulation dot1Q 10 native
 bridge-group 1
 bridge-group 1 spanning-disabled
 no bridge-group 1 source-learning
 !
interface BV11
 mac-address 18e7.281b.3f54
 ip address 10.9.0.9 255.255.255.0
 ipv6 address dhcp
 ipv6 address autoconfig
 ipv6 enable
 !
ip default-gateway 10.9.0.2
ip forward-protocol nd
no ip http server
ip http authentication aaa
ip http secure-server
ip http help-path http://www.cisco.com/warp/public/779/smbiz/prodconfig/help/eag
ip radius source-interface BV11
 !
radius-server local
 nas 10.9.0.9 key 7 <REMOVED>
 user wds nhash 7 <REMOVED>
 !
radius-server attribute 32 include-in-access-req format %h
 !
radius server 10.0.0.20
 address ipv4 10.0.0.20 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
 !
radius server 10.9.0.9
 address ipv4 10.9.0.9 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
 !
access-list 111 permit tcp any any neq telnet
bridge 1 route ip
 !
wlccp ap username wds password 7 <REMOVED>
wlccp ap wds ip address 10.9.0.9
wlccp authentication-server infrastructure method_WDS
wlccp authentication-server client eap method_Clients
wlccp authentication-server client leap method_Clients
wlccp wds priority 255 interface BV11
 !
line con 0
 access-class 111 in
line vty 0 4
 access-class 111 in
 transport input all
 !
sntp server 10.0.0.2
sntp broadcast client
end

```

## Cisco Meraki Access Points

When configuring Cisco Meraki access points, use the following guidelines:

- Enable **802.11r** for **WPA2-Enterprise** or **Pre-shared key**
- Set **Splash page** to **None**
- Enable **Bridge mode**
- Enable **VLAN tagging**
- Set **Band selection** to **5 GHz band only**
- Configure the **Data Rates** as necessary
- Configure **Quality of Service (QoS)**

## Creating the Wireless Network

A wireless network must be created prior to adding any Cisco Meraki access points to provide WLAN service.

Select **Create a new network** from the drop-down menu.

Select **Wireless** for Network type then click **Create**.

Search Dashboard

## Create network

### Setup network

Networks provide a way to logically group, configure, and monitor devices. This is a useful way to separate physically distinct sites within an Organization. ⓘ

Network name

Network type  ⓘ

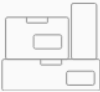
Network configuration

Default Meraki configuration

Bind to template No templates to bind to ⓘ

Clone from existing network

### Select devices from inventory



**You have no unused devices**

Add new devices or go to the inventory page to select devices that are already in networks

[Add devices](#) [Go to inventory](#)

[Create network](#)

Cisco Meraki access points can be claimed either by specifying the serial number or order number.

Once claimed, those Cisco Meraki access points will then be listed in the available inventory.

Cisco Meraki access points can be claimed either by selecting **Add Devices** on the **Create network** or **Organization > Configure > Inventory** pages.

Access points can also be claimed by selecting **Add APs** on the **Wireless > Monitor > Access points** page, then selecting **Claim**.



## Claim by serial and/or order number

Enter one or more serial/order numbers (one per row). [Where can I find these numbers?](#)

Close

Claim

Once claimed, Cisco Meraki access points can be added to the desired wireless network via the **Organization > Configure > Inventory** page.

Inventory

View used and unused devices in your organization. You can [claim](#) new devices to add the list below.

Add to ... Unclaim Unused Used Both Search inventory

Existing network

Meraki WLAN

New network

Add to existing

Model ^	Claimed on
9K7	MR53
	4/29/2020 2:59 PM

Claimed access points can also be added to a wireless network by selecting **Add APs** on the **Wireless > Monitor > Access points** page.

Add access points

Add access points from your organization's inventory. When you claim an order by order number, the devices in the order will be added to your inventory. When you claim a device by its serial number, that device will be added to your inventory. Once in your inventory, you can add devices to your network(s).

Search inventory

MAC address	Serial number	Model ^	Claimed on
<input checked="" type="checkbox"/> 88:15:44:60:18:8c	Q2MD-MWQS-J9K7	MR53	4/29/2020 2:59 PM

Add access points

## SSID Configuration

To create a SSID, select the desired network from the drop-down menu then select **Wireless > Configure > SSIDs**.

It is recommended to have a separate SSID for the Cisco IP Phone 8861 and 8865; data clients and other type of clients should utilize a different SSID and VLAN.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized.

To set the SSID name, select **Rename**.

To enable the SSID, select **Enabled** from the drop-down menu.

The screenshot shows the Cisco Meraki configuration dashboard. On the left is a navigation sidebar with the Meraki logo and menu items: NETWORK, Meraki WLAN (selected), Network-wide, Wireless (highlighted), and Organization. The main content area is titled 'Configuration overview' and shows 'SSIDs' with a search bar and a link to 'Show all my SSIDs'. Below this, a table displays the configuration for the 'meraki-voice' SSID. The table has two columns: configuration items and their current values.

Configuration Item	Value
Enabled	enabled
Name	rename
Access control	edit settings
Encryption	802.1X with Meraki RADIUS
Sign-on method	None
Bandwidth limit	unlimited
Client IP assignment	Local LAN
Clients blocked from using LAN	no
Wired clients are part of Wi-Fi network	no
VLAN tag	3
VPN	Disabled
<b>Splash page</b>	
Splash page enabled	no
Splash theme	n/a

On the **Wireless > Configure > Access control** page, select **WPA2-Enterprise** to enable 802.1x authentication.

The Cisco Meraki authentication server or an external RADIUS server can be utilized when selecting **WPA2-Enterprise**.

The Cisco Meraki authentication server supports PEAP authentication and requires a valid email address.

Other authentication types (e.g. Pre-Shared Key) are available as well.

Ensure **802.11r** is enabled.

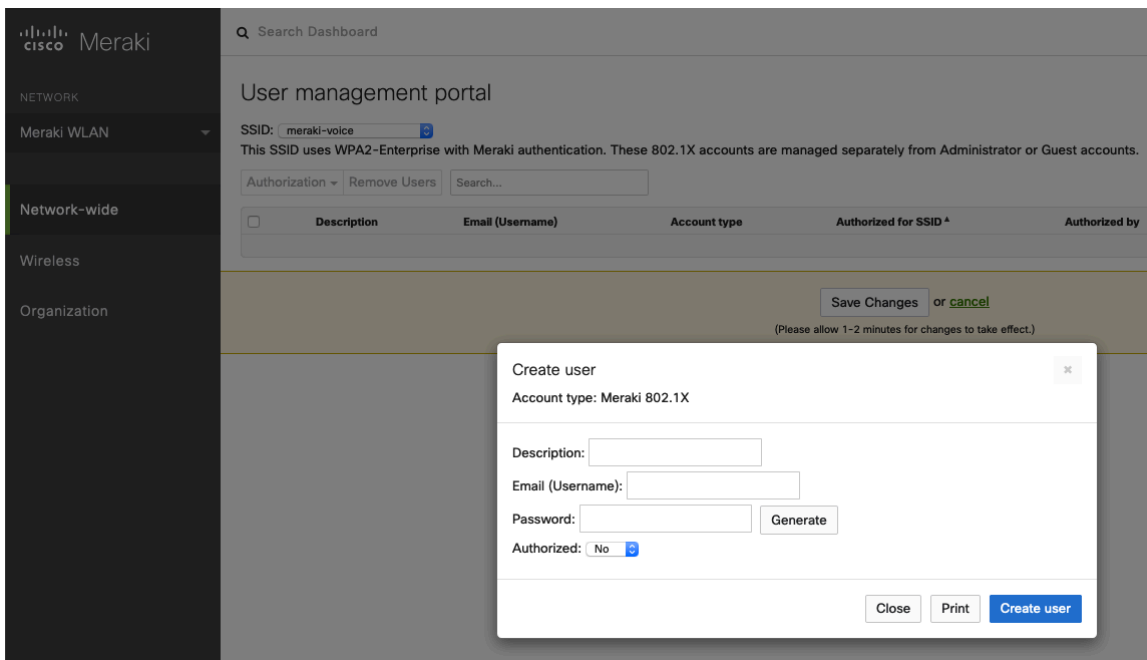
Ensure Splash page is set to **None** to enable direct access.

The screenshot shows the Cisco Meraki dashboard interface. On the left is a dark sidebar with the Meraki logo and navigation menu items: NETWORK, Meraki WLAN, Network-wide, Wireless (highlighted), and Organization. The main content area has a search bar at the top. Below it, the 'Access control' section shows the SSID 'meraki-voice'. The 'Network access' section includes 'Association requirements' with four radio button options: 'Open (no encryption)', 'Pre-shared key (PSK)', 'MAC-based access control (no encryption)', and 'Enterprise with Meraki Cloud Authentication' (selected). Below this are 'WPA encryption mode' (WPA2 only), '802.11r' (Enabled), and '802.11w' (Disabled). The 'Splash page' section has a radio button for 'None (direct access)' selected.

**Note:** Cisco Meraki access points support 802.11r (FT) for fast secure roaming, but do not support Cisco Centralized Key Management (CCKM).

If **WPA2-Enterprise** is enabled where the Cisco Meraki authentication server will be utilized as the RADIUS server, then a user account must be created on the **Network-wide > Configure > Users** page, which the Cisco IP Phone 8861 and 8865 will be configured to use for 802.1x authentication.

**Note:** Cisco Meraki access points do not support EAP-FAST.



On the **Wireless > Configure > Access control** page, recommend to enable **Bridge mode**, where the Cisco IP Phone 8861 and 8865 will obtain DHCP from the local LAN instead of the Cisco Meraki network; unless call control, other endpoints, etc. are cloud-based.

Once **Bridge mode** is enabled, the VLAN tagging option will be available.

It is recommended to enable **VLAN tagging** for the SSID.

If VLAN tagging is utilized, ensure that the Cisco Meraki access point is connected to a switch port configured for trunk mode allowing that VLAN.

If utilizing Cisco Meraki MS Switches, reference the **Cisco Meraki MS Switch VoIP Deployment Guide**.

[https://meraki.cisco.com/lib/pdf/meraki\\_whitepaper\\_msvoip.pdf](https://meraki.cisco.com/lib/pdf/meraki_whitepaper_msvoip.pdf)

If utilizing Cisco IOS Switches, use the following switch port configuration for ports that have Cisco Meraki access points connected to enable 802.1q trunking.

```
Interface GigabitEthernet X
  switchport trunk encapsulation dot1q
  switchport mode trunk
  mls qos trust dscp
```

**Addressing and traffic**

**Client IP assignment**

- NAT mode: Use Meraki DHCP  
Clients receive IP addresses in an isolated 10.0.0.0/8 network. Clients cannot communicate with each other, but they may communicate with devices on the wired LAN if the [SSID firewall settings](#) permit.
- Bridge mode: Make clients part of the LAN  
Meraki devices operate transparently (no NAT or DHCP). Wireless clients will receive DHCP leases from a server on the LAN or use static IPs. Use this for wireless clients requiring seamless roaming, shared printers, file sharing, and wireless cameras.
- Layer 3 roaming  
Clients receive DHCP leases from the LAN or use static IPs, similar to bridge mode. If the client roams to an AP where their original IP subnet is not available, then the client's traffic will be forwarded to an anchor AP on their original subnet. This allows the client to keep the same IP address, even when traversing IP subnet boundaries.
- Layer 3 roaming with a concentrator  
Clients are tunneled to a specified VLAN at the concentrator. They will keep the same IP address when roaming between APs.
- VPN: tunnel data to a concentrator  
Meraki devices send traffic over a secure tunnel to an MX concentrator.

**VLAN tagging** ⓘ  Use VLAN tagging

Bridge mode and layer 3 roaming only

**VLAN ID** ⓘ

AP tags	VLAN ID	Actions
All other APs	3	<a href="#">Add VLAN</a>

**Content filtering** ⓘ  Don't filter content  
NAT mode only

**Bonjour forwarding** ⓘ  Enable Bonjour Gateway  
Bridge mode and layer 3 roaming only

There are no Bonjour forwarding rules on this network.  
[Add a Bonjour forwarding rule](#)

On the **Wireless > Configure > Access control** page, the frequency band for the SSID to be used by the Cisco IP Phone 8861 and 8865 can be configured as necessary.

It is recommended to select **5 GHz band only** to have the Cisco IP Phone 8861 and 8865 operate on the 5 GHz band due to having many channels available and not as many interferers as the 2.4 GHz band has.

If the 2.4 GHz band needs to be used due to increased distance, then **Dual band operation (2.4 GHz and 5 GHz)** should be selected. Do not utilize the **Dual band operation with Band Steering** option.

Is recommended to disable data rates below 12 Mbps unless a legacy 2.4 GHz client needs to be able to connect to the Wireless LAN.

Cisco Meraki access points currently utilize a DTIM period of **1** with a beacon period of **100 ms**; which both are non-configurable.

**Wireless options**

Band selection and minimum bitrate settings may be overridden by RF profiles. [Go to RF Profiles](#)

**Band selection**

- Dual band operation (2.4 GHz and 5 GHz)
- 5 GHz band only  
5 GHz has more capacity and less interference than 2.4 GHz, but legacy clients are not capable of using it.
- Dual band operation with Band Steering  
Band Steering detects clients capable of 5 GHz operation and steers them to that frequency, while leaving 2.4 GHz available for legacy clients.

**Minimum bitrate (Mbps)** ⓘ

Lower Density Higher Density

1 2 5.5 6 9 11 12 18 24 36 48 54

802.11b devices not supported

On the **Wireless > Configure > SSID availability** page, the SSID can be broadcasted by setting **Visibility** to **Advertise this SSID publicly**.

Is recommended to set **Per-AP Availability** to **This SSID is enabled on all APs**.

A schedule for SSID availability can be configured as necessary, however it is recommended to set **Scheduled Availability** to **Disabled**.

Meraki

Search Dashboard

NETWORK

Meraki WLAN

Network-wide

Wireless

Organization

### SSID availability

SSID: meraki-voice

Visibility: Advertise this SSID publicly

Per-AP availability: This SSID is enabled on all APs

Scheduled availability: disabled

## Radio Settings

On the **Wireless > Configure > Radio settings** page, access points can be configured in bulk or by individual access point to define the automatic or manual channel and transmit power settings.

When using Cisco Meraki access points it is recommended to select **Auto** for the channel and transmit power to utilize what is defined in the RF Profile.

However, individual access points can be configured with static channel and transmit power for either 5 or 2.4 GHz radios, which may be necessary if there is an intermittent interferer present in an area. While other access points can be enabled for **Auto** and work around the access points that are have static channel assignments.

Meraki

Search Dashboard

NETWORK

Meraki WLAN

Network-wide

Wireless

Organization

### Radio settings

Overview RF profiles

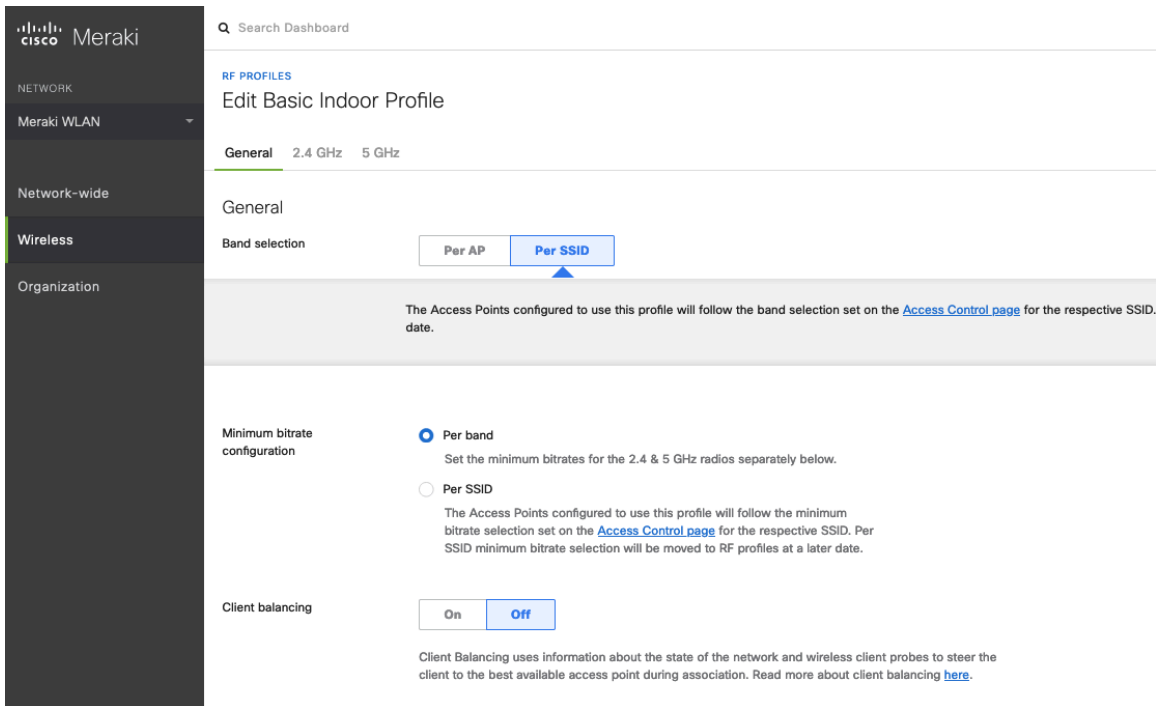
BAND: 5 CHANNEL: All AP TAG: MR53 RF PROFILE: All REGULATORY DOMAIN: FCC Edit

Search by AP name...

Update auto channels Edit settings...

<input checked="" type="checkbox"/>	Status ⓘ	AP name ▲	Channel	Ch. Width (MHz)	Target power (dBm) ⓘ	Transmit power (dBm) ⓘ	RF Profile	
<input checked="" type="checkbox"/>	●	MR53	36 (Auto)	20	8 - 30	8	Basic Indoor Profile	

It is recommended to either modify the standard **Basic Indoor Profile** or create a new RF Profile with **Band selection** set to **Per SSID** and **Client balancing** set to **Off**.



In the RF Profile, the **Channel width** for 5 GHz radios can be set to use 20 MHz, 40 MHz, or 80 MHz channels. 2.4 GHz radios utilize 20 MHz channel width and can not be configured for any other channel width. It is recommended to utilize the same channel width for all access points.

5 GHz channels to be used by **AutoChannel** can also be configured in the RF Profile. 2.4 GHz channels used by **AutoChannel** are limited to channels 1, 6, and 11 only.

The **Radio transmit power range** is also be configured in the RF Profile.

If the **Minimum bitrate configuration** is set to Per band, then it will override what is defined in the SSID configuration. It is recommended to disable data rates below 12 Mbps unless a legacy 2.4 GHz client needs to be able to connect to the Wireless LAN.

General 2.4 GHz **5 GHz**

### 5 GHz radio settings

Turn off 5GHz radio See band selection above.

Channel width Auto **Manual**

**Manual 5 GHz channel width**

Disable auto channel width by manually selecting a channel width for the APs in this profile.

- 20 MHz (19 channels)  
Recommended for High Density deployments and environments expected to encounter DFS events. More unique channels available, reducing chance of interference.
- 40 MHz (10 channels)  
For low to medium density deployments.
- 80 MHz (5 channels)  
For low density areas with few or zero neighboring networks. Higher bandwidth and data rates for modern devices. Increases risk of interference problems.

Channel assignment method AutoChannel will assign radios to channels with low interference.  
[Change channels used by AutoChannel...](#)

Radio transmit power range (dBm) Transmit shorter distance Transmit farther

[Set RX-SOP...](#)

Minimum bitrate Lower Density Higher Density

General 2.4 GHz **5 GHz**

### Change 5 GHz channels used by AutoChannel

Available channels for AutoChannel

If you deselect a channel, AutoChannel will not assign it to any AP with this profile. Click on a channel to toggle its selection.

Channel Width	UNII-1	UNII-2	UNII-2-Extended	UNII-3	ISM
20 MHz	36, 40, 44, 48, 52, 56, 60, 64	100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144	149, 153, 157, 161, 165		
40 MHz	38, 46, 54, 62	102, 110, 118, 126, 134, 142	151, 159		
80 MHz	42, 58	106, 122, 138	155		

DFS channels Deselect DFS channels

Cancel Done

For low to medium density deployments.

- 80 MHz (5 channels)  
For low density areas with few or zero neighboring networks. Higher bandwidth and data rates for modern devices. Increases risk of interference problems.

**Note:** Cisco Meraki access points do not support Dynamic Transmit Power Control (DTPC), therefore the Cisco IP Phone 8861 and 8865 will utilize the maximum transmit power supported for the current channel and data rate.

## Firewall and Traffic Shaping

On the **Wireless > Configure > Firewall & traffic shaping** page, firewall and traffic shaping rules can be defined.



Ensure a **Layer 3 firewall rule** is configured to allow local LAN access for wireless clients.

To allow traffic shaping rules to be defined select **Shape traffic on this SSID** in the drop-down menu for **Shape traffic**.

Once **Shape traffic on this SSID** has been applied, then select **Create a new rule** to define **Traffic shaping rules**.

By default, Cisco Meraki access points currently tag voice frames marked with DSCP EF (46) as WMM UP 5 instead of WMM UP 6 and call control frames marked with DSCP CS3 (24) as WMM UP 3 instead of WMM UP 4.

The screenshot shows the Cisco Meraki dashboard interface. On the left is a navigation sidebar with 'Wireless' selected. The main content area is titled 'Firewall & traffic shaping' and is for the 'meraki-voice' SSID. It includes sections for 'Block IPs and ports' (with Layer 2 LAN isolation disabled and a table of Layer 3 firewall rules), 'Block applications and content categories' (with no Layer 7 rules defined), and 'Traffic shaping rules' (with per-client and per-SSID bandwidth limits set to unlimited and 'Shape traffic on this SSID' selected).

Search Dashboard

### Firewall & traffic shaping

SSID: meraki-voice

#### Block IPs and ports

Layer 2 LAN isolation: Disabled (bridge mode only)

Layer 3 firewall rules

#	Policy	Protocol	Destination	Port	Comment	Actions
	Allow	Any	Local LAN	Any	Wireless clients accessing LAN	
	Allow	Any	Any	Any	Default rule	

[Add a layer 3 firewall rule](#)

#### Block applications and content categories

Layer 7 firewall rules: There are no rules defined for this SSID.  
[Add a layer 7 firewall rule](#)

#### Traffic shaping rules

Per-client bandwidth limit: unlimited [details](#)  Enable SpeedBurst

Per-SSID bandwidth limit: unlimited [details](#)

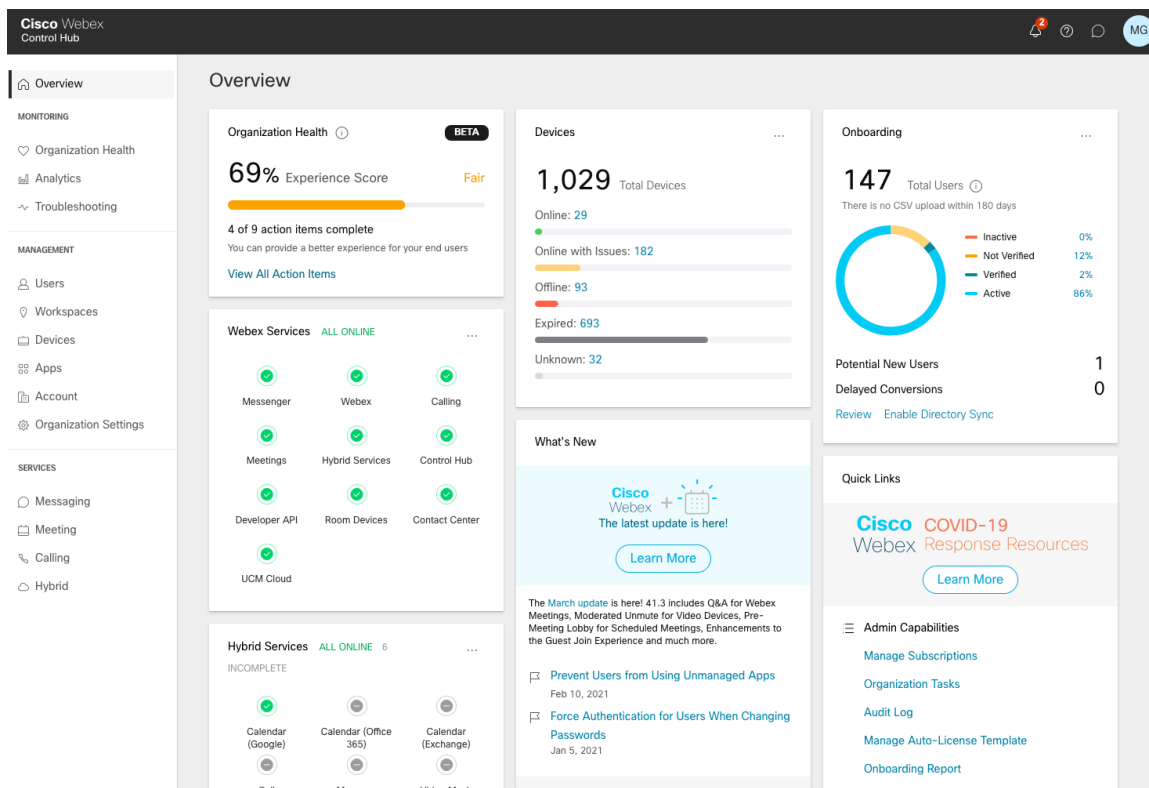
Shape traffic: Shape traffic on this SSID

**Note:** Cisco Meraki access points do not support Call Admission Control / Traffic Specification (TSPEC).

# Configuring Cisco Call Control

## Webex

Webex enables cloud registration, therefore a VPN connection is not required as long as the Cisco IP Phone 8861 or 8865 has direct internet connectivity.



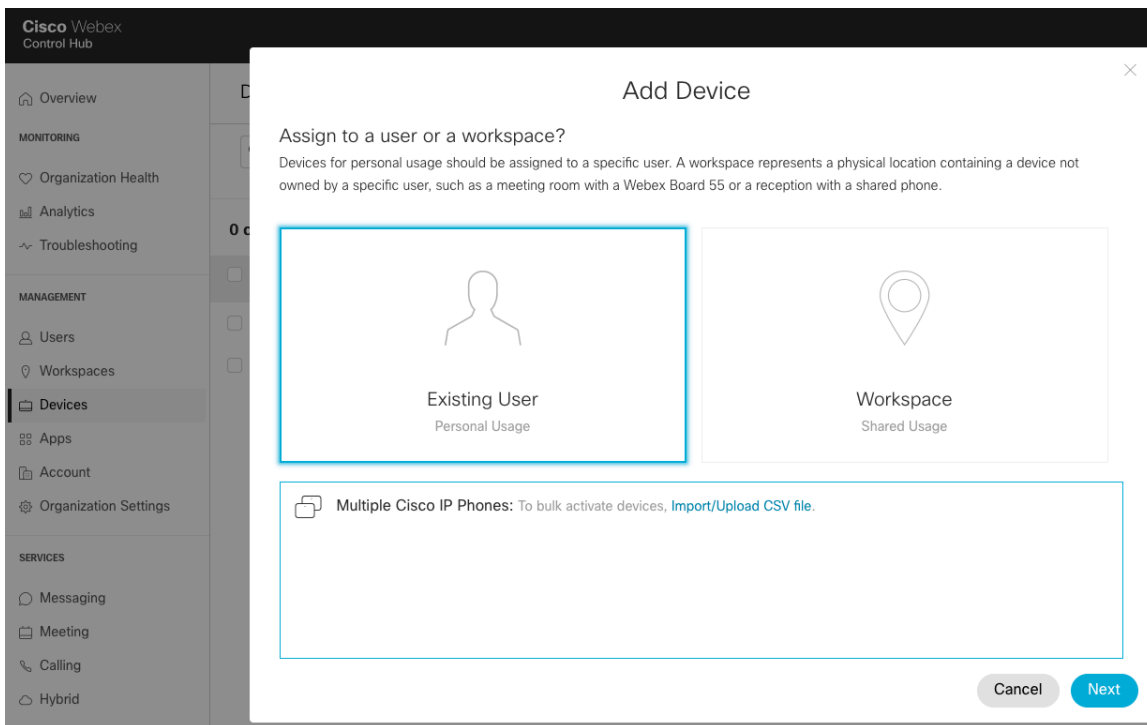
A Cisco IP Phone 8861 or 8865 can be added to Webex and assigned to a user for personal usage or as a workspace for shared usage.

## Personal Usage

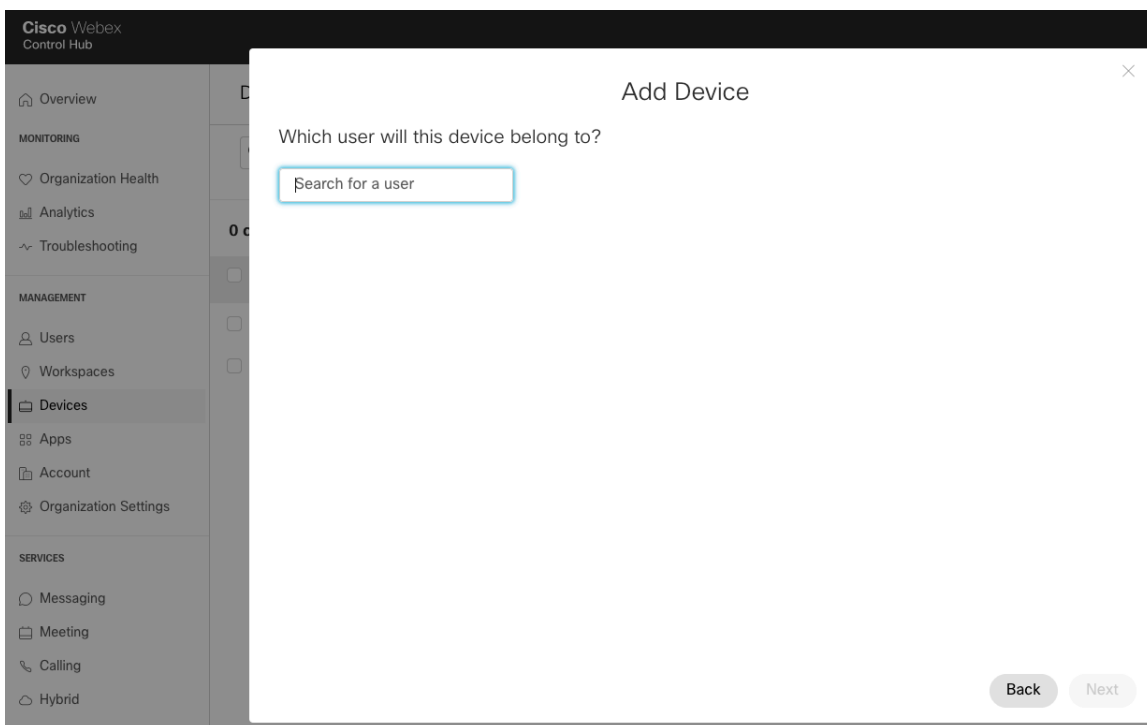
A Cisco IP Phone 8861 or 8865 can be configured for a user for personal usage via **Devices**.

To add a device for a user, navigate to **Devices**, then select **Add Device**.

On the next screen, select **Existing User**, then click **Next**.



Search for the user to assign the Cisco IP Phone 8861 or 8865 to, then click **Next**.



The **Activation Code** to enter into the Cisco IP Phone 8861 or 8865 will then be displayed.

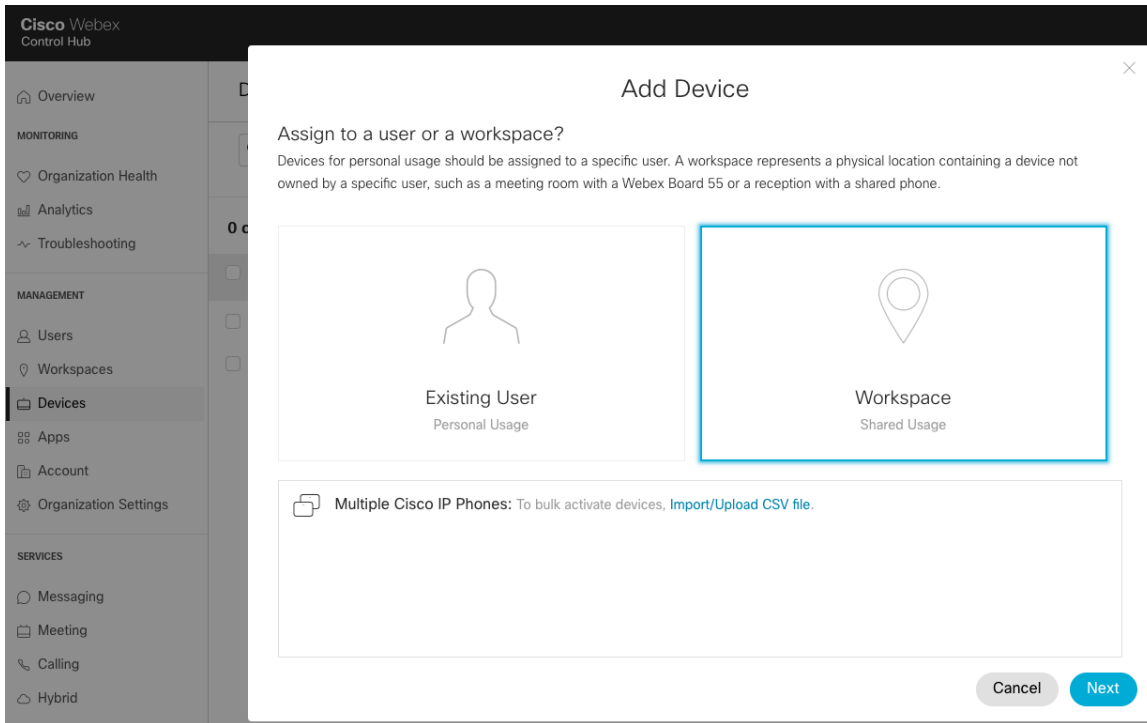
Select the user via **Users** to configure or modify services.

## Shared Usage

A Cisco IP Phone 8861 or 8865 can be configured as a workspace either via **Devices** or **Workspaces**.

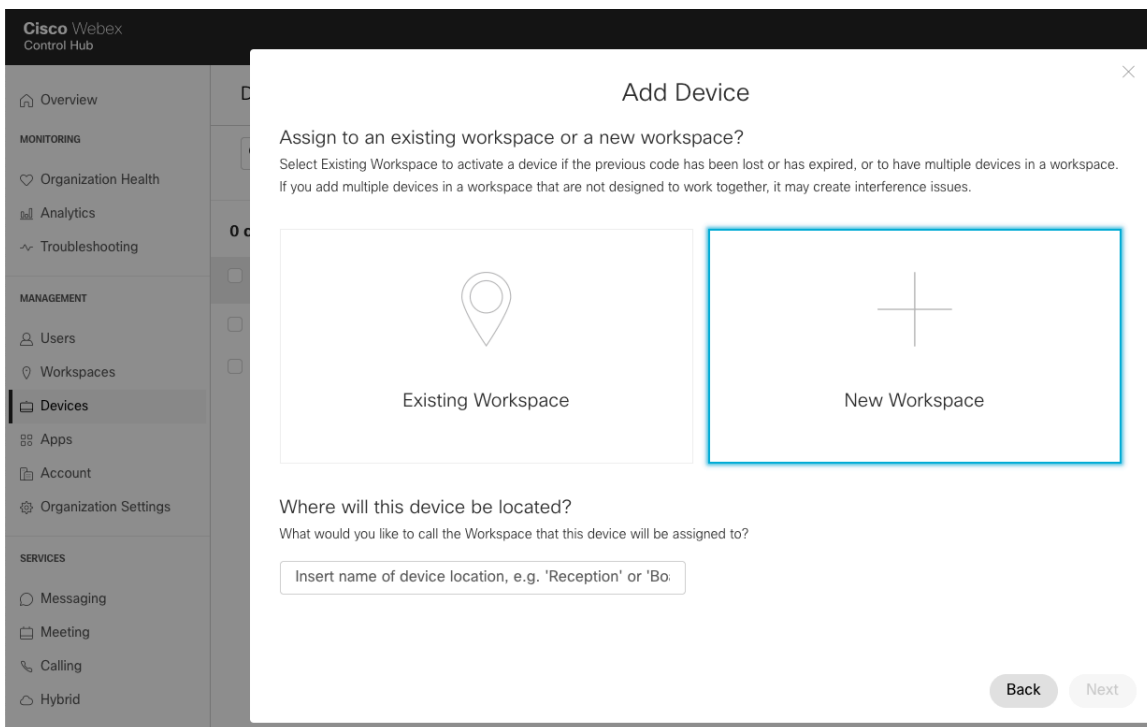
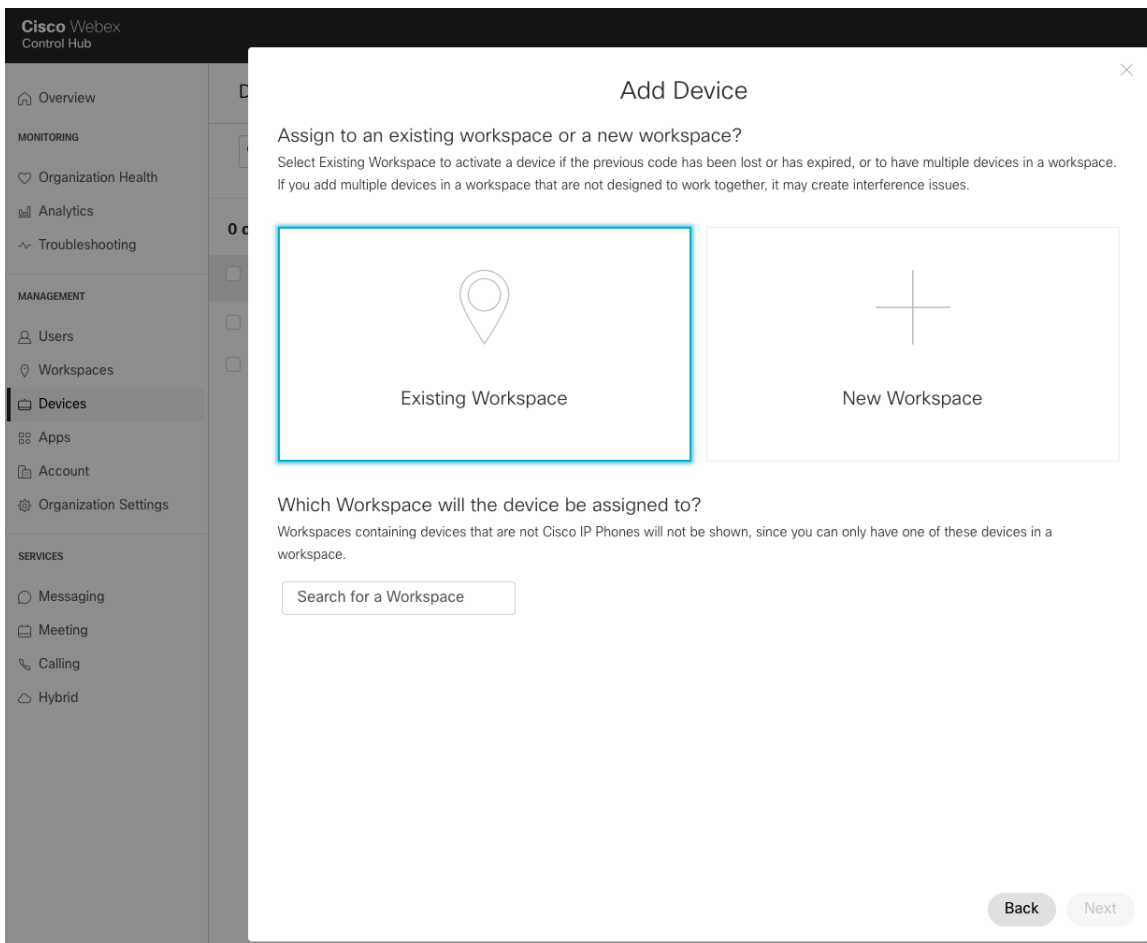
To add a workspace via **Devices**, navigate to **Devices**, then select **Add Device**.

On the next screen, select **Workspace**, then click **Next**.

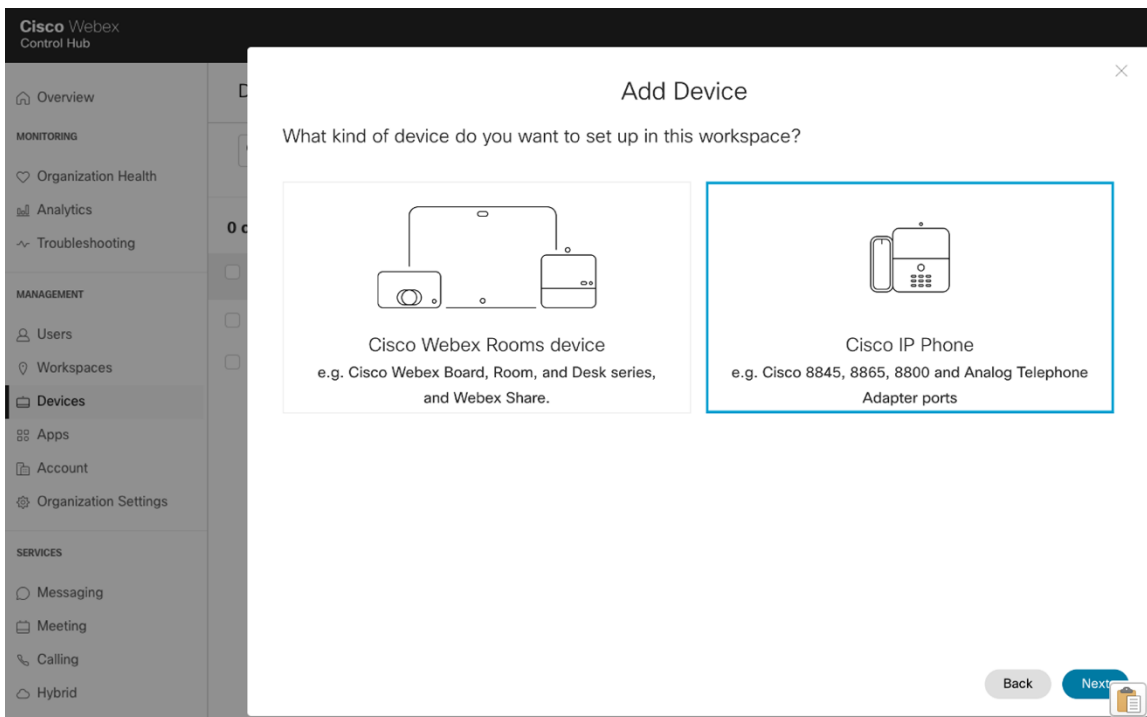


Select either **Existing Workspace** or **New Workspace**.

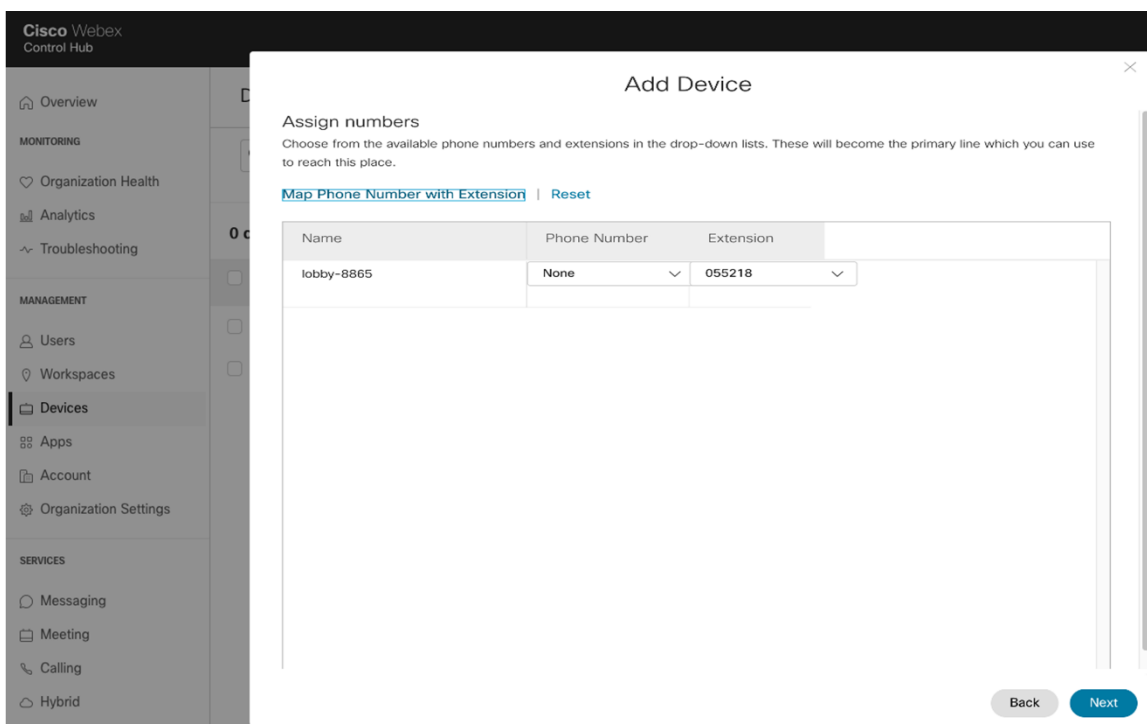
Depending on which option is selected, either search for or enter the workspace name, then click **Next**.



If **New Workspace** was selected prior, select **Cisco IP Phone**, then click **Next**.



Additionally, if **New Workspace** was selected, configure the phone number and extension, then click **Next**.



The **Activation Code** to enter into the Cisco IP Phone 8861 or 8865 will then be displayed.

Select the existing workspace via **Workspaces** to configure or modify services.

For information on network requirements for Webex Calling, refer to the **Port Reference Information for Webex Calling** document at this URL:

<https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Webex-Calling>

For more information, refer to the **Cisco IP Phone 8800 Series Administration Guide** at this URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-maintenance-guides-list.html>

## Cisco Unified Communications Manager

Cisco Unified Communications Manager offers many different phone, call and security features.

### Device Enablement

To enable the Cisco IP Phone 8861 or 8865 device type in the Cisco Unified Communications Manager, the corresponding device package COP file must be installed via the Cisco Unified Operating System Administration webpage for each Cisco Unified Communications Manager server.

Each Cisco Unified Communication Manager node may not have to be restarted after the device package COP file has been installed.

Perform the following, which is dependent on the Cisco Unified Communications Manager version.

#### 11.5(1)SU4 and lower

- Reboot all Cisco Unified Communications Manager nodes.

#### 11.5(1)SU5 and higher or 12.5(1) and higher

- Restart the Cisco Tomcat service on all Cisco Unified Communications Manager nodes.
- If running the Cisco CallManager service on the publisher node, restart the service on the publisher node only.

**Note:** The Cisco CallManager Service on subscriber nodes do not need to be restarted.

For information on how to install the COP file, refer to the **Cisco Unified Communications Manager Operating System Administration Guide** at this URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>

When adding the Cisco IP Phone 8861 or 8865 to the Cisco Unified Communications Manager it must be provisioned using the Ethernet MAC address as the Wireless LAN MAC is used for Wi-Fi connectivity only.

The Ethernet MAC address of the Cisco IP Phone 8861 or 8865 can be found by navigating to **Applications > Admin settings > Network setup > Ethernet setup**.

Device Information	
<input checked="" type="checkbox"/> Device is trusted	
MAC Address*	<input type="text"/>
Description	<input type="text"/>
Device Pool*	-- Not Selected -- <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	-- Not Selected -- <a href="#">View Details</a>
Softkey Template	< None > <a href="#">View Details</a>
Common Phone Profile*	Standard Common Phone Profile <a href="#">View Details</a>

## Device Pools

When creating a new Cisco IP Phone 8861 or 8865, a **Device Pool** must be configured.

The device pool defines common settings (e.g. Cisco Unified Communications Manager Group, etc.), roaming sensitive settings (e.g. Date/Time Group, Region, etc.), local route group settings, device mobility related information settings, and other group settings.

Device Pools can be used to either group devices per location, per model type, etc.

Device Pool Settings	
Device Pool Name*	Default
Cisco Unified Communications Manager Group*	Default <a href="#">View Details</a>
Calling Search Space for Auto-registration	< None > <a href="#">View Details</a>
Adjunct CSS	< None > <a href="#">View Details</a>
Reverted Call Focus Priority	Default <a href="#">View Details</a>
Intercompany Media Services Enrolled Group	< None > <a href="#">View Details</a>

Roaming Sensitive Settings	
Date/Time Group*	CMLocal <a href="#">View Details</a>
Region*	Default <a href="#">View Details</a>
Media Resource Group List	< None > <a href="#">View Details</a>
Location	< None > <a href="#">View Details</a>
Network Locale	< None > <a href="#">View Details</a>
SRST Reference*	Disable <a href="#">View Details</a>
Connection Monitor Duration***	<input type="text"/>
Single Button Barge*	Default <a href="#">View Details</a>
Join Across Lines*	Default <a href="#">View Details</a>
Physical Location	< None > <a href="#">View Details</a>
Device Mobility Group	< None > <a href="#">View Details</a>
Wireless LAN Profile Group	< None > <a href="#">View Details</a>

## Phone Button Templates

When creating a new Cisco IP Phone 8861 or 8865, a **Phone Button Template** must be configured.

Custom phone button templates can be created with the option for many different features.



**Phone Button Template Information**

Button Template Name \* Cisco 8861

---

**Button Information**

Button	Feature	Label
1	Line **	Line
2	Line	Line
3	Redial Speed Dial	Speed Dial
4	Line	Speed Dial
5	Privacy Service URL	Speed Dial
6	Speed Dial BLF Call Park BLF	Speed Dial
7	Intercom Malicious Call Identification	Speed Dial
8	Meet Me Conference Call Park	Speed Dial
9	Call Pickup Group Call Pickup	Speed Dial
10	Mobility Do Not Disturb	Speed Dial
11	Quality Reporting Tool CallBack	
12	Other Pickup Hunt Group Logout	
13	All Calls	
14	None	
15	None	

## Security Profiles

When creating a new Cisco IP Phone 8861 or 8865, a **Device Security Profile** must be configured.

Security profiles can be utilized to enable authenticated mode or encrypted mode, where signaling, media and configuration file encryption is then enabled.

The Certificate Authority Proxy Function (CAPF) must be operational in order to utilize a Locally Signed Certificate (LSC) with a security profile.

The Cisco IP Phone 8861 and 8865 have a Manufacturing Installed Certificate (MIC), which can be utilized with a security profile as well.

**Protocol Specific Information**

Packet Capture Mode\* None

Packet Capture Duration 0

BLF Presence Group\* Standard Presence group

SIP Dial Rules < None >

MTP Preferred Originating Codec\* 711ulaw

Device Security Profile\* Cisco 8861 - Standard SIP Non-Secure Profile

Rerouting Calling Search Space < None >

SUBSCRIBE Calling Search Space < None >

SIP Profile\* Standard SIP Profile [View Details](#)

Digest User < None >

Media Termination Point Required

Unattended Port

Require DTMF Reception

The default device security profile is the model specific **Standard SIP Non-Secure Profile**, which does not utilize encryption.

**Phone Security Profile Information**

**Product Type:** Cisco 8861  
**Device Protocol:** SIP

Name\* Cisco 8861 - Standard SIP Non-Secure Profile  
Description Cisco 8861 - Standard SIP Non-Secure Profile  
Nonce Validity Time\* 600  
Device Security Mode Non Secure  
Transport Type\* TCP+UDP

Enable Digest Authentication  
 TFTP Encrypted Config

---

**Phone Security Profile CAPF Information**

Authentication Mode\* By Null String  
Key Order\* RSA Only  
RSA Key Size (Bits)\* 2048  
EC Key Size (Bits) < None >

Note: These fields are related to the CAPF Information settings on the Phone Configuration page.

---

**Parameters used in Phone**

SIP Phone Port\* 5060

## SIP Profiles

When creating a new Cisco IP Phone 8861 or 8865, a **SIP Profile** must be configured.

It is recommended to create a custom SIP Profile for the Cisco IP Phone 8861 and 8865 (do not use the **Standard SIP Profile** or **Standard SIP Profile for Mobile Device**).

**Protocol Specific Information**

Packet Capture Mode\* None  
Packet Capture Duration 0  
BLF Presence Group\* Standard Presence group  
SIP Dial Rules < None >  
MTP Preferred Originating Codec\* 711ulaw  
Device Security Profile\* Cisco 8861 - Standard SIP Secure Profile  
Rerouting Calling Search Space < None >  
SUBSCRIBE Calling Search Space < None >  
SIP Profile\* Custom 8861 SIP Profile [View Details](#)  
Digest User < None >

Media Termination Point Required  
 Unattended Port  
 Require DTMF Reception

To create a custom SIP Profile for the Cisco IP Phone 8861 or 8865, use the **Standard SIP Profile** as the reference template.

Copy the **Standard SIP Profile**, then change the following parameters.

**Timer Register Delta (seconds) = 30** (default = 5)

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

**Timer Keep Alive Expires (seconds) = 300** (default = 120)

**Timer Subscribe Expires (seconds) = 300** (default = 120)

**Timer Subscribe Delta (seconds) = 15** (default = 5)

Ensure **SIP Station KeepAlive Interval** at **System > Service Parameters > Cisco CallManager** remains configured for 120 seconds.

### Custom SIP Profile Example

SIP Profile Information	
Name*	Custom 8861 SIP Profile
Description	Custom 8861 SIP Profile
Default MTP Telephony Event Payload Type*	101
Early Offer for G.Clear Calls*	Disabled
User-Agent and Server header information*	Send Unified CM Version Information as User-Age
Version in User Agent and Server Header*	Major And Minor
Dial String Interpretation*	Phone number consists of characters 0-9, *, #, ar
Confidential Access Level Headers*	Disabled
<input type="checkbox"/> Redirect by Application	
<input type="checkbox"/> Disable Early Media on 180	
<input type="checkbox"/> Outgoing T.38 INVITE include audio mline	
<input type="checkbox"/> Offer valid IP and Send/Receive mode only for T.38 Fax Relay	
<input type="checkbox"/> Use Fully Qualified Domain Name in SIP Requests	
<input type="checkbox"/> Assured Services SIP conformance	
<input type="checkbox"/> Enable External QoS**	
SDP Information	
SDP Session-level Bandwidth Modifier for Early Offer and Re-invites*	TIAS and AS
SDP Transparency Profile	Pass all unknown SDP attributes
Accept Audio Codec Preferences in Received Offer*	Default
<input type="checkbox"/> Require SDP Inactive Exchange for Mid-Call Media Change	
<input type="checkbox"/> Allow RR/RS bandwidth modifier (RFC 3556)	
Parameters used in Phone	
Timer Invite Expires (seconds)*	180
Timer Register Delta (seconds)*	30
Timer Register Expires (seconds)*	3600
Timer T1 (msec)*	500
Timer T2 (msec)*	4000
Retry INVITE*	6
Retry Non-INVITE*	10
Media Port Ranges	<input checked="" type="radio"/> Common Port Range for Audio and Video <input type="radio"/> Separate Port Ranges for Audio and Video
Start Media Port*	16384

Stop Media Port*	<input type="text" value="32766"/>
DSCP for Audio Calls	<input type="text" value="Use System Default"/>
DSCP for Video Calls	<input type="text" value="Use System Default"/>
DSCP for Audio Portion of Video Calls	<input type="text" value="Use System Default"/>
DSCP for TelePresence Calls	<input type="text" value="Use System Default"/>
DSCP for Audio Portion of TelePresence Calls	<input type="text" value="Use System Default"/>
Call Pickup URI*	<input type="text" value="x-cisco-serviceuri-pickup"/>
Call Pickup Group Other URI*	<input type="text" value="x-cisco-serviceuri-opickup"/>
Call Pickup Group URI*	<input type="text" value="x-cisco-serviceuri-gpickup"/>
Meet Me Service URI*	<input type="text" value="x-cisco-serviceuri-meetme"/>
User Info*	<input type="text" value="None"/>
DTMF DB Level*	<input type="text" value="Nominal"/>
Call Hold Ring Back*	<input type="text" value="Off"/>
Anonymous Call Block*	<input type="text" value="Off"/>
Caller ID Blocking*	<input type="text" value="Off"/>
Do Not Disturb Control*	<input type="text" value="User"/>
Telnet Level for 7940 and 7960*	<input type="text" value="Disabled"/>
Resource Priority Namespace	<input type="text" value="&lt; None &gt;"/>
Timer Keep Alive Expires (seconds)*	<input type="text" value="300"/>
Timer Subscribe Expires (seconds)*	<input type="text" value="300"/>
Timer Subscribe Delta (seconds)*	<input type="text" value="15"/>
Maximum Redirections*	<input type="text" value="70"/>
Off Hook To First Digit Timer (milliseconds)*	<input type="text" value="15000"/>
Call Forward URI*	<input type="text" value="x-cisco-serviceuri-cfwdall"/>
Speed Dial (Abbreviated Dial) URI*	<input type="text" value="x-cisco-serviceuri-abbrdial"/>
<input checked="" type="checkbox"/> Conference Join Enabled <input type="checkbox"/> RFC 2543 Hold <input checked="" type="checkbox"/> Semi Attended Transfer <input type="checkbox"/> Enable VAD <input type="checkbox"/> Stutter Message Waiting <input type="checkbox"/> MLPP User Authorization	
<b>Normalization Script</b>	
Normalization Script	<input type="text" value="&lt; None &gt;"/>

<input type="checkbox"/> Enable Trace	
<b>Parameter Name</b>	<b>Parameter Value</b>
1	<input type="text"/> <input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>

---

**Incoming Requests FROM URI Settings**

Caller ID DN

Caller Name

---

**Trunk Specific Configuration**

Reroute Incoming Request to new Trunk based on\*

Resource Priority Namespace List

SIP Rel1XX Options\*

Video Call Traffic Class\*

Calling Line Identification Presentation\*

Session Refresh Method\*

Early Offer support for voice and video calls\*

Enable ANAT

Deliver Conference Bridge Identifier

Allow Passthrough of Configured Line Device Caller Information

Reject Anonymous Incoming Calls

Reject Anonymous Outgoing Calls

Send ILS Learned Destination Route String

Connect Inbound Call before Playing Queuing Announcement

---

**SIP OPTIONS Ping**

Enable OPTIONS Ping to monitor destination status for Trunks with Service Type "None (Default)"

Ping Interval for In-service and Partially In-service Trunks (seconds)\*

Ping Interval for Out-of-service Trunks (seconds)\*

Ping Retry Timer (milliseconds)\*

Ping Retry Count\*

---

**SDP Information**

Send send-receive SDP in mid-call INVITE

Allow Presentation Sharing using BFCP

Allow IX Application Media

Allow multiple codecs in answer SDP

## Common Settings

Some settings such as Wireless LAN and Bluetooth can be configured on an enterprise phone, common phone profile or individual phone level.

Wireless LAN and Bluetooth are enabled by default for the Cisco IP Phone 8861 and 8865.

Wireless LAN is automatically disabled temporarily when Ethernet is connected to the Cisco IP Phone 8861 or 8865, but will be automatically re-enabled once Ethernet is disconnected if Wireless LAN was enabled previously.

Override common settings can be enabled at either configuration level.

Wi-Fi*	<input type="text" value="Enabled"/> <input type="button" value="v"/>	<input type="checkbox"/>
Bluetooth*	<input type="text" value="Enabled"/> <input type="button" value="v"/>	<input type="checkbox"/>

## QoS Parameters

The DSCP values to be used for SIP communications, phone configuration, and phone based services to be used by the phone are defined in the Cisco Unified Communications Manager's Enterprise Parameters.

The default DSCP value for SIP communications and phone configuration is set to CS3.

Phone based services are configured to be best effort traffic by default.

Parameter Name	Parameter Value	Suggested Value
<a href="#">Cluster ID</a> *	StandAloneCluster	StandAloneCluster
<a href="#">Max Number of Device Level Trace</a> *	12	12
<a href="#">DSCP for Phone-based Services</a> *	default DSCP (000000)	default DSCP (000000)
<a href="#">DSCP for Phone Configuration</a> *	CS3(precedence 3) DSCP (011000)	CS3(precedence 3) DSCP (011000)
<a href="#">DSCP for Cisco CallManager to Device Interface</a> *	CS3(precedence 3) DSCP (011000)	CS3(precedence 3) DSCP (011000)
<a href="#">Connection Monitor Duration</a> *	120	120
<a href="#">Auto Registration Phone Protocol</a> *	SCCP	SCCP
<a href="#">Auto Registration Legacy Mode</a> *	False	False
<a href="#">BLF For Call Lists</a> *	Disabled	Disabled
<a href="#">Advertise G.722 Codec</a> *	Enabled	Enabled
<a href="#">Phone Personalization</a> *	Disabled	Disabled
<a href="#">Services Provisioning</a> *	Internal	Internal
<a href="#">Feature Control Policy</a>	< None >	
<a href="#">Wi-Fi Hotspot Profile</a>	< None >	
<a href="#">IMS Inter Operator Id</a> *	IMS Inter Operator Identification	IMS Inter Operator Identification
<a href="#">URI Lookup Policy</a> *	Case Sensitive	Case Sensitive

## G.722 and iSAC Advertisement

Cisco Unified Communications Manager supports the ability to configure whether G.722 and iSAC are to be a supported codec system wide or not.

G.722 and iSAC codecs can be disabled at the enterprise phone, common phone profile or individual phone level by setting **Advertise G.722 and iSAC Codecs** to **Disabled**.

Advertise G.722 and iSAC Codecs \*

## Audio and Video Bit Rates

The audio and video bit rate can be configured by creating or editing existing Regions in the Cisco Unified Communications Manager.

By default the video call bit rate is set to 384 Kbps.

For typical deployments, it is recommended to utilize 600p (1100-2000 Kbps) or HD 720p (1000-1599 Kbps) for the video stream.

For enhanced video quality, set the video call bit rate to 1 Mbps to utilize HD 720p (total 1064 Kbps including G.722 audio).

Audio Codec Preference List	Maximum Audio Bit Rate	Maximum Session Bit Rate for Video Calls	Maximum Session Bit Rate for Immersive Video Calls
Keep Current Setting	<input checked="" type="radio"/> 64 kbps (G.722, G.711) <input type="radio"/> kbps	<input type="radio"/> Keep Current Setting <input type="radio"/> Use System Default <input type="radio"/> None <input checked="" type="radio"/> 2000 kbps	<input checked="" type="radio"/> Keep Current Setting <input type="radio"/> Use System Default <input type="radio"/> None <input type="radio"/> kbps

Use the following information to configure the audio bit rate to be used for audio or audio + video calls.

Audio Codec	Audio Bit Rate
Opus	6-510 Kbps
G.722 / G.711	64 Kbps
iSAC	32 Kbps
iLBC	16 Kbps
G.729	8 Kbps

Use the following information to configure the video bit rate to be used for video calls.

The value configured will determine the resolution of the transmitted video stream from the Cisco IP Phone 8865.

The Cisco IP Phone 8865 can receive up to HD 720p video depending on the remote device's capabilities, where the region settings configuration is factored in.

The Cisco IP Phone 8865 supports video bandwidth adaption, where the video bit rate can be adjusted as necessary if the current network connection can not support higher video resolutions.

Video Type	Video Resolution	Frames per Second (fps)	Video Bit Rate Range
QCIF	176 x 144	15	64-93 Kbps
		30	94-119 Kbps
SIF	352 x 240	15	120-199 Kbps
		30	200-279 Kbps
CIF	352 x 288	15	120-199 Kbps
		30	200-279 Kbps
VGA	640 x 480	15	280-519 Kbps
		30	520-1500 Kbps
NTSC 240p	432 x 240	15	64-179 Kbps

		30	180-209 Kbps
nHD 360p	640 x 360	15	210-349 Kbps
		30	400-659 Kbps
WVGA 480p	800 x 480	15	350-399 Kbps
		30	660-789 Kbps
HD 720p	1280 x 720	15	790-1359 Kbps
		30	1360-2500 Kbps

## Video Capabilities

In order for the Cisco IP Phone 8865 to send and receive video, that capability must be enabled in the Cisco Unified Communications Manager.

The **Video Capabilities** option is set to **Enabled** by default, but ensure it remains enabled in the phone's configuration within the Product Specific Configuration Layout section.

Video Capabilities\*

## VPN Configuration

VPN configuration information can be pushed down from the administrator via Cisco Unified Communications Manager.

A VPN gateway must be created, where the name and VPN gateway URL are defined.

**VPN Gateway Information**

VPN Gateway Name\*

VPN Gateway Description

VPN Gateway URL\*

A VPN group must also be created, which contains information about which VPN gateway will be utilized.



**VPN Group Information**

VPN Group Name\*

VPN Group Description

---

**VPN Gateway Information**

All Available VPN Gateways

▼ ▲

Selected VPN Gateways in this VPN Group\*

▼ ▲

A VPN profile must be configured, which specifies which type of client authentication will be utilized as well as other parameters.

**VPN Profile Information**

Name\*

Description

Enable Auto Network Detect

---

**Tunnel Parameters**

MTU\*

Fail to Connect\*

Enable Host ID Check

---

**Client Authentication**

Client Authentication Method\*

Enable Password Persistence

Once the VPN group and profile have been configured, they can then be applied to a Common Phone Profile, which in turn can be applied to a specific device.

If the Cisco IP Phone 8861 or 8865 is currently connected to a network and is unable to connect to the Cisco Unified Communications Manager then it can attempt to establish a VPN session automatically if a VPN profile is configured.

**VPN Information**

VPN Group

VPN Profile

## Wireless LAN Profiles

With Cisco Unified Communications Manager 10.0 release and later, the Cisco IP Phone 8861 and 8865 can be provisioned with Wireless LAN Profiles via the Cisco Unified Communications Manager.

With Cisco Unified Communications Manager 11.0 and later, EAP-TLS support is included.

Use the following guidelines to configure a Wireless LAN profile within Cisco Unified Communications Manager to then apply to a Cisco IP Phone 8861 or 8865.

- Prior to creating a Wireless LAN Profile and associating it to a Cisco IP Phone 8861 and 8865, the Cisco IP Phone 8861 and 8865 should be configured to utilize a security profile in which TFTP encryption is enabled so Wireless LAN Profile data is not passed down to the Cisco IP Phone 8861 and 8865 in clear text via TFTP.

### Phone Security Profile Information

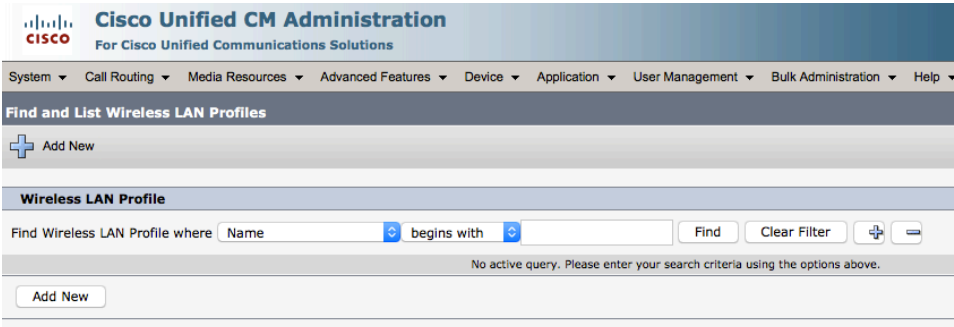
<b>Product Type:</b>	Cisco 8861
<b>Device Protocol:</b>	SIP
Name *	<input type="text" value="Cisco 8861 - Standard SIP Secure Profile"/>
Description	<input type="text" value="Cisco 8861 - Standard SIP Secure Profile"/>
Nonce Validity Time *	<input type="text" value="600"/>
Device Security Mode	<input type="text" value="Encrypted"/>
Transport Type *	<input type="text" value="TLS"/>
<input type="checkbox"/> Enable Digest Authentication	
<input checked="" type="checkbox"/> TFTP Encrypted Config	

- Once the security profile has been created, it then needs to be applied to the Cisco IP Phone 8861 and 8865 to enable TFTP encryption for that Cisco IP Phone 8861's and 8865's configuration files.
- Select the configured security profile from the **Device Security Profile** drop-down menu.

### Protocol Specific Information

Packet Capture Mode *	<input type="text" value="None"/>
Packet Capture Duration	<input type="text" value="0"/>
BLF Presence Group *	<input type="text" value="Standard Presence group"/>
SIP Dial Rules	<input type="text" value=" &lt; None &gt;"/>
MTP Preferred Originating Codec *	<input type="text" value="711ulaw"/>
Device Security Profile *	<input type="text" value="Cisco 8861 - Standard SIP Secure Profile"/>
Rerouting Calling Search Space	<input type="text" value=" &lt; None &gt;"/>
SUBSCRIBE Calling Search Space	<input type="text" value=" &lt; None &gt;"/>
SIP Profile *	<input type="text" value="Custom 8861 SIP Profile"/> <a href="#">View Details</a>
Digest User	<input type="text" value=" &lt; None &gt;"/>
<input type="checkbox"/> Media Termination Point Required	
<input type="checkbox"/> Unattended Port	
<input type="checkbox"/> Require DTMF Reception	

- To create a Wireless LAN Profile, navigate to **Device > Device Settings > Wireless LAN Profile** within the Cisco Unified Communications Manager's Administration interface.
- From the Wireless LAN Profile page, select **Add New**.



- A Wireless LAN Profile can then be created where the **Name, Description, Wireless Settings (SSID, Frequency Band, User Modifiable)**, and **Authentication Settings** are specified.
- Below are Wireless LAN Profile defaults:
  - Frequency Band** = Auto
  - User Modifiable** = Allowed
  - Authentication Method** = EAP-FAST

**Cisco Unified CM Administration**  
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### Wireless LAN Profile Configuration

Save

**Status**

Status: Ready

**Wireless LAN Profile Information**

Name\*

Description

User Modifiable\*  ▾

**Wireless Settings**

SSID (Network Name)\*

Frequency Band\*  ▾

**Authentication Settings**

Authentication Method\*  ▾

Provide Shared Credentials

Password Description

**Network Access Settings**

Network Access Profile  ▾ [View Details](#)

- Enter a **Name** for the Wireless LAN Profile containing up to 50 characters.
- A **Description** containing up to 63 characters can optionally be configured.

Name\*

Description

- Select the desired **User Modifiable** option.
  - Allowed** - The user has the capability to change any Wireless LAN settings (e.g. Enable/Disable, SSID, Frequency Band, Authentication Method, Username and Password, PSK Passphrase, WEP Key) locally on the endpoint.
  - Disallowed** - The user is unable to change any Wireless LAN settings.
  - Restricted** - The user is only able to change certain Wireless LAN settings (e.g. Username and Password).

User Modifiable\* Allowed

- Not Selected --
- Allowed
- Disallowed
- Restricted

- Enter an **SSID** containing up to 32 ASCII characters.

SSID (Network Name)\*

- Select the desired **Frequency Band** option.
  - Auto** = Give preference to 5 GHz channels, but operates on both 5 GHz and 2.4 GHz channels
  - 2.4 GHz** = Operates on 2.4 GHz channels only
  - 5 GHz** = Operates on 5 GHz channels only

Frequency Band\* Auto

- Not Selected --
- Auto
- 2.4 GHz
- 5 GHz

- Select the desired **Authentication Method** option.
- If **EAP-FAST**, **PEAP-MSCHAPv2**, or **PEAP-GTC** is selected then the option to enter shared credentials (Username and Password) is available.
- If **Provide Shared Credentials** is not checked, then the Username and Password will need to be configured locally on the Cisco IP Phone 8861 and 8865 by the admin or user.

Authentication Method\* EAP-FAST

Provide Shared Credentials

Password Description

Authentication Method\* PEAP-GTC

Provide Shared Credentials

Password Description

Authentication Method\* PEAP-MSCHAPv2

Provide Shared Credentials

Password Description

- If **Provide Shared Credentials** is checked, then the specified **Username** and **Password** will be utilized for all Cisco IP Phone 8861 and 8865 that utilize this Wireless LAN Profile.
- Up to 64 characters can be entered for the Username and Password.
- A **Password Description** can optionally be entered.

Authentication Method\*

Provide Shared Credentials

Username

Password

show password

Password Description

- If **EAP-TLS** is selected then **User Certificate** must be configured to specify the type of user certificate to utilize for EAP-TLS authentication.
- Can set **User Certificate** to **MIC** (Manufacturing Installed Certificate) or **User Installed**.

Authentication Method\*

User Certificate\*

Authentication Method\*

User Certificate\*

- If **PSK** is selected to utilize Pre-Shared Key authentication, then a **PSK Passphrase** must be entered.
- The **PSK Passphrase** must be in one of the following formats:
  - 8-63 ASCII character string
  - 64 HEX character string
- A **Password Description** can optionally be entered.

Authentication Method\*

PSK Passphrase\*

show passphrase

Password Description

- If **WEP** is selected to utilize static WEP (Wired Equivalent Privacy) authentication, then a **WEP Key** must be entered.
- Only WEP key 1 is supported, so need to ensure that the entered key matches transmit key on the access point side.
- The **WEP Key** must be in one of the following formats:
  - 40/64 Bit Key** = 5 digit ASCII or 10 digit HEX character string
  - 104/128 Bit Key** = 13 digit ASCII or 26 digit HEX character string
- A **Password Description** can optionally be entered.

Authentication Method\*

WEP Key\*

show key

Password Description

- If **None** is selected, then no authentication is required and no encryption will be utilized.

Authentication Method\*

- Select **Save** once the Wireless LAN Profile configuration is complete.
- The Cisco IP Phone 8861 and 8865 do not support the **Network Access Profile** option.

**Wireless LAN Profile Information**

Name\*

Description

User Modifiable\*

---

**Wireless Settings**

SSID (Network Name)\*

Frequency Band\*

---

**Authentication Settings**

Authentication Method\*

Provide Shared Credentials

Username

Password

show password

Password Description

---

**Network Access Settings**

Network Access Profile  [View Details](#)

- To create a Wireless LAN Profile Group, navigate to **Device > Device Settings > Wireless LAN Profile Group** within the Cisco Unified Communications Manager's Administration interface.
- From the Wireless LAN Profile Group page, select **Add New**.

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**Find and List Wireless LAN Profile Groups**

+ Add New

**Wireless LAN Profile Group**

Find Wireless LAN Profile Group where Group Name ▾ begins with ▾ Find Clear Filter + -

No active query. Please enter your search criteria using the options above.

Add New

- A Wireless LAN Profile Group can then be created where the Name, Description, and Wireless LAN Profiles are specified.
- Only **1** Wireless LAN Profile should be added to a Wireless LAN Profile Group.
- Select **Save** once the Wireless LAN Profile Group configuration is complete.

**Wireless LAN Profile Group Information**

Name\* 8861

Description

---

**Profiles for this Wireless LAN Profile Group**

Available Profiles

Selected Profiles\*\* 8861

Save

- Once the Wireless LAN Profile Group has been created, it can be applied to a Device Pool or an individual Cisco IP Phone 8861 and 8865.
- To apply a Wireless LAN Profile Group to a device pool, navigate to **System > Device Pool** within the Cisco Unified Communications Manager's Administration interface.
- Create a Device Pool as necessary and put the desired Cisco IP Phone 8861 and 8865 into this Device Pool.
- Once the Device Pool has been created, configure the Wireless LAN Profile Group then select **Save**.
- Once the Wireless LAN Profile Group has been applied to the Device Pool, select **Apply Config** for the Cisco IP Phone 8861 and 8865 to download the Wireless LAN Profile Group configuration.



Device Pool Settings	
Device Pool Name*	8861
Cisco Unified Communications Manager Group*	Default
Calling Search Space for Auto-registration	< None >
Adjunct CSS	< None >
Reverted Call Focus Priority	Default
Intercompany Media Services Enrolled Group	< None >

Roaming Sensitive Settings	
Date/Time Group*	PST12
Region*	Default
Media Resource Group List	< None >
Location	< None >
Network Locale	< None >
SRST Reference*	Disable
Connection Monitor Duration***	
Single Button Barge*	Default
Join Across Lines*	Default
Physical Location	< None >
Device Mobility Group	< None >
Wireless LAN Profile Group	8861 <a href="#">View Details</a>

- To apply a Wireless LAN Profile Group to an individual Cisco IP Phone 8861 and 8865, navigate to **Device > Phone** within the Cisco Unified Communications Manager's Administration interface.
- Navigate to the desired Cisco IP Phone 8861 and 8865, configure the Wireless LAN Profile Group then select **Save**.
- Once the Wireless LAN Profile Group has been applied to the individual Cisco IP Phone 8861 and 8865, select **Apply Config** for the Cisco IP Phone 8861 and 8865 to download the Wireless LAN Profile Group configuration.

Device Information	
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
MAC Address*	38ED18AE5604
Description	Michael Gillespie
Device Pool*	Default <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Standard 8861 SIP
Softkey Template	Standard User
Common Phone Profile*	Standard Common Phone Profile <a href="#">View Details</a>
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >
Location*	Hub_None
AAR Group	< None >
User Locale	< None >
Network Locale	< None >
Built In Bridge*	Default
Privacy*	Default
Device Mobility Mode*	Default <a href="#">View Current Device</a> <a href="#">Mobility Settings</a>
Wireless LAN Profile Group	8861 <a href="#">View Details</a>

**Note:** The Cisco IP Phone 8861 and 8865 currently do not support use of the **LSC** (Locally Significant Certificate) as the **User Certificate** for EAP-TLS.

For more information about TCP and UDP ports used by the Cisco IP Phone 8861 and 8865 and the Cisco Unified Communications Manager, refer to the **Cisco Unified Communications Manager TCP and UDP Port Usage** document at this URL:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/port/10\\_5\\_x/cucm\\_b\\_port-usage-cucm-105x/cucm\\_b\\_port-usage-cucm-105x\\_chapter\\_00.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/10_5_x/cucm_b_port-usage-cucm-105x/cucm_b_port-usage-cucm-105x_chapter_00.html)

## Cisco Unified Communications Manager Express

Prior to release 11.0 of Cisco Unified Communications Manager Express, the Cisco IP Phone 8861 and 8865 are to utilize the fast track method utilizing the Cisco Unified IP Phone 9971 as the reference model (use 7975 as reference model if needing softkey template support).

With release 11.0 and 11.5 of Cisco Unified Communications Manager Express, the Cisco IP Phone 8865 can utilize the Cisco IP Phone 8861 as the reference model.

With release 11.7 and later of Cisco Unified Communications Manager Express, there is native support for the Cisco IP Phone 8865, therefore can use the Cisco IP Phone 8861 as the model type.

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucme/feature/phone\\_feature/phone\\_feature\\_support\\_guide.html#\\_Toc436645184](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/feature/phone_feature/phone_feature_support_guide.html#_Toc436645184)

## Sample Configuration

```

version 15.6
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
!
hostname CME
!
boot-start-marker
boot system flash:c2900-universalk9-mz.SPA.156-1.T0a.bin
boot-end-marker
!
aqm-register-fnf
!
logging buffered 51200 warnings
!
aaa new-model
!
aaa authentication login default local
aaa authorization exec default local
!
aaa session-id common
ethernet lmi ce
clock timezone EST -5 0
clock summer-time EST recurring
!
ip domain name cisco.com
ip cef
no ipv6 cef
multilink bundle-name authenticated
!
cts logging verbose
!
crypto pki trustpoint TP-self-signed-2915022231
  enrollment selfsigned
  subject-name cn=IOS-Self-Signed-Certificate-2915022231
  revocation-check none
  rsakeypair TP-self-signed-2915022231
!
crypto pki certificate chain TP-self-signed-2915022231
  certificate self-signed 01
    3082022B 30820194 A0030201 02020101 300D0609 2A864886 F70D0101 05050030
    31312F30 2D060355 04031326 494F532D 53656C66 2D536967 6E65642D 43657274
    69666963 6174652D 32393135 30323232 3331301E 170D3132 30373033 30333039
    35395A17 0D323030 31303130 30303030 305A3031 312F302D 06035504 03132649
    4F532D53 656C662D 5369676E 65642D43 65727469 66696361 74652D32 39313530
    32323233 3130819F 300D0609 2A864886 F70D0101 01050003 818D0030 81890281
    8100ABC4 D23F5B00 36665DDC 86171E19 CE92D3E5 A0576068 3AADCD26 89C3B795
    1B4518BE 2B173A5C 60A82125 80935C29 1027DE28 FCF05E62 18A07C10 C59D34ED
    9A14CCD7 3981E1BB 20445CFC 99686D13 D84C6B03 4D84B448 1102A0CF AE333B48
    CBF5B85F 6842A40B C9555AB0 0C283E66 0341DD0C D0BBEB8D DCA8AE00 0DAF3083
    8E170203 010001A3 53305130 0F060355 1D130101 FF040530 030101FF 301F0603
    551D2304 18301680 14D881B2 7EF36719 1DC028ED 84384303 685250E6 E6301D06
    03551D0E 04160414 D881B27E F367191D C028ED84 38430368 5250E6E6 300D0609
    2A864886 F70D0101 05050003 81810011 2DB8EA5C 2D588D18 1CB78EE2 0FBAE777
    716B441C 9389C987 612BBBEA 7B9E30CB 4BAF41A7 0F0DB51D E4F45FB2 F8A139B3
    70DF1E94 A7EE4F81 B08E3F21 C0743E56 59D42988 D7FAB957 FADBBFE0 A77F404F
    634BDD93 87559D1D CCA93BCA 87899A98 C151CF62 EF183C8E CB2C9DFC 71F45AE0

```

92A26FBF CBA7FA2B F9C5DB6D EEC936

```
quit
!
voice-card 0
!
voice service voip
no ip address trusted authenticate
allow-connections h323 to sip
allow-connections sip to h323
allow-connections sip to sip
no supplementary-service sip moved-temporarily
sip
bind control source-interface GigabitEthernet0/0
bind media source-interface GigabitEthernet0/0
registrar server expires max 1000 min 800
no call service stop
!
voice register global
mode cme
source-address 10.0.0.10 port 5060
max-dn 40
max-pool 42
load 8861 sip88xx.14-2-1-0101-26
load 8865 sip8845_65.14-2-1-0101-26
authenticate register
olsontimezone America/New_York version 2010o
timezone 12
create profile sync 0089201122844265
camera
video
!
voice register dn 1
number 1101
name 8861
label 1101
mwi
!
voice register dn 2
number 1102
name 8865
label 1102
mwi
!
voice register pool 1
busy-trigger-per-button 2
id mac 6C99.8984.B7E5
session-transport tcp
type 8861
number 1 dn 1
dtmf-relay rtp-nte
username 8861 password <REMOVED>
codec g711ulaw
no vad
!
voice register pool 2
busy-trigger-per-button 2
id mac AC7E.8AB7.63B6
```

```

session-transport tcp
type 8865
number 1 dn 2
dtmf-relay rtp-nte
username 8865 password <REMOVED>
codec g711ulaw
no vad
!
license udi pid CISCO2901/K9 sn <REMOVED>
!
username <REMOVED> privilege 15 password 7 <REMOVED>
!
redundancy
!
interface Embedded-Service-Engine0/0
no ip address
shutdown
!
interface GigabitEthernet0/0
ip address 10.0.0.10 255.255.255.0
duplex auto
speed auto
!
interface GigabitEthernet0/1
no ip address
shutdown
duplex auto
speed auto
!
ip forward-protocol nd
!
ip http server
ip http authentication local
ip http secure-server
ip http timeout-policy idle 60 life 86400 requests 10000
!
ip route 0.0.0.0 0.0.0.0 10.0.0.2
!
tftp-server flash:/8861/sip88xx.14-2-1-0101-26.loads alias sip88xx.14-2-1-0101-26.loads
tftp-server flash:/8861/boot1288xx.BE-01-007.sbn alias boot1288xx.BE-01-007.sbn
tftp-server flash:/8861/fbi88xx.BE-01-012.sbn alias fbi88xx.BE-01-012.sbn
tftp-server flash:/8861/kern88xx.14-2-1-0101-26.sbn alias kern88xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/kern288xx.14-2-1-0101-26.sbn alias kern288xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/kern388xx.14-2-1-0101-26.sbn alias kern388xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/m0patch288xx.BE-01-001.sbn alias m0patch288xx.BE-01-001.sbn
tftp-server flash:/8861/preloader88xx.BE-01-007.sbn alias preloader88xx.BE-01-007.sbn
tftp-server flash:/8861/rootfs88xx.14-2-1-0101-26.sbn alias rootfs88xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/rootfs288xx.14-2-1-0101-26.sbn alias rootfs288xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/rootfs388xx.14-2-1-0101-26.sbn alias rootfs388xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/sb288xx.BE-01-028.sbn alias sb288xx.BE-01-028.sbn
tftp-server flash:/8861/sb2288xx.BE-01-015.sbn alias sb2288xx.BE-01-015.sbn
tftp-server flash:/8861/sb2388xx.BE-01-032.sbn alias sb2388xx.BE-01-032.sbn
tftp-server flash:/8861/ssb288xx.BE-01-007.sbn alias ssb288xx.BE-01-007.sbn
tftp-server flash:/8861/vc488xx.14-2-1-0101-26.sbn alias vc488xx.14-2-1-0101-26.sbn
!
tftp-server flash:/8865/sip8845_65.14-2-1-0101-26.loads alias sip8845_65.14-2-1-0101-26.loads
tftp-server flash:/8865/fbi8845_65.BEV-01-006.sbn alias fbi8845_65.BEV-01-006.sbn

```

```

tftp-server flash:/8865/kern8845_65.14-2-1-0101-26.sbn alias kern8845_65.14-2-1-0101-26.sbn
tftp-server flash:/8865/rootfs8845_65.14-2-1-0101-26.sbn alias rootfs8845_65.14-2-1-0101-26.sbn
tftp-server flash:/8865/sb28845_65.BEV-01-020.sbn alias sb28845_65.BEV-01-020.sbn
tftp-server flash:/8865/vc48845_65.14-2-1-0101-26.sbn alias vc48845_65.14-2-1-0101-26.sbn
!
control-plane
!
mgcp behavior rsip-range tgcp-only
mgcp behavior comedia-role none
mgcp behavior comedia-check-media-src disable
mgcp behavior comedia-sdp-force disable
!
mgcp profile default
!
sip-ua
timers connection aging 20
!
gatekeeper
shutdown
!
telephony-service
max-ephones 25
max-dn 25
ip source-address 10.0.0.10 port 2000
url authentication http://10.0.0.10/CCMCIP/authenticate.asp
cnf-file perphone
olsontimezone America/New_York version 2010o
time-zone 12
max-conferences 8 gain -6
transfer-system full-consult
create cnf-files version-stamp Jan 01 2002 00:00:00
!
line con 0
line aux 0
line 2
no activation-character
no exec
transport preferred none
transport output pad telnet rlogin lapb-ta mop udptn v120 ssh
stopbits 1
line vty 0 4
privilege level 15
transport input telnet ssh
line vty 5 15
privilege level 15
transport input telnet ssh
!
scheduler allocate 20000 1000
ntp source GigabitEthernet0/0
ntp server 10.0.0.2
!
end

```

## Product Specific Configuration Options

The following configuration options are available for the Cisco IP Phone 8861 and 8865.

For a description of these options, click ? at the top of the configuration page.

Product specific configuration options can be configured in bulk via the Bulk Admin Tool if using Cisco Unified Communications Manager.

Some of the product specific configuration options can be configured on an enterprise phone, common phone profile or individual phone configuration level.

## Cisco IP Phone 8861 and 8865 Common Configuration Options

Product Specific Configuration Layout	Parameter Value	Override Enterprise/Common Phone Profile Settings
<input type="checkbox"/> Disable Speakerphone		
<input type="checkbox"/> Disable Speakerphone and Headset		
<input type="checkbox"/> Disable Handset		<input type="checkbox"/>
PC Port *	Enabled	
Settings Access*	Enabled	<input type="checkbox"/>
PC Voice VLAN Access*	Enabled	
Video Capabilities*	Disabled	<input type="checkbox"/>
Web Access*	Disabled	<input type="checkbox"/>
Disable TLS 1.0 and TLS 1.1 for Web Access*	Disabled	<input type="checkbox"/>
Enbloc Dialing*	Disabled	<input type="checkbox"/>
Days Display Not Active	Sunday Monday Tuesday	<input type="checkbox"/>
Display On Time	07:30	<input type="checkbox"/>
Display On Duration	10:30	<input type="checkbox"/>
Display Idle Timeout	01:00	<input type="checkbox"/>
Display On When Incoming Call*	Enabled	<input type="checkbox"/>
Enable Power Save Plus	Sunday Monday Tuesday	<input type="checkbox"/>
Phone On Time	00:00	<input type="checkbox"/>
Phone Off Time	24:00	<input type="checkbox"/>
Phone Off Idle Timeout*	60	<input type="checkbox"/>
<input type="checkbox"/> Enable Audible Alert		<input type="checkbox"/>
EnergyWise Domain		<input type="checkbox"/>
EnergyWise Secret		<input type="checkbox"/>
<input type="checkbox"/> Allow EnergyWise Overrides		<input type="checkbox"/>
Join And Direct Transfer Policy*	Same line, across line enable	<input type="checkbox"/>
Span to PC Port*	Disabled	
Recording Tone*	Disabled	
Recording Tone Local Volume*	100	
Recording Tone Remote Volume*	50	
Recording Tone Duration		
Log Server		<input type="checkbox"/>
Cisco Discovery Protocol (CDP): Switch Port*	Enabled	<input type="checkbox"/>
Cisco Discovery Protocol (CDP): PC Port*	Enabled	<input type="checkbox"/>

Link Layer Discovery Protocol - Media Endpoint Discover (LLDP-MED): Switch Port*	Enabled	<input type="checkbox"/>
Link Layer Discovery Protocol (LLDP): PC Port*	Enabled	<input type="checkbox"/>
LLDP Asset ID		
LLDP Power Priority*	Unknown	
802.1x Authentication*	User Controlled	<input type="checkbox"/>
Automatic Port Synchronization*	Disabled	<input type="checkbox"/>
Switch Port Remote Configuration*	Disabled	<input type="checkbox"/>
PC Port Remote Configuration*	Disabled	<input type="checkbox"/>
SSH Access*	Disabled	<input type="checkbox"/>
Incoming Call Toast Timer*	5	<input type="checkbox"/>
Ring Locale*	Default	<input type="checkbox"/>
TLS Resumption Timer*	3600	<input type="checkbox"/>
FIPS Mode*	Disabled	<input type="checkbox"/>
Record Call Log from Shared Line*	Disabled	<input type="checkbox"/>
Minimum Ring Volume*	0-Silent	
Peer Firmware Sharing*	Enabled	<input type="checkbox"/>
Load Server		<input type="checkbox"/>
IPv6 Load Server		<input type="checkbox"/>
Wideband Headset UI Control*	Enabled	
Wideband Headset*	Enabled	
Wi-Fi*	Enabled	<input type="checkbox"/>
Back USB Port*	Enabled	<input type="checkbox"/>
Side USB Port*	Enabled	<input type="checkbox"/>
Console Access*	Disabled	<input type="checkbox"/>
Bluetooth*	Enabled	<input type="checkbox"/>
Allow Bluetooth Contacts Import*	Enabled	<input type="checkbox"/>
Allow Bluetooth Mobile Handsfree Mode*	Enabled	<input type="checkbox"/>
Bluetooth Profiles*	Handsfree Human Interface Device	<input type="checkbox"/>
Gratuitous ARP*	Disabled	
Show All Calls on Primary Line*	Disabled	
HTTPS Server*	http and https Enabled	<input type="checkbox"/>
IPv6 Log Server		<input type="checkbox"/>
Remote Log*	Disabled	<input type="checkbox"/>
Log Profile	Default Preset Telephony	<input type="checkbox"/>
Advertise G.722 and ISAC Codecs*	Use System Default	
Detect Unified CM Connection Failure*	Normal	<input type="checkbox"/>



Power Negotiation*	Enabled	<input type="checkbox"/>
Provide Dial Tone from Release Button*	Disabled	<input type="checkbox"/>
Background Image		<input type="checkbox"/>
Simplified New Call UI*	Disabled	<input type="checkbox"/>
Revert to All Calls*	Disabled	<input type="checkbox"/>
Show Call History for Selected Line Only.*	Disabled	<input type="checkbox"/>
Actionable Incoming Call Alert*	Show for all Incoming Call	<input type="checkbox"/>
DF bit*	0	<input type="checkbox"/>
Default Line Filter		<input type="checkbox"/>
Lowest Alerting Line State Priority*	Disabled	<input type="checkbox"/>
One Column Display for KEM*	Disabled	<input type="checkbox"/>
Energy Efficient Ethernet(EEE): PC Port*	Disabled	<input type="checkbox"/>
Energy Efficient Ethernet(EEE): SW Port*	Disabled	<input type="checkbox"/>
User Credentials Persistent for Expressway Sign in*	Disabled	<input type="checkbox"/>
Customer support upload URL		<input type="checkbox"/>
Web Admin*	Disabled	<input type="checkbox"/>
Admin Password		<input type="checkbox"/>
WLAN SCEP Server		<input type="checkbox"/>
WLAN Root CA Fingerprint (SHA256 or SHA1)		<input type="checkbox"/>
WLAN Authentication Attempts*	2	<input type="checkbox"/>
WLAN Profile 1 Prompt Mode*	Disabled	<input type="checkbox"/>
Line Mode*	Session Line Mode	<input type="checkbox"/>
Admin Configurable Ringer*	Disabled	<input type="checkbox"/>
Customer Support Use		<input type="checkbox"/>
Disable TLS Ciphers	None TLS_RSA_WITH_3DES_EDE_CBC_SHA TLS_RSA_WITH_AES_128_CBC_SHA	<input type="checkbox"/>
Lower Your Voice Alert*	Disabled	<input type="checkbox"/>
Mark Call As Spam*	Disabled	<input type="checkbox"/>
Dedicate one line for Call Park*	Enabled	<input type="checkbox"/>
Line Text Label Display in ELM*	Enabled	<input type="checkbox"/>
Delayed PLAR*	Disabled	<input type="checkbox"/>
IPv6 Interface Identifier*	MAC	<input type="checkbox"/>

<u>Field Name</u>	<u>Description</u>
Disable Speakerphone	Disable only the speakerphone functionality. Disabling speakerphone functionality will not affect the headset. You can use lines and speed dials with headset/handset.
Disable Speakerphone and Headset	Disable all speakerphone functions and headset microphone.
Disable Handset	Disable handset.
PC Port	Indicates whether the PC port on the phone is enabled or disabled. The port labeled “10/100 PC” on the back of the phone connects a PC or workstation to the phone so they can share a single network connection.
Settings Access	Indicates whether the Settings button on the phone is functional. When Settings Access is enabled, you can change the phone network configuration, ring type, and volume on the phone. When Settings Access is disabled, the Settings button is completely disabled; no options appear when you press the button. Also, you cannot adjust the ringer volume or save any volume settings. By default, Settings Access is enabled.
PC Voice VLAN Access	Indicates whether the phone will allow a device attached to the PC port to access the Voice VLAN. Disabling Voice VLAN Access will prevent the attached PC from sending and receiving data on the Voice VLAN. It will also prevent the PC

	from receiving data sent and received by the phone. Set this setting to Enabled if an application is being run on the PC that requires monitoring of the phones traffic. These could include monitoring and recording applications and use of network monitoring software for analysis purposes.
Video Capabilities	When enabled, indicates that the phone will participate in video calls when connected to an appropriately equipped PC.
Web Access	This parameter indicates whether the phone will accept connections from a web browser or other HTTP client. Disabling the web server functionality of the phone will block access to the phones internal web pages. These pages provide statistics and configuration information. Features, such as QRT ( Quality Report Tool ), will not function properly without access to the phones web pages. This setting will also affect any serviceability application such as CiscoWorks 2000 that relies on web access.
Disable TLS 1.0 and TLS 1.1 for Web Access	This parameter indicates to disable TLS 1.0 and TLS 1.1 when using https for web access.
Enbloc Dialing	This parameter indicates to enable enblocDialing.
Days Display Not Active	This field allows the user to specify the days that the display is to remain off by default. Typically this would be Saturday and Sunday for US corporate customers. Saturday and Sunday should be the default. The list contains all of the days of the week. To turn off display on Saturday and Sunday the User would hold down Control and select Saturday and Sunday.
Display On Time	This field indicates the time of day the display is to automatically turn itself on for days listed in the off schedule. The value should be in a 24 hour format. Where 0:00 is the beginning of the day and 23:59 is the end of the day. Leaving this field blank will activate the display at the default time of the day (e.g. – “7:30”). To set the display to turn on at 7:00AM the user would enter “07:00” without the quotes. To have the display to turn on at 2:00PM enter “14:00” without the quotes.
Display On Duration	This field indicates the amount of time the display is to be active for when it is turned on by the programmed schedule. No value indicates the end of the day. Maximum value is 24 hours. This value is in free form hours and minutes. “1:30” would activate the display for one hour and 30 minutes.
Display Idle Timeout	This field indicates how long to wait before the display is turned off when it was turned on by user activity. This inactivity timer will continually reset itself during user activity. Leaving this field blank will make the phone use a pre-determined default value of one hour. Maximum value is 24 hours. This value can be in free form hours and minutes. “1:30” would turn off the display after one hour and 30 minutes of inactivity
Display On When Incoming Call	This field indicates whether LCD display is on when there is an incoming call. If the field is set to Enabled (default), the LCD display will turn on (if off) when a call is received. If Disabled, the LCD display will not turn on when a call is received.
Enable Power Save Plus	To enable the Power Save Plus feature, select the day(s) that you want the phone to power off on schedule. You can select multiple days by pressing and holding the Control key while clicking on the days that you want Power Save Plus to operate. The default is disabled (no days selected). In Power Save Plus mode, enough power is maintained to illuminate one key. All other functions of the phone are turned off in Power Save Plus mode. Power Save Plus mode turns off

	<p>the phone for the time period specified in the Phone On Time and Phone Off Time fields. This time period is usually outside of your organization's regular operating hours. The illuminated key allows a user to press it to restore full power to the phone. After pressing the illuminated key, the phone power-cycles and reregisters with Unified CM before it becomes fully operational. Power Save Plus is disabled by default. When you select day(s) in this field, the following notice displays to indicate e911 concerns. By enabling Power Save Plus, you are agreeing to the terms specified in this Notice. Notice: WHILE POWER SAVE PLUS MODE (THE "MODE") IS IN EFFECT, ENDPOINTS CONFIGURED FOR THE MODE ARE DISABLED FOR EMERGENCY CALLING AND FROM RECEIVING INBOUND CALLS. BY SELECTING THIS MODE, YOU AGREE TO THE FOLLOWING: (I) YOU ARE TAKING FULL RESPONSIBILITY FOR PROVIDING ALTERNATE METHODS FOR EMERGENCY CALLING AND RECEIVING CALLS WHILE THE MODE IS IN EFFECT; (II) CISCO HAS NO LIABILITY IN CONNECTION WITH YOUR SELECTION OF THE MODE AND ALL LIABILITY IN CONNECTION WITH ENABLING THE MODE IS YOUR RESPONSIBILITY; AND (III) YOU WILL FULLY INFORM USERS OF THE EFFECTS OF THE MODE ON CALLS, CALLING AND OTHERWISE.</p>
Phone On Time	<p>This field determines the time that the phone turns on automatically on the days that are selected in the Enable Power Save Plus list box. Enter the time in 24 hour format, where 00:00 represents midnight. For example, to automatically turn the phone on at 7:00 a.m., (0700), enter 07:00. To turn the phone on at 2:00 p.m. (1400), enter 14:00. If this field is blank, the phone automatically turns on at 00:00. The default is blank.</p>
Phone Off Time	<p>This field determines the time of day that the phone will turn itself off on the days that are selected in the Enable Power Save Plus list box. Enter the time in the following format hours:minutes. If this field is blank, the phone automatically turns off at midnight (00:00). The default is blank. Note: If Phone On Time is blank (or 00:00) and Phone Off Time is blank (or 24:00), the phone will remain on continuously, effectively disabling the Power Save Plus feature unless you allow EnergyWise to send overrides.</p>
Phone Off Idle Timeout	<p>This field represents the number of minutes that the device must be idle before the device will request the power sourcing equipment (PSE) to power down the device. The value in this field takes effect: - When the device was in Power Save Plus mode as scheduled and was taken out of Power Save Plus mode because the phone user pressed the select key – When the phone is repowered by the attached switch – When the Phone Off Time is met but the phone is in use The unit is minutes. The default is 60. The range is 20 to 1440.</p>
Enable Audible Alert	<p>This checkbox, when enabled, instructs the phone to play an audible alert ten minutes prior to the time specified in the field, Phone Off Time. The select key on the phone will quickly flash to visually alert the user to the impending phone state change (powering off as a result of the Power Save Plus feature). To also audibly alert the user, enable this checkbox. The default is disabled. This checkbox only applies if the Enable Power Save Plus list box has one or more days selected.</p>
EnergyWise Domain	<p>This field defines the EnergyWise domain in which the phone is participating. An EnergyWise domain is required by the Power Save Plus feature. If you have chosen days in the Enable Power Save Plus list box, you must also provide an EnergyWise domain. The default is blank.</p>
EnergyWise Secret	<p>This field defines the password (shared secret) used to communicate within the EnergyWise domain. An EnergyWise domain and secret is required by the Power</p>

	Save Plus feature. If you have chosen days in the Enable Power Save Plus list box, you must also provide an EnergyWise domain and secret. The default is blank. Note: The Power Save Plus behavior is different for TNP and Roundtable devices. For TNP, the device is completely turned off, no illuminated key. For Roundtable, the power sourcing equipment (PSE) provides minimal power to illuminate the select key. The following table explains the Unified CM Administration product specific configuration fields that enable and configure Power Save Plus mode, and the help text for each field. Table: Unified CM Administration Configuration Fields for Power Save Plus Field Label Help Text
Allow EnergyWise Overrides	This checkbox determines whether you will allow the EnergyWise domain controller policy to send power level updates to the phones. A few conditions apply; first, one or more days must be selected in the Enable Power Save Plus field. If the Enable Power Save Plus list box does not have any days selected, the phone will ignore the EnergyWise directive to turn off the phone. Second, the settings in Unified CM Administration will take effect on schedule even if EnergyWise sends an override. For example, assume the Display Off Time is set to 22:00 (10 p.m.), the value in the Display On Time field is 06:00 (6 a.m.), and the Enable Power Save Plus has one or more days selected. If EnergyWise directs the phone to turn off at 20:00 (8 p.m.), that directive will remain in effect (assuming no phone user intervention occurs) until the configured Phone On Time at 6 a.m. At 6 a.m., the phone will turn on and resume receiving its power level changes from the settings in Unified CM Administration. To change the power level on the phone again, EnergyWise must reissue a new power level change command. Also, any user interaction will take effect so if a user presses the select softkey after EnergyWise has directed the phone to power off, the phone will power on as a result of the user action. The default is unchecked.
Join And Direct Transfer Policy	This field indicates join and direct transfer policy for same line and across line.
Span to PC Port	Indicates whether the phone will forward packets transmitted and received on the Phone Port to the PC Port. Select Enabled if an application is being run on the PC Port that requires monitoring of the IP Phone's traffic such as monitoring and recording applications (common in call center environments) or network packet capture tools used for diagnostic purposes. To use this feature PC Voice VLAN access must be enabled.
Recording Tone	This can be used to configure whether the recording tone is enabled or disabled on the phone. If enabled, the phone mixes the recording tone into both directions for every call.
Recording Tone Local Volume	This can be used to configure the loudness setting of the recording tone that the local party hears. This loudness setting applies regardless of the actual device used for hearing (handset, speakerphone, headset). The loudness setting should be in the range of 0% to 100%, with 0% being no tone and 100% being at the same level as the current volume setting. The default value is 100%.
Recording Tone Remote Volume	This can be used to configure the loudness setting of the recording tone that the remote party hears. The loudness setting should be in the range of 0% to 100%, with 0% being less than -66dBm and 100% being -4dBm. The default value is -10dBm or 50%.
Recording Tone Duration	Indicates the length of time in milliseconds for which the recording tone is inserted in the audio stream. The default for this parameter is set to the value in the Network locale file for this field. The valid range for this parameter is a value between 1 and 3000 milliseconds.
Log Server	Specifies an IP address and port of a remote system where log messages are sent.

	The format is:xxx.xxx.xxx.xxx:ppppp@@options. Options will be format as base=x;pfs=y; base value range is 0~7,pfs value range is 0~1.And the two parameters are optional. Absence of pfs or base,pfs will be set to the default value 0 and base will be set to the default value 7.
Cisco Discover Protocol (CDP): Switch Port	Allows administrator to enable or disable Cisco Discovery Protocol (CDP) on the switch port.
Cisco Discover Protocol (CDP): PC Port	Allows administrator to enable or disable Cisco Discovery Protocol (CDP) on the PC port.
Link Layer Discovery Protocol - Media Endpoint Discover (LLDP-MED): Switch Port	Allows administrator to enable or disable Link Layer Discovery Protocol (LLDP-MED) on the switch port.
Link Layer Discovery Protocol – (LLDP): PC Port	Allows administrator to enable or disable Link Layer Discovery Protocol (LLDP) on the PC port.
LLDP Asset ID	Allows administrator to set Asset ID for Link Layer Discovery Protocol.
LLDP Power Priority	Allows administrator to set Power Priority for Link Layer Discovery Protocol.
802.1x Authentication	Specifies the 802.1x authentication feature status
Automatic Port Synchronization	Enables the phone to synchronize the PC and SW ports to the same speed and to duplex. Only ports configured for auto negotiate change speeds.
Switch Port Remote Configuration	Allows remote configuration of the speed and duplex for the switch port of the phone, which overrides any manual configuration at the phone. Be aware that configuring this port may cause the phone to lose network connectivity.
PC Port Remote Configuration	Allows remote configuration of the speed and duplex for the PC port of the phone, which overrides any manual configuration at the phone.
SSH Access	This parameter indicates whether the phone will accept ssh connections. Disabling the ssh server functionality of the phone will block access to the phone.
Incoming Call Toast Timer	This parameter specifies the maximum time in seconds that the toast displays a new incoming call notification.
Ring Locale	IP Phone has distinctive ring for On-net/Off-net or line based, but its ring cadence is fixed, and it is based on US standard only. Ring cadence in US standard is opposite to Japan standard. To support Japan ring cadence, the ring cadence should be configurable according to Ring Locale.
TLS Resumption Timer	The current TLS session to support TLS session resumption is HTTPS client. The HTTPS client sessions support configurable session resumption timer. The timer specifies the maximum session resumption time allowed. If the value is set to 0, TLS session resumption will be disabled.
FIPS Mode	This parameter specifies if the fips mode is enabled or disabled.
Record Call Log From Shared Line	This field indicates whether or not to record call log from shared line.
Minimum Ring Volume	This parameter controls the minimum ring volume on an IP phone. This value is set by the administrator, and can not be changed by an end user. The end user can increase the ring volume, but may not decrease the ring volume below the level defined. The minimum ring volume range is from 0 to 15, with 0 (silent) being the default value.

Peer Firmware Sharing	Enables or disables Peer to Peer image distribution in order to allow a single phone in a subnet to retrieve an image firmware file then distribute it to its peers – thus reducing TFTP bandwidth and providing for a faster firmware upgrade time.
Load Server	Indicates that the phone will use an alternative server to obtain firmware loads and upgrades, rather than the defined TFTP server. This option enables you to indicate a local server to be used for firmware upgrades, which can assist in reducing install times, particularly for upgrades over a WAN. Enter the hostname or the IP address (using standard IP addressing format) of the server. The indicated server must be running TFTP services and have the load file in the TFTP path. If the load file is not found, the load will not install. The phone will not be redirected to the TFTP server. If this field is left blank, the phone will use the designated TFTP server to obtain its load files and upgrades.
IPv6 Load Server	Indicates that the phone will use an alternative IPv6 server to obtain firmware loads and upgrades, rather than the defined TFTP server. This option enables you to indicate a local IPv6 server to be used for firmware upgrades, which can assist in reducing install times, particularly for upgrades over a WAN. Enter the hostname or the IPv6 address (using standard IPv6 addressing format) of the server. The indicated server must be running TFTP services and have the load file in the TFTP path. If the load file is not found, the load will not install. The phone will not be redirected to the TFTP server. If this field is left blank, the phone will use the designated TFTP server to obtain its load files and upgrades.
Wideband Headset UI Control	Allows users to enable or disable Wideband Headset option on phone UI.
Wideband Headset	Enable or disable the use of a Wideband Headset on the phone. Used in conjunction with User Control Wideband Headset.
Wi-Fi	Indicates whether the Wi-Fi on the device is enabled or disabled.
Back USB Port	Indicates whether the back usb port on the phone is enabled or disabled.
Side USB Port	Indicates whether the side usb port on the phone is enabled or disabled.
Console Access	Indicates whether the serial console is enabled or disabled.
Bluetooth	Indicates whether the Bluetooth device on the phone is enabled or disabled.
Allow Bluetooth Contacts Import	Indicates whether the Bluetooth device on the phone is allowed to sync the contacts from the phone.
Allow Bluetooth Mobile Handsfree Mode	Indicates whether the user is allowed to enable or disable 2 way audio between devices with HFP.
Bluetooth Profiles	Indicates which Bluetooth profiles on the phone are enabled or disabled.
Gratuitous ARP	Indicates whether the phone will learn MAC addresses from Gratuitous ARP responses. Disabling the phones ability to accept Gratuitous ARP will prevent applications, which use this mechanism for monitoring and recording of voice streams from working. If monitoring capability is not desired, change this setting to Disabled.
Show All Calls On Primary Line	When enabled, indicates that all calls presented to this device will be shown when the Primary line is selected.
HTTPS Server	Allows Administrator to permit http and https or https only connections if Web

	Access is enabled.
IPv6 Log Server	Specifies an IPv6 address and port of a remote system where log messages are sent. The format is:[xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx]:ppppp@@options. Options will be format as base=x;pfs=y; base value range is 0~7,pfs value range is 0~1.And the two parameters are optional. Absence of pfs or base,pfs will be set to the default value 0 and base will be set to the default value 7.
Remote Log	This parameter specifies where to send the log data by serviceability. If enabled, the log data will be copied by serviceability to the place specified by Log Server/IPV6 Log Server. If disabled, the log data will not be copied by serviceability to the place specified by Log Server/IPV6 Log Server.
Log Profile	Run the pre-defined debug command remotely.
Advertise G.722 and iSAC Codecs	Indicates whether Cisco IP Phones will advertise the G.722 codec to Cisco Unified CallManager. Codec negotiation involves two steps: first, the phone must advertise the supported codec(s) to Cisco Unified CallManager (not all endpoints support the same set of codecs). Second, when Cisco Unified CallManager gets the list of supported codecs from all phones involved in the call attempt, it chooses a commonly-supported codec based on various factors, including the region pair setting. Valid values specify Use System Default (this phone will defer to the setting specified in the enterprise parameter, Advertise G.722 Codec), Disabled (this phone will not advertise G.722 to Cisco Unified CallManager) or Enabled (this phone will advertise G.722 to Cisco Unified CallManager).
Detect Unified CM Connection Failure	This field determines the sensitivity that the phone has for detecting a connection failure to Cisco Unified Communications Manager (Unified CM), which is the first step before device failover to a backup Unified CM/SRST occurs. Valid values specify Normal (detection of a Unified CM connection failure occurs at the standard system rate) or Delayed (detection of a Unified CM connection failover occurs approximately four times slower than Normal). For faster recognition of a Unified CM connection failure, choose Normal. If you prefer failover to be delayed slightly to give the connection the opportunity to reestablish, choose Delayed. Note that the precise time difference between Normal and Delayed connection failure detection depends on many variables that are constantly changing. This only applies to the wired Ethernet connection. Default = Normal
Power Negotiation	You should enable the Power Negotiation feature when connected to a switch that supports power negotiation. However, if a switch does not support power negotiation, then you should disable the Power Negotiation feature before you power up accessories over PoE. When the Power Negotiation feature is disabled, the phone can power up accessories up to 12.9W
Provide Dial Tone from Release Button	Indicates whether Dial Tone is provided when Release Button is pressed. If the value is true, then in “Off Hook Dialing/RingingOut/Connected” state, a new Call Windows will be brought out after Release Button is pressed. If “Revert To All Calls” feature was enabled, it should be active first before “Dial Tone” feature.
Background Image	This parameter specifies the default wallpaper file. Only the administrator disables end user access to phone wallpaper list, could this parameter take effect.
Simplified New Call UI	This parameter specifies if use simplified call UI style when the phone is Off-hook. Those who like the New Call Window can continue to use that at the same time that those who prefer the Simplified New Call Session can use that method.

Revert to All Calls	When enabled, phone will revert to All Calls after any call is ended if the call is on a filter other than Primary line, All Calls or Alerting Calls.
Show Call History for Selected Line Only	When enabled, the phone shows call history for selected line only.
Actionable Incoming Call Alert	Show an Alert with Answer, Divert and Ignore softkeys when there is an incoming call alerting for user to act.
DF Bit	Configure the DF bit in IP header.
Default Line Filter	Indicates that the phone will use an alternative line filter, rather than all lines as default filter on the phone. This option enables you to configure the lines you want to get notified with alert or toast when there's incoming calls. Enter the line numbers separated by comma. If this field is left blank, the phone will use all lines as the default filter.
Lowest Alerting Line State Priority	When disabled, if there is an incoming call alerting on the shared line, the LED/Line state icon will reflect the alerting state instead of Remote-In-Use. When enabled, customer see the Remote-In-Use state when there is call alerting on the shared line.
One Column Display for KEM	When disabled. The KEM will display 18 Line/Button configured. Each line item will use half of the KEM screen width. When enabled, each line item will occupy entire KEM screen width for being able to show more characters. Total 9 Line/Button configured will be display on one KEM.
Energy Efficient Ethernet(EEE): PC Port	This parameter indicates enable or disable Energy Efficient Ethernet(EEE) on PC port. Default is Enable.
Energy Efficient Ethernet(EEE): SW Port	This parameter indicates enable or disable Energy Efficient Ethernet(EEE) on switch port. Default is Enable.
User Credentials Persistent for Expressway Sign in	This parameter enables phone to persistently store user credentials used for authentication with Expressway Sign in.
Customer support upload URL	This URL is used to upload problem report files when the user has run the "Problem Report Tool" on the endpoint.
Web Admin	This field controls the accessibility of the Web Admin interface, which operates independently from the 'Web Access' parameter. If disabled then the Web Admin interface is not available. If enabled then Web Admin interface is available.
Admin Password	Specifies the password to access the phone's Web Admin interface. Enter a 8-127 character password.
WLAN SCEP Server	Indicates the SCEP Server the phone will use to obtain certificates for WLAN authentication. Enter the hostname or the IP address (using standard IP addressing format) of the server.
WLAN Root CA Fingerprint (SHA256 or SHA1)	Indicates the SHA256 or SHA1 fingerprint of the Root CA to use for validation during the SCEP process when issuing certificates for WLAN authentication. It is recommended to utilize the SHA256 fingerprint, which can be obtained via OpenSSL (i.e. openssl x509 -in rootca.cer -noout -sha256 -fingerprint) or using a Web Browser to inspect the certificate details. Enter the 64 hexadecimal character value for the SHA256 fingerprint or the 40 hexadecimal character value for the SHA1 fingerprint with a common separator (colon, dash, period, space) or



	without a separator. If using a separator, then the separator should be consistently placed after every 2, 4, 8, 16, or 32 hexadecimal characters for a SHA256 fingerprint or every 2, 4, or 8 hexadecimal characters for a SHA1 fingerprint.
WLAN Authentication Attempts	This parameter specifies the number of authentication attempts when there is explicit failure due to invalid credentials.
WLAN Profile 1 Prompt Mode	This parameter enables or disables WLAN prompt mode, where user is prompted to re-enter password on device start up or reboot.
Line Mode	This parameter allows admin to switch between Session Line Mode and Enhanced Line Mode. While in Session Line Mode, the buttons on the left of the screen can be configured as programmable line keys and the buttons on the right of the screen are always session keys. While in Enhanced Line Mode, all the buttons can be configured as programmable line keys.
Admin Configurable Ringer	This parameter is used to config ringtone on phone. Once config, phone can not change ringtone anymore.
Customer Support Use	This parameter specifies some special issue. Please split the special issue ID with ";".
Disable TLS Ciphers	This parameter is used to disable TLS cipher list, the default value is None, and you can choose one or use "CTRL" choose several ciphers from the list, if you choose all of the ciphers, phone TLS service will be impacted.
Lower Your Voice Alert	This parameter allows the administrator to control whether the Lower Your Voice Alert can be controlled from the phone UI Settings menu. When this parameter is enabled, the Lower Your Voice feature can be set to On or Off on the phone and the feature is controlled only on the phone. With the feature Lower Your Voice enabled, users see a warning message on the phone screen when they speak loudly. When this parameter is disabled, the feature is disabled on the phone, and there's no control item on the phone UI.
Mark Call As Spam	This parameter allows the administrator to disable or enable the Mark Spam feature. When enabled, the active or recents calls can be marked as spam calls, and can be viewed and edited from the phone UI menu. When disabled, the users can't mark spam calls.
Dedicate one line for Call Park	This parameter allows the administrator to control if a parked call occupies a line.
Line Text Label Display in ELM	This parameter allows the administrator to control the line label display during a call when the phone is configured in Enhanced Line Mode. When it is enabled, and if the remote party's name is configured it displays the name in the first line of the call session, and the local line label in the second line. If the remote party's name is not configured, it displays the remote number in the first line, and the local line label in the second line. When it is disabled, and if the remote party's name is configured, it displays the name in the first line of the call session and number in the second line. If the remote party's name is not configured, it displays only the remote number.
Delayed PLAR	This parameter helps the administrator to control if PLAR call can be made directly after off-hook or it can be delayed to be dialed after the default timer of 15 seconds. If it is disabled, the PLAR call is placed directly after off-hook. If it is enabled, a timer (default 15 seconds) begins after off-hook. o If the user inputs some digits before the timer expires, the call to the dialed number is made. o If no digit is input, then the PLAR call is made after the timer expires. Note: The timer

	is configurable through the parameter “Off Hook To First Digit Timer” under Device -> Device Settings -> SIP Profile. The value ranges from 0 - 150,000 microseconds. Default value is 15,000 microseconds.
IPv6 Interface Identifier	Define the IPv6 interface identifier for the device. The interface identifier you choose, either MAC or Opaque, will determine the method that is used for generating part of the the IPv6 address. This is applicable to both link-local IPv6 addresses and Stateless Address Autoconfiguration (SLAAC) addresses. The address contains a 64-bit prefix and a 64-bit interface identifier generated by the device. With MAC, an EUI-64 based interface identifier is generated, as described in RFC-2373. With Opaque, a random 64-bit interface identifier is generated as described in RFC-7217 on the first boot of the device, and this is used forever, or until factory reset.

## Cisco IP Phone 8865 Specific Configuration Options

Start Video Port	<input type="text"/>	<input type="checkbox"/>
Stop Video Port	<input type="text"/>	<input type="checkbox"/>

<u>Field Name</u>	<u>Description</u>
Start Video Port	This is to set the video start port.
Stop Video Port	This is to set the video stop port.

## XML Syntax

To configure product specific configuration options for the Cisco IP Phone 8861 and 8865 with Cisco Unified Communications Manager Express, add the necessary options under **telephony-service**.

**Service phone <module> <value>**

<u>Field Name</u>	<u>Module</u>	<u>Value</u>
Disable Speakerphone	disableSpeaker	<b>false = Disabled</b> true = Enabled
Disable Speakerphone and Headset	disableSpeakerAndHeadset	<b>false = Disabled</b> true = Enabled
Disable Handset	disableHandset	<b>false = Disabled</b> true = Enabled
PC Port	pcPort	<b>0 = Enabled</b> 1 = Disabled

Settings Access	settingsAccess	0 = Disabled <b>1 = Enabled</b> 2 = Restricted
PC Voice VLAN Access	voiceVlanAccess	<b>0 = Enabled</b> 1 = Disabled
Video Capabilities	videoCapability	<b>0 = Disabled</b> 1 = Enabled
Web Access	webAccess	0 = Enabled <b>1 = Disabled</b>
Disable TLS 1.0 and TLS 1.1 for Web Access	tls12Only	0 = <b>Disabled</b> 1 = Enabled
Enbloc Dialing	useEnblocDialing	0 = <b>Disabled</b> 1 = Enabled
Days Display Not Active	daysDisplayNotActive	<b>1 = Sunday</b> 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday <b>7 = Saturday</b>
Display On Time	displayOnTime	Time in 24 hour format <b>(Default = 07:30)</b>
Display On Duration	displayOnDuration	Time in 24 hour format <b>(Default = 10:30)</b>
Display Idle Timeout	displayIdleTimeout	Time in 24 hour format <b>(Default = 01:00)</b>
Display On When Incoming Call	displayOnWhenIncomingCall	0 = Disabled <b>1 = Enabled</b>
Enable Power Save Plus	enablePowerSavePlus	1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday

Phone On Time	phoneOnTime	Time in 24 hour format <b>(Default = 00:00)</b>
Phone Off Time	phoneOffTime	Time in 24 hour format <b>(Default = 24:00)</b>
Phone Off Idle Timeout	phoneOffIdleTimeout	20-1440 <b>(Default = 60)</b>
Enable Audible Alert	enableAudibleAlert	<b>false = Disabled</b> true = Enabled
EnergyWise Domain	energyWiseDomain	Up to 127 character string
EnergyWise Secret	energyWiseSecret	Up to 127 character string
Allow EnergyWise Overrides	allowEnergyWiseOverrides	<b>false = Disabled</b> true = Enabled
Join and Direct Transfer Policy	joinAndDirectTransferPolicy	<b>0 = Same line, across line enable</b> 1 = Same line enable only 2 = Same line, across line enable
Span to PC Port	spanToPCPort	0 = Enabled <b>1 = Disabled</b>
Recording Tone	recordingTone	<b>0 = Disabled</b> 1 = Enabled
Recording Tone Local Volume	recordingToneLocalVolume	0-100 <b>(Default = 100)</b>
Recording Tone Remote Volume	recordingToneRemoteVolume	0-100 <b>(Default = 50)</b>
Recording Tone Duration	recordingToneDuration	1-3000
Log Server	logServer	Up to 256 character string
Cisco Discover Protocol (CDP): Switch Port	enableCdpSwPort	0 = Disabled <b>1 = Enabled</b>
Cisco Discover Protocol (CDP): PC Port	enableCdpPcPort	0 = Disabled <b>1 = Enabled</b>
Link Layer Discovery Protocol - Media Endpoint Discover (LLDP-MED): Switch Port	enableLldpSwPort	0 = Disabled <b>1 = Enabled</b>

Link Layer Discovery Protocol – (LLDP): PC Port	enableLldpPcPort	0 = Disabled <b>1 = Enabled</b>
LLDP Asset ID	lldpAssetId	Up to 32 character string
LLDP Power Priority	powerPriority	<b>0 = Unknown</b> 1 = Low 2 = High 3 = Critical
802.1x Authentication	eapAuthentication	<b>0 = User Controlled</b> 1 = Disabled 2 = Enabled
Automatic Port Synchronization	PortAutoLinkSync	<b>0 = Disabled</b> 1 = Enabled
Switch Port Remote Configuration	SWRemoteConfig	<b>0 = Disabled</b> 1 = Auto Negotiate 2 = 10 Half 3 = 10 Full 4 = 100 Half 5 = 100 Full 6 = 1000 Full
PC Port Remote Configuration	PCRemoteConfig	<b>0 = Disabled</b> 1 = Auto Negotiate 2 = 10 Half 3 = 10 Full 4 = 100 Half 5 = 100 Full 6 = 1000 Full
SSH Access	sshAccess	0 = Enabled <b>1 = Disabled</b>
Incoming Call Toast Timer	incomingCallToastTimer	0 = 0 3 = 3 4 = 4 <b>5 = 5</b> 6 = 6 7 = 7 8 = 8 9 = 9 10 = 10

		15 = 15 30 = 30 60 = 60
Ring Locale	RingLocale	<b>0 = Default</b> 1 = Japan
TLS Resumption Timer	TLSResumptionTimer	0-3600 <b>(Default = 3600)</b>
FIPS Mode	fipsMode	<b>0 = Disabled</b> 1 = Enabled
Record Call Log From Shared Line	logCallFromSharedLine	<b>0 = Disabled</b> 1 = Enabled
Minimum Ring Volume	minimumRingVolume	<b>0 = Silent</b> 1 = Volume Level 1 2 = Volume Level 2 3 = Volume Level 3 4 = Volume Level 4 5 = Volume Level 5 6 = Volume Level 6 7 = Volume Level 7 8 = Volume Level 8 9 = Volume Level 9 10 = Volume Level 10 11 = Volume Level 11 12 = Volume Level 12 13 = Volume Level 13 14 = Volume Level 14 15 = Volume Level 15
Peer Firmware Sharing	peerFirmwareSharing	0 = Disabled <b>1 = Enabled</b>
Load Server	loadServer	Up to 256 character string
IPv6 Load Server	ipv6LoadServer	Up to 256 character string
Wideband Headset UI Control	headsetWidebandUIControl	<b>0 = Enabled</b> 1 = Disabled
Wideband Headset	headsetWidebandEnable	<b>0 = Enabled</b> 1 = Disabled
Wi-Fi	wifi	0 = Disabled

		<b>1 = Enabled</b>
Back USB Port	usb1	0 = Disabled <b>1 = Enabled</b>
Side USB Port	usb2	0 = Disabled <b>1 = Enabled</b>
Console Access	ConsoleAccess	0 = Enabled <b>1 = Disabled</b>
Bluetooth	bluetooth	0 = Disabled <b>1 = Enabled</b>
Allow Bluetooth Contacts Import	btpbap	0 = Disabled <b>1 = Enabled</b>
Allow Bluetooth Mobile Handsfree Mode	bthfu	0 = Disabled <b>1 = Enabled</b>
Bluetooth Profiles	bluetoothProfile	<b>0 = Handsfree</b> 1 = Human Interface Device
Gratuitous ARP	garp	0 = Enabled <b>1 = Disabled</b>
Show All Calls On Primary Line	allCallsOnPrimary	<b>0 = Disabled</b> 1 = Enabled
HTTPS Server	webProtocol	<b>0 = http and https Enabled</b> 1 = https only
IPv6 Log Server	ipv6LogServer	Up to 256 character string
Remote Log	remoteLog	<b>0 = Disabled</b> 1 = Enabled
Log Profile	logProfile	0 = Default <b>1 = Preset</b> 2 = Telephony 3 = SIP 4 = UI 5 = Network 6 = Media 7 = Upgrade 8 = Accessory 9 = Security 10 = Wi-Fi 11 = VPN

		12 = Energywise 13 = MobileRemoteAccess
Advertise G.722 and iSAC Codecs	g722CodecSupport	<b>0 = Use System Default</b> 1 = Disabled 2 = Enabled
Detect Unified CM Connection Failure	detectCMConnectionFailure	<b>0 = Normal</b> 1 = Delayed
Power Negotiation	powerNegotiation	0 = Disabled <b>1 = Enabled</b>
Provide Dial Tone from Release Button	dialToneFromReleaseKey	<b>0 = Disabled</b> 1 = Enabled
Background Image	defaultWallpaperFile	Up to 64 character string
Simplified New Call UI	simplifiedNewCall	<b>0 = Disabled</b> 1 = Enabled
Revert to All Calls	revertToAllCalls	<b>0 = Disabled</b> 1 = Enabled
Show Call History for Selected Line Only	showCallHistoryForSelectedLine	<b>0 = Disabled</b> 1 = Enabled
Actionable Incoming Call Alert	actionableAlert	<b>0 = Disabled</b> 1 = Show for all Incoming Call 2 = Show for Invisible Incoming Call
DF Bit	dfBit	<b>0 = 0</b> 1 = 1
Default Line Filter	defaultLineFilter	Up to 5000 characters
Lowest Alerting Line State Priority	lowAlertState	<b>0 = Disabled</b> 1 = Enabled
One Column Display for KEM	kemOneColumn	<b>0 = Disabled</b> 1 = Enabled
Energy Efficient Ethernet(EEE): PC Port	EnableEEEEPCPort	0 = Disabled <b>1 = Enabled</b>
Energy Efficient Ethernet(EEE): SW Port	EnableEEESwPort	0 = Disabled <b>1 = Enabled</b>
User Credentials Persistent for	PasswordPersistenceForCollaborationEdge	<b>0 = Disabled</b> 1 = Enabled



Expressway Sign in		
Customer support upload URL	problemReportUploadURL	Up to 256 character string
Web Admin	webAdmin	<b>0 = Disabled</b> 1 = Enabled
Admin Password	adminPassword	8 to 127 character string
WLAN SCEP Server	wlanScepServer	Up to 256 character string
WLAN Root CA Fingerprint (SHA256 or SHA1)	wlanRootCaFingerprint	Up to 95 character string
WLAN Authentication Attempts	wlanAuthAttempts	1 = 1 2 = <b>2</b> 3 = 3
WLAN Profile 1 Prompt Mode	promptMode1	<b>0 = Disabled</b> 1 = Enabled
Line Mode	lineMode	<b>0 = Session Line Mode</b> 1 = Enhanced Line Mode
Admin Configurable Ringer	adminConfigurableRinger	<b>0 = Disabled</b> 1 = Sunrise 2 = Chirp1 3 = Chirp2
Customer Support Use	customerSupportUse	Up to 64 character string
Disable TLS Ciphers	disableTLSCiphers	<b>0 = None</b> 1 = TLS_RSA_WITH_3DES_EDE_CBC_SHA 2 = TLS_RSA_WITH_AES_128_CBC_SHA 3 = TLS_RSA_WITH_AES_256_CBC_SHA 4 = TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256 5 = TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256 6 = TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 7 = TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
Lower Your Voice Alert	lowerYourVoiceAlert	<b>0 = Disabled</b> 1 = Enabled
Mark Call As Spam	markCallAsSpam	<b>0 = Disabled</b>

		1 = Enabled
Dedicate one line for Call Park	callParkMonitor	1 = <b>Enabled</b> 0 = Disabled
Line Text Label Display in ELM	lineTextLabelDisplayinELM	1 = <b>Enabled</b> 0 = Disabled
Delayed PLAR	delayedPLAR	0 = <b>Disabled</b> 1 = Enabled
Start Video Port	startVideoPort	2048-65535
Stop Video Port	stopVideoPort	2048-65535
IPv6 Interface Identifier	ipv6InterfaceIdentifier	0 = <b>MAC</b> 1 = Opaque

**Note:** If wanting to keep the admin password or secure shell password enabled long-term, then should utilize a secure profile with TFTP encryption enabled.

For more information on these features, see the **Cisco IP Phone 8800 Series Administration Guide** or the Cisco IP Phone 8800 Series Release Notes.

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-maintenance-guides-list.html>

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-release-notes-list.html>

# Configuring the Cisco IP Phone 8861 and 8865

## Wi-Fi Profile Configuration

To configure the Wi-Fi settings on the Cisco IP Phone 8861 and 8865, either use an Ethernet network to connect to a Cisco Unified Communications Manager or use the local user interface and keypad.

### Automatic Provisioning

For automatic provisioning of the Wi-Fi Profiles, the Cisco IP Phone 8861 and 8865 needs to be connected to a network via Ethernet or via Wi-Fi, which has connectivity to the Cisco Unified Communications Manager.

With connectivity to a Cisco Unified Communications Manager 10.0 or later, Wi-Fi profile configuration data can be downloaded and applied to the Cisco IP Phone 8861 and 8865.

Cisco Unified Communications Manager 11.0 or later is required if wanting to download and apply a Wi-Fi profile including EAP-TLS authentication.

For more information, see the **Cisco Unified Communications Manager > Wireless LAN Profiles** section.

Certificates can also be automatically installed utilizing a network connection.

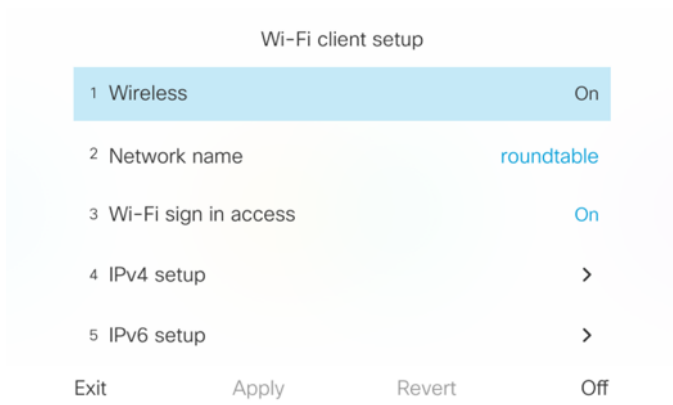
For more information, see the **Simplified Certificate Enrollment Protocol (SCEP)** section.

**Note:** Prior to connecting Ethernet for automatic provisioning, power the phone up with a wall power supply connected, and ensure that **Wireless** is set to **On** (default = **Off**).

### Local User Interface

Use the following guidelines to configure the Wi-Fi Profiles via the local keypad.

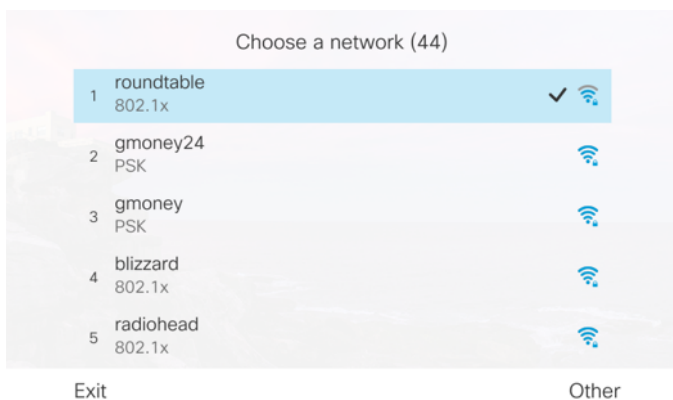
- Navigate to **Applications > Admin settings > Network setup > Wi-Fi client setup**.
- Ensure that **Wireless** is set to **On** (default = **Off**).  
Ensure **Wi-Fi** is enabled.  
If there is an active Ethernet connection, then **Wi-Fi** will be disabled and Ethernet must be disconnected before **Wi-Fi** can be enabled.
- Wi-Fi sign in access** can be set to **On** to enable shortcut access in the Applications menu in order to update the username or password if using 802.1x authentication.
- Wi-Fi sign in access** must be set to **On** in order for the phone to prompt the user to enter the password when **WLAN Profile 1 Prompt Mode** is **Enabled** or to prompt the user to enter the password when there are authentication failures using the configured **WLAN Authentication Attempts** setting.



Configure the Wi-Fi settings either manually or use the configuration wizard, which is available as of the 11.5(1)SR1 release.

### Wi-Fi Profile Configuration Wizard

- If the SSID is broadcasted, then can utilize the Wi-Fi profile configuration wizard by selecting **Applications > Admin settings > Network setup > Wi-Fi client setup > Network name**.



- The **Security mode** and **802.11 mode** will be learned automatically, which is determined based on the SSID's configuration.
- Enter the additional credentials depending on the security mode selected.
- If the SSID is enabled either on 5 GHz only or on 2.4 GHz only, then **802.11 mode** will not be configurable.

- If the SSID is 802.1x enabled, then Cisco IP Phone 8861 and 8865 will dynamically select the EAP type if set to **Auto**, which is determined based on the RADIUS server's configuration.

- Select **Connect** once the configuration has been completed.

### **Manual Wi-Fi Profile Configuration**

- Enter **Applications > Admin settings > Network setup > Wi-Fi client setup > Network name**, then select **Other**. Select **Connect** after making the necessary changes or **Cancel** to discard the changes.

Enter network information

1 SSID

2 Security mode Auto

3 Username

4 Password

5 802.11 mode Auto

Cancel    Connect       1 2 3

- Below lists the available security modes supported and the key management and encryption types that can be used for each mode.

The key management and encryption type (cipher) will be auto-configured based on the access point's current configuration, where precedence is giving to the strongest key management type enabled (e.g. WPA2) then the strongest cipher enabled (e.g. AES).

Security Mode	802.1x Type	Key Management	Encryption
None	N/A	None	None
WEP	N/A	Static	WEP
PSK	N/A	WPA2, WPA	AES, TKIP
EAP-FAST	EAP-FAST	WPA2, WPA	AES, TKIP
EAP-TLS	EAP-TLS	WPA2, WPA	AES, TKIP
PEAP-GTC	PEAP-GTC	WPA2, WPA	AES, TKIP
PEAP-MSCHAPv2	PEAP-MSCHAPv2	WPA2, WPA	AES, TKIP

- If wanting to configure a wireless network profile without security (open security), then simply enter the **SSID** and select **None** for the security type.

Select **Connect** after making the necessary changes.

Security mode

1 NONE

2 WEP

3 PSK

4 Auto

5 EAP-FAST

Cancel    Save    Select

Security mode

4 Auto

5 EAP-FAST

6 EAP-TLS

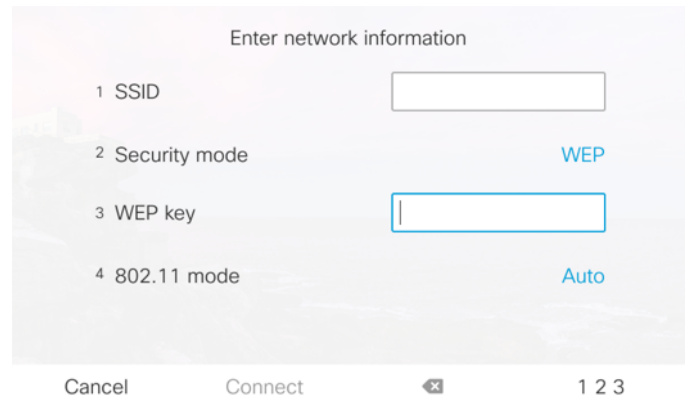
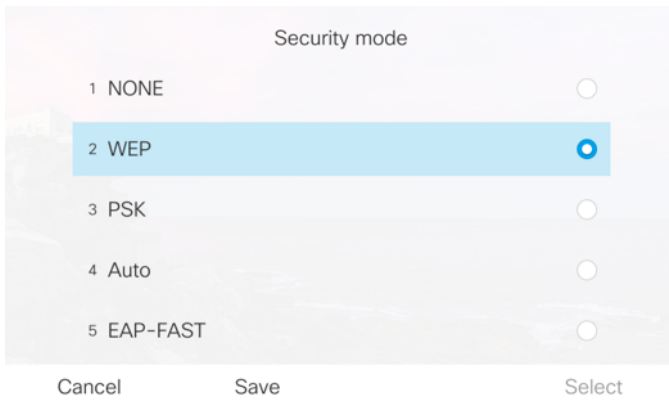
7 PEAP-GTC

8 PEAP-MSCHAPV2

Cancel    Save    Select

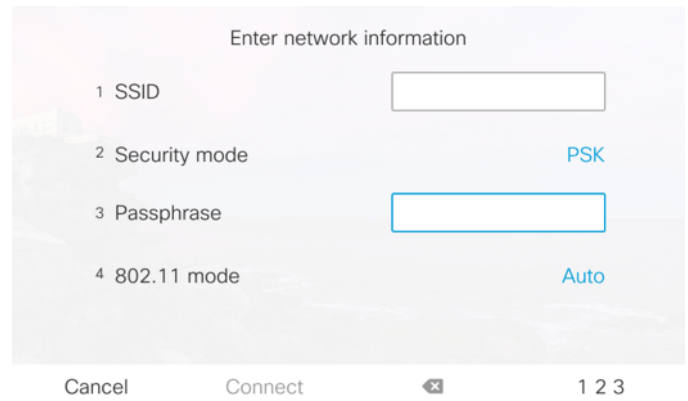
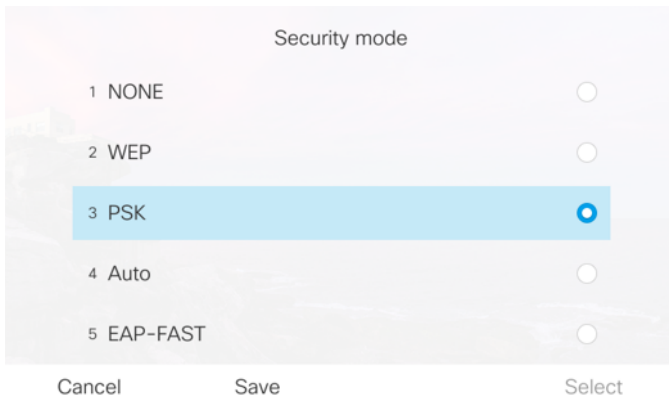
- If selecting **WEP** as the security mode, then a static WEP key (password) must be entered. Only key index 1 is supported, so will want to ensure that only key index 1 is configured on the access point. Select **Connect** after making the necessary changes.

Key Style	Key Size	Characters
ASCII	40/64 bit	5
ASCII	104/128 bit	13
HEX	40/64 bit	10 (0-9, A-F)
HEX	104/128 bit	26 (0-9, A-F)



- If selecting **PSK** as the security mode, then a Pre-Shared Key (passphrase) must be configured. Enter the ASCII or hexadecimal formatted password. Select **Connect** after making the necessary changes.

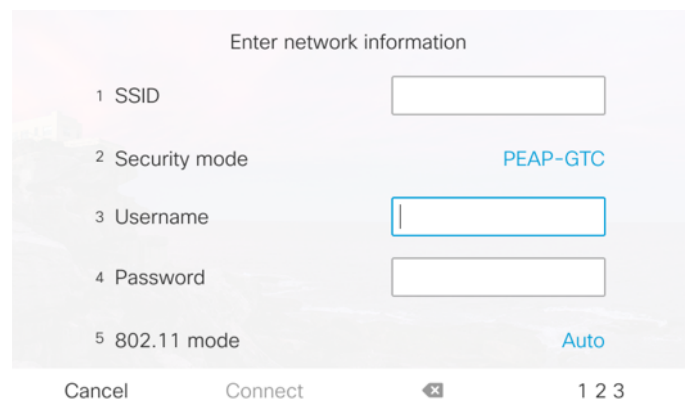
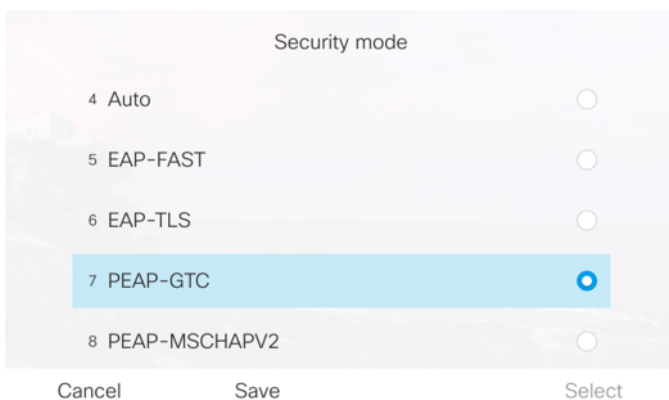
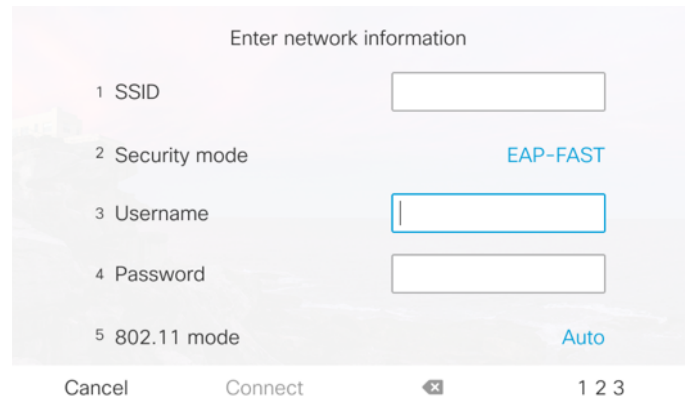
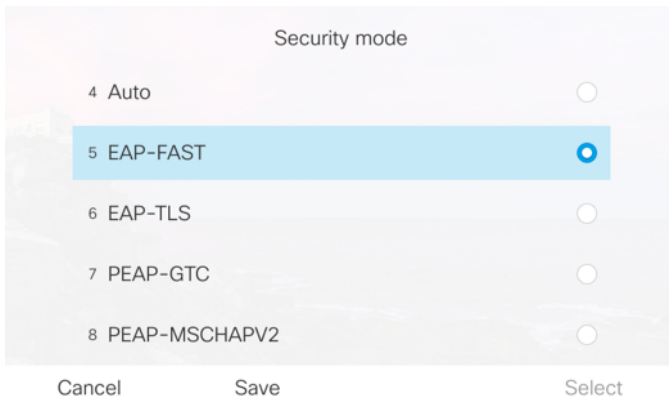
Key Style	Characters
ASCII	8-63
HEX	64 (0-9,A-F)



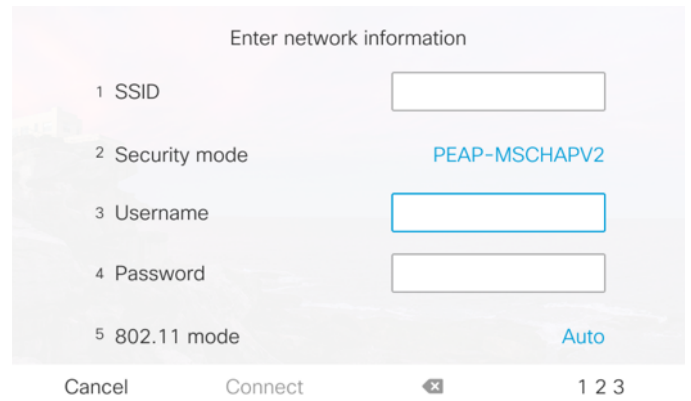
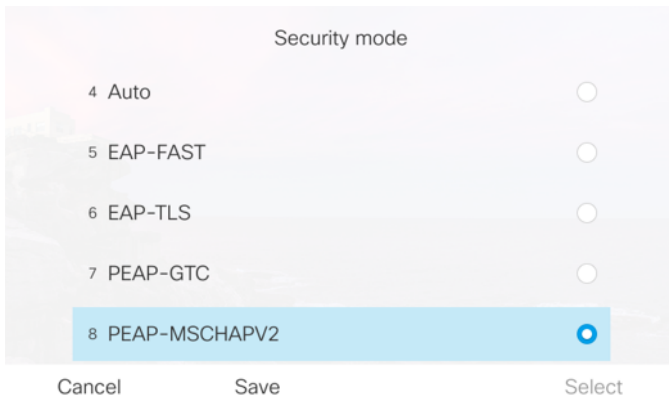
- If selecting EAP-FAST, PEAP-GTC, or PEAP-MSCHAPv2 as the security mode, then a username and password must be configured.

Select **Connect** after making the necessary changes.

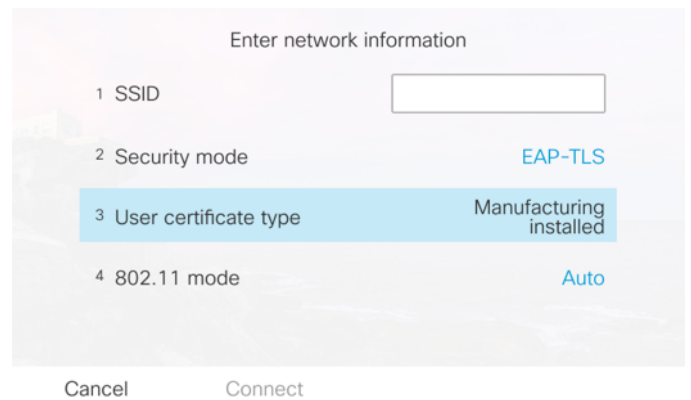
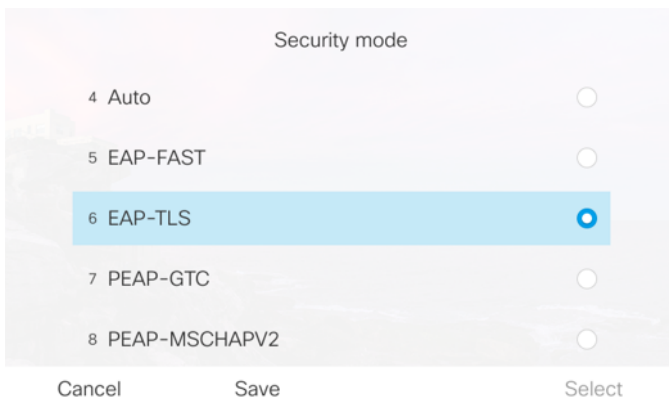
- The root CA certificate of the CA chain that issues the RADIUS server certificates can optionally be installed either via SCEP or manually via the admin webpage if wanting to enable server validation for PEAP-GTC or PEAP-MSCHAPV2. Server validation is automatically enabled once a server certificate is installed.







- If selecting EAP-TLS as the security mode, then must configure the type of user certificate to use.  
If **User installed** is selected, then will need to have a user certificate installed either manually via the admin webpage or via SCEP.  
Select **Connect** after making the necessary changes.
- The root CA certificate of the CA chain that issues the RADIUS server certificates must be installed to enable server validation when using EAP-TLS. Server validation is automatically enabled once a server certificate is installed.



- Select one of the following 802.11 modes to set the frequency band, then **Save**.
  - Auto
  - 2.4 GHz
  - 5 GHz

**Auto** mode will scan both 2.4 GHz and 5 GHz channels and attempt to associate to the access point with the strongest signal.

**2.4 GHz** mode will only scan 2.4 GHz channels and **5 GHz** mode will only scan 5 GHz channels, then will attempt to associate to an available access point.

It is recommended to set the frequency band on the Cisco IP Phone 8861 and 8865 to 5 GHz when wanting to utilize the 5 GHz frequency band only, which prevents scanning and potentially roaming to the 2.4 GHz frequency band.

802.11 mode

- 1 Auto
- 2 2.4GHz
- 3 5GHz

Cancel Save Select

- In the **IPv4 setup** or **IPv6 setup**, Dynamic Host Configuration Protocol (DHCP) or static IP settings can be configured. Select **Apply** after making the necessary changes or **Revert** to discard the changes.

Wireless IPv4 setup

- 1 DHCP On
- 2 IP address 10.81.12.18
- 3 Subnet mask 255.255.255.0
- 4 Default router 10.81.12.1
- 5 DNS server 1 72.163.128.140

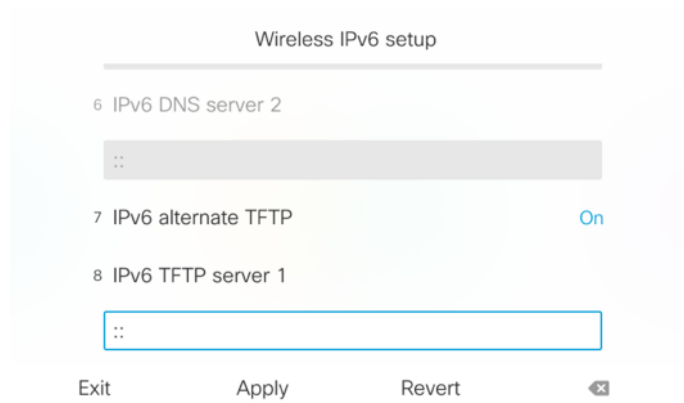
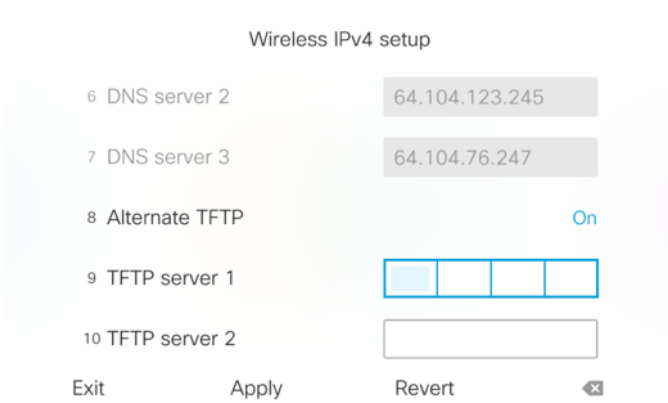
Exit Apply Revert Off

Wireless IPv6 setup

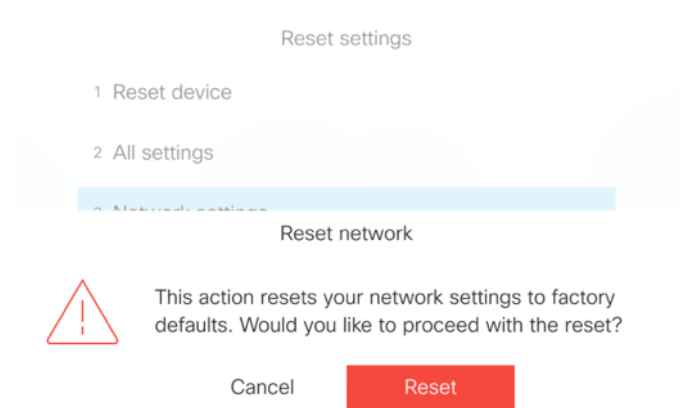
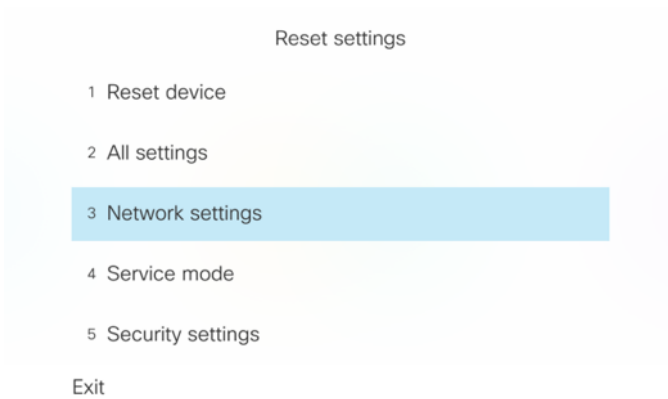
- 1 DHCPv6 On
- 2 IPv6 address ::
- 3 IPv6 prefix length 0
- 4 IPv6 default router

Exit Apply Revert Off

- If option 150 or 66 is not configured to provide the TFTP Server's IP address via the network's DHCP scope, then set **Alternate TFTP** to **On** and enter the IP address for the TFTP Server. Select **Apply** after making the necessary changes or **Revert** to discard the changes.



- The current network settings can be cleared by selecting **Applications > Admin settings > Reset settings > Network settings**.



**Note:** The Cisco IP Phone 8861 and 8865 only support a single wireless LAN profile.

802.11r (FT) or CCKM will be negotiated if enabled on the access point when using EAP-FAST, EAP-TLS, PEAP-GTC, or PEAP-MSCHAPv2, where preference is given to 802.11r (FT).

The access point must support AES (CCMP128) as TKIP can only be used as the broadcast/multicast cipher.

WPA3 is not supported.

802.1x-SHA2 key management is not supported.

CCMP256, GCMP128, and GCMP256 encryption ciphers are not supported.

WEP128 is listed as WEP104 on the Cisco Wireless LAN Controllers.

For more information, refer to the **Cisco IP Phone 8800 Series Administration Guide** at this URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-maintenance-guides-list.html>

## Certificate Management

The Cisco IP Phone 8861 and 8865 can utilize X.509 digital certificates for EAP-TLS or to enable Server Validation when using PEAP-GTC or PEAP-MSCHAPv2.

A User Certificate can be installed either automatically via Simple Certificate Enrollment Protocol (SCEP) or manually via the phone's admin webpage interface (<https://x.x.x.x:8443>).

A Server Certificate can be installed either automatically via Simple Certificate Enrollment Protocol (SCEP) or manually via the phone's admin webpage interface (<https://x.x.x.x:8443>).

Only 1 certificate per certificate type is allowed; 1 User Certificate and 1 Server Certificate (either via SCEP or manual method).

Once a certificate is installed, Server Validation is automatically enabled if configured for EAP-TLS, PEAP-GTC, or PEAP-MSCHAPV2.

Microsoft® Certificate Authority (CA) servers are recommended. Other CA server types may not be completely interoperable with the Cisco IP Phone 8861 and 8865.

Both DER and Base-64 (PEM) encoding are acceptable for the client and server certificates.

Certificates with a key size of 1024, 2048, and 4096 are supported.

Ensure the client and server certificates are signed using either the SHA-1 or SHA-2 algorithm, as the SHA-3 signature algorithms are not supported.

Ensure Client Authentication is listed in the Enhanced Key Usage section of the user certificate details.

## Manual Installation

For out of box (factory reset) manual installation, the admin webpage interface is **Enabled**, the username is fixed to **admin**, and the password is temporarily set to **Cisco**.

The temporary password will no longer be available once the phone registers.

The admin webpage interface will be **Disabled** on the phone once it registers regardless if it contains support for the **Web Admin** and **Admin Password** options.

Once the phone has registered to CUCM, set **Web Admin** to **Enabled** in CUCM to enable the admin webpage interface. Then configure **Admin Password** by specifying a 8-127 character string. If wanting to keep the admin webpage interface access enabled long-term, then should utilize a secure profile with TFTP encryption enabled.

For out of box (factory reset), will need to ensure the date and time is configured correctly. Can set the **Date & Time** by syncing to the local machine or setting the **Date & Time** manually.

Can utilize either the internal Manufacturing Installed Certificate (MIC) or a custom User Installed certificate to be used as the User Certificate for EAP-TLS.

## Manufacturing Installed Certificate (MIC)

The pre-installed Manufacturing Installed Certificate (MIC) can be used as the **User Certificate** for EAP-TLS.

The MIC's CA chain must be exported and added to the RADIUS server's trust list if wanting to use the **MIC** as the **User Certificate** for EAP-TLS.

Click **Export** to download the root and sub CA certificates from the admin webpage interface.

Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )		Valid from	Valid to
Manufacturing issued	CN=CP-8865-SEPAC7E8AB763B6, O=Cisco Systems Inc., OU=CTG, serialNumber=PID:CP-8865 SN:PUC193901CB	08/24/2015 14:33:31	08/24/2025 14:43:31
Manufacturing CA	CN=Cisco Manufacturing CA SHA2, O=Cisco	11/12/2012 08:50:00	11/12/2037 08:00:00
Manufacturing root CA	CN=Cisco Root CA M2, O=Cisco	11/12/2012 08:00:00	11/12/2037 08:00:00
User installed	<Not installed>	<Not installed>	<Not installed>
Authentication server CA	<Not installed>	<Not installed>	<Not installed>

## User Installed Certificate

To manually install a user certificate for EAP-TLS, select **Install** for **User Installed** on the main certificates webpage.

Select **Browse** to point to the user certificate in **PKCS #12** format (.p12 or .pfx).

Enter the **Extract password**, then select **Upload**.

Ensure the CA chain that issued the user certificate is added to the RADIUS server's trust list.

Will need to restart the Cisco IP Phone 8861 or 8865 after all certificates are installed.

## Server Certificate

The root CA certificate that issued the RADIUS server's certificate must be installed for **EAP-TLS** or to enable **Server Validation** for **PEAP-GTC** or **PEAP-MSCHAPV2**.

To manually install a server certificate, select **Install** for **Authentication Server CA** on the main certificates webpage. Select **Browse** to point to the server certificate with **PEM (Base-64)** or **DER** encoding.



Will need to restart the Cisco IP Phone 8861 or 8865 after all certificates are installed.



## Simple Certificate Enrollment Protocol (SCEP)

SCEP is the standard for automatically provisioning and renewing certificates avoiding manual installation and re-installation of certificates on clients.

A Cisco IOS Registration Agent (RA) (e.g. Cisco IOS router) can serve as a proxy (e.g. SCEP RA) to the SCEP enabled CA that is to issue certificates.

Need to ensure that the same CA chain is used for issuing certificates to the phones as well as for the RADIUS servers; otherwise server validation could fail.

For initial certificate enrollment via SCEP, the Cisco IP Phone 8861 and 8865 needs to be connected to an Ethernet network which has connectivity to the Cisco Unified Communications Manager.

The Cisco IP Phone 8861 and 8865 utilizes the following parameters defined in Cisco Unified Communications Manager for SCEP requests.

The **WLAN SCEP Server** must be configured to include either the IP address or hostname of the SCEP RA.

The **WLAN Root CA Fingerprint (SHA256 or SHA1)** must be configured to include the fingerprint of the CA that issuing the certificates. If the issuing CA in which the SCEP RA is enrolled to is a subordinate CA, then enter its fingerprint and not the fingerprint of the root CA. The defined fingerprint is used to validate the received certificate.

Removing these parameters will disable SCEP.

WLAN SCEP Server	10.195.19.65	<input checked="" type="checkbox"/>
WLAN Root CA Fingerprint (SHA256 or SHA1)	81512B4316429092925C6891701B374EBD254447	<input checked="" type="checkbox"/>

The Cisco IP Phone 8861 and 8865 then sends a SCEP enroll request to the SCEP RA including the phone's Manufacturing Installed Certificate (MIC) as the Proof of Identity (POI).

The SCEP RA validates the phone's MIC using the certificate of the subordinate CA that issued the phone's MIC, then passes it to the RADIUS server for further device authentication.

The RADIUS server validates the device and sends a response to the SCEP RA.

The SCEP RA then forwards the enroll request to the CA if RADIUS authentication was successful.

The SCEP RA receives the user certificate from the CA and sends it to the phone after it receives a poll request from the phone.

The Cisco IP Phone 8861 and 8865 will periodically check the user and server certificate expiration periods.

Certificate renewal will occur every 24 hours until successful when the expiration date is within 50 days.

If the CA certificate used to define the **WLAN Root CA Fingerprint (SHA256 or SHA1)** has expired, then the phone will send a SCEP getca request for a new CA certificate, but the admin would need to update the fingerprint in the phone's configuration within Cisco Unified Communication Manager to match the new CA certificate prior so it can be successfully validated. The old CA certificate will then be removed if the new one is successfully received from the CA.

If the user certificate has expired, the phone will send a new SCEP enroll request to update the user certificate. The old user certificate will then be removed if a new user certificate is successfully received from the CA.

If the **WLAN SCEP Server** or **WLAN Root CA Fingerprint (SHA256 or SHA1)** has been modified, then the Cisco IP Phone 8861 and 8865 will attempt to update the CA and user certs immediately.

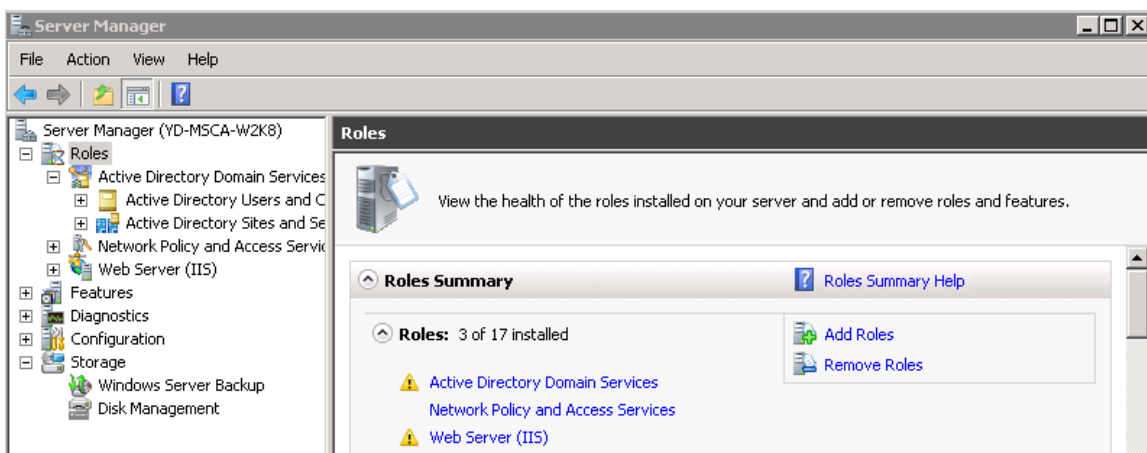
## Certificate Authority (CA) Configuration

Is recommended to use Microsoft® Certificate Authority (CA) servers.

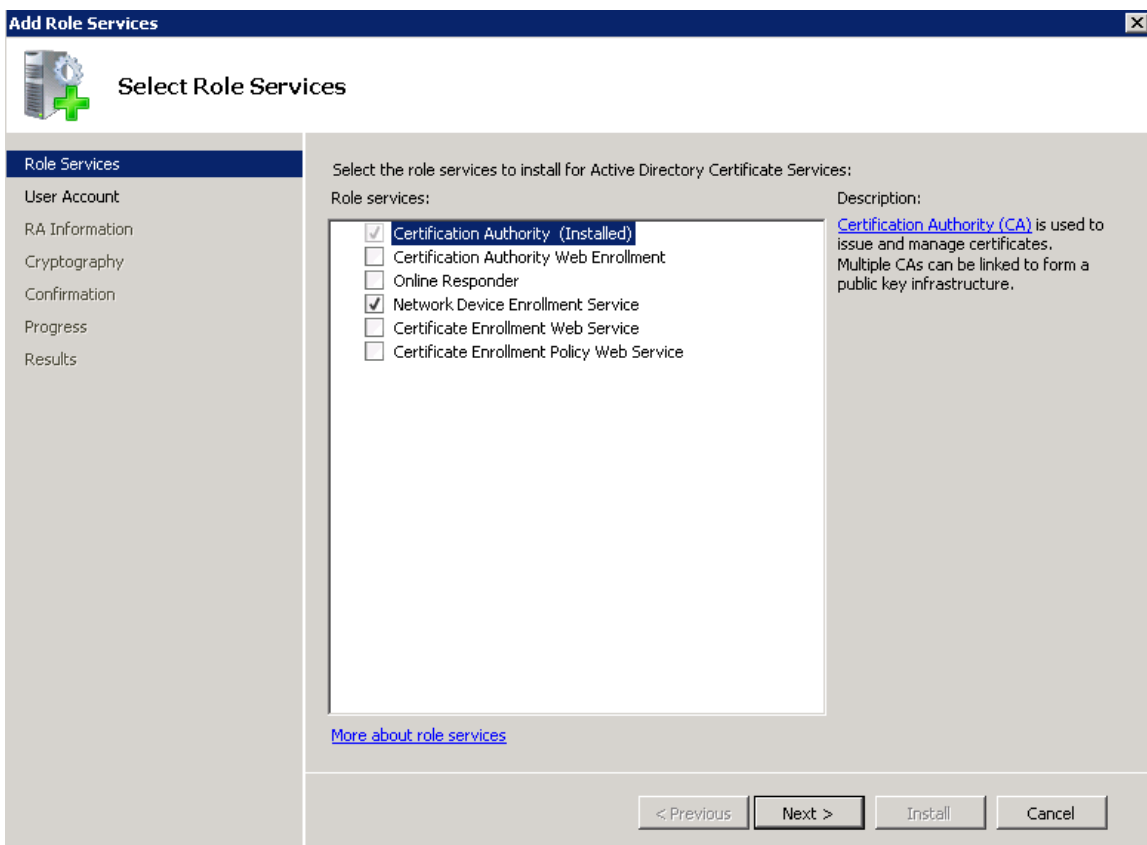
Use the following guidelines to configure the Microsoft CA.

- Create Certificate Authority and Active Directory Domain Service on Microsoft Windows server.
- Enable Network Device Enrollment Service.
  
- Make **Administrator** a member of **IIS\_IUSERS** group by going to **MemberOf** tab of user property screen.
  
- Launch **Server Manager**, then click **Add roles**.

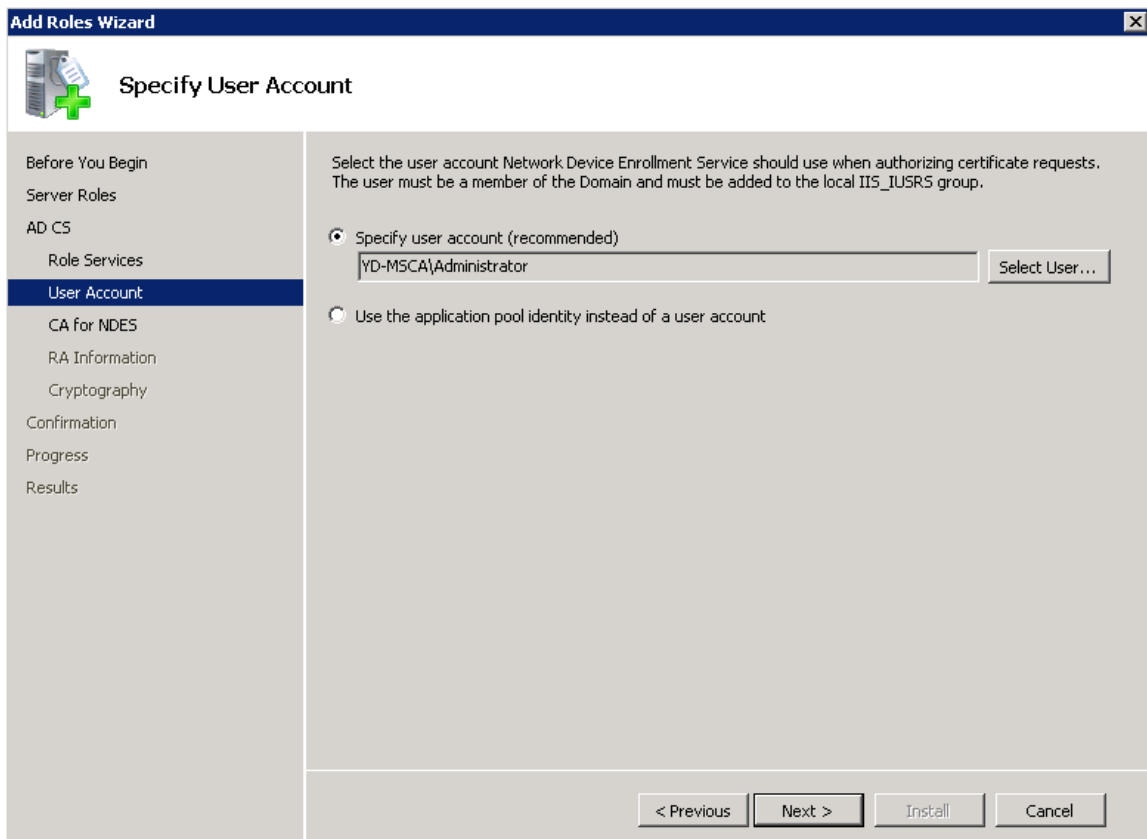




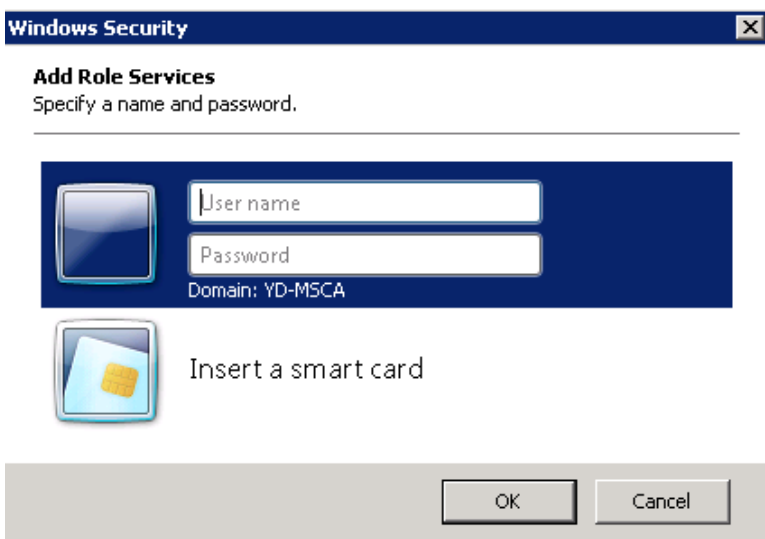
- On the **Select Server Role** page, select the **Active Directory Certificate Services** role, then click **Next**.
- Add the **Network Device Enrollment Service** role service.
- In the **Add Roles Wizard**, on the **Select Role Services** page, select the **Network Device Enrollment Service** check box, then click **Next**.



- The wizard will detect whether all the required dependencies are installed. If any dependencies are missing, you will be prompted with a dialog box explaining what is missing and requesting your permission to install the dependencies. Click **Yes** to continue the installation.
- Click **User Account** under **Role Services** and then click **Select User....**




- Type in **Administrator** as the user name, then enter the password.



- Enter the Registration Authority information.

**Add Role Services** [X]

 **Specify Registration Authority Information**

Role Services  
User Account  
**RA Information**  
Cryptography  
Confirmation  
Progress  
Results

A registration authority will be set up to manage Network Device Enrollment Service certificate requests. Enter the requested information to enroll for an RA certificate.

Required Information

RA Name:

Country/Region:

Optional Information

E-mail:

Company:

Department:


City:

State/Province:

< Previous   Next >   Install   Cancel

- Select **Microsoft Strong Cryptographic Provider** for **Signature Key CSP** and **Encryption key CSP**.
- Select **2048** for **Key character length**.

**Add Role Services** X

 **Configure Cryptography for Registration Authority**

Role Services

User Account

RA Information

**Cryptography**

Confirmation

Progress

Results

To configure cryptography, you have to select cryptographic service providers and key lengths for the signature key and the encryption key used to sign and encrypt communications between the device and the CA.

Signature key is used to avoid repetition of communication between the CA and the RA.

Signature key CSP:  Key character length:


Encryption key is used for secure communication between the RA and the network device.

Encryption key CSP:  Key character length:

[More about signature and encryption keys](#)

- Select **Install**.

**Add Role Services** X

 **Confirm Installation Selections**

Role Services

User Account

RA Information


Cryptography


**Confirmation**


Progress

Results

To install the following roles, role services, or features, click Install.

 1 informational message below

 This server might need to be restarted after the installation completes.

 **Active Directory Certificate Services**

**Network Device Enrollment Service**

Account : YD-MSCA\Administrator

RA Information:

  Name : YD-MSCA-W2K8-MSCEP-RA

  Country : US

  Email : <None>

  Company : <None>

  Department : <None>

  City : <None>

  State : <None>

Signature Key CSP : Microsoft Strong Cryptographic Provider

Signature Key Length : 2048

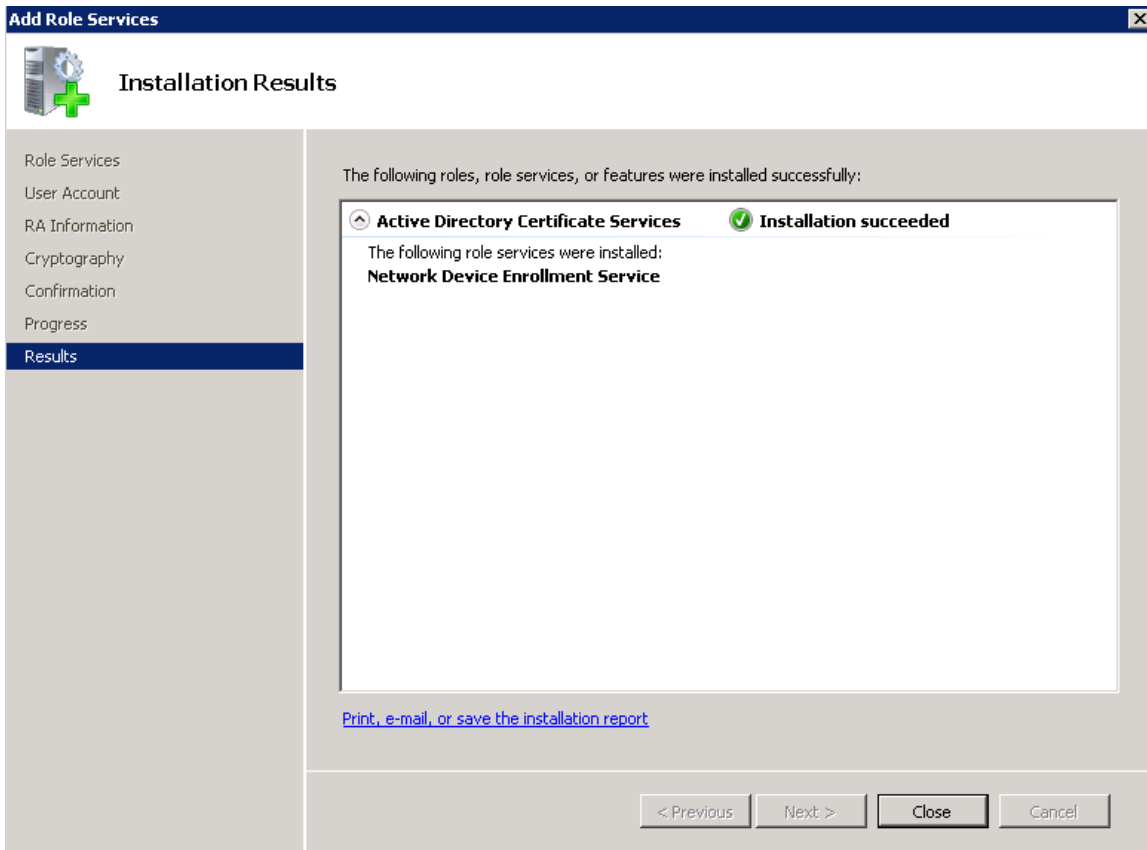
Exchange Key CSP : Microsoft Strong Cryptographic Provider

Exchange Key Length : 2048

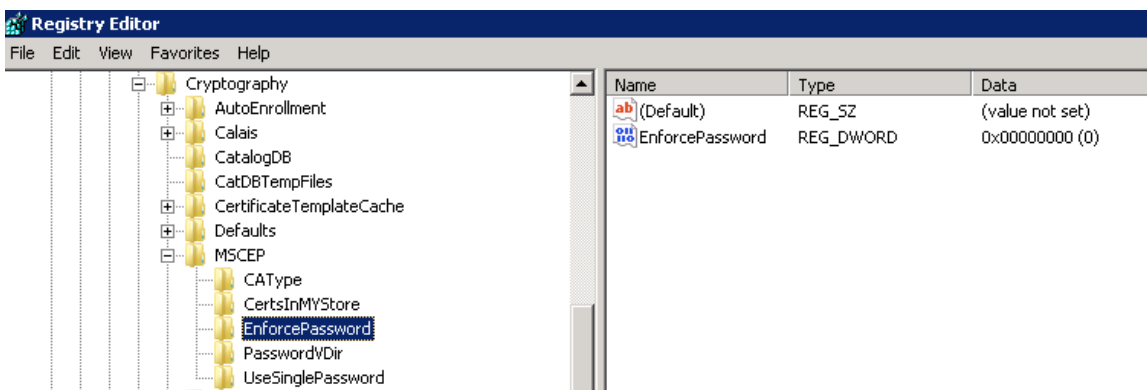
Challenge Phrase URL : http://YD-MSCA-W2K8/certsrv/mscep\_admin/

[Print, e-mail, or save this information](#)

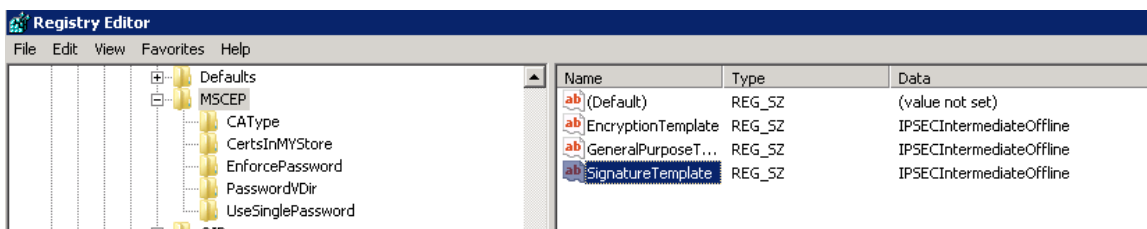
- A confirmation page will be displayed if the installation was successful.



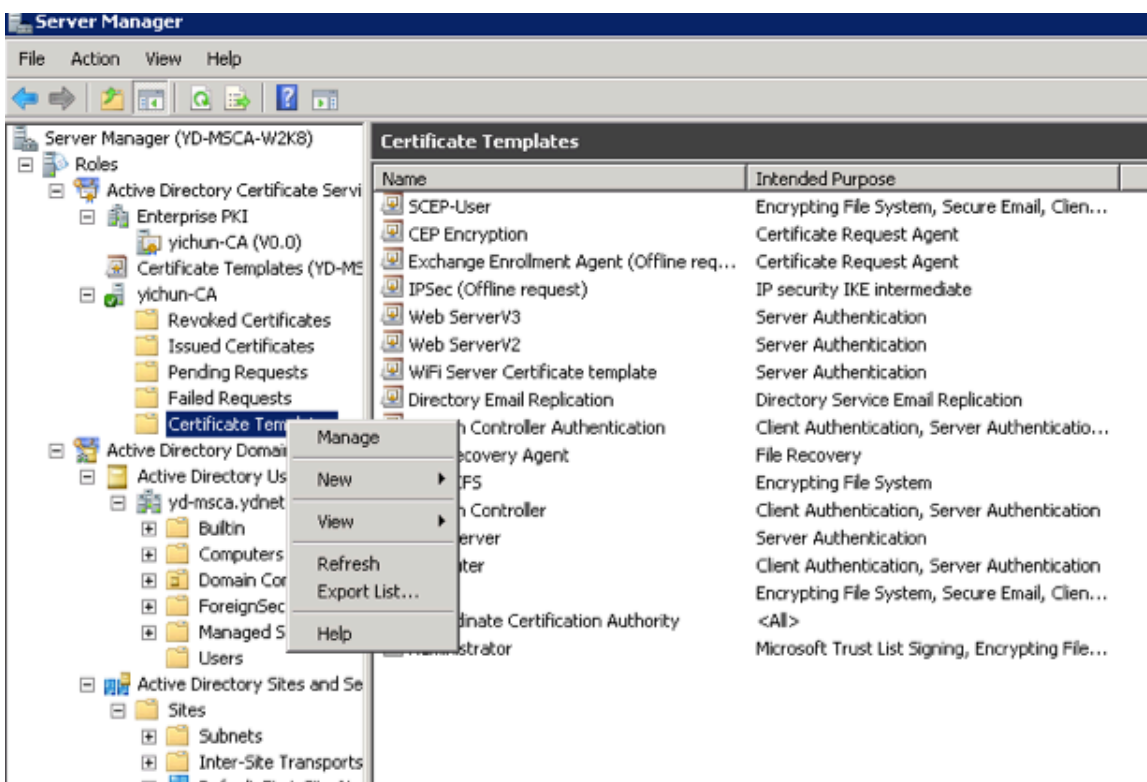
- Disable SCEP enrollment challenge password requirement via **regedit** by setting **EnforcePassword** to **0**.  
(HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Cryptography > MSCEP > EnforcePassword)



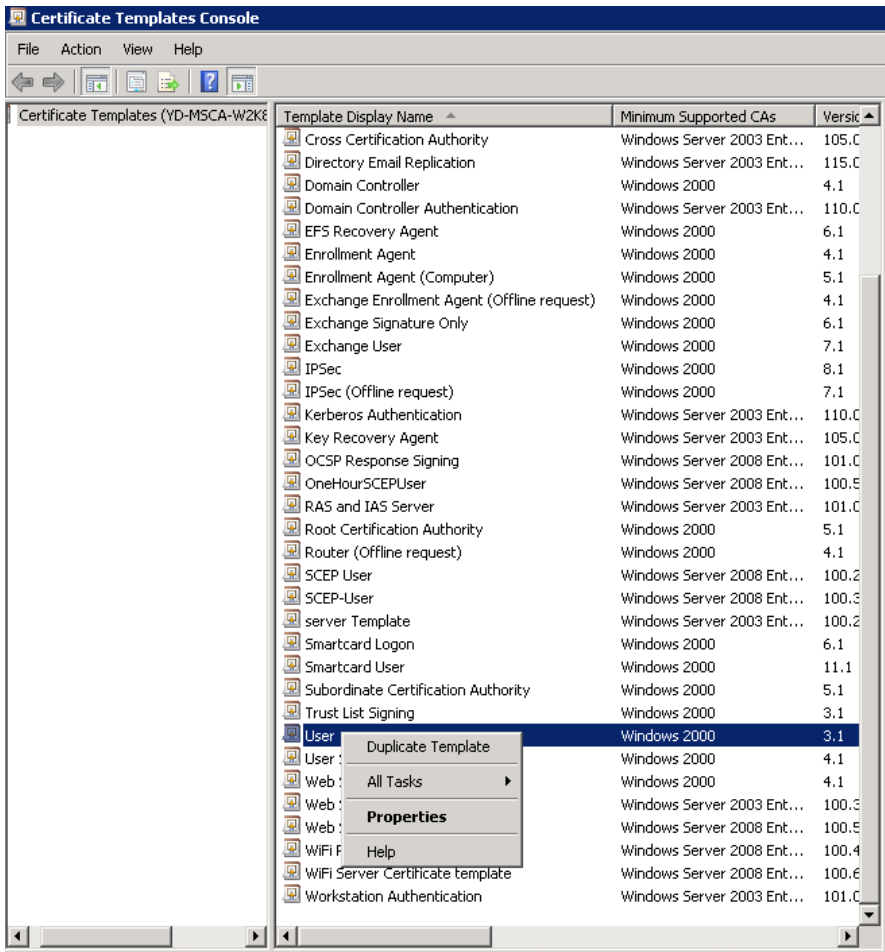
- SCEP uses the certificate template that is set in the registry for issuing certificates.  
(HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Cryptography > MSCEP)



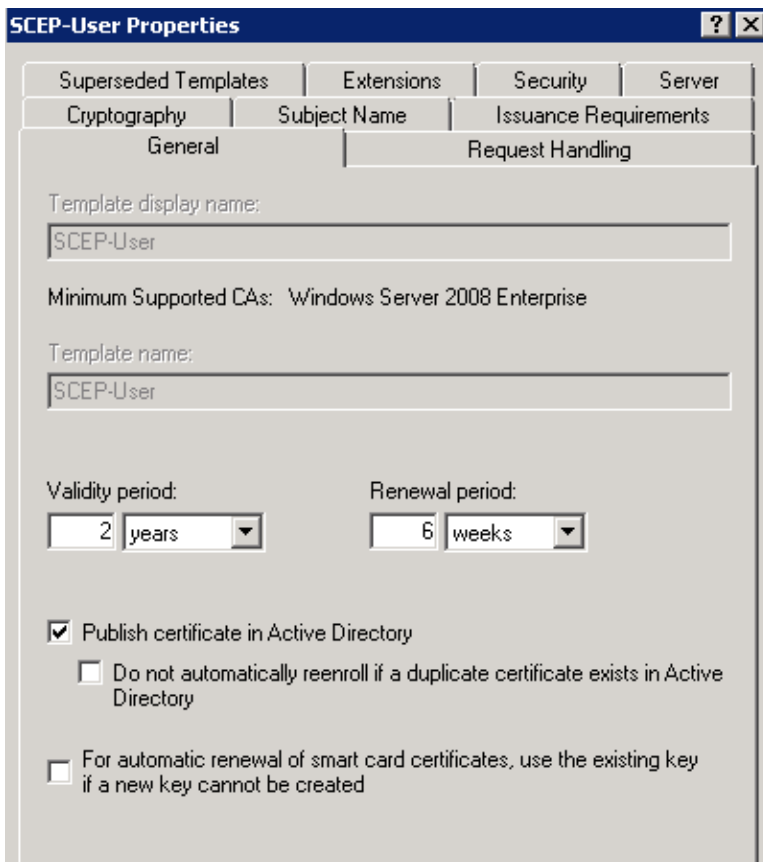
- Typically the RA will have a longer period (same as that of the CA certificate).
- The default template used for RA to be enrolled to the SCP server is **IPSECIntermediateOffline** as highlighted above.
- Make sure a correct template is set to the above registries before enrolling the RA to the SCEP server.
- After the Cisco RA is enrolled to the SCEP server, admin needs to change the template in the registry (if the user certificate period needs to be shorter than that of the root CA).
- Right click **Certificate Templates** then select **Manage**.



- Right click **User template** then select **Duplicate Template**.
- Select **Windows Server 2003 2008 Template**.
- Under the **General** tab, change template name and validity period.
- Under the **Extensions** tab, ensure the following:
  - **Client Authentication** is set as one of the application policies
  - **Key Usage** has **Digital Signature** attribute

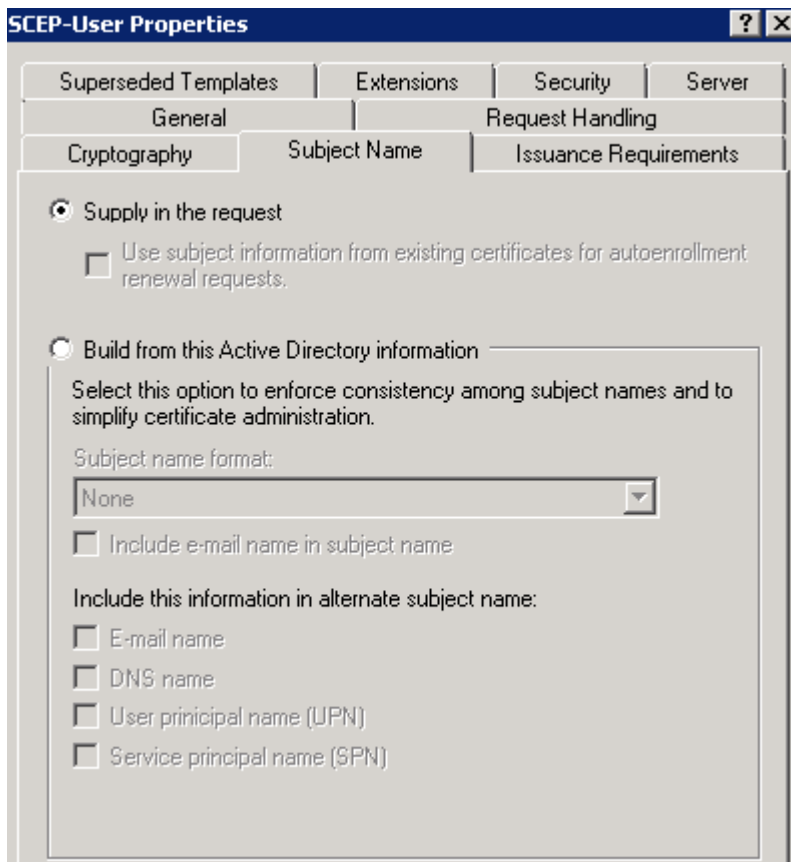


- Configure the **Validity Period** on the **General** tab as necessary.

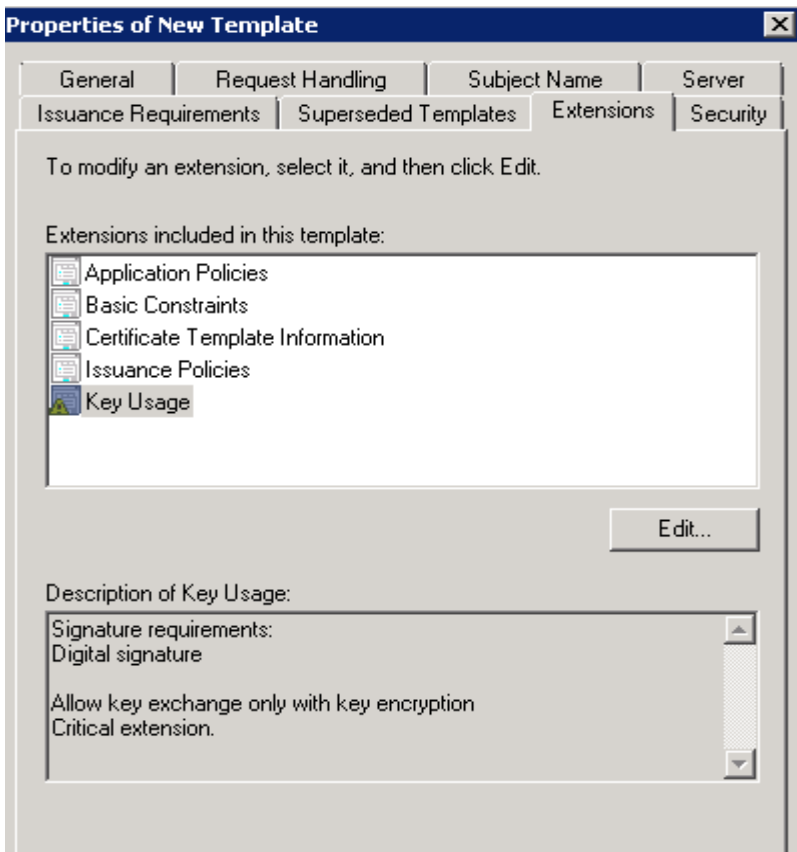


- Configure **Subject Name** tab as shown below.

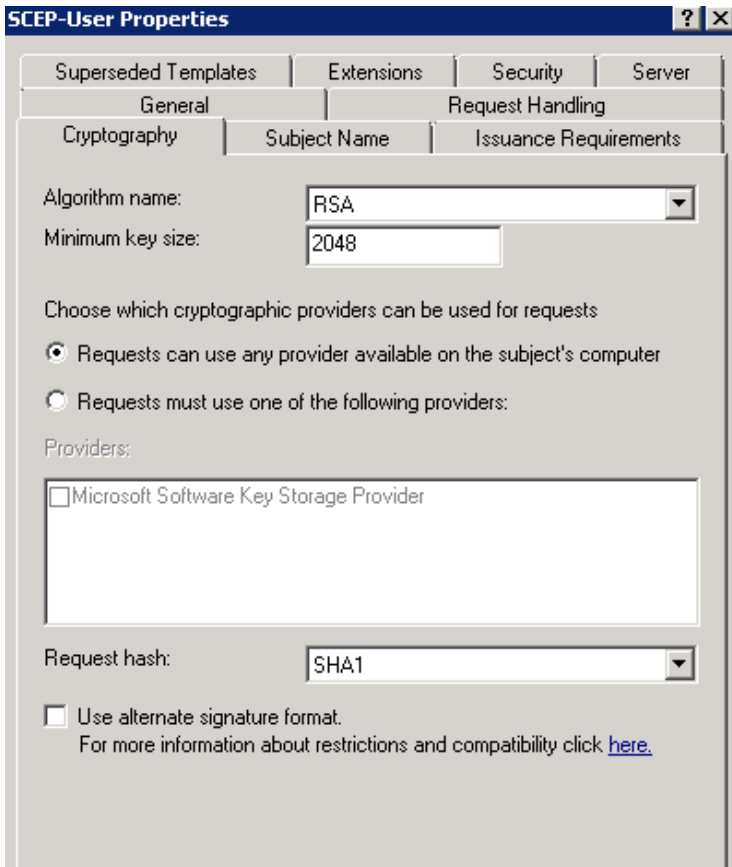




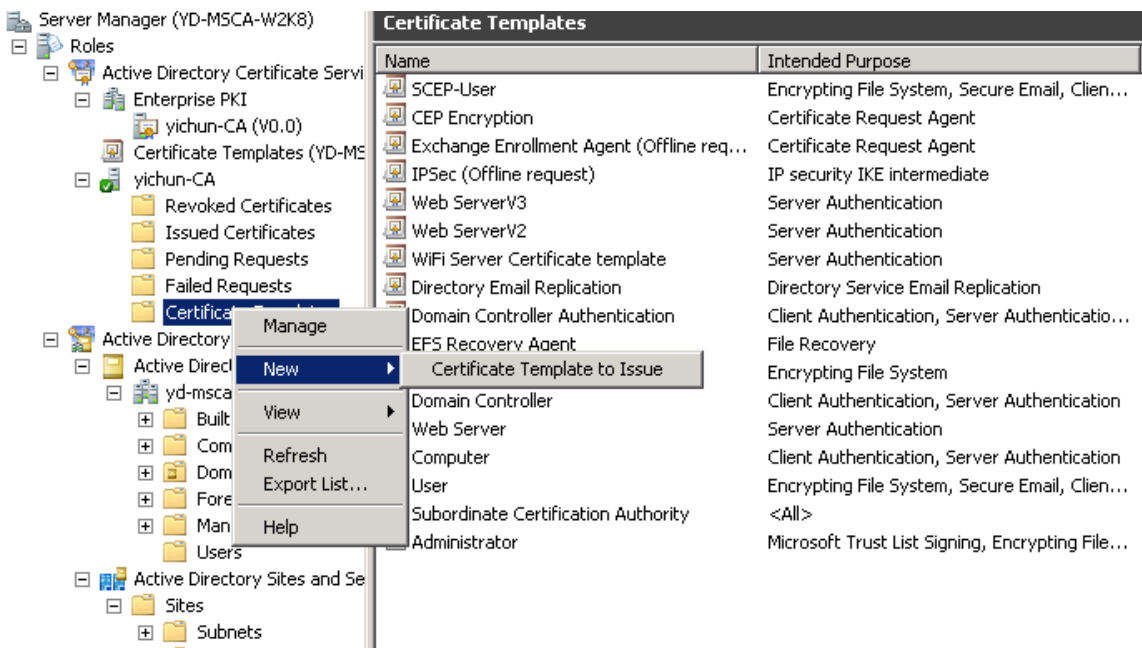
- Configure **Extensions** tab as shown below.



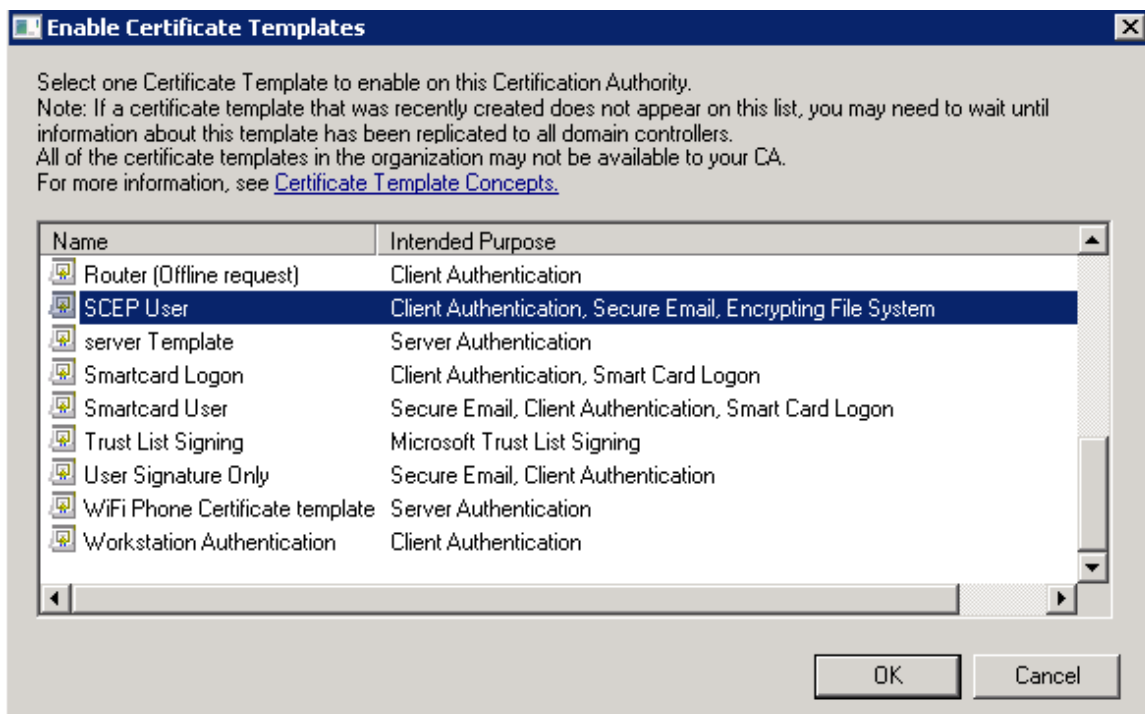
- Configure **Algorithm Name**, **Minimum Key Size**, and **Request Hash** as necessary on the **Cryptography** tab.



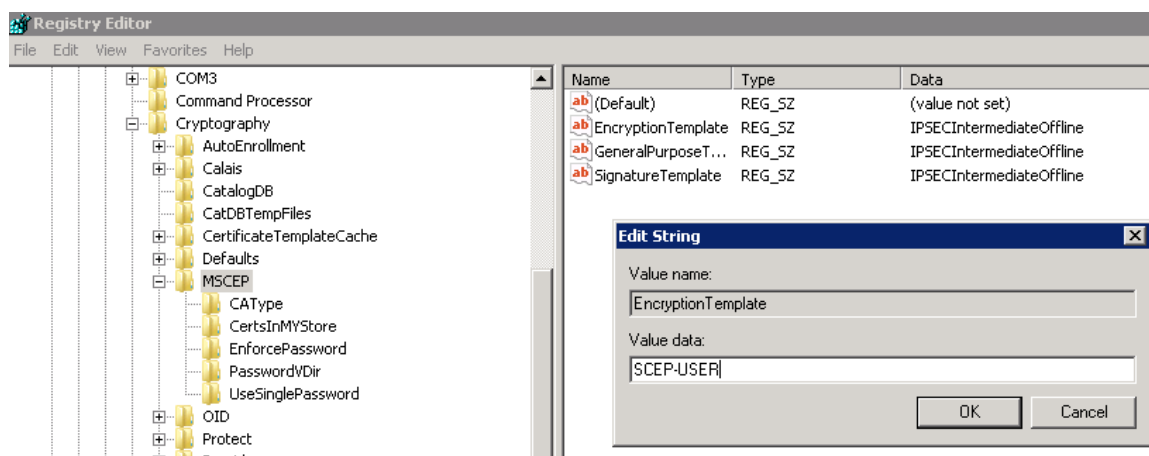
- Enable the newly created template by right clicking **Certificate Templates** then selecting **New > Certificate Template to Issue**.



- Select **SCEP User** template.



- Associate the newly created template to SCEP via **regedit**.

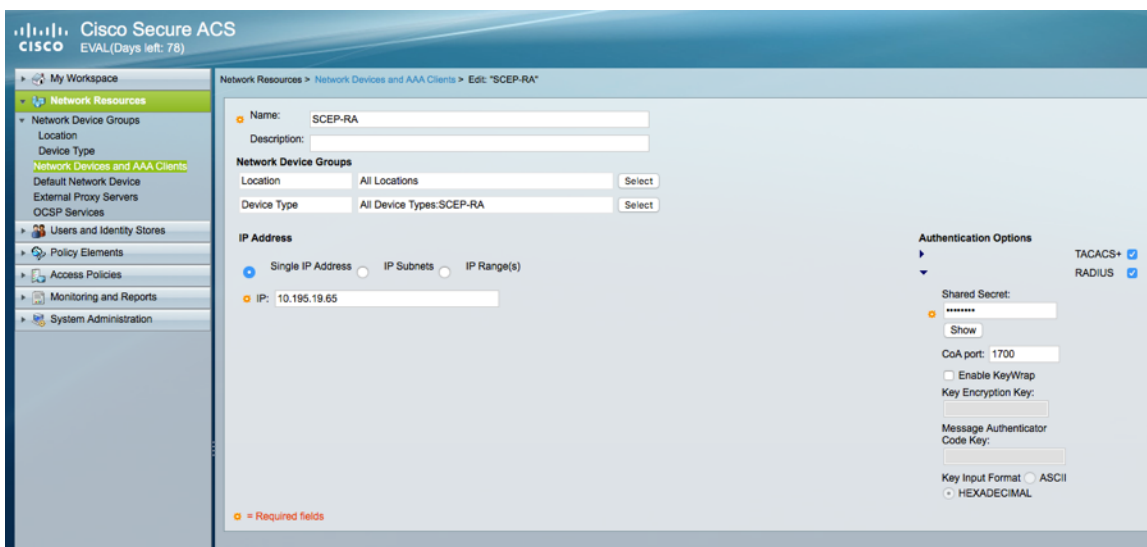


- Go to **IIS > Application Pools** to stop then start the SCEP service for the new template to take effect.

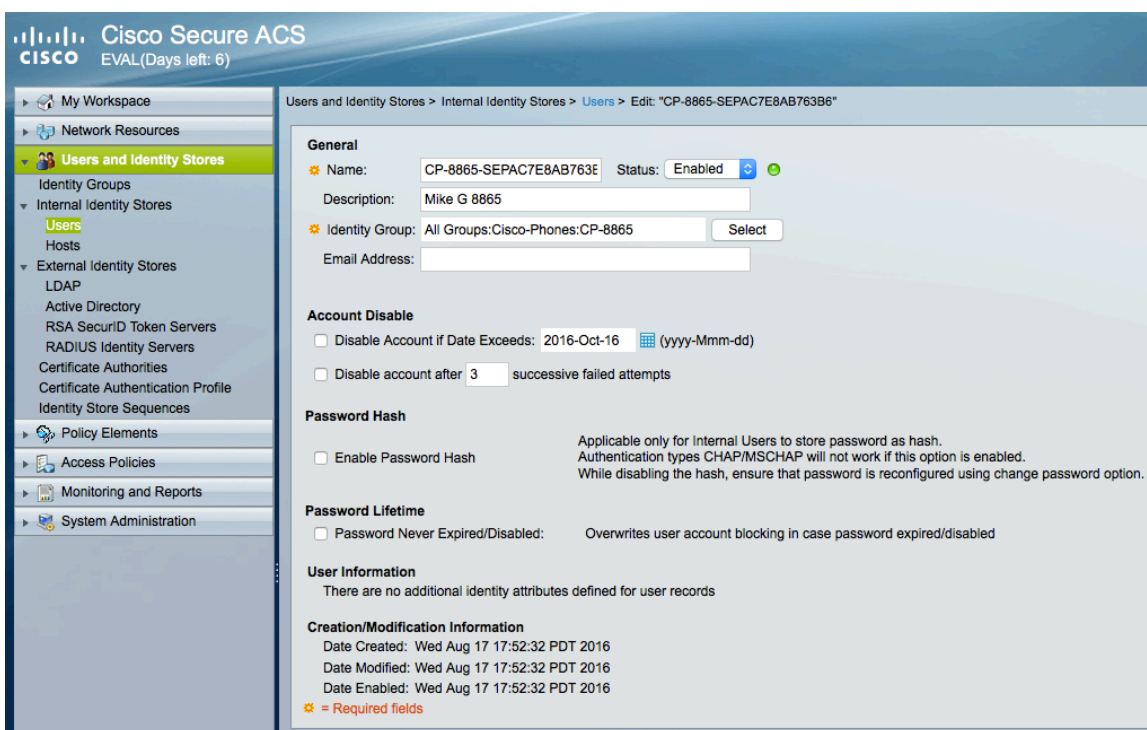
## RADIUS Configuration

Use the following guidelines to configure the RADIUS server.

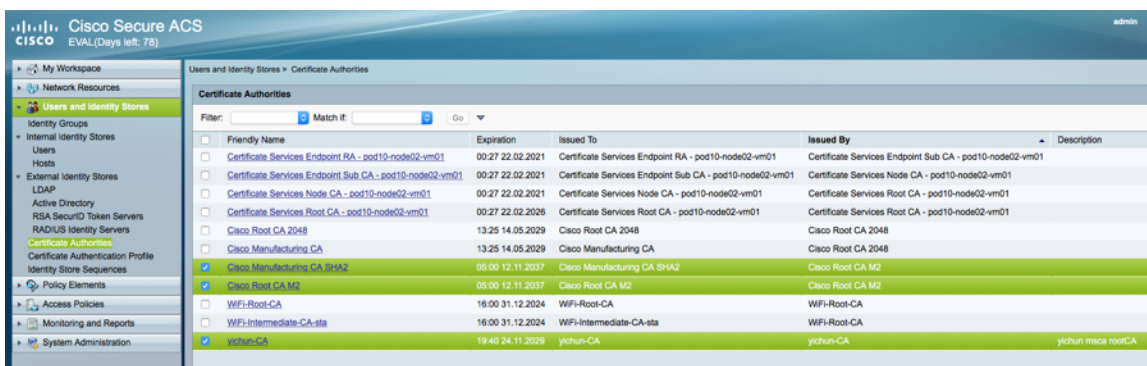
- Add the SCEP RA under **Network Device and AAA Clients**.
- Configure the RADIUS shared secret that the SCEP RA is currently configured for.



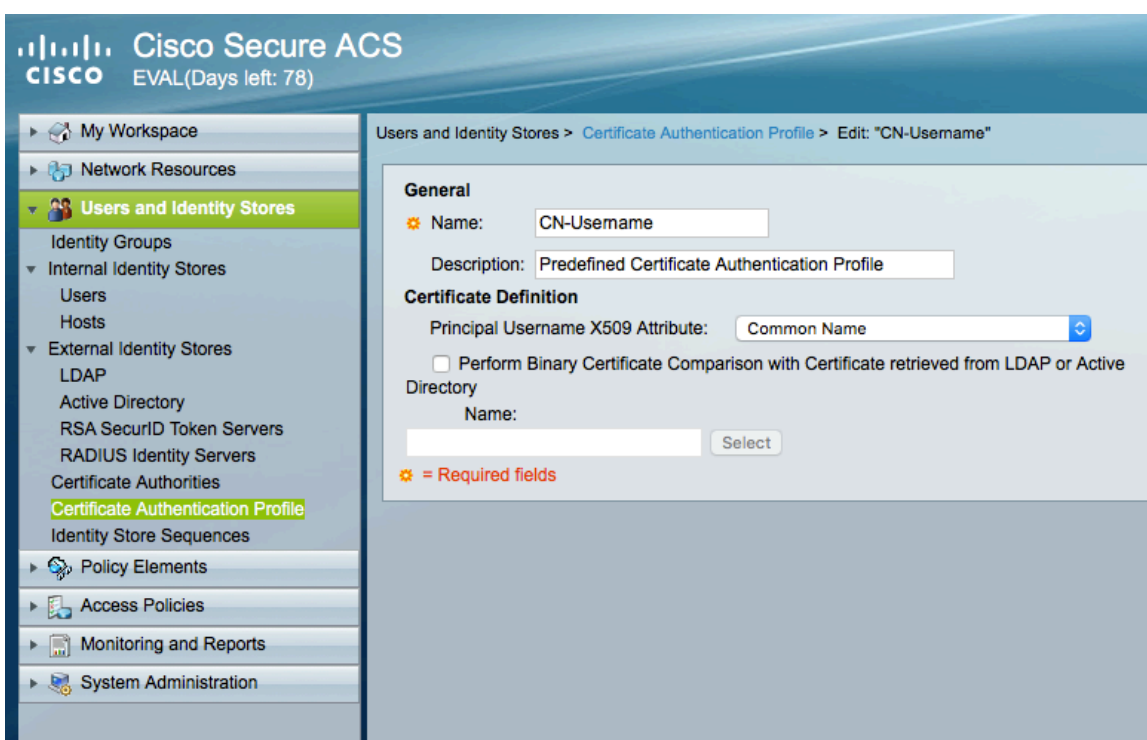
- Create a user account matching the common name of the phone's Manufacturing Installed Certificate (MIC) with the password set to **cisco** (e.g. CP-8861-SEPxxxxxxxxxxxx or CP-8865-SEPxxxxxxxxxxxx).



- Add the Cisco Manufacturing CA chain to the RADIUS trust list as well as any other CA chains utilized for authentication.



- Create a **Certificate Authentication Profile**.



- Create an **Identity Store Sequence** to be used for EAP-TLS authentication.
- Check **Certificate Based**, select the newly created **Certificate Authentication Profile**, and select **Internal Users** as the additional identity store.



- Create an **Identity Store Sequence** to be used for SCEP authentication.
- Check **Password Based**, select the newly created **Certificate Authentication Profile**, and select **Internal Users** as the identity store.

**Cisco Secure ACS**  
 EVAL(Days left: 78)

My Workspace  
 Network Resources  
**Users and Identity Stores**  
 Identity Groups  
 Internal Identity Stores  
 Users  
 Hosts  
 External Identity Stores  
 LDAP  
 Active Directory  
 RSA SecurID Token Servers  
 RADIUS Identity Servers  
 Certificate Authorities  
 Certificate Authentication Profile  
**Identity Store Sequences**  
 Policy Elements  
 Access Policies  
 Monitoring and Reports  
 System Administration

Users and Identity Stores > Identity Store Sequences > Edit: "SCEP-IS"

**General**  
 \* Name: SCEP-IS  
 Description:

**Authentication Method List**  
 Certificate Based  
 Password Based

**Authentication and Attribute Retrieval Search List**  
 A set of identity stores that will be accessed in sequence until first authentication succeeds

Available		Selected	
AD1	>	Internal Users	⬆
Internal Hosts	<		⬆
NAC Profiler	>>		⬇
	<<		⬇

**Additional Attribute Retrieval Search List**  
 An optional set of additional identity stores from which attributes will be retrieved

Available		Selected	
AD1	>	Internal Users	⬆
Internal Hosts	<		⬆
NAC Profiler	>>		⬇
	<<		⬇

Advanced Options  
 \* = Required fields

- Create an **Authorization Profile** to be used for SCEP authorization.



Cisco Secure ACS  
EVAL(Days left: 78)

Policy Elements > Authorization and Permissions > Network Access > Authorization Profiles

**Authorization Profiles**

Filter:  Match if:  Go

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Permit Access	
<input type="checkbox"/>	SCEP-RA	

Cisco Secure ACS  
EVAL(Days left: 78)

Policy Elements > Authorization and Permissions > Network Access > Authorization Profiles > Edit: "SCEP-RA"

General | **Common Tasks** | RADIUS Attributes

**ACLs**

Downloadable ACL Name:

Filter-ID ACL:

Proxy ACL:

**Voice VLAN**

Permission to Join:

**VLAN**

VLAN ID/Name:

**Reauthentication**

Reauthentication Timer:

Maintain Connectivity during Reauthentication:

**QoS**

Input Policy Map:

Output Policy Map:

**802.1X-REV**


LinkSec Security Policy:

**URL Redirect**

When a URL is defined for Redirect an ACL must also be defined

URL for Redirect:

URL Redirect ACL:

 = Required fields

- Under the **RADIUS Attributes** tab, add the **cisco-av-pair** attribute where the **Type** is set to **String** and **Value** is set to **pkc:cert-application=all**.

Cisco Secure ACS  
EVAL(Days left: 78)

Policy Elements > Authorization and Permissions > Network Access > Authorization Profiles > Edit: "SCEP-RA"

General | Common Tasks | **RADIUS Attributes**

Common Tasks Attributes

Attribute	Type	Value

Manually Entered

Attribute	Type	Value
cisco-av-pair	String	pki:cert-application=all

Add [ ] Edit [ ] Replace [ ] Delete [ ]

Dictionary Type: RADIUS-IETF

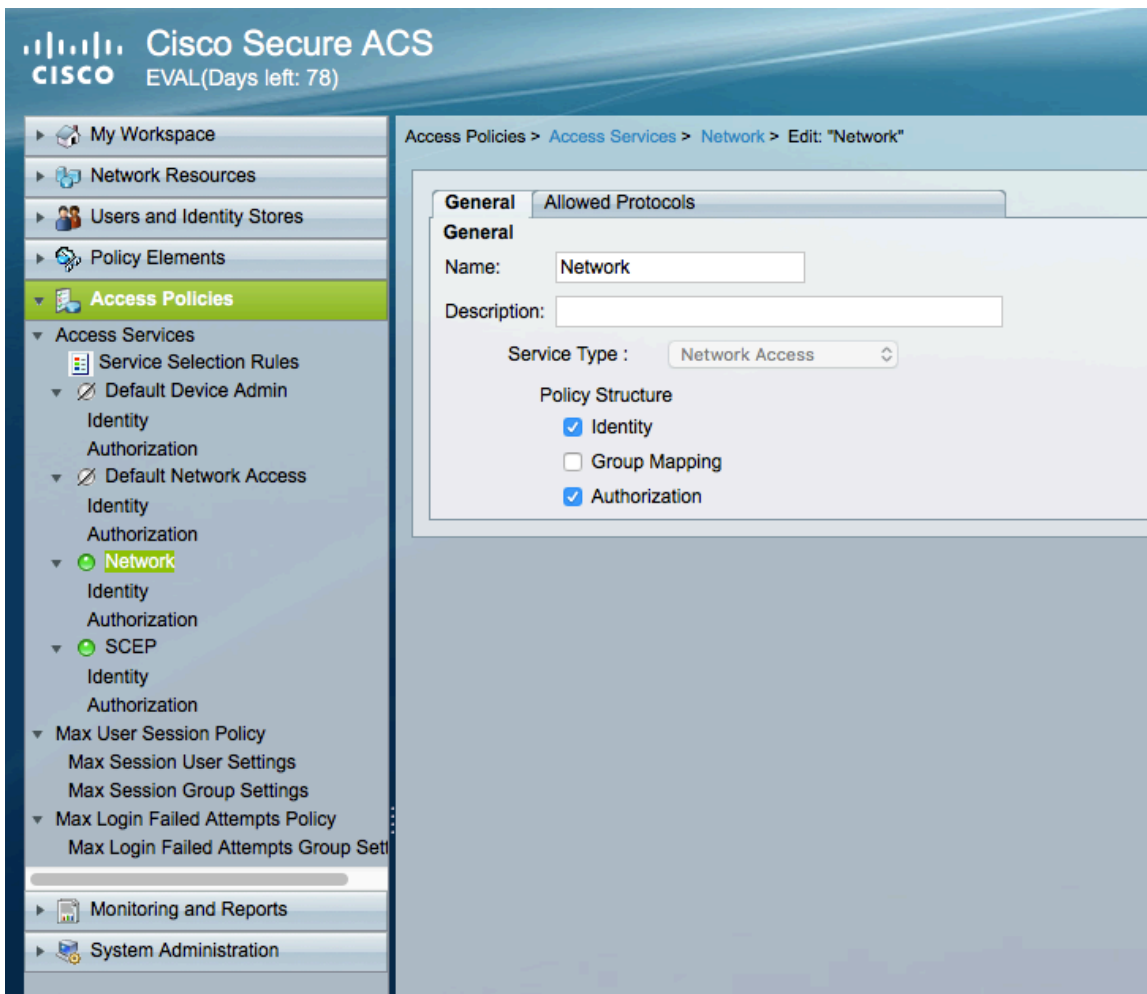
\* RADIUS Attribute: [ ] Select

\* Attribute Type: [ ]

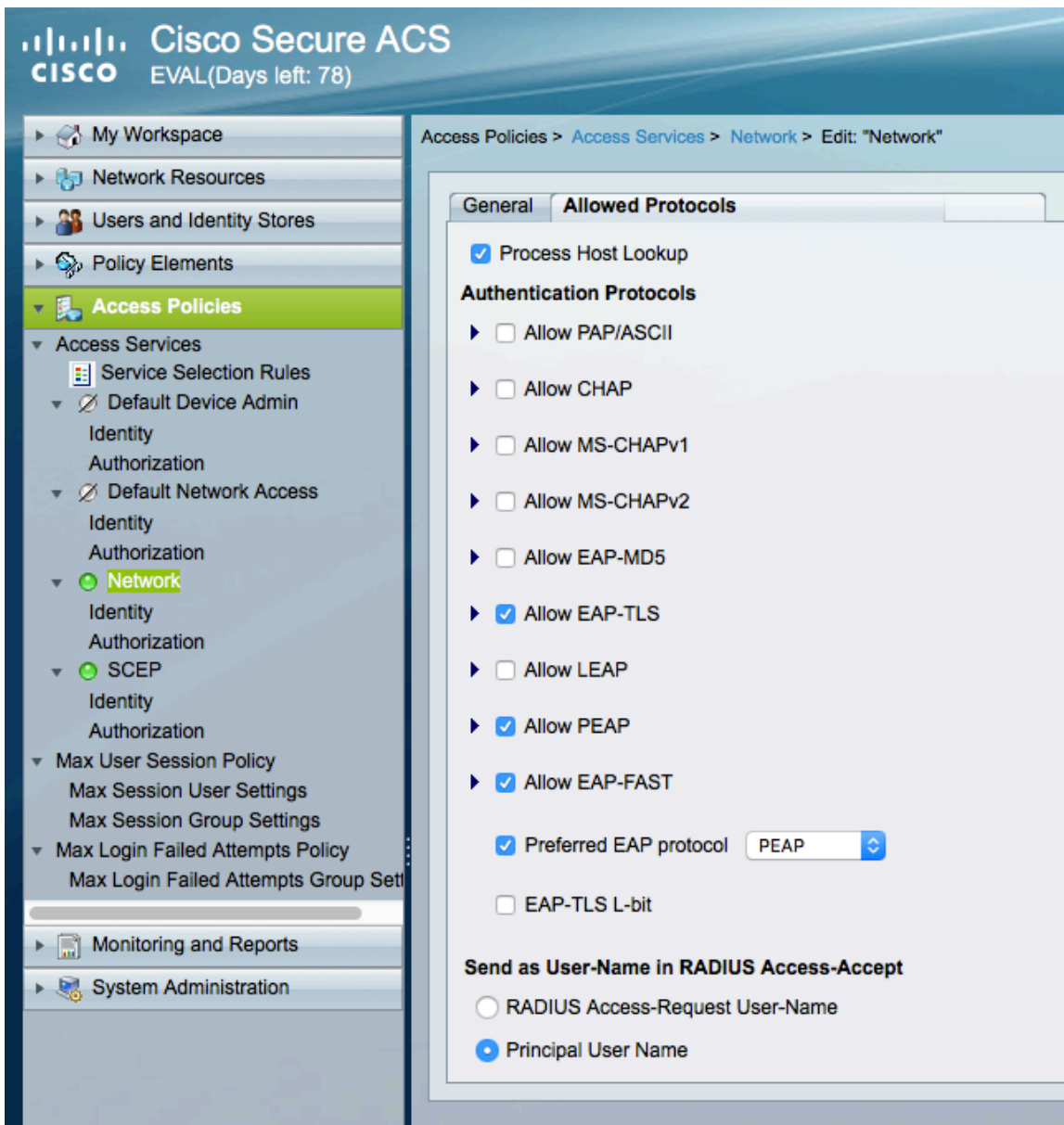
Attribute Value: Static

\* = Required fields

- Create an **Access Policy** to be used for EAP-TLS authentication.



- For the **Access Service** for EAP-TLS authentication, need to ensure that **EAP-TLS** is enabled.



- Under **Identity**, rules can be defined to match EAP type then determine which identity source to use for authentication.

Cisco Secure ACS  
EVAL(Days left: 78)

Access Policies > Access Services > Network > Identity

Single result selection
  Rule based result selection

**Identity Policy**

Filter: Status Match if: Equals Clear Filter Go

	<input type="checkbox"/>	Status	Name	Conditions	Results	Hit Count
	<input type="checkbox"/>			Compound Condition	Identity Source	
1	<input type="checkbox"/>	●	<a href="#">Rule-1</a>	System:EapAuthentication match EAP-TLS	Cert-IS	0
2	<input type="checkbox"/>	●	<a href="#">Rule-2</a>	System:EapAuthentication does not match EAP-TLS	Password-IS	10

- Under **Identity**, rules can be defined to match various conditions then determine which authorization profile to use.

Cisco Secure ACS  
EVAL(Days left: 78)

Access Policies > Access Services > Network > Authorization

[Standard Policy](#) | [Exception Policy](#)

**Network Access Authorization Policy**

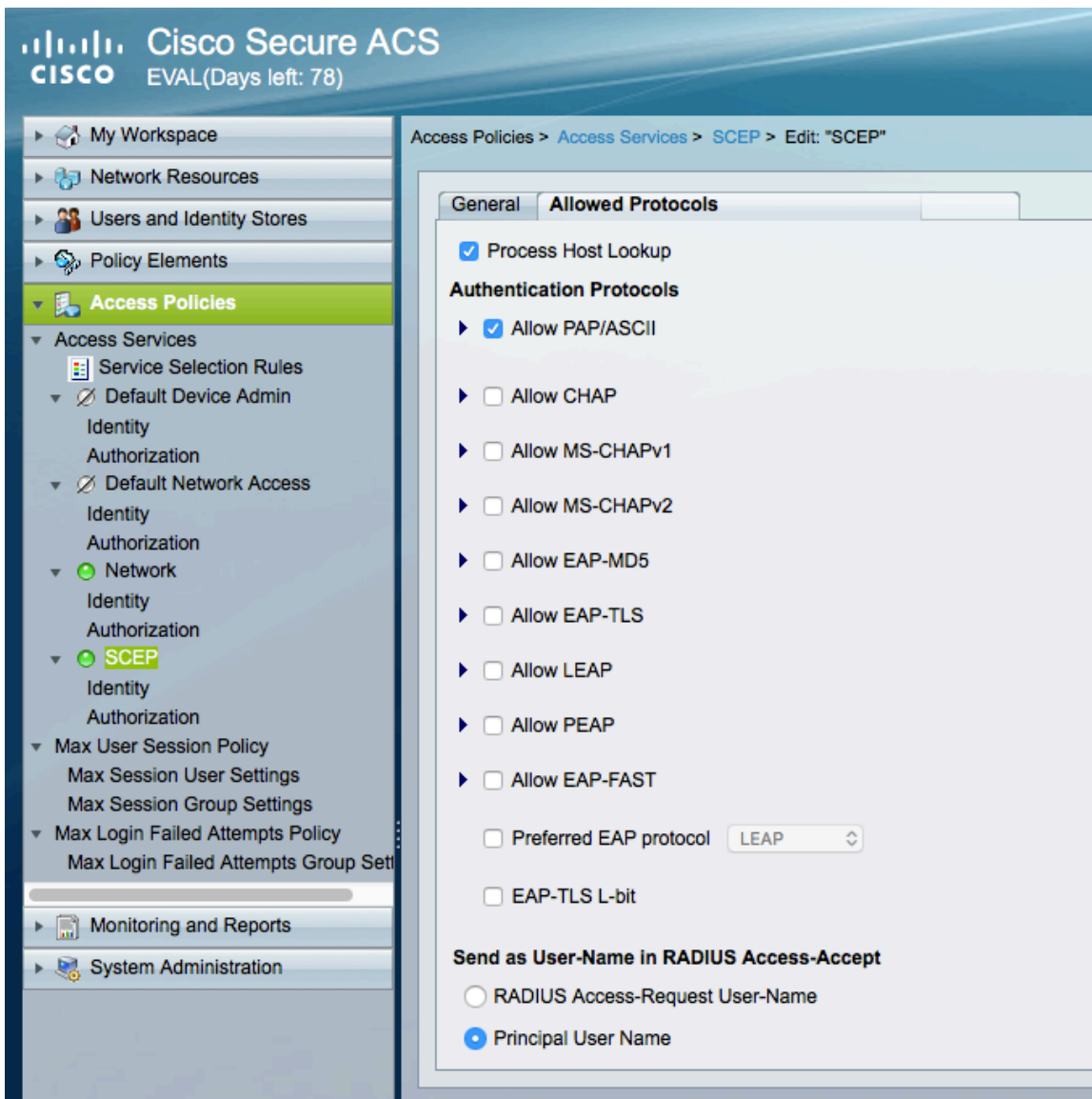
Filter: Status Match if: Equals Clear Filter Go

	<input type="checkbox"/>	Status	Name	Conditions	Results	Hit Count
	<input type="checkbox"/>			Compound Condition	Authorization Profiles	
1	<input type="checkbox"/>	●	<a href="#">Rule-1</a>	NDG:Device Type not in All Device Types:SCEP-RA	Permit Access	0

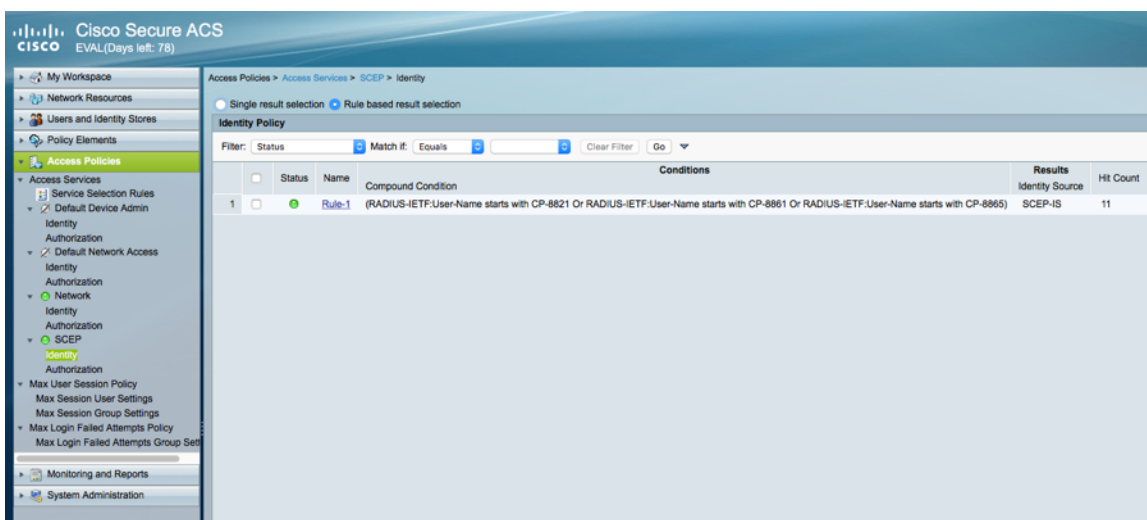
- Create an **Access Policy** to be used for SCEP authentication.



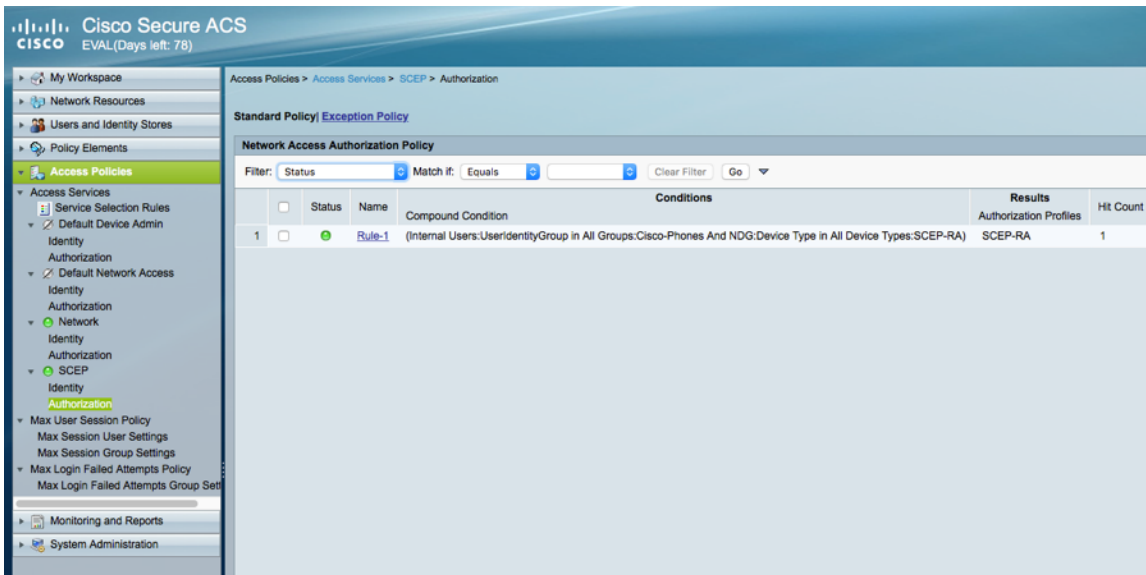
- For the **Access Service** for SCEP authentication, need to ensure that **PAP/ASCII** is enabled.



- Under **Identity**, rules can be defined to match various conditions then determine which identity source to use for authentication.



- Under **Identity**, rules can be defined to match various conditions then determine which authorization profile to use.



## SCEP RA Configuration

Currently only a Cisco IOS router running IOS version 15.1(4)M10 or later is supported as the SCEP RA.

Use the following guidelines to configure a Cisco IOS router as a SCEP RA.

- Enable HTTP server on the Cisco IOS router.

```
ISR_RA# configure terminal
ISR_RA(config)# ip http server
ISR_RA(config)# exit
```

- Configure a RADIUS server for device authentication.

```
ISR_RA# configure terminal
ISR_RA(config)# radius server MyRadius
ISR_RA(config-radius-server)# address ipv4 10.195.19.63 auth-port 1812 acct-port 1813
ISR_RA(config-radius-server)# key <REMOVED>
ISR_RA(config-radius-server)# exit
ISR_RA(config)# aaa authorization network PhoneList group radius
ISR_RA(config)# exit
```

- Configure a PKI trustpoint for the MIC's CA chain to validate the phone's MIC.



ISR\_RA# **configure terminal**

ISR\_RA(config)# **crypto pki trustpoint MIC\_trustpoint**

ISR\_RA(ca-trustpoint)# **authorization list PhoneList**

ISR\_RA(ca-trustpoint)# **authorization username subjectname commonname**

ISR\_RA(ca-trustpoint)# **exit**

ISR\_RA(config)# **crypto pki trustpoint MIC\_trustpoint**

ISR\_RA(ca-trustpoint)# **enrollment terminal**

ISR\_RA(ca-trustpoint)# **revocation-check none**

ISR\_RA(ca-trustpoint)# **exit**

ISR\_RA(config)# **crypto pki authenticate MIC\_trustpoint**

Enter the base 64 encoded Manufacturing CA certificate. End with a blank line or the word **quit** on a line by itself.

-----BEGIN CERTIFICATE-----

```
MIEZTCCA02gAwIBAgIBAjANBgkqhkiG9w0BAQsFADArMQ4wDAYDVQQKEwVDaXNj
bzEZMBcGA1UEAxMQQ2lzY28gUm9vdCBDQSBNMjAeFw0xMjExMTIxMzUwNThaFw0z
NzExMTIxMzAwMTdaMDYxMjE0MjE0MjE0MjE0MjE0MjE0MjE0MjE0MjE0MjE0MjE0
YW51ZmFjdHVyaW5nIENBIFNIQTlwgEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEK
AoIBAQD0NktCAjJn3kk98hU7wUVp6QIOFrIItEce6CpbFYpeLdUeZduAo+S0otzT
IJwS2BIMhZtacu9vUpfmW9w7nQo9zVT3eyPuhF/6/9TEdVBn75zb5CfV+E6ld+fH
nuPiFyBu+HDDJRd373Op+957IdoWyPvD8hHR1HJGFJ3JJKBg0UScL4JCwleu98Xq
/yPIAqBhExa7a2/fqSmZA0vZIG1bBfWZY8ZtSeTxKg3eWynV+xElabHqTDMYWF+2
obs4YB5IINTbYgHyRETP6T8Xr6TtD0h3654OUHcW+1meBu/jctluMKppeSjVtrof
5vt+pbkCg0iQAAsL0qczT3yaNXvAgMBAAGjggGHMIIbGzAObgNVHQ8BAf8EBAMC
AQYwEgYDVR0TAQH/BAgwBgEB/wIBADBcBgNVHSAEVTBTFEFGCisGAQQBQRUBegAw
QzBBBgrBgEFBQcCARY1aHR0cDovL3d3dy5jaXNjby5jb20vc2VjdXJpdHkvcGtp
L3BvbGljaWVzL2luZGV4Lmhh0bWwwHQYDVR0OBBYEFHrXeZXKu0gruFUU/aPAD7yn
D5YZMEEGA1UdHwQ6MDgwNqA0oDKGMGh0dHA6Ly93d3cuY2lzY28uY29tL3NIY3Vy
aXR5L3BraS9jcmwvY3JjYW0yLmNybDB8BgrBgEFBQcCBAQRwMG4wPgYIKwYBBQUH
MAKGMmh0dHA6Ly93d3cuY2lzY28uY29tL3NIY3VyaXR5L3BraS9jZXJ0cy9jcmNh
bTlUy2VyMCwGCCsGAQUFBzABhiBodHRwczovL3Rvb2xzLmNpc2NvLmNvbS9wa2kv
b2NzcDAfBgNVHSMEGDAWgBTJAPkfh/CZr2l0m1IDiIuNMMFoDANBgkqhkiG9w0B
AQsFAAOCAQEAc1k2rH6YT4juFxs9q7ObzfcKbNvOyDsaU7av4IHFXmn/JxfnBmUv
YxAI2Hx3xRb0KtG1JGkffQjVAtBboTXynLaQso/jj46Z0ubIF8y6Ho3nTAv7Q6VH
kqSCdZCIVu91zbHV9FFYQzJxjw1QgB0a4ItS4yhdmg13oDNEcb3trQezrQ3/857/
ISqBGVLEbKHOU8H6zOLhxAgZ08ae1oQQQJowki0Ibd+LRLGovtEwLg8yyqiTIGve
7VFL2sRa8Z3rK9tlwKVH2kpFKNAeN3rfKFqr0/weR0cyKpmLMrSBTBZcxQcJCYF4
X6FO/32KOqcxJFIOKGVIUjvAvioOqoducw==
```

-----END CERTIFICATE-----

Trustpoint 'MIC\_trustpoint' is a subordinate CA and holds a non self-signed cert.

Certificate has the following attributes:

Fingerprint MD5: AC14F08F C3780F8F D9EEE6C9 39111280

Fingerprint SHA1: 90B2E06B 7AD5DAFF CFD43187 2909F381 37471BF8

**% Do you accept this certificate? [yes/no]: yes**

**Trustpoint CA certificate accepted.**

**% Certificate successfully imported**

**ISR\_RA(config)# exit**

- Configure a PKI trustpoint and PKI server to enroll to the CA server.

**ISR\_RA# configure terminal**

**ISR\_RA(config)# crypto pki trustpoint MSCA**

**ISR\_RA(ca-trustpoint)# enrollment mode ra**

**ISR\_RA(ca-trustpoint)# enrollment url http://10.81.116.249/certsrv/mscep/mscep.dll**

**ISR\_RA(ca-trustpoint)# serial-number**

**ISR\_RA(ca-trustpoint)# fingerprint 81512B4316429092925C6891701B374EBD254447**

**ISR\_RA(ca-trustpoint)# revocation-check none**

**ISR\_RA(ca-trustpoint)# rsakeypair MSCA\_Key 2048**

**ISR\_RA(ca-trustpoint)# exit**

**ISR\_RA(config)# crypto pki server MSCA**

**ISR\_RA(cs-server)# grant auto trustpointMIC\_trustpoint**

**ISR\_RA(cs-server)# hash sha1**

**ISR\_RA(cs-server)# mode ra transparent**

**ISR\_RA(cs-server)# no shutdown**

%Some server settings cannot be changed after CA certificate generation.

% Please enter a passphrase to protect the private key

% or type Return to exit

Password:

Re-enter password:

% Generating 2048 bit RSA keys, keys will be non-exportable...

[OK] (elapsed time was 22 seconds)

Certificate has the following attributes:

Fingerprint MD5: CDE40276 04A28DA8 BDE5DF48 0BC1A8F7

Fingerprint SHA1: 81512B43 16429092 925C6891 701B374 EBD254447

Trustpoint Fingerprint: AE5CDEF2 A633DEF4 1D5A5104 7D6A8BD7 E08B576C

Certificate validated - fingerprints matched.

Trustpoint CA certificate accepted.%

% Start certificate enrollment ...

% Create a challenge password. You will need to verbally provide this password to the CA Administrator in order to revoke your certificate.

For security reasons your password will not be saved in the configuration.

Please make a note of it.

Password:

Re-enter password:

% The subject name in the certificate will include: **ISR\_RA**

% The serial number in the certificate will be: **<REMOVED>**

% Include an IP address in the subject name? [no]: **no**

Request certificate from CA? [yes/no]: **yes**

% Certificate request sent to Certificate Authority

% The 'show crypto pki certificate verbose MSCA' command will show the fingerprint.

% Enrollment in progress...

ISR\_RA(cs-server)#% Exporting Certificate Server signing certificate and keys...

Feb 17 15:21:42: CRYPTO\_PKI: Certificate Request Fingerprint MD5: CDE40276 04A28DA8 BDE5DF48 0BC1A8F7

Feb 17 15:21:42: CRYPTO\_PKI: Certificate Request Fingerprint SHA1: AE5CDEF2 A633DEF4 1D5A5104 7D6A8BD7 E08B576C

Feb 17 15:21:43: %PKI-6-CERTRET: Certificate received from Certificate Authority

Feb 17 15:21:48: %PKI-6-CS\_ENABLED: Certificate server now enabled.  
ISR\_RA(cs-server)# end

## Sample Configuration

```
version 15.1
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
!
hostname SCEP-RA
!
boot-start-marker
boot system flash c3845-advsecurityk9-mz.151-4.M10.bin
boot-end-marker
!
enable password <REMOVED>
!
aaa new-model
!
aaa authentication login default local
aaa authorization network PhoneList group radius
!
aaa session-id common
!
dot11 syslog
ip source-route
!
ip cef
!
no ip domain lookup
!
multilink bundle-name authenticated
!
crypto pki server MSCA
grant auto trustpoint MIC_trustpoint
hash sha1
mode ra transparent
crypto pki token default removal timeout 0
!
crypto pki trustpoint MIC_trustpoint
enrollment terminal
revocation-check none
authorization list PhoneList
authorization username subjectname commonname
!
crypto pki trustpoint MSCA
enrollment mode ra
enrollment url http://10.81.116.249:80/certsrv/mscep/mscep.dll
serial-number
fingerprint 81512B4316429092925C6891701B374EBD254447
revocation-check none
rsa-keypair MSCA_Key 2048
!
crypto pki certificate chain MIC_trustpoint
certificate ca 02
```

30820465 3082034D A0030201 02020102 300D0609 2A864886 F70D0101 0B050030  
2B310E30 0C060355 040A1305 43697363 6F311930 17060355 04031310 43697363  
6F20526F 6F742043 41204D32 301E170D 31323131 31323133 35303538 5A170D33  
37313131 32313330 3031375A 3036310E 300C0603 55040A13 05436973 636F3124  
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quit

crypto pki certificate chain MSCA

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BB129BC1 0DE4B8CA 6B008913 DD9F5E96 DBD3051E 98BA689E E3D32B86 15E5A162  
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43D43722 ADC22571 FEF9D0C1 5233023E 5B5EB92F AF35F2A7 A953B7F3 6E228A1F 9D09A2

quit

certificate ca 1E2F4A24A762A0A9456EC2983E7F6D1D

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AE4949D1 97B6A380 08AC4ABB 23A30B34 27A0A112 C63D6BFD 476C4F4B 2DBBB200
D5BDF499 F5068067 85123637 E3EBF106 7D2AF2D0 87DCF856 34E937BF 246C41BD
C0781E14 A22BCC66 2151F46B 5AD4314C 345E8871 41830E80 5D5A8416 21C5220D
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27DB54AF 20A3FA02 5A
quit
!
license udi pid CISCO3845-MB sn <REMOVED>
archive
log config
hidekeys
username <REMOVED>privilege 15 password 0 <REMOVED>
!
redundancy
!
interface GigabitEthernet0/0
ip address 10.195.19.65 255.255.255.128
duplex auto
speed auto
media-type rj45
!
interface GigabitEthernet0/1
no ip address
shutdown
duplex auto
speed auto
media-type rj45
!
ip default-gateway 10.195.19.1
ip forward-protocol nd
!
ip http server
no ip http secure-server
ip route 0.0.0.0 0.0.0.0 10.195.19.1
!
radius server MyRadius
address ipv4 10.195.19.63 auth-port 1812 acct-port 1813
key <REMOVED>
!
control-plane
!
line con 0
exec-timeout 0 0
line aux 0
line vty 0 4
exec-timeout 0 0
transport input all
line vty 5 15
exec-timeout 0 0
transport input all
!
scheduler allocate 20000 1000
end

```

## Certificate Removal

Certificates can be removed either via the admin webpage interface or via the local user interface.

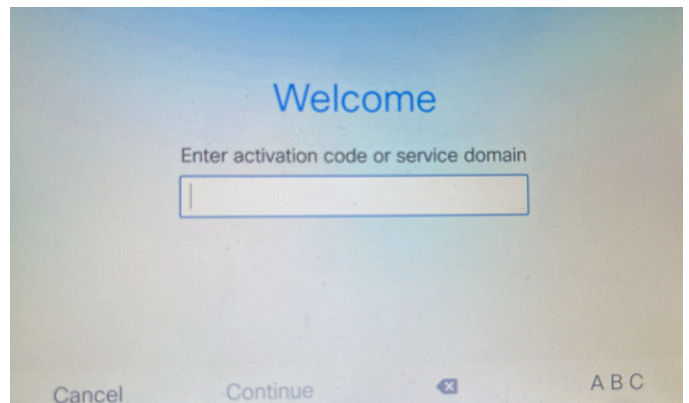
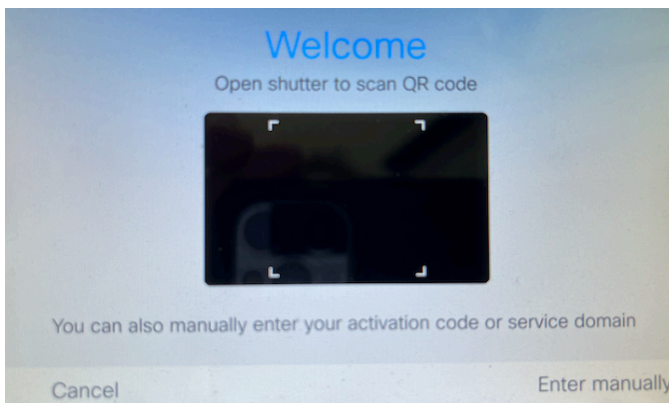
To remove a certificate via the admin webpage, select **Delete** for the corresponding certificate, then restart the phone once a certificate has been removed.

Cisco		Certificates				Signed in as admin, Sign out
Cisco IP Phone CP-8865 (SEPACTE8AB763B6)						
Device information	Type	Common name	Issuer name	Valid from	Valid to	
Network setup	Manufacturing issued	CN=CP-8865-SEPACTE8AB763B6, O=Cisco Systems Inc., OU=CTG, serialNumber=PID:CP-8865 SN:PUC193901CB	CN=Cisco Manufacturing CA SHA2, O=Cisco	08/24/2015 14:33:31	08/24/2025 14:43:31	
Setup	Manufacturing CA	CN=Cisco Manufacturing CA SHA2, O=Cisco	CN=Cisco Root CA M2, O=Cisco	11/12/2012 08:50:00	11/12/2037 08:00:00	Export
Network statistics	Manufacturing root CA	CN=Cisco Root CA M2, O=Cisco	CN=Cisco Root CA M2, O=Cisco	11/12/2012 08:00:00	11/12/2037 08:00:00	Export
Ethernet information	User installed	<Not installed>	<Not installed>			Install
Access	Authentication server CA	C=BM, CN=QuoVadis Root CA 2, O=QuoVadis Limited	C=BM, CN=QuoVadis Root CA 2, O=QuoVadis Limited	11/24/2006 13:27:00	11/24/2031 13:23:00	Delete
Network						

## Call Control Configuration

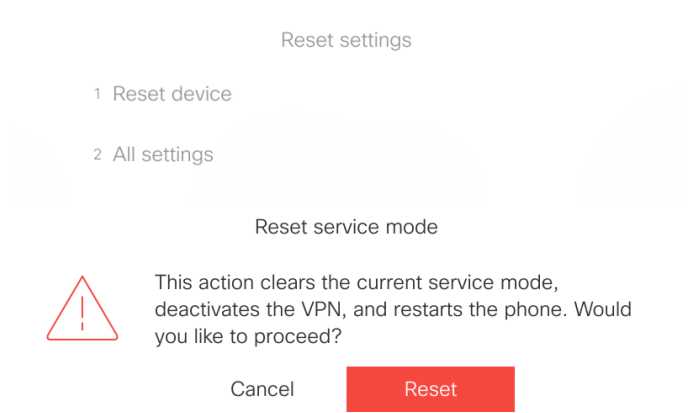
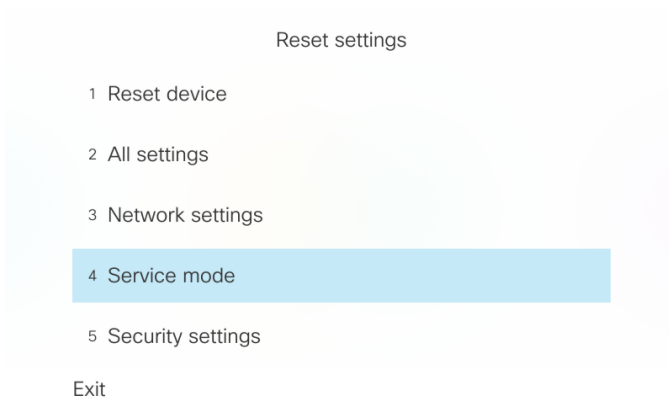
The Cisco IP Phone 8861 and 8865 support Cisco Unified Communications Manager and Webex call control.

If wanting to register to Webex, either scan the QR code or enter the activation code.



The call control configuration of the Cisco IP Phone 8861 and 8865 can be reset by selecting **Applications > Admin settings > Reset settings > Service mode**.

A confirmation screen will appear where **Reset** must be selected to proceed with the call control reset.

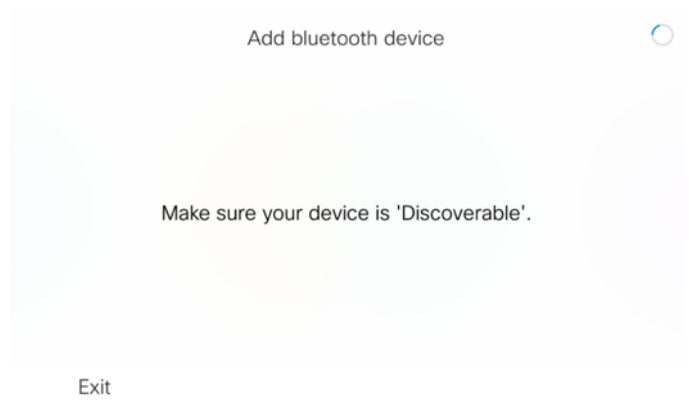
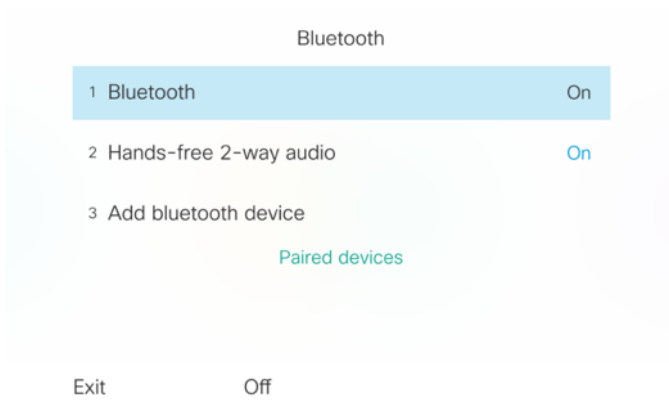


## Bluetooth Settings

The Cisco IP Phone 8861 and 8865 have Bluetooth support, which enables hands-free communications.

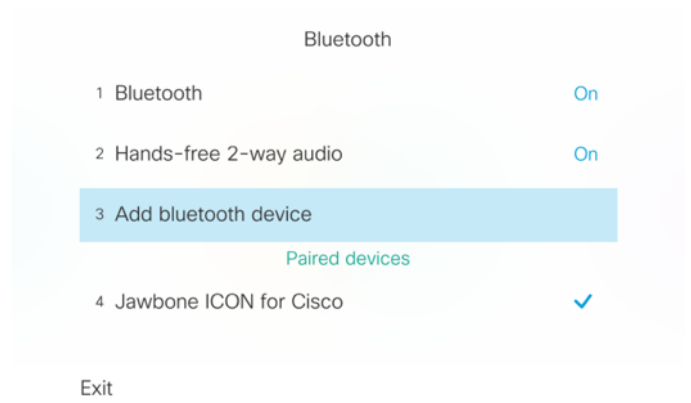
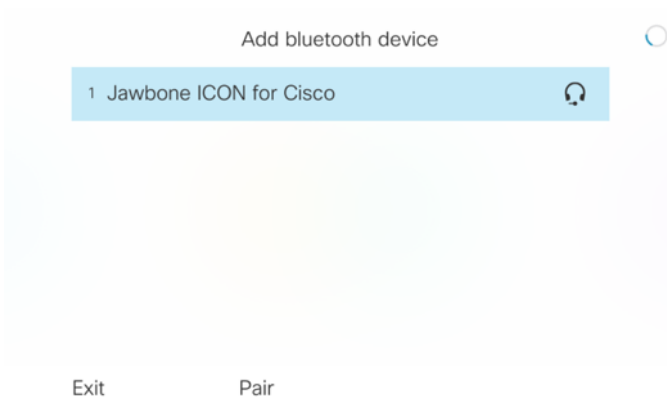
To pair a Bluetooth headset to the Cisco IP Phone 8861 and 8865, follow the instructions below.

- Navigate to **Applications > Bluetooth**.
- Ensure that **Bluetooth** is set to **On**.  
Ensure **Bluetooth** is enabled; otherwise the option will not be visible in the settings menu.
- Select **Add Bluetooth device**.  
Ensure the Bluetooth device is in pairing mode.

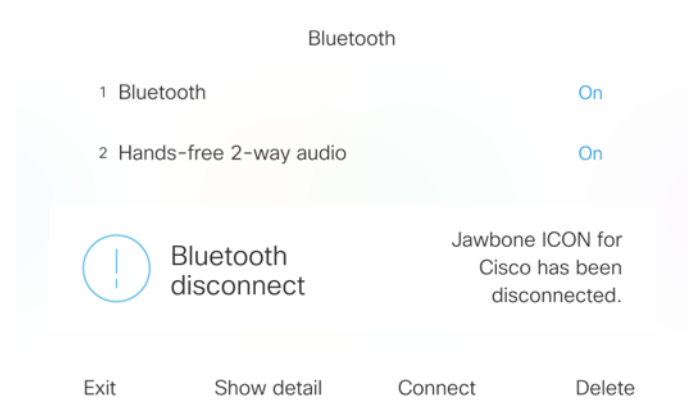
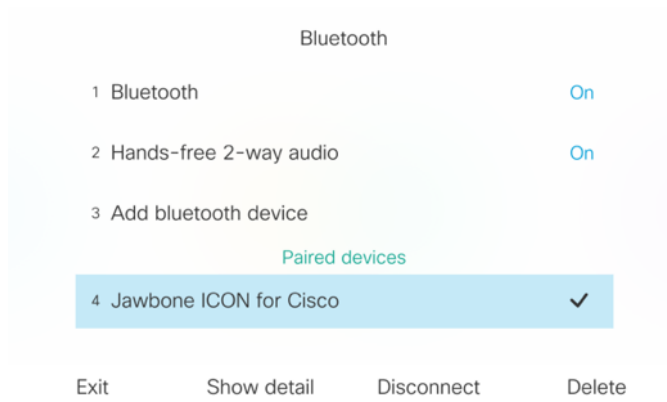


- Select the Bluetooth device after it is displayed in the list.
- The Cisco IP Phone 8861 and 8865 will then attempt to pair automatically with the Bluetooth device.  
If unsuccessful, enter the pin code when prompted.
- Once paired, then the Cisco IP Phone 8861 and 8865 will attempt to connect to the Bluetooth device.

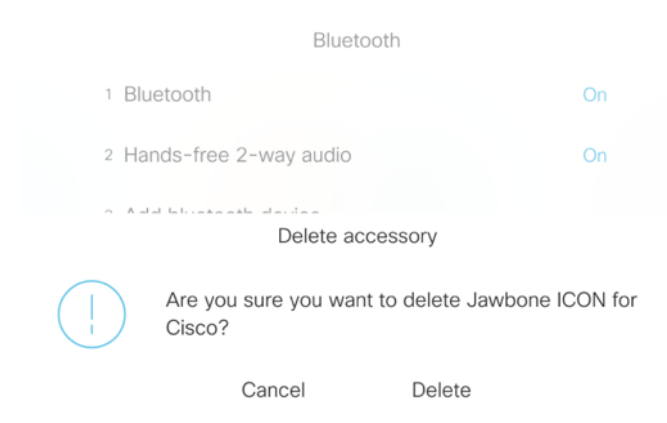




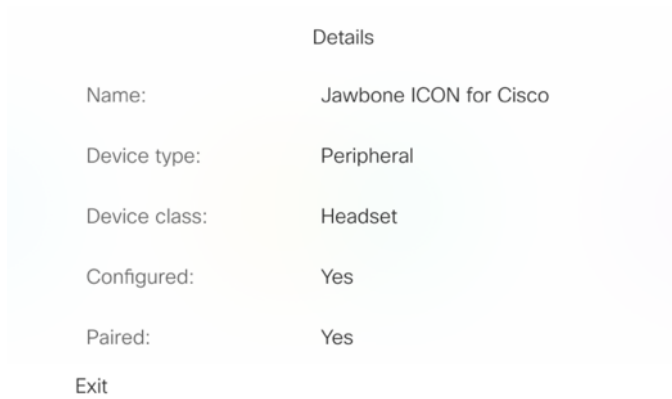
- Selecting the Bluetooth device then selecting **Disconnect** will disconnect that currently connected Bluetooth device.



- Select **Delete** to unpair the selected Bluetooth device.



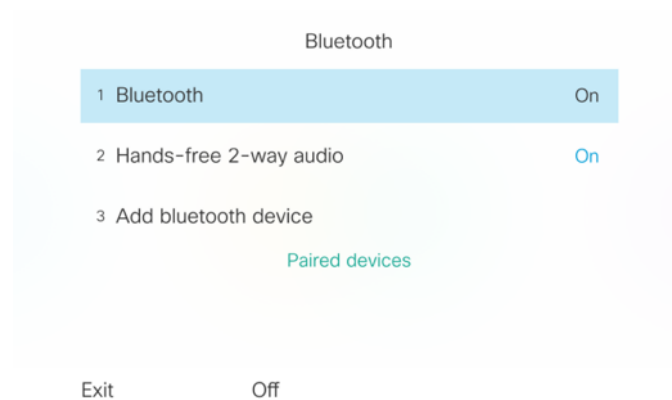
- Selecting **Show detail** will display additional details of the Bluetooth device.



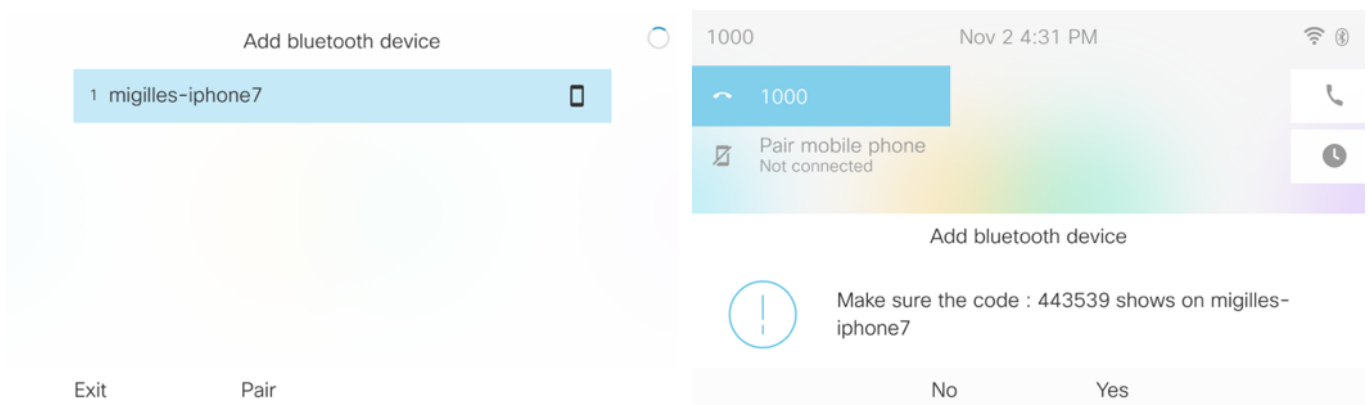
## Mobile Phone Sharing

The Cisco IP Phone 8861 and 8865 support mobile phone sharing where a mobile phone can be paired to it.

- Ensure **Hand-free-2-way audio** is set to **On**.

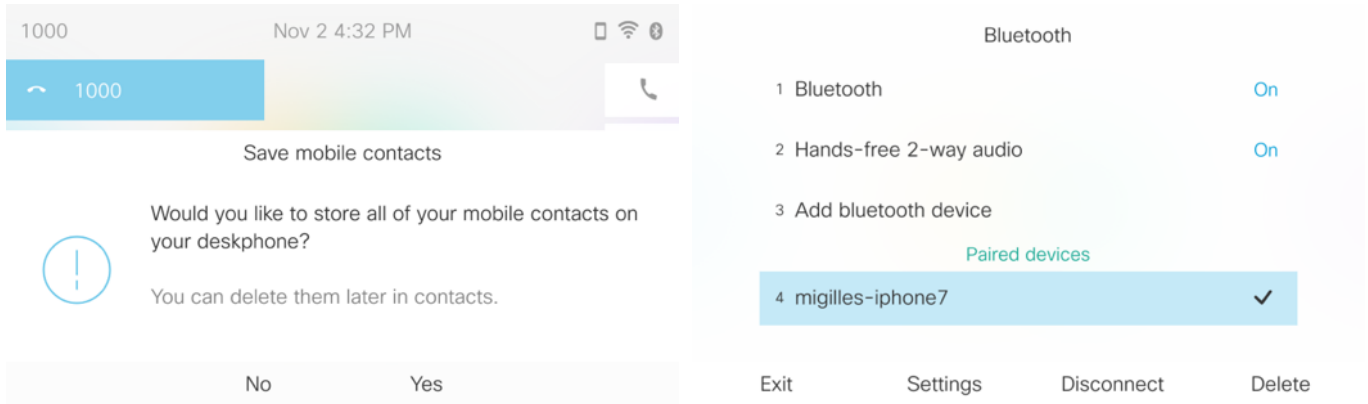


- Ensure the Bluetooth enabled mobile phone is in pairing mode, then select the device in the list.
- A security prompt will then be displayed to authorize and initiate pairing.
- Select **Pair** once the passkey has been confirmed.

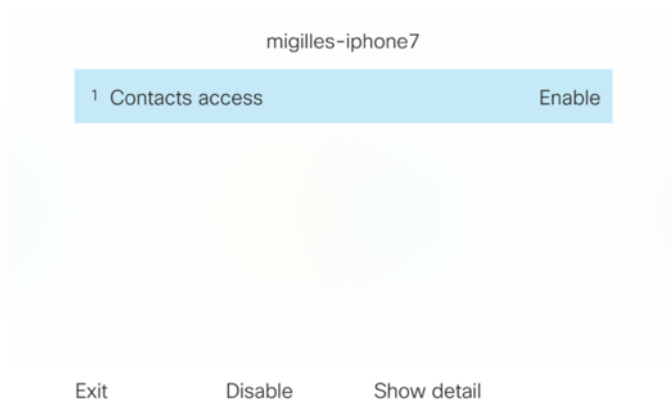


- Once paired, then the Cisco IP Phone 8861 or 8865 will attempt to connect to the Bluetooth enabled mobile phone.
- A prompt then will be displayed to select whether the contacts and call history from the Bluetooth enabled mobile phone should be stored locally in the Cisco IP Phone 8861 or 8865 or not.

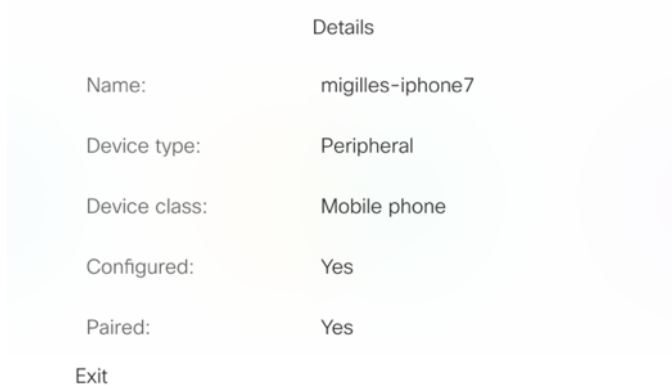
Need to ensure that **Allow Bluetooth Contacts Import** is enabled.



- Contacts access can be disabled if previously enabled by selecting **Disable** in the **Settings** menu.

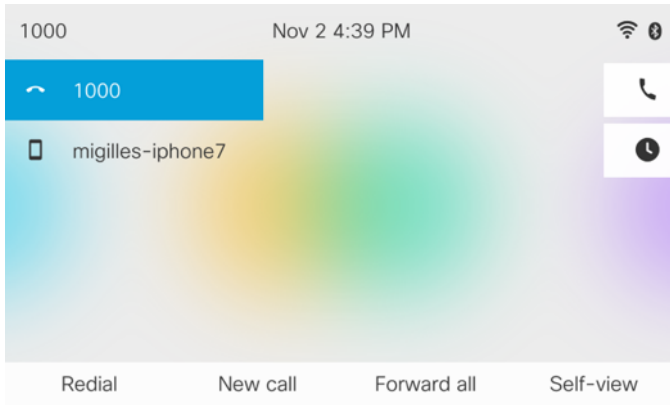


- Selecting **Show detail** within the **Settings** menu will display additional details of the Bluetooth device.

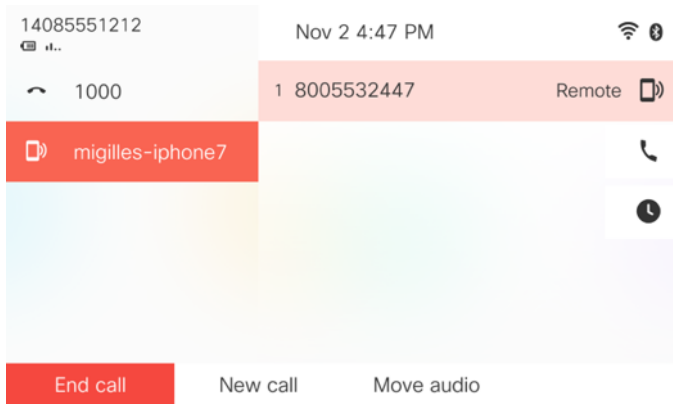


- The Cisco IP Phone 8861 and 8865 can answer calls bound for the Bluetooth enabled mobile phone and make outbound calls utilizing the mobile phone's line.

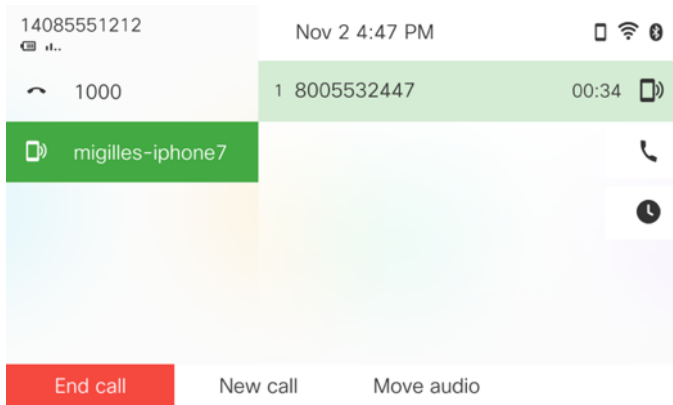
Need to ensure that **Allow Bluetooth Mobile Handsfree Mode** is enabled.



- Calls can easily be moved between the Cisco IP Phone 8861 or 8865 and the Bluetooth enabled mobile phone.
- To move a call from the Bluetooth enabled mobile phone to the Cisco IP Phone 8861 or 8865, simply select the **Move audio** softkey on the Cisco IP Phone 8861 or 8865.

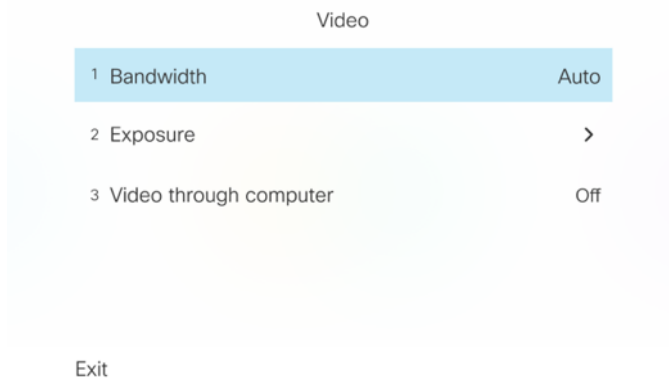


- The call will then be directed to the Cisco IP Phone 8861 or 8865 via the Bluetooth enabled mobile phone.
- Select **Move audio** to switch the call back to the Bluetooth enabled mobile phone.



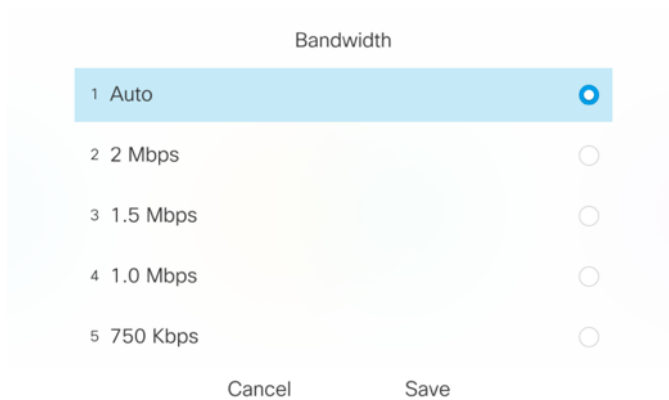
## Video Call Settings

Video call settings for the Cisco IP Phone 8865 can be configured by selecting **Applications > Settings > Video**.



Brightness can be configured to accommodate for the current working environment by selecting **Exposure** within the phone settings.

The video bandwidth can be configured as necessary depending on the current working environment. This is set to **Auto** by default, which enables video bandwidth adaptation.



## Upgrading Firmware

### Cisco Unified Communications Manager

To upgrade the firmware, install the signed COP file for Cisco Unified Communications Manager.

For information on how to install the COP file, refer to the **Cisco Unified Communications Manager Operating System Administration Guide** at this URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>

The downloaded phone configuration file is parsed and the device load is identified. The Cisco IP Phone 8861 or 8865 then downloads the firmware files to flash if it is not running the specified image already.

The Load Server can be specified as an alternate TFTP server to retrieve firmware files, which is located in the product specific configuration section of Cisco IP Phone 8861 and 8865 within Cisco Unified Communications Manager Administration. Download the firmware in ZIP file format, extract the contents, then copy those files to the load server.

## Cisco Unified Communications Manager Express

To install the firmware on Cisco Unified Communications Manager Express, extract the contents of the TAR file and upload into the router's flash. Each file will need to be enabled for TFTP download. Configure the phone load and reset the phones to upgrade the firmware.

### 8861 Example:

```
tftp-server flash:/8861/sip88xx.14-2-1-0101-26.loads alias sip88xx.14-2-1-0101-26.loads
tftp-server flash:/8861/boot1288xx.BE-01-007.sbn alias boot1288xx.BE-01-007.sbn
tftp-server flash:/8861/fbi88xx.BE-01-012.sbn alias fbi88xx.BE-01-012.sbn
tftp-server flash:/8861/kern88xx.14-2-1-0101-26.sbn alias kern88xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/kern288xx.14-2-1-0101-26.sbn alias kern288xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/kern388xx.14-2-1-0101-26.sbn alias kern388xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/m0patch288xx.BE-01-001.sbn alias m0patch288xx.BE-01-001.sbn
tftp-server flash:/8861/preloader88xx.BE-01-007.sbn alias preloader88xx.BE-01-007.sbn
tftp-server flash:/8861/rootfs88xx.14-2-1-0101-26.sbn alias rootfs88xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/rootfs288xx.14-2-1-0101-26.sbn alias rootfs288xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/rootfs388xx.14-2-1-0101-26.sbn alias rootfs388xx.14-2-1-0101-26.sbn
tftp-server flash:/8861/sb288xx.BE-01-028.sbn alias sb288xx.BE-01-028.sbn
tftp-server flash:/8861/sb2288xx.BE-01-015.sbn alias sb2288xx.BE-01-015.sbn
tftp-server flash:/8861/sb2388xx.BE-01-032.sbn alias sb2388xx.BE-01-032.sbn
tftp-server flash:/8861/ssb288xx.BE-01-007.sbn alias ssb288xx.BE-01-007.sbn
tftp-server flash:/8861/vc488xx.14-2-1-0101-26.sbn alias vc488xx.14-2-1-0101-26.sbn
!
voice register global
load 8861 sip88xx.14-2-1-0101-26
```

### 8865 Example:

```
tftp-server flash:/8865/sip8845_65.14-2-1-0101-26.loads alias sip8845_65.14-2-1-0101-26.loads
tftp-server flash:/8865/fbi8845_65.BEV-01-006.sbn alias fbi8845_65.BEV-01-006.sbn
tftp-server flash:/8865/kern8845_65.14-2-1-0101-26.sbn alias kern8845_65.14-2-1-0101-26.sbn
tftp-server flash:/8865/rootfs8845_65.14-2-1-0101-26.sbn alias rootfs8845_65.14-2-1-0101-26.sbn
tftp-server flash:/8865/sb28845_65.BEV-01-020.sbn alias sb28845_65.BEV-01-020.sbn
tftp-server flash:/8865/vc48845_65.14-2-1-0101-26.sbn alias vc48845_65.14-2-1-0101-26.sbn
!
voice register global
load 8865 sip8845_65.14-2-1-0101-26
```

## IP Phone Services

The Cisco IP Phone 8861 and 8865 are capable of supporting Extensible Markup Language (XML) applications.

### **Extensible Markup Language (XML)**

The following document provides the information needed for eXtensible Markup Language (XML) and X/Open System Interface (XSI) programmers and system administrators to develop and deploy IP phone services.

<https://cisco.com/go/phonexsiguide>

# Troubleshooting

## Problem Report Tool

A problem report can be created via the Problem Report Tool by selecting the **Report problem** softkey at **Applications > Phone information**.

The date and time and problem description can be defined.

The **Customer support upload URL** option in Cisco Unified Communications Manager can be configured per phone to obtain the logs automatically or manually downloaded the logs from the phone's webpage under **Console Logs**.

The screenshot shows two side-by-side panels. The left panel, titled "Problem reporting tool", has three numbered input fields. Field 1 is "Date of problem" with a text box containing "10/25/2017". Field 2 is "Time of problem" with a text box containing "5:57 PM". Field 3 is "Problem description" with a text box containing "Please select". Below the fields are "Exit" and "Submit" buttons. The right panel, titled "Problem description", has a list of five numbered options. Option 1, "Phone disconnect or reboot", is highlighted in blue. Other options include "Network connection failure", "Phone registration failure", "Failed to place a call", and "Cannot answer a call". Below the list are "Cancel" and "Select" buttons.

## Configure a Customer Support Upload URL

You must use a server with an upload script to receive PRT files. The PRT uses an HTTP POST mechanism, with the following parameters included in the upload (utilizing multipart MIME encoding):

- devicename (example: "SEP001122334455")
- serialno (example: "FCH12345ABC")
- username (the username configured in Cisco Unified Communications Manager, the device owner)
- prt\_file (example: "probrep-20141021-162840.tar.gz")

## Sample Script

```
<?php
```

```
// NOTE: you may need to edit your php.ini file to allow larger
```

```
// size file uploads to work.
```

```
// Modify the setting for upload_max_filesize
```

```
// I used: upload_max_filesize = 20M
```

```
// Retrieve the name of the uploaded file
```

```
$filename = basename($_FILES['prt_file']['name']);
```

```
// Get rid of quotes around the device name, serial number and username if they exist
```



```

$devicename = $_POST['devicename'];
$devicename = trim($devicename, "\\");

$serialno = $_POST['serialno'];
$serialno = trim($serialno, "\\");

$username = $_POST['username'];
$username = trim($username, "\\");

// where to put the file
$fullfilename = "/var/prtuploads/".$filename;

// If the file upload is unsuccessful, return a 500 error and
// inform the user to try again

if(!move_uploaded_file($_FILES['prt_file']['tmp_name'], $fullfilename)) {
    header("HTTP/1.0 500 Internal Server Error");
    die("Error: You must select a file to upload.");
}

?>

```

## Phone Webpages

Cisco IP Phone 8861 and 8865 information can be gathered remotely by accessing the phone's standard or admin webpage interfaces.

The standard webpage interface (<https://x.x.x.x>) contains read-only information regarding device information, network setup, streaming statistics, device logs etc. To access the standard webpage interface, **Web Access** must be enabled.

The admin webpage interface (<https://x.x.x.x:8443>) contains all of the info as the standard read-only page plus a few extra configurable pages (i.e. Certificates, Date and time, and Phone restart). To access the admin webpage interface, **Web Admin** must be enabled and **Admin Password** must be configured.

## Device Information

The Cisco IP Phone 8861 and 8865 provide device information, where network status, MAC address and version information is displayed.


Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select **Device information** to view this information.

		<h2 style="text-align: center;">Device information</h2> <p style="text-align: center;">Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>																																																											
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><a href="#">Network statistics</a></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> <li><a href="#">Device logs</a></li> <li><a href="#">Console logs</a></li> <li><a href="#">Core dumps</a></li> <li><a href="#">Status messages</a></li> <li><a href="#">Debug display</a></li> <li><a href="#">Streaming statistics</a></li> <li><a href="#">Stream 1</a></li> <li><a href="#">Stream 2</a></li> <li><a href="#">Stream 3</a></li> <li><a href="#">Stream 4</a></li> <li><a href="#">Stream 5</a></li> </ul>	<table border="0"> <tr><td>Service mode</td><td>On-premise</td></tr> <tr><td>Service domain</td><td></td></tr> <tr><td>Service state</td><td>Idle</td></tr> <tr><td>Active network interface</td><td>Wireless</td></tr> <tr><td>MAC address</td><td>AC7E8AB763B6</td></tr> <tr><td>Wireless MAC address</td><td>AC7E8AB763B8</td></tr> <tr><td>Host name</td><td>SEPAC7E8AB763B6</td></tr> <tr><td>Phone DN</td><td>1015</td></tr> <tr><td>App load ID</td><td>rootfs8845_65.14-2-1-0101-26</td></tr> <tr><td>Boot load ID</td><td>sb28845_65.BEV-01-020</td></tr> <tr><td>Version</td><td>sip8845_65.14-2-1-0101-26</td></tr> <tr><td>Key expansion module 1</td><td></td></tr> <tr><td>Key expansion module 2</td><td></td></tr> <tr><td>Key expansion module 3</td><td></td></tr> <tr><td>Hardware revision</td><td>V01</td></tr> <tr><td>Serial number</td><td>PUC193901CB</td></tr> <tr><td>Model number</td><td>CP-8865</td></tr> <tr><td>Message waiting</td><td>No</td></tr> <tr><td>UDI</td><td>phone</td></tr> <tr><td></td><td>Cisco IP Phone 8865, Global</td></tr> <tr><td></td><td>CP-8865</td></tr> <tr><td></td><td>V00</td></tr> <tr><td></td><td>PUC193901CB</td></tr> <tr><td>Time</td><td>11:51:06am</td></tr> <tr><td>Time zone</td><td>America/New_York</td></tr> <tr><td>Date</td><td>09/26/23</td></tr> <tr><td>System free memory</td><td>2147483647</td></tr> <tr><td>Java heap free memory</td><td>7077704</td></tr> <tr><td>Java pool free memory</td><td>2147483647</td></tr> <tr><td>FIPS mode enabled</td><td>No</td></tr> </table>	Service mode	On-premise	Service domain		Service state	Idle	Active network interface	Wireless	MAC address	AC7E8AB763B6	Wireless MAC address	AC7E8AB763B8	Host name	SEPAC7E8AB763B6	Phone DN	1015	App load ID	rootfs8845_65.14-2-1-0101-26	Boot load ID	sb28845_65.BEV-01-020	Version	sip8845_65.14-2-1-0101-26	Key expansion module 1		Key expansion module 2		Key expansion module 3		Hardware revision	V01	Serial number	PUC193901CB	Model number	CP-8865	Message waiting	No	UDI	phone		Cisco IP Phone 8865, Global		CP-8865		V00		PUC193901CB	Time	11:51:06am	Time zone	America/New_York	Date	09/26/23	System free memory	2147483647	Java heap free memory	7077704	Java pool free memory	2147483647	FIPS mode enabled	No
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## Network Setup

The Cisco IP Phone 8861 and 8865 provide network setup information, where network information is displayed.

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select **Network setup** to view this information.

		<h2 style="text-align: center;">Network setup</h2> <p style="text-align: center;">Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>	
<a href="#">Device information</a>	MAC address	AC7E8AB763B6	
<a href="#">Network setup</a>	Host name	SEPAC7E8AB763B6	
<a href="#">Network statistics</a>	Domain name	cisco.com	
<a href="#">Ethernet information</a>	DHCP server	64.102.6.162	
<a href="#">Access</a>	BOOTP server	No	
<a href="#">Network</a>	DHCP	Yes	
<a href="#">Device logs</a>	IP address	10.81.12.113	
<a href="#">Console logs</a>	Subnet mask	255.255.255.0	
<a href="#">Core dumps</a>	Default router	10.81.12.1	
<a href="#">Status messages</a>	DNS server 1	64.102.6.247	
<a href="#">Debug display</a>	DNS server 2	171.70.168.183	
<a href="#">Streaming statistics</a>	DNS server 3	173.36.131.10	
<a href="#">Stream 1</a>	Alternate TFTP	Yes	
<a href="#">Stream 2</a>	TFTP server 1	10.195.19.43	
<a href="#">Stream 3</a>	TFTP server 2		
<a href="#">Stream 4</a>	DHCP address released	No	
<a href="#">Stream 5</a>	Operational VLAN ID	4095	
	Admin VLAN ID	4095	
	CUCM server1	10.195.19.43 Active	
	CUCM server2		
	CUCM server3		
	CUCM server4		
	CUCM server5		
	Information URL	<a href="https://10.195.19.43:8443/ccmcip/GefTelecasterHelpText.jsp">https://10.195.19.43:8443/ccmcip/GefTelecasterHelpText.jsp</a>	
	Directories URL	<a href="https://10.195.19.43:8443/ccmcip/xmldirectory.jsp">https://10.195.19.43:8443/ccmcip/xmldirectory.jsp</a>	
	Messages URL		
	Services URL	<a href="https://10.195.19.43:8443/ccmcip/getservicesmenu.jsp">https://10.195.19.43:8443/ccmcip/getservicesmenu.jsp</a>	
	Idle URL		
	Idle URL time	0	

## Streaming Statistics

The Cisco IP Phone 8861 and 8865 provide call statistic information, where codec type, jitter and packet count info, etc. is displayed.

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select the necessary menu item under **Streaming statistics** to view this information.



## Streaming statistics

Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )

[Device information](#)

[Network setup](#)

**Network statistics**

[Ethernet information](#)

[Access](#)

[Network](#)

**Device logs**

[Console logs](#)

[Core dumps](#)

[Status messages](#)

[Debug display](#)

**Streaming statistics**

[Stream 1](#)

[Stream 2](#)

[Stream 3](#)

[Stream 4](#)

[Stream 5](#)

Remote address	10.81.12.27/22280
Local address	10.81.12.32/29120
Start time	7:21:39pm
Stream status	Active
Host name	SEPAC7E8AB763B6
Sender packets	1030
Sender octets	51500
Sender codec	OPUS
Sender reports sent	3
Sender report time sent	7:21:55pm
Rcvr lost packets	0
Avg jitter	9
Receiver codec	OPUS
Receiver reports sent	0
Receiver report time sent	00:00:00
Rcvr packets	1025
Rcvr octets	102471
Cumulative conceal ratio	0.0000
Interval conceal ratio	0.0000
Max conceal ratio	0.0000
Conceal seconds	0
Severely conceal seconds	0
Latency	55
Max jitter	70
Sender size	20 ms
Sender reports received	4
Sender report time received	7:22:00pm
Receiver size	20 ms
Receiver discarded	1

## Device Logs


Console logs, core dumps, status messages, and debug display can be obtained from the web interface of Cisco IP Phone 8861 or 8865 for troubleshooting purposes.

## Console Logs

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select **Console Logs** to view this information.

A Problem Report Tool (PRT) log can be generated from **Device logs > Console logs** by selecting **Report problem**. **PRT Status: collecting** will be displayed after **Report problem** has been selected.

**PRT Status: completed** will be displayed when the PRT log collection has completed and the file is available for download.


 <b>CISCO</b>	<h2>Console logs</h2> <p>Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><b>Network statistics</b></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> </ul>	<p>PRT Status: collected</p> <p><b>Current logs in /var/log:</b></p> <ul style="list-style-type: none"> <li><a href="#">messages</a></li> <li><a href="#">messages.0</a></li> <li><a href="#">messages.1</a></li> <li><a href="#">messages.2</a></li> </ul>

The PRT log will remain (even if the phone is rebooted) until the PRT log collection process is invoked again.

<p><b>Problem Report Tool Logs:</b>  <a href="#">prt-20230926-193528-AC7E8AB763B6.tar.gz</a></p>
--

## Core Dumps

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select **Core dumps** to view this information.

 <b>CISCO</b>	<h2>Core dumps</h2> <p>Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><a href="#">Network statistics</a></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> <li><b>Device logs</b></li> <li><a href="#">Console logs</a></li> <li><a href="#">Core dumps</a></li> <li><a href="#">Status messages</a></li> <li><a href="#">Debug display</a></li> <li><b>Streaming statistics</b></li> <li><a href="#">Stream 1</a></li> <li><a href="#">Stream 2</a></li> <li><a href="#">Stream 3</a></li> <li><a href="#">Stream 4</a></li> <li><a href="#">Stream 5</a></li> </ul>	<p><input type="button" value="Generate java core&amp;heapdump"/></p>


A Java core dump can be generated from **Device logs > Core dumps** by selecting **Generate java core&heapdump**.

The Java core dump log will remain until the phone is rebooted or the Java core dump log collection process is invoked again.

	<h2>Core dumps</h2> <p>Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><a href="#">Network statistics</a></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> </ul>	<p> <input type="button" value="Generate java core&amp;heapdump"/> <input type="button" value="Delete java core&amp;heapdump"/> </p> <p> <a href="#">heapdump.phd</a>  <a href="#">stack.bt</a> </p>

### Status Messages

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then **Status messages** to view this information.

	<h2>Status messages</h2> <p>Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><a href="#">Network statistics</a></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> <li><a href="#">Device logs</a></li> <li><a href="#">Console logs</a></li> <li><a href="#">Core dumps</a></li> <li><a href="#">Status messages</a></li> <li><a href="#">Debug display</a></li> <li><a href="#">Streaming statistics</a></li> <li><a href="#">Stream 1</a></li> <li><a href="#">Stream 2</a></li> <li><a href="#">Stream 3</a></li> <li><a href="#">Stream 4</a></li> <li><a href="#">Stream 5</a></li> </ul>	<p>[2:49:24am 05/29/23] Ethernet disconnected</p> <p>[2:49:31am 05/29/23] ITL installed</p> <p>[2:49:33am 05/29/23] SEPAC7E8AB763B6.cnf.xml.sgn(HTTP)</p> <p>[2:49:35am 05/29/23] VPN not configured</p> <p>[2:49:36am 05/29/23] oAuth mode disabled</p> <p>[2:50:08am 05/29/23] Ethernet disconnected</p> <p>[2:50:12am 05/29/23] ITL installed</p> <p>[2:50:13am 05/29/23] SEPAC7E8AB763B6.cnf.xml.sgn(HTTP)</p> <p>[2:50:16am 05/29/23] VPN not configured</p> <p>[2:50:16am 05/29/23] oAuth mode disabled</p>

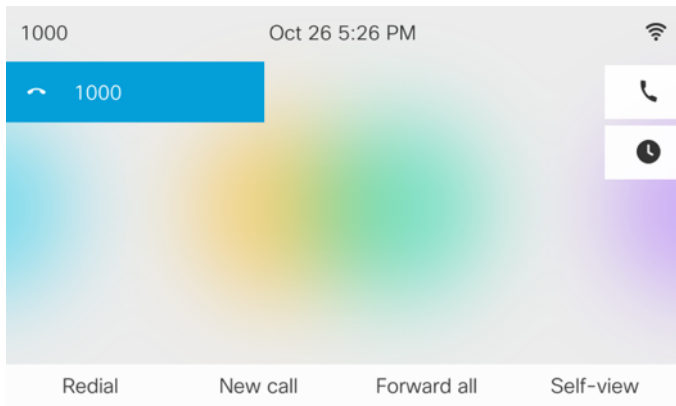
### Debug Display

Browse to the standard web interface (<https://x.x.x.x>) of the Cisco IP Phone 8861 or 8865 then select **Debug display** to view this information.

	<h2 style="text-align: center;">Debug display</h2> <p style="text-align: center;">Cisco IP Phone CP-8865 ( SEPAC7E8AB763B6 )</p>
<ul style="list-style-type: none"> <li><a href="#">Device information</a></li> <li><a href="#">Network setup</a></li> <li><a href="#">Network statistics</a></li> <li><a href="#">Ethernet information</a></li> <li><a href="#">Access</a></li> <li><a href="#">Network</a></li> <li><a href="#">Device logs</a></li> <li><a href="#">Console logs</a></li> <li><a href="#">Core dumps</a></li> <li><a href="#">Status messages</a></li> <li><a href="#">Debug display</a></li> <li><a href="#">Streaming statistics</a></li> <li><a href="#">Stream 1</a></li> <li><a href="#">Stream 2</a></li> <li><a href="#">Stream 3</a></li> <li><a href="#">Stream 4</a></li> <li><a href="#">Stream 5</a></li> </ul>	<pre>[22:44:57 07/25/22] DeviceImageDownloadStart DeviceName=SEPAC7E8AB763B6 IPv4Address=10.81.12.113 IPv6Address=2001:420:2780:10e:5442:1799:3fe5:d246 Active=sip8845_65.14-1-1-0001-125 RequestedLoadId=sip8845_65.14-2-1-0101-26  [22:45:46 07/25/22] DeviceImageDownloadFailure DeviceName=SEPAC7E8AB763B6 IPv4Address= IPv6Address= Method=2 FailureReason=19 Active=sip8845_65.14-1-1-0001-125 Inactive=sip8845_65.14-0-1-0001-135 FailedLoadId=sip8845_65.14-2-1-0101-26 Server=10.195.19.43 RequestedLoadId=sip8845_65.14-2-1-0101-26  [23:18:33 07/25/22] DeviceTLInfo DeviceName=SEPAC7E8AB763B6 IPv4Address=10.81.12.113 IPv6Address=2001:420:2780:10e:5442:1799:3fe5:d246CTL_Signature=Not InstalledCTL_TFTP_Server=N/AITL_Signature=8E 63 CE CF 2F 4D 99 65 B0 A9 4F 05 67 11 A3 6C AD 03 81 F9 ITL_TFTP_Server=cucm-14.cisco.comStatusCode=3  [23:18:34 07/25/22] DeviceImageDownloadStart DeviceName=SEPAC7E8AB763B6 IPv4Address=10.81.12.113 IPv6Address=2001:420:2780:10e:5442:1799:3fe5:d246 Active=sip8845_65.14-1-1-0001-125 RequestedLoadId=sip8845_65.14-2-1-0101-26  [7:18:57pm 07/25/22] DeviceName=SEPAC7E8AB763B6 DeviceIPv4Address=0 IPv4DefaultGateway= DeviceIPv6Address= IPv6DefaultGateway= ModelNumber=CP-8865 NeighborIPv4Address= NeighborIPv6Address= NeighborDeviceID= NeighborPortID= DHCPv4Status=3 DHCPv6Status=3 TFTPCfgStatus=1 DNSStatusUnifiedCM1=0 DNSStatusUnifiedCM2=0 DNSStatusUnifiedCM3=0 DNSv6StatusUnifiedCM1=0 DNSv6StatusUnifiedCM2=0 DNSv6StatusUnifiedCM3=0 VoiceVLAN= UnifiedCMIPAddress=10.195.19.42 LocalPort=51899 TimeStamp=1658787780121 ReasonForOutOfService=115 LastProtocolEventSent=Sent:REGISTER sip:10.195.19.42 SIP/2.0 Cseq:102 REGISTER CallId:ac7e8ab7-63b60002-1218bc0d-3c68879a@10.116.141.56 LastProtocolEventReceived=Rcvd:SIP/2.0 202 Accepted Cseq:1000 REFER CallId:ac7e8ab7-63b60009-0a9c9826-062310c8@10.116.141.56 ReasonForOutOfServiceText=NoEthernetLink ActiveInterface=Wired  [8:25:54pm 09/25/23] DeviceImageDownloadSuccess DeviceName=SEPAC7E8AB763B6 IPv4Address=10.81.12.113 IPv6Address= Method=3 Active=sip8845_65.14-1-1-0001-125 Inactive=sip8845_65.14-2-1-0101-26 Server=10.195.19.43 RequestedLoadId=sip8845_65.14-2-1-0101-26</pre>

## WLAN Signal Indicator

The WLAN signal indicator is displayed in the upper right hand corner of the main screen when the Cisco IP Phone 8861 and 8865 are connected to an access point.



## Current Access Point

The Cisco IP Phone 8861 and 8865 only show the current access point (no neighbor list). To view current access point details go to **Applications > Admin settings > Status > Current access point**.

The Cisco IP Phone 8861 and 8865 are constantly scanning regardless of current signal or call state to discover new access points.



#### View current access point

```
AP name: migilles-home
MAC address: b8:38:61:f1:ea:2d
Frequency: 5.240Ghz
Current channel: 48
Last RSSI: -46
Beacon interval: 102
Capability: 0x1111
Basic rates: 12
Optional rates: 18 24 36 48 54
Supported HT MCS: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
17 18 19 20 21 22 23
Supported VHT (rx) rates: 1SS/MCS0-9 2SS/MCS0-9
Exit
```

## WLAN Statistics

Wireless statistic information can be viewed locally on the phone under **Applications > Admin settings > Status > Wireless statistics**.

#### View wireless statistics

```
tx bytes: 91808433
rx bytes: 67689415
tx packets: 00232721
rx packets: 00462137
tx packets dropped: 00000000
rx packets dropped: 00000000
tx packets errors: 00000000
rx packets errors: 00000000
tx frames: 00204925
tx multicast frames: 00053230
tx retry: 00151631
tx multi retry: 00003860
Exit
```

## Call Statistics

Call statistic information can be viewed locally on the phone under **Applications > Admin settings > Status > Call statistics**.

### Call statistics (Audio)

Receiver codec: OPUS  
Sender codec: OPUS  
Receiver size: 20 ms  
Sender size: 20 ms  
Rcvr packets: 161  
Sender packets: 162  
Avg jitter: 6  
Max jitter: 42  
Receiver discarded: 1  
Rcvr lost packets: 0  
Cumulative conceal ratio: 0.0071  
Interval conceal ratio: 0.0071

Exit

## Status Messages

Status messages can be viewed locally on the phone under **Applications > Admin settings > Status > Status messages**.

### Status messages

[5:25:26pm 10/26/17]  
VPN not configured  
[5:25:24pm 10/26/17]  
SEP5006AB800EEC.cnf.xml.sgn(HTTP)  
[5:25:23pm 10/26/17]  
ITL installed  
[5:25:22pm 10/26/17]  
UCM-closed-TCP  
[5:24:33pm 10/26/17]  
VPN not configured  
[5:24:31pm 10/26/17]  
SEP5006AB800EEC.cnf.xml.sgn(HTTP)

Exit

Clear

Network Info

## Restoring Factory Defaults

The configuration of the Cisco IP Phone 8861 and 8865 can be reset to factory defaults by selecting **Applications > Admin settings > Reset settings > All settings**.

A confirmation screen will appear where **Reset** must be selected to proceed with the factory data reset.

### Reset settings

- 1 Reset device
- 2 All settings
- 3 Network settings
- 4 Service mode
- 5 Security settings

Exit

### Reset settings

- 1 Reset device
- 2 All settings
- 3 Network settings

Reset all settings



This action resets all your settings changes to factory defaults. Would you like to proceed with the reset?

Cancel

Reset

If the Cisco IP Phone 8861 or 8865 is not able to boot properly, a factory reset can also be initiated via the following procedure:

- Turn the phone off by disconnecting the power.
- Press and hold the # key, then power on the phone.
- Keep the # key held until the **Mute** LED turns off.
- Once the **Mute** LED turns off, release the # key.
- Then press **1 2 3 4 5 6 7 8 9 \* 0 #**.
- The **Mute** LED will turn on to indicate the factory reset sequence has been accepted.
- The Cisco IP Phone 8861 or 8865 will then continue the normal boot process and have the factory settings restored.

To boot the alternate image, perform the following procedure.

- Turn the phone off by disconnecting the power.
- Press and hold the \* key, then power on the phone.
- Keep the \* key held until the **Mute** LED turns off.
- Once the **Mute** LED turns off, release the \* key.
- The Cisco IP Phone 8861 or 8865 will then boot using the alternate image.

**Note:** Prior to attempting to boot the alternate image, ensure the phone load specified in Cisco Unified Communications Manager for that individual phone matches the alternate image name; otherwise the phone may simply re-apply the previous load once it connects to Cisco Unified Communications Manager.

## Capturing a Screenshot of the Phone Display

The current display of the Cisco IP Phone 8861 or 8865 can be captured by browsing to <http://x.x.x.x/CGI/Screenshot>, where **x.x.x.x** is the IP address of the Cisco IP Phone 8861 or 8865. At the prompt enter the username and password for the account that the Cisco IP Phone is associated to in Cisco Unified Communications Manager.

## Additional Documentation

Cisco IP Phone 8861 and 8865 Data Sheets

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-c78-731668.html>

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-c78-734731.html>

Cisco IP Phone 8800 Series Administration Guide

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-maintenance-guides-list.html>

Cisco IP Phone 8800 Series User Guide

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

Cisco IP Phone 8800 Series Quick Start Guide

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

Cisco IP Phone 8800 Series Accessory Guide

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

Cisco IP Phone 8800 Series Release Notes

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-release-notes-list.html>

Cisco IP Phone 8800 Series Software

<https://software.cisco.com/download/home/284729655>

Cisco Unified Communications Manager

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/series.html>

Cisco Unified Communications Manager Express

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/series.html>

Cisco Voice Software

<https://software.cisco.com/download/home/278875240>

Cisco IP Phone Services Application Development Notes

<https://cisco.com/go/phonexsiguide>

Real-Time Traffic over Wireless LAN Design Guide

[https://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Mobility/RToWLAN/CCVP\\_BK\\_R7805F20\\_00\\_rto wlan-sr nd.html](https://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Mobility/RToWLAN/CCVP_BK_R7805F20_00_rto wlan-sr nd.html)

Cisco IP Phone 8861 and 8865 Wireless LAN Deployment Guide

Cisco Unified Communications Design Guides

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html>

Cisco AireOS Wireless LAN Controller Documentation

<https://www.cisco.com/c/en/us/support/wireless/5500-series-wireless-controllers/products-installation-and-configuration-guides-list.html>

Cisco Catalyst IOS XE Wireless LAN Controller Documentation

<https://www.cisco.com/c/en/us/support/wireless/catalyst-9800-series-wireless-controllers/products-installation-and-configuration-guides-list.html>

Cisco Mobility Express Documentation

<https://www.cisco.com/c/en/us/support/wireless/mobility-express/products-installation-and-configuration-guides-list.html>

Cisco Autonomous Access Point Documentation

[https://www.cisco.com/c/en/us/td/docs/wireless/access\\_point/atnms-ap-8x/configuration/guide/cg-book.html](https://www.cisco.com/c/en/us/td/docs/wireless/access_point/atnms-ap-8x/configuration/guide/cg-book.html)

Cisco Meraki Wireless LAN Documentation


<https://documentation.meraki.com>

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