VoIP Phone Standards

Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>1</td>
</tr>
<tr>
<td>Revision History</td>
<td>4</td>
</tr>
<tr>
<td>Introduction</td>
<td>5</td>
</tr>
<tr>
<td>Approved Manufacturer</td>
<td>6</td>
</tr>
<tr>
<td>About Cisco</td>
<td>6</td>
</tr>
<tr>
<td>Approved Desk Phones</td>
<td>7</td>
</tr>
<tr>
<td>Cisco 8845</td>
<td>7</td>
</tr>
<tr>
<td>8845 Summary</td>
<td>8</td>
</tr>
<tr>
<td>8845 Features</td>
<td>8</td>
</tr>
<tr>
<td>Cisco 8861</td>
<td>9</td>
</tr>
<tr>
<td>8861 Summary</td>
<td>9</td>
</tr>
<tr>
<td>8861 Features</td>
<td>10</td>
</tr>
<tr>
<td>Cisco 8865</td>
<td>11</td>
</tr>
<tr>
<td>8865 Summary</td>
<td>11</td>
</tr>
<tr>
<td>8865 Features</td>
<td>12</td>
</tr>
<tr>
<td>Cisco 8800 Key Module Expansion</td>
<td>12</td>
</tr>
<tr>
<td>8800 KEM Summary</td>
<td>13</td>
</tr>
<tr>
<td>8800 KEM Features</td>
<td>13</td>
</tr>
<tr>
<td>Approved Classroom, Shop or Lab Phone</td>
<td>14</td>
</tr>
<tr>
<td>Cisco 8811</td>
<td>14</td>
</tr>
<tr>
<td>8811 Summary</td>
<td>14</td>
</tr>
<tr>
<td>8811 Features</td>
<td>14</td>
</tr>
<tr>
<td>Approved Conference Phones</td>
<td>16</td>
</tr>
<tr>
<td>Cisco 8832</td>
<td>16</td>
</tr>
</tbody>
</table>
Analog/POTS 25
Power over Ethernet (PoE) 25

Appendix A 26
  Contacts 26
  Telecommunications 26
  OIT - NDE 26

Appendix B 27
  Regulations 27
    NRS 704 - Regulation of Public Utilities Generally 27
    Definitions 27
      Business line service 27
      Local exchange carrier 27
      Public utility 27
      Small-scale provider of last resort 27
      Telecommunication 28
      Telephone exchange service 28
      Telephone toll service 28
      Voice over Internet Protocol service 28
    VoIP Service 29
      Limitations on regulation of Voice over Internet Protocol service; exceptions 29
  Telecommunication Service 29
    Standards and Practices 29
      Customer entitled to written notice of duration of certain calls 29
      Adoption of regulations regarding incumbent local exchange carriers and the
      obligations of providers of last resort 29
    Competitive Suppliers 29
    Applicability 29

Appendix C 31
  Build of Material Sheets 31
    Cisco 8811 31
    Cisco 8845 31
    Cisco 8861 32
    Cisco 8865 32
    Cisco 8800 Key Module Expansion 33
    Cisco VG204XM Voice Gateway 33
    Cisco VG310 Voice Gateway 33
  Useful Life 34
  Product specifications 35
Introduction

The UNLV VoIP Phone Standards have been compiled for architects and engineers retained to provide professional services for UNLV. This includes the planning, construction, and maintenance standards of VoIP telephone equipment to be used on campus.

These standards have been prepared so that reliable and consistent systems are constructed, thereby requiring minimal maintenance and operating expense. Adherence to these standards is required. Deviations must be reviewed with UNLV Telecommunications prior to implementation. Equal or improved concepts, methods, or productions will be given full consideration when presented prior to implementation.

The standards presented in this document should be followed in conjunction with any of the other applicable campus design standards such as the UNLV Wiring Standards.
Approved Manufacturer

Cisco has been selected as UNLV’s manufacturer of choice for VoIP phones for use on UNLV’s owned/leased properties.

About Cisco

Cisco is the worldwide leader in IT that helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected. At Cisco, customers come first and an integral part of our DNA is creating long-lasting customer partnerships and working with them to identify their needs and provide solutions that support their success.
Approved Desk Phones

There are 3 currently approved models of IP phones and a corresponding Key Module Expansion (KEM) if more than 5 extensions are needed for one IP phone.

Cisco 8845

8845 Summary

The Cisco IP Phone 8845 delivers affordable entry to HD video communications. It’s ideal for knowledge workers, administrative staff, managers, and executives. It’s also well suited to shared workspace environments.
Cisco Spark Phone OS provides flexible deployment options for the 8845, whether Cisco on-premises, from the Cisco cloud, or in a hybrid configuration.

8845 Features

- Easy-to-use, one-touch 720p HD desktop video
- Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice
- Wideband audio for exceptional clarity
- High-resolution, 5-inch, widescreen color display for navigation and interaction
- Choice of wired, Bluetooth and USB headsets from third-party vendors**
- Cisco EnergyWise reduces energy costs and carbon footprint in off-work hours
- Gigabit Ethernet and 802.3af/at Power over Ethernet reduce installation and infrastructure costs

*Preferred phone for UNLV.
**Consult your preferred third-party headset vendor for compatible headsets on the IP Phone 8845.
Cisco 8861

8861 Summary
The IP Phone 8861 delivers highly secure, easy-to-use, mission-critical, comprehensive VoIP communications and telephony feature integration with your personal mobile devices for your entire organization. It also offers flexible deployment options: Cisco on-premises, hosted and Spark Cloud along with third-party-hosted call control servers.

8861 Features
- Exceptional clarity in VoIP communications with wideband audio
- Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice
- High-resolution, widescreen color display
- Optional Cisco IP Phone 8800 Key Expansion Module to simplify dialing and offer expanded status detail
- Choice of wired, Bluetooth, and USB headsets from third-party vendors**
- Cisco EnergyWise reduces energy costs and carbon footprint in off-work hours
- Gigabit Ethernet and 802.3af/at Power over Ethernet reduce installation and infrastructure costs

*Compatible with the 8800 Key Module Expansion
**Consult your preferred third-party headset vendor for compatible headsets on the IP Phone 8861.
Cisco 8865

8865 Summary
Deploy mission-critical, high-definition video and comprehensive VoIP communications for your entire organization. The Cisco IP Phone 8865 is affordable, highly secure, easy to use, and integrates with your personal mobile devices. It also provides flexible deployment options: Cisco on-premises, hosted and Spark Cloud along with third-party hosted call control platforms*.

8865 Features
- Easy-to-use, one-touch face-to-face collaboration with 720p HD desktop video
● Exceptional clarity in video and VoIP communications with wideband audio
● Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice
● Optional Cisco IP Phone 8800 Key Expansion Module for simplified dialing and expanded status detail
● Choice of options with wired, Bluetooth, and USB headsets from third-party vendors**
● Cisco EnergyWise reduces energy costs and carbon footprint in off-work hours
● Gigabit Ethernet and 802.3af/at Power over Ethernet reduce installation and infrastructure costs

*Compatible with the 8800 Key Module Expansion
**Consult your preferred third-party headset vendor for compatible headsets on the IP Phone 8865.

Cisco 8800 Key Module Expansion

Figure 4: 8800 Key Module Expansion

8800 KEM Summary
Expand personal interaction within departments while increasing responsiveness to inbound callers with the optional Cisco IP Phone 8800 Series Key Expansion Module. Designed for receptionists, administrative staff, managers, and executives, this module simplifies communications with single-button access to the people and features your staff use most.
8800 KEM Features

- 18 physical, programmable LED line and feature keys per module
- Second-page key provides 18 additional line and feature keys per module using software
- Graphical, backlit, high-resolution color display makes viewing easy
- One-, two-, and three-module configurations expand scalability and extend phone investment

Approved Classroom, Shop or Lab Phone

For rooms classified as a classroom, workshop or laboratory per UNLV Space Management.

Cisco 8811

8811 Summary

Get highly secure, easy-to use, high-quality wideband audio, and comprehensive, mission-critical VoIP communications. The Cisco IP Phone 8811 is ideal for knowledge workers and remote workers across industries and businesses of all sizes. It can be deployed on Cisco on-premises, hosted, Spark Cloud, and third-party-hosted call control servers.
8811 Features

- High-quality, full duplex wideband audio and superior echo cancellation for exceptional clarity
- High-resolution, five-inch, widescreen grayscale display makes it easier to recognize calls and see status information
- Five-way navigation cluster and four context-sensitive soft keys make interactions more efficient
- Choice of headsets from Cisco third-party vendor partners offer flexibility**
- Cisco EnergyWise reduces energy cost and carbon footprint in off-work hours
- Gigabit Ethernet and 802.3af/at Power over Ethernet reduce installation and infrastructure costs

**Consult your preferred third-party headset vendor for compatible headsets on the IP Phone 8865.

Approved Conference Phones

Departments on campus may have use for conference style phones in various areas. The following are the standard VoIP conference phones that UNLV Telecom supports.

Cisco 8832
8832 Summary
The 8832 delivers high-quality, full-duplex, wideband VoIP communications. Its 360-degree coverage addresses the needs of medium to large conference rooms up to 800 square feet (74.3 square meters). It also serves private office desks, such as those for executives.

8832 Features
- Wideband (G.722) for crystal-clear audio performance
- 360-degree coverage or rooms up to 800 square feet (74.3 square meters)
- Up to 26 attendees
- Backlit, anti glare, color pixel display eases viewing and navigation
- Same easy-to-use call experience as other 8800 Series IP Phones
- Scalable: options for daisy-chaining*, expansion microphones
- Wired and DECT wireless expansion microphone options*
- SHA-256 encryption to help secure communications

*Larger conference rooms may require daisy-chaining of base units (up to two maximum) or adding the optional expansion mics.

Cisco 7832

Figure 7: Cisco 7832 IP Conference Phone
7832 Summary
The Cisco IP Conference Phone 7832 is ideal for your small conference rooms and private office desktops. With the 7832, you can increase business call efficiency and collaboration with cost-effective audio conferencing.

7832 Features
- 360-degree room coverage for spaces up to 172 square feet (16 square meters)
- Microphone pickup up to 7 feet (213 centimeters) from the endpoint
- 10/100 Power over Ethernet (Class 2), requiring no standalone power supply
- Enhanced security with Secure Hash Algorithm 2 (SHA-2) support

Legacy (Analog/TDM) Support
Legacy support for analog/TDM devices (Ex: fax machines) exists through a Voice Gateway that converts the IP traffic into analog tones and back again. UNLV Telecommunications achieves this using Cisco’s VG310 Voice Gateway.

VG204XM

![VG204XM Voice Gateway](image)

Figure 8: VG204XM Voice Gateway

VG204XM Summary
The Cisco VG204XM Analog Voice Gateway provides a low density intermediate path to enable the Time Division Multiplex (TDM) to IP transition.

VG204XM Features
- Standalone solutions for low-density two or four line deployments
- Combine RJ11 interfaces with Cisco IOS Software manageability to increase the functionality of analog equipment
- Are housed in compact, fanless, desktop chassis that are also wall-mountable
VG310

VG310 Summary
The Cisco VG310 Analog Voice Gateway provides an intermediate path to enable the Time Division Multiplex (TDM) to IP transition.

VG310 Features
- Two 10/100/1000BASE-T Gigabit Ethernet ports
- External compact flash memory
- AC and DC power inputs
- 24-analog Foreign Exchange Station (FXS) voice ports using one RJ-21 analog voice interface connector
- Enhanced High-Speed WAN Interface Card (EHWIC), Voice Interface Card (VIC), and Voice WAN Interface Card (VWIC)

Mounting Options

Wall Mounts
Cisco 8800 series phones with cameras

Part number
CP-8800-VID-WMK=

Applies to
- Cisco 8845
- Cisco 8865 (without the KEM)

Visual representation

Cisco 8800 series phones without cameras

Part number
CP-8800-WMK=

Applies to
- Cisco 8811
- Cisco 8861 (without the KEM)

Visual representation
Mounting requirements for a classroom

New classroom builds should have the phone on a wall near a lectern so that it is accessible to everyone in the room.

- Do not install behind the lectern
- Device height and the surrounding area have to be ADA compliant and accessible
- Placement must be no higher than 48" from the floor/ground
- Handset cord must stretch to at least 29"
- An OIT-compliant network drop should be available behind where the phone will be mounted

Cisco 8800 series phones with **KEM**

Part number

CP-8800-BEKEM-WMK=

Applies to

- Cisco 8861 with one (1) **KEM**

Visual representation
Service Requirements

Physical Connection

Port Requirements
A 1Gb copper RJ45 port is required for the phone to connect to. The port must be able to provide up to Class 4 (15.4 Watts) Power over Ethernet as classified by the 802.3AF specification for certain models of Cisco phones. Currently, 8811 and 8845 model phones only require Class 2 (7.0 Watts) PoE, but the 8865 requires Class 4.

Cabling Requirements
Cabling connecting the phone must be under the maximum distance range of the technology being utilized as well as of the CAT5e specification or greater and is subject to UNLV OIT’s Wiring Standards. The cabling must pass OIT’s cable testing standards as laid forth in the wiring standards.

Dedicated cabling back to the UNLV switch in local IDF rooms are required. This prohibits things like split cabling/drops and additional switching equipment being in the path back to the IDF as well as potentially other unlisted situations with cabling that may arise and Telecom in collaboration with NDE reserves the rights to identify additional situations this will prohibit.

Insufficient cabling will need to be replaced or repaired before a Cisco IP phone can be installed.
Uptime
In the event of a power outage, Telecom in combination with OIT strive to provide an uptime of 30 minutes. For any new or renovation projects that include new UPSs for IDF rooms, those UPSs need to be spec’d out to handle a minimum of 30 minutes of uptime.

911
Calls to 911 made from on campus phones route to UNLV Dispatch per UNLV Police Services.

Location Data
At the very least, physical location data about the switch the phone is connected to is required, if not the granular location data of the end-port the phone is connected to.

We also need to know the location of the physical phone (building and room number) as well as the user's name for 911 compliance and billing needs.

Regulations
Please see: Appendix B - Regulations

Exceptions

Requesting an Exception
Requests for exceptions to the phone standards set forth in this document need to be submitted to the Director of Telecommunications.

Example Exceptions

Voice Gateway
If there is a justifiable business need for a device that requires analog/POTS service that a Cisco Voice gateway can provide, an exception will be granted for service to be provided to the device by a currently supported Cisco Voice Gateway.

Analog/POTS
If there is a justifiable business need for a device that requires analog/POTS service that a Cisco Voice gateway cannot provide specific reasons an exception will be granted for service to be provided to the device by CenturyLink (or other current analog/POTS provider).
Power over Ethernet (PoE)
If there is an appropriate port that can handle Cisco call traffic that is not PoE enabled, an exception can be made and a Cisco Power Cube can be ordered (at the customer’s expense) that will power the phone externally through a wall socket (not through the network).

Appendix A

Contacts

Telecommunications

http://telecom.unlv.edu

<table>
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<tr>
<th>Main Line</th>
<th>(702) 895-3011, <a href="mailto:telecom@unlv.edu">telecom@unlv.edu</a></th>
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<tr>
<td>Darren Paulson - Director</td>
<td>(702) 895-5757, <a href="mailto:darren.paulson@unlv.edu">darren.paulson@unlv.edu</a></td>
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OIT - NDE

http://oit.unlv.edu

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<tr>
<th>Jon Myers</th>
<th>(702) 895-0731, <a href="mailto:jon.myers@unlv.edu">jon.myers@unlv.edu</a></th>
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<td>Lorita Chesler</td>
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Appendix B

Regulations

NRS 704 - Regulation of Public Utilities Generally

http://www.leg.state.nv.us/Nrs/NRS-704.html

Definitions

Business line service

“Business line service” means flat or measured rate service for business lines or business trunk lines.
Local exchange carrier
The term “local exchange carrier” means any person that is engaged in the provision of telephone exchange service or exchange access. Such term does not include a person insofar as such person is engaged in the provision of a commercial mobile service under section 332(c) of this title, except to the extent that the Commission finds that such service should be included in the definition of such term.

Public utility
Any person, other than a provider of commercial mobile radio service, that provides a telecommunication service to the public, but only with regard to those operations which consist of providing a telecommunication service to the public.

Small-scale provider of last resort
“Small-scale provider of last resort” means an incumbent local exchange carrier that is a provider of last resort of basic network service and business line service to customers through less than 60,000 access lines.

Telecommunication
“Telecommunication” means the transmission, between or among points specified by the user, of information of the user’s choosing, without change in the form or content of the information sent and received, regardless of the facilities, equipment or technology used.
subchapI-sec153.htm - Definitions: (54)

Telephone toll service
The term "telephone toll service" means telephone service between stations in different exchange areas for which there is made a separate charge not included in contracts with subscribers for exchange service.


Voice over Internet Protocol service
"Voice over Internet Protocol service" means any service that:
1. Enables real-time, two-way voice communication originating from or terminating at the user’s location in Internet Protocol or a successor protocol;
2. Uses a broadband connection from the user’s location; and
3. Permits a user to receive a call that originates on the public switched telephone network and to terminate a call to the public switched telephone network.

http://www.leg.state.nv.us/Nrs/NRS-704.html#NRS704Sec685 - Internet Protocol-enabled service and Voice over Internet Protocol service: 704.685 - 3. (b)

VoIP Service

Limitations on regulation of Voice over Internet Protocol service; exceptions
Except as otherwise provided in subsection 2, a state agency or political subdivision of the State may not, directly or indirectly, regulate the rates charged for, service or contract terms for, conditions for, or requirements for entry for Internet Protocol-enabled service or Voice over Internet Protocol service.

http://www.leg.state.nv.us/Nrs/NRS-704.html#NRS704Sec685 - Internet Protocol-enabled service and Voice over Internet Protocol service

Telecommunication Service

Standards and Practices

Customer entitled to written notice of duration of certain calls
1. Except as otherwise provided in subsection 2, each telecommunication provider shall provide timely written notice to a customer of the duration of each call that is billed to the customer, reported in minutes, seconds or any fraction thereof, if the charges for the telecommunication services are calculated, in whole or in part, on the basis of the duration of the call.
2. The provisions of this section do not apply to measured rate service.

http://www.leg.state.nv.us/Nrs/NRS-704.html#NRS704Sec6875 - Telecommunication Service:
Adoption of regulations regarding incumbent local exchange carriers and the obligations of providers of last resort

The Commission shall adopt regulations that establish the obligations of incumbent local exchange carriers as providers of last resort giving due consideration to the status of the incumbent local exchange carriers as either competitive suppliers or small-scale providers of last resort.

http://www.leg.state.nv.us/Nrs/NRS-704.html#NRS704Sec6878 - Telecommunication Service: 704.6878

Competitive Suppliers

Applicability

1. Except as otherwise provided in this section, any telecommunication provider operating within this State is a competitive supplier that is subject to the provisions of NRS 704.68861 to 704.68887, inclusive.
2. A small-scale provider of last resort is not a competitive supplier that is subject to the provisions of NRS 704.68861 to 704.68887, inclusive, unless the small-scale provider of last resort is authorized by the Commission pursuant to NRS 704.68869 to be regulated as a competitive supplier.

http://www.leg.state.nv.us/Nrs/NRS-704.html#NRS704Sec68861 - Telecommunication Service: 704.68861

Appendix C

Build of Material Sheets

Note: The tables below are static and may not be up to date, for the most recent updates refer to the Cisco BoMs Worksheet (https://docs.google.com/a/unlv.edu/spreadsheets/d/1ZjZqqiUXlzVHpPaG5ZvmuZVTN5RzwhqmfPdRwA8ZaY/edit?usp=sharing)

Also of note is the pricing on the following BoMs is MSRP pricing from Cisco that does not reflect UNLV discounts. These costs are included for architecture and design purposes and are not reflective of UNLV Telecom's cost of the phone for our customers.

Cisco 8811

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UNLV VoIP Phone Standards
Version 3.1
### Cisco 8865

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### Cisco 8800 Key Module Expansion

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<th>Line Number</th>
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<th>Service Duration (Months)</th>
<th>Lead Time</th>
<th>Unit List Price</th>
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### Cisco VG204XM Voice Gateway

<TBD>

### Cisco VG310 Voice Gateway

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UNLV VoIP Phone Standards
Version 3.1

26
### Useful Life

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### Product specifications

The most recent specifications can be found on [http://www.cisco.com](http://www.cisco.com)