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CISCO
The bridge to possible

Cisco Wireless Phone 800 Series

Contents

Cisco Wireless Phones 840 and 860 deliver enterprise-grade voice over IP via wireless smartphones to enable mobility-based productivity.

Product overview

The Cisco Wireless Phone 800 Series delivers enterprise-grade voice over IP via wireless, handheld devices. The Cisco Wireless Phones provide an application platform that enables third-party applications in a variety of enterprise environments, including healthcare, retail, and manufacturing. These environments require a device that can withstand abuse, while simultaneously enabling users to access information and collaborate quickly and securely with other team members. Cisco Wireless Phones deliver security with AES encryption that ensures secure voice-over-Wi-Fi functionality.

The 800 series phones are built to leverage either Cisco Unified Communications Manager or Webex Calling for call control. Users can take advantage of common enterprise voice features like conference, transfer, and call park. Administrators will relish the ability to manage productivity-enhancing applications through Cisco Meraki System Manager Enterprise Mobility Management (EMM) or alternately through other third-party EMM providers. Users will achieve new levels of success through collaboration applications like Cisco Webex Teams, which is included in the phones.

The 800 series phones are certified for Google Mobility Services and have undergone stringent testing to ensure application compatibility for Android. Like other smart phone hardware and operating systems in the market, third party application compatibility and support is the responsibility of third party application providers.

Features and benefits

Table 1 outlines some of the key features and benefits of the Cisco Wireless 800 Series Phones.

Table 1.   Features and benefits

Feature	Benefit
Android Operating System 10	Enables administrators to control and manage applications deployed to the phones to enable employee productivity
MIL SPEC 810G	Withstands drops to deliver peace of mind and investment protection
IP68 rated hardware (860)	Provides ruggedized hardware that withstands dust and water damage in harsh environments
Hot-swappable battery (860)	Facilitates users to swap batteries in the field without a device restart, providing 100% device uptime
Barcode scanner (optional)	Supports various retail, healthcare, and manufacturing use cases that require barcode scanning

Licensing

The Cisco Wireless Phone 840 and 860 require an Enhanced User Connect License (UCL) or a Cisco Unified Workspace License (UWL) in order to register to Cisco Unified Communications Manager.

Product specifications

Table 2 shows the detailed hardware features of the Cisco Wireless Phone 860 and 860S.

Table 2.   Hardware features

Hardware feature	Cisco Wireless Phone 860 (CP-860)
Weight	204g, 214g (scanner)
Dimensions	153 x 76 x 12 mm
Battery	Hot-swappable, 3000 mAh
Input power	100 to 240 VAC, ~0.5A, and 50 to 60 Hz AC adapters (by geographical region)
Processor	1.8/2.2 GHz Octa-core, 64-bit processor
Camera	13 MP rear with flash, 8 MP front
Memory	4 GB
Storage	64 GB
Radio frequency standards	2.4 and 5 GHz; 802.11 a/b/g/n/d/h/i/k/r/u/ac
Bluetooth	5.0 LE
Display	5.2-inch 1080x1920, Gorilla™ glass multi-touch screen
Buttons	Power, Action, volume up/down, 2 user-programmable
Operating temperature	32 to 104° F (0 to 40° C)
Storage temperature	–22 to 140° F (–30 to 60° C)
Relative humidity	10% to 95% (noncondensing)
Interfaces	USB-C, 3.5 mm audio, NFC (ISO 14443, Tag Types 1-5), fingerprint scanner
Sensors	• Accelerometer • Gyroscope • Magnetometer (compass) • ALS/proximity
Durability	Ingress Protection Standard IP68 – protects against dust ingress Waterproof – survives water submersion of more than 1 meter for 30+ minutes MIL-STD-810G drop testing - survives 78 1.8 meter drops onto a steel plate

Table 3 shows the detailed hardware features of the Cisco Wireless Phone 840 and 840S.

Table 3. Hardware features

Hardware Feature	Cisco Wireless Phone 840 (CP-840)
Weight	180g, 200g (scanner)
Dimensions	133 x 66 x 13 mm
Battery	Swappable, 3040 mAh
Input power	100 to 240 VAC, ~0.5A, and 50 to 60 Hz AC adapters (by geographical region)
Processor	1.8 GHz Octa-core, 64-bit processor
Camera	8 MP rear with flash, 2 MP front
Memory	3 GB
Storage	32 GB
Radio frequency standards	2.4 and 5 GHz; 802.11 a/b/g/n/d/h/i/k/r/u/ac
Bluetooth	4.2
Display	4.0-inch 800x480, Dragontrail™ glass multi-touch screen
Buttons	Power, Action, volume up/down, 2 user-programmable
Operating temperature	14 to ° F (-10 to 122° C)
Storage temperature	-40 to 178° F (-40 to 70° C)
Relative humidity	10% to 95% (noncondensing)
Interfaces	USB-C, 3.5 mm audio, NFC (ISO 14443, Tag Types 1-5)
Sensors	• Accelerometer • Gyroscope • Magnetometer (compass) • ALS/proximity
Durability	Ingress Protection Standard IP65 – protects against dust ingress Water-resistant – resists water splashed on device MIL-STD-810G drop testing – survives multiple 1.8 meter drops onto a steel plate

Table 4 shows the software features for the Cisco Wireless Phone 800 Series.

Table 4. Software Features

Software Feature	Details
Calling Features	+Dialing

Software Feature	Details
	Adjustable ringing and volume levels
	Adjustable display brightness and timeout
	Audible and vibrating ringers
	Auto Answer
	Automatic keypad lock
	Auto-detection of headset and auto-answer from headset (BT)
	Call forward
	Call forward notification
	Callback
	Call history lists
	Call park
	Call Recording (CUCM)
	Call reject
	Call timer
	Call waiting
	Caller ID
	Corporate directory
	Conference
	Do Not Disturb (DND)
	Extension Mobility
	Extension Mobility Cross Cluster
	Failover, Fallback, Redundancy, Resiliency
	Forced authorization and client matter codes
	G.711u, G.711a, G.722, G.729a, and OPUS Codecs
	Hold/Resume
	Hunt group login/logout
	Hotelling - login/logout (Webex Calling)
	Immediate divert
	Location Awareness and Reporting
	Merge
	Multiple Lines
	Music On Hold (MoH, non-multicast)
	Message Waiting Indication (MWI)
	Mute
	Redial
	Network profile support via EMM/MDM
	Shared Lines

Software Feature	Details
	Support for Mutual-auth TLS
	Configuration Management (EMM Alternative)
	Synchronization of Contacts Through CUCM
	Iterative contact search
	Network Hold
	Noise Cancellation
	Pre-dialing before sending
	Personal directory
	Time and date display
	Phone app Reset and Restart through CUCM
	SIP Digest Authentication
	SIP Using TCP
	Speed Dial (on-phone configuration)
	Transfer: Announced, Blind
	Visual Voicemail
Codecs	• Opus • G.711a, G.711u • G.722 • G.729a
Protocol	Session Initiation Protocol (SIP)
Call Control	Cisco Unified Communications Manager 11.5(1)SU8, 12.5(1)SU3, 14.0(1) Webex Calling with version 1.6 firmware or later
Security Features	WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP and EAP-TTLS) with Opportunistic Key Caching (OKC), Cisco Client Key Management (CCKM) and 802.11r (Fast Transition) Secure Real-Time Transport Protocol, PCI Compliance
Configuration Options	• Manual or Dynamic Host Configuration Protocol (DHCP) • Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP) • Domain Name Service (DNS) • Simple Network Time Protocol (SNTP) • Lightweight Directory Access Protocol (LDAP) • XML and XHTML
Application Platform	Android OS 10
Barcode	Barcode scanner and configuration application for devices configured with barcode scanner hardware (840S and 860S)
Battery Life	Provides details including current charge level, health and number of charge cycles completed
Buttons	Hardware button action customization
Call Quality	Provides Wi-Fi access metrics and preference options

Software Feature	Details
Cisco Phone	Native dialer application that registers to Cisco Unified Communications Manager for calling purposes
Custom Settings	Device customization options that can be configured by a user or administrator
Emergency	Configuration and calling for emergency situations
Logging	Management of diagnostic information by the system administrator
Push-To-Talk (PTT)	Provides PTT radio multicast communication when configured via the appropriate multicast address for broadcast traffic
System Updater	Enables phone firmware updates
Web API	Application developer interface for external services and integration with XML applications
User Localization	Danish, Dutch, English (UK), English (US), Finnish, French (Canada), French (France), German, Hungarian, Italian, Norwegian, Portuguese (Brazilian), Spanish (Spain), Spanish (Columbia), Portuguese (Portugal), Slovenian, Russian, Swedish
Geographic Availability	Albania
	Australia
	Austria
	Belgium
	Bosnia and Herzegovina
	Bulgaria
	Canada
	Cyprus
	Czech Republic
	Denmark
	Egypt
	Estonia
	Finland
	France
	Germany
	Gibraltar
	Greece
	Greenland
	Hong Kong
	Hungary
	Iceland
	Ireland
	Italy

Software Feature	Details
	Japan
	Latvia
	Liechtenstein
	Lithuania
	Luxembourg
	Malta
	Mexico
	Monaco
	Montenegro
	Netherlands
	New Zealand
	North Macedonia
	Norway
	Poland
	Portugal
	Qatar
	Romania
	Saudi Arabia
	Singapore
	Slovakia
	Slovenia
	Spain
	Sweden
	Switzerland
	United Arab Emirates
	United Kingdom
	United States

Wireless Features

The Cisco Wireless Phones support a multitude of wireless features including frequencies, channels and IEEE protocols. The details of wireless support are documented in the deployment guide.

Compliance Details

Table 5 shows the compliance details for the Cisco Wireless Phone 800 Series.

Table 5.   Compliance Details

Category	Details
Compliance Markings	CE Markings per directives 2014/30/EU and 2014/35/EU and 2014/53/EU

Category	Details
Safety	ANSI/UL 62368-1-2019
	CAN/CSA C22.2 No. 62368-1:19
	EN 62368-1:2014,
	EN 62368-1:2014/AC:2015
	EN 62368-1: 2014 +A11: 2017
	IEC 62368-1:2014
	AS/NZS 62368.1:2018
	IEC 60529 (IP 54)
Electromagnetic Compatibility and Electromagnetic Interference (EMC/EMI)	47 CFR Part 15 Class B
	ICES-003 Class B
	EN 55035:2017
	AS/NZS CISPR 35:2016
	CISPR 35:2016
	VCCI Class B
	EN 61000-3-2:2006,
	EN 61000-3-2:2006/A1:2009,
	EN 61000-3-2:2006/A2:2009
	EN 61000-3-2:2014
	EN 61000-3-3:2008
	EN 61000-3-3:2013
	EN 55035:2017
	EN 61000-6-1:2007
	EN 61000-6-3:2007,
	EN 61000-6-3:2007/A1:2011/AC:2012,
	EN 61000-6-3:2007/A1:2011
	EN 300 386 V1.6.1
	IEC 60601-1-2
Telecom	FCC Part 68 (CFR) (HAC)
	NZ PTC 220 DR
	AS/ACIF S004 and AS/ACIF S040 (Australia)
	TIA 810-B and TIA 920-A
	Canada-CS-03-HAC
Radio	USA: FCC Part 15.247 (2.4 GHz), FCC Part 15.407 (5 GHz), and FCC Part 2
	Canada: RSS-210
	Japan: ARIB STD-T66 (2.4 GHz), ARIB STD-T70, and T71 (4.9/5 GHz)
	ETSI: EN 300 328 v2.2.2;

Category	Details
	• EN 301 893 v2.1.1
	• EN 300 330 v2.1.1;
	• EN 300 440 v2.2.1
	AS/NZS 4268:2017 A1
	Singapore: IMDA TS SRD
	Hong Kong: HKTA1039
RF Exposure	OET-65C (01-01)
	ANSI C95.1 (91)
	RSS-102
	ACA Radio Communications (Electromagnetic Radiation – Human Exposure) Standard 2003
	EN 50360:2017
	ETSI: EN 301 489-1
	• EN 301 489-3
	• EN 301 489-17

Ordering information

Cisco Wireless Phones and accessories can be ordered through certified Cisco partners. For more information about ordering and product configuration, partners can visit the Cisco Ordering Home Page or visit the Partner Phone Ordering Guide.

The Cisco Wireless Phone 840 and 840S is sold as a phone and battery only, or as a phone, battery and charger bundle.

Table 6 shows the power options for the Cisco Wireless Phone 840 and 840S.

Table 6.   Cisco Wireless Phone 840 power options

Category	Details
Power	The 840 is a mobile device that requires a charged battery in order to operate. The phone can be charged with the USB-C charger and cable that are supplied with the bundle or with one of the stand-alone desktop chargers. Both the USB-C charger and the desktop chargers can be ordered individually.
	The single-unit phone and battery desktop chargers are sold without a power supply. Partners should order a desktop charger and a corresponding power supply for the appropriate region. The multi-charger ships with a charger.
	Example: To charge a single phone in a desktop charger, order the CP-840-PH-DCHR= and one of the following power supplies:
	• CP-840-DCHR-PS-AU=
	• CP-840-DCHR-PS-EU=
	• CP-840-DCHR-PS-NA=
	• CP-840-DCHR-PS-UK=

The Cisco Wireless Phone 860 and 860S is sold as a phone and battery only, or as a phone, battery and charger bundle.

Table 7 shows the power options for the Cisco Wireless Phone 860 and 860S.

Table 7. Cisco Wireless Phone 860 power options

Category	Details
Power	The 860 is a mobile device that requires a charged battery in order to operate. The phone can be charged with the USB-C charger and cable that are supplied with the bundle or with one of the stand-alone desktop chargers. Both the USB-C charger and the desktop chargers can be ordered individually.
	The single-unit phone and battery desktop chargers are sold without a power supply. Partners should order a desktop charger and a corresponding power supply. The multi-charger base and bundles ship with a wall power cord to connect the base to wall power and does not require a separate power supply.
	Example: To charge a phone or battery in a stand-alone desktop charger, order the CP-860-DCHR= and the CP-860-DCHR-PSU=.
	The multi-charger can be purchased as a bundle to charge 4 batteries and 4 phones, or in a separate configuration to charge 8 batteries. Additionally, the multi-charger base and desktop charger units can be purchased individually to create a purpose-built configuration.
	Example: To charge 3 phones and 5 batteries in a multi-charger, order one(1) CP-860-MCHR=, three(3) CP-860-DCHR= and one(1) CP-860-BAT-DCHR=.

Table 8 shows the part number ordering information for the Cisco Wireless Phone 800 Series.

Table 8. Ordering information

Part #	Product description
CP-800-USBCH=	Cisco 800 USB Cable with Worldwide Wall Charger
CP-840-BAT-MCHR=	Cisco 840 Multi-Charger for 6 Batteries with PSU
CP-840-BAT=	Cisco 840 Spare Battery
CP-840-BUN-K9	Cisco 840 Worldwide Phone, Battery, Cable, Charger
CP-840-CLIP=	Cisco 840 Non-Scanner Rotating Belt Clip Holster
CP-840-DCHR-PS-AU=	Cisco 840 Desktop Charger AU Power Supply
CP-840-DCHR-PS-EU=	Cisco 840 Desktop Charger EU Power Supply
CP-840-DCHR-PS-NA=	Cisco 840 Desktop Charger NA Power Supply
CP-840-DCHR-PS-UK=	Cisco 840 Desktop Charger UK Power Supply
CP-840-DUAL-DCHR=	Cisco 840 Desktop Charger for 1 Phone and 1 Battery
CP-840-K9=	Cisco 840 Worldwide Phone and Battery Only
CP-840-PH-DCHR=	Cisco 840 Desktop Charger for 1 Phone

Part #	Product description
CP-840-PH-MCHR=	Cisco 840 Multi-Charger for 6 Phones with PSU
CP-840S-BUN-K9	Cisco 840S Worldwide Phone with Scanner, Battery, Cable, Charger
CP-840S-CLIP=	Cisco 840S Scanner Rotating Belt Clip Holster
CP-840S-HANDLE=	Cisco 840S Scanner Handle
CP-840S-K9=	Cisco 840S Worldwide Phone with Scanner and Battery Only
CP-860-BAT-DCHR=	Cisco 860 Desktop Charger for Dual Batteries Only
CP-860-BAT-MCHR-BN	Cisco 860 Multi-Charger Bundle for 8 Batteries
CP-860-BAT=	Cisco 860 Spare Battery
CP-860-BUN-K9	Cisco 860 Worldwide Phone, Battery, Cable, Charger
CP-860-CASE=	Cisco 860 Non-Scanner Case with Clip
CP-860-CLIP=	Cisco 860 Non-Scanner Clip
CP-860-DCHR-PSU=	Cisco 860 Desktop Charger WW Power Supply
CP-860-DCHR=	Cisco 860 Desktop Charger for Phone and Spare Battery
CP-860-K9=	Cisco 860 Worldwide Phone and Battery Only
CP-860-MCHR-BN	Cisco 860 Multi-Charger Bundle for 4 Phones and 4 Batteries
CP-860-MCHR=	Cisco 860 Multi-Charger Base with Power Supply
CP-860S-BUN-K9	Cisco 860S Worldwide Phone with Scanner, Battery, Cable, Charger
CP-860S-CASE=	Cisco 860 Scanner Case with Clip
CP-860S-CLIP=	Cisco 860 Scanner Clip
CP-860S-K9=	Cisco 860S Worldwide Phone with Scanner and Battery Only
SP-CP-EX-CARE=	Extended hardware replacement coverage for Cisco 860
SP-CP-860S-EXCARE=	Extended hardware replacement coverage for Cisco 860S

Warranty information

Cisco Wireless Phones are covered by a Cisco standard 1-year replacement warranty. A Cisco Smart Net Total Care® optional service agreement is available for the Cisco Wireless Phone 840. The Cisco Wireless Phone 860 cannot be covered by a Smart Net Total Care agreement. Cisco Wireless Phone batteries and other accessories are covered by Cisco's limited 90-day warranty. Approved warranty replacement for the Cisco Wireless Phone 860 will be provided via new product order fulfillment within current product order lead-time.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

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Cisco Capital

Flexible Payment Solutions to Help You Achieve Your Objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

Document history

This document is periodically updated to reflect the current supported capabilities of the Cisco Wireless Phone 800 Series. This document was last updated on November 17, 2022.