# Cisco Wireless Phone 800 Series

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**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.

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# 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.

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# 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<br>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, alarm, volume up/down, 2 user-programmable |
| **Operating temperature** | 32 to 104° F (0 to 40° C) |

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**Table 2.** Hardware features

| HARDWARE FEATURE | CISCO WIRELESS PHONE 860 (CP-860) |
|---|---|
| **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<br>• Gyroscope<br>• Magnetometer (compass)<br>• ALS/proximity |
| **Durability** | Ingress Protection Standard IP68 – protects against dust ingress<br>Waterproof – survives water submersion of more than 1 meter fo 30+ minutes<br>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<br>AC adapters (by geographical region) |
| **Processor** | 1.8 GHz Octa-core, 64-bit processor |

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**Table 3.** Hardware features

| HARDWARE FEATURE | CISCO WIRELESS PHONE 840 (CP-840) |
|---|---|
| **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, alarm, 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<br>• Gyroscope<br>• Magnetometer (compass)<br>• ALS/proximity |
| **Durability** | Ingress Protection Standard IP65 – protects against dust ingress<br>Water-resistant – resists water splashed on device<br>MIL-STD-810G drop testing – survives multiple 1.8 meter drops onto a steel plate |

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

**Table 4.** Software features

| SOFTWARE FEATURE | DETAILS |
|---|---|
| **Calling Features** | +Dialing |
| | 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 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 |

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**Table 4.** Software features

| SOFTWARE FEATURE | DETAILS |
|---|---|
| | Hunt group login/logout |
| | Immediate divert |
| | Merge |
| | Multiple Lines |
| | Music On Hold (MoH, non-multicast) |
| | Message Waiting Indication (MWI) |
| | Mute |
| | Redial |
| | Network profile support via EMM/MDM |
| | Shared Lines |
| | 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 |

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**Table 4.** Software features

| SOFTWARE FEATURE | DETAILS |
|---|---|
| **Codecs** | • Opus<br>• G.711a, G.711u<br>• G.722<br>• G.729a |
| **Protocol** | Session Initiation Protocol (SIP) |
| **Call Control** | Cisco Unified Communications Manager 11.5(1)SU8, 12.5(1)SU3, 14.0(1)<br>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)<br>• Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP)<br>• Domain Name Service (DNS)<br>• Simple Network Time Protocol (SNTP)<br>• Lightweight Directory Access Protocol (LDAP)<br>• 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 |

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**Table 4.** Software features

| 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<br>Australia<br>Austria<br>Belgium<br>Bosnia and Herzegovina<br>Bulgaria<br>Canada |

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**Table 4.** Software features

| SOFTWARE FEATURE | DETAILS |
|---|---|
| | Cyprus |
| | Czech Republic |
| | Denmark |
| | Egypt |
| | Estonia |
| | Finland |
| | France |
| | Germany |
| | Gibraltar |
| | Greece |
| | Greenland |
| | Hungary |
| | Iceland |
| | Ireland |
| | Italy |
| | Latvia |
| | Liechtenstein |
| | Lithuania |
| | Luxembourg |
| | Malta |
| | Monaco |
| | Montenegro |
| | Netherlands |
| | New Zealand |
| | North Macedonia |

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**Table 4.** Software features

| SOFTWARE FEATURE | DETAILS |
|---|---|
| | Norway |
| | Poland |
| | Portugal |
| | Qatar |
| | Romania |
| | Saudi Arabia |
| | Slovakia |
| | Slovenia |
| | Spain |
| | Sweden |
| | Switzerland |
| | Turkey |
| | 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.

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## 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 |
| **Safety** | ANSI/UL 62368-1-2019<br>CAN/CSA C22.2 No. 62368-1:19<br>EN 62368-1:2014,<br>EN 62368-1:2014/AC:2015<br>EN 62368-1: 2014 +A11: 2017<br>IEC 62368-1:2014<br>AS/NZS 62368.1:2018<br>IEC 60529 (IP 54) |
| **Electromagnetic Compatibility and Electromagnetic Interference (EMC/EMI)** | 47 CFR Part 15 Class B<br>ICES-003 Class B<br>EN 55035:2017<br>AS/NZS CISPR 35:2016<br>CISPR 35:2016<br>VCCI Class B<br>EN 61000-3-2:2006,<br>EN 61000-3-2:2006/A1:2009,<br>EN 61000-3-2:2006/A2:2009<br>EN 61000-3-2:2014<br>EN 61000-3-3:2008<br>EN 61000-3-3:2013<br>EN 55035:2017<br>EN 61000-6-1:2007 |

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**Table 5.** Compliance details

| CATEGORY | DETAILS |
|---|---|
| | EN 61000-6-3:2007,<br>EN 61000-6-3:2007/A1:2011/AC:2012,<br>EN 61000-6-3:2007/A1:2011<br>EN 300 386 V1.6.1<br>IEC 60601-1-2 |
| **Telecom** | FCC Part 68 (CFR) (HAC)<br>NZ PTC 220 DR<br>AS/ACIF S004 and AS/ACIF S040 (Australia)<br>TIA 810-B and TIA 920-A<br>Canada-CS-03-HAC |
| **Radio** | USA: FCC Part 15.247 (2.4 GHz), FCC Part 15.407 (5 GHz), and FCC Part 2<br>Canada: RSS-210<br>Japan: ARIB STD-T66 (2.4 GHz), ARIB STD-T70, and T71 (4.9/5 GHz)<br>ETSI: EN 300 328 V2.1.1<br>EN 300 328 V2.2.2<br>EN 301 893 V1.8.1<br>EN 301 893 V2.1.1<br>AS/NZS 4268:2017 A1<br>Singapore: IMDA TS SRD<br>Hong Kong: HKTA1039 |

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**Table 5.** Compliance details

| CATEGORY | DETAILS |
|---|---|
| **RF Exposure** | OET-65C (01-01)<br>ANSI C95.1 (91)<br>RSS-102<br>ACA Radio Communications<br>(Electromagnetic Radiation – Human Exposure) Standard 2003<br>EN 50360: 2017<br>ETSI: EN 301 489-1<br>EN 301 489-3<br>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.<br>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.<br>Example: To charge a single phone in a desktop charger, order the CP-840-PH-DCHR= and one of the following power supplies:<br>• CP-840-DCHR-PS-AU=<br>• CP-840-DCHR-PS-EU=<br>• CP-840-DCHR-PS-NA=<br>• CP-840-DCHR-PS-UK= |

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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.<br><br>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.<br><br>Example: To charge a phone or battery in a stand-alone desktop charger, order the CP-860-DCHR= and the CP-860-DCHR-PSU=.<br><br>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.<br><br>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=. |

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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 |

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**Table 8.** Ordering information

| 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 Worldwid 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 |

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**Table 8.** Ordering information

| PART # | PRODUCT DESCRIPTION |
|---|---|
| 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 |

# 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.

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# 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 |

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

# Cisco Capital

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# Document History

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

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