



Your phone

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Cisco Wireless Phone 840 and 860

The Cisco Wireless Phone 840 and 860 are wireless smartphones. These phones provide voice communication over your organization's wireless network using Cisco Unified Communications Manager and access points (APs). They work within the Wi-Fi range set by your organization.

Like other devices powered by Android, your phone is app-driven, not menu-driven. You tap icons to open applications. Your phone may include several different Cisco apps that allow you to:

- Place and receive phone calls.
- Put calls on hold.
- Transfer calls.
- Have conference calls.
- Forward your calls.
- Monitor your phone battery life.
- Customize your phone buttons.
- If configured, provide emergency safety features such as alarms and motion monitoring.
- If configured, send group broadcasts.

Like other network devices, the administrator configures and manages these phones. Based on the needs of your organization, the administrator may limit certain apps, features, or settings that may be available on consumer-grade Android devices.

Contact your administrator for information about the configured capabilities of your phone within your organization.

The following figure shows the Cisco Wireless Phone 840 on the left and the Cisco Wireless Phone 840S on the right. The Cisco Wireless Phone 840S includes a barcode scanner.

Figure 1: Cisco Wireless Phone 840 and Cisco Wireless Phone 840S



The following figure shows the Cisco Wireless Phone 860 on the left and the Cisco Wireless Phone 860S on the right. The Cisco Wireless Phone 860S includes a barcode scanner.

Figure 2: Cisco Wireless Phone 860 and Cisco Wireless Phone 860S



The Cisco Wireless Phone 860 and Cisco Wireless Phone 860S, though larger in size than the Cisco Wireless Phone 840 and Cisco Wireless Phone 840S, are similar in appearance and functionality.

Some physical characteristics of the Cisco Wireless Phone 840 and 860 include:

- 4.0 in. (10.2 cm) touchscreen for the 840 phones
- 5.2 in. (13.2 cm) touchscreen for the 860 phones
- 8 MP rear and 5 MP front camera for the 840 phones
- 13 megapixel (MP) rear and 8 MP front camera for the 860 phones
- Damage resistant Gorilla™ glass
- Recessed display for screen protection
- Tolerance of antibacterial and alcohol-based wipes
- Latex- and lead-free
- Shockproof and vibration-proof
- USB-C interface
- USB On-the-Go (OTG) 2.0 interface for use with a desktop charger or multicharger
- Cisco Wireless Phone 840 has Ingress Protection 65 (IP65) with resistance to dust and water spray from a nozzle
- Cisco Wireless Phone 860 has Ingress Protection 68 (IP68) with resistance to dust, drops, and liquids
- Chargeable with a USB, desktop charger, or multicharger

For more details about the phones, see the [product data sheet](#).

If configured, your phone provides enhanced productivity features that extend your call-handling capabilities, such as:

- Bluetooth® wireless headsets, including some hands-free call features
- Wireless access to your phone number and the corporate directory
- Access to network data, Android apps, and web-based services
- Online customization of the call forward feature from the Self Care portal

To prevent device damage:

- Don't intentionally submerge the phone or battery in water.
- Don't expose the phone to pressurized water or high velocity water, such as when showering, cleaning, or hand washing.
- Don't bathe or swim with the phone.
- Don't use the phone in a sauna or steam room.
- Don't use the phone in corrosive environments.
- Don't operate or store the phone, batteries, and accessories outside the suggested temperature ranges or in extremely humid, hot, or cold conditions.
- Don't intentionally drop the phone or subject it to other impacts.
- Don't disassemble the phone; don't remove any screws.
- Don't use harsh cleaning agents, like bleach and other chemicals, to clean the phone exterior.
- Don't use a broken battery.

Minimize the exposure of your phone to soap, detergent, acids or acidic foods, and any liquids; for example, salt water, soapy water, pool water, perfume, insect repellent, lotions, sun screen, oil, adhesive remover, hair dye, soft drinks, and solvents. For more information, see [Care of your phone, on page 32](#).

Related Topics

[Ingress Protection](#), on page 4

Ingress Protection

The Cisco Wireless Phone 840 and 860 are tested under controlled laboratory conditions.

The Cisco Wireless Phone 840 and 840S have a rating of IP65 in ordinary locations. IP65 indicates that the phones can withstand dust and are resistant to water spray from a nozzle.

The Cisco Wireless Phone 860 and 860S have a rating of IP68 in ordinary locations. IP68 indicates that the phones can withstand dust and are resistant to brief submersion in shallow fresh water.

Due to normal wear, the resistance of the phone to dust and water may decrease. Therefore, it's important to take care of your phone and not deliberately expose the phone to a hostile environment of dust or water.

Phone model numbers

Each phone has a model number. If you're unsure which model you have, you can locate the model number on the back of the phone after you remove the battery.



Note You can also find the model number through **Settings > About Phone > Model & hardware**.

Table 1: Cisco Wireless Phone 840 and 860 model numbers

Phone	Model number
Cisco Wireless Phone 840	CP-840
Cisco Wireless Phone 840S	CP-840S
Cisco Wireless Phone 860	CP-860
Cisco Wireless Phone 860S	CP-860S

Related Topics

[Phone battery installation](#)

[Access the Settings app](#)

Feature support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

New and changed information

The following section describes changes to this book to support new releases.

New and changed information for release 1.10(0)

The following table describes changes to this book to support release 1.10(0).

Table 2: New and changed information for release 1.10(0)

Feature	New or changed information
Third Party Application Conflicts	Updated: <ul style="list-style-type: none"> General troubleshooting

New and changed information for release 1.9(0)

The following table describes changes to this book to support release 1.9(0).

Table 3: New and changed information for release 1.9(0)

Feature	New or changed information
Diagnostics Application	Updated: <ul style="list-style-type: none"> • Cisco apps
Push Custom Ringtone	Updated: <ul style="list-style-type: none"> • Change the ringtone

New and changed information for release 1.8(0)

The following table describes changes to this book to support release 1.8(0).

Table 4: New and changed information for release 1.8(0)

Feature	New or changed information
Call recording	Updated: <ul style="list-style-type: none"> • Call recording

New and changed information for release 1.7(0)

The following table describes changes to this book to support release 1.7(0).

Table 5: New and changed information for release 1.7(0)

Feature	New or changed information
Ringtones per Line	Updated: <ul style="list-style-type: none"> • Change the ringtone

New and changed information for release 1.6(0)

The following table describes changes to this book to support release 1.6(0).

Table 6: New and changed information for release 1.6(0)

Feature	New or changed information
Call recording	New: <ul style="list-style-type: none"> • Call recording
Configure a Call server mode	New: <ul style="list-style-type: none"> • Configure a Call server mode

New and changed information for release 1.5(0)

The following table describes changes to this book to support release 1.5(0).


Table 7: New and changed information for release 1.5(0)

Feature	New or changed information
New smart launcher screen with either a single app or multiple apps	Updated: <ul style="list-style-type: none"> • Cisco Wireless Phone 840 and 860, on page 1 • Turn on your phone, on page 13 • Unlock your phone, on page 13 • Launcher screen, on page 20 • Status bar icons, on page 22 • Open quick settings, on page 26 • Widgets and apps, on page 27 • Customize your launcher screen with widgets and apps, on page 27 • Cisco apps, on page 28 • Access the Cisco Phone app • Access the Settings app • Adjust the phone ringer volume • Adjust the screen brightness

New and changed information for release 1.4(0)

The following table describes changes to this book to support release 1.4(0).

Table 8: New and changed information for release 1.4(0)

Feature	New or changed information
Extension mobility cross cluster (EMCC)	<p>Updated:</p> <ul style="list-style-type: none"> • Extension mobility • Log in to extension mobility • Log out of extension mobility
Personal directory is available with contacts that synchronize through Cisco Unified Communications Manager	<p>New:</p> <ul style="list-style-type: none"> • Log in to your personal directory • Delete a local or personal directory contact <p>Updated:</p> <ul style="list-style-type: none"> • Self Care portal, on page 15 • Contacts • Search for contacts • View details about your contacts • Add a new local or personal directory contact • Edit a local or personal directory contact
New test scan is available in the Barcode app	<p>New:</p> <p>Test scan a barcode</p> <p>Updated:</p> <ul style="list-style-type: none"> • Barcode app • Scan a barcode
Extension mobility log in with no directory number (DN)	<p>Updated:</p> <p>Log in to extension mobility</p>
Updates to the user interface with new Webex branding color and style	<p>Updated:</p> <p>With this release, you'll notice some minor changes to user interface elements, such as button colors and icon shapes.</p> <p>The only icon that looks different is on the Call Quality Settings  app.</p>

New and changed information for release 1.3(0)

The following table describes changes to this book to support release 1.3(0).

Table 9: New and changed information for release 1.3(0)

Feature	New or changed information
Multiple lines	

Feature	New or changed information
	<p>New:</p> <ul style="list-style-type: none"> • Multiple phone lines • View registered lines • Switch the active line <p>Updated:</p> <ul style="list-style-type: none"> • Access the overflow menu of a Cisco app, on page 30 • Access the About option for a Cisco app, on page 31 • Configure a TFTP server • Make a call from the Keypad tab • Make a call from the Calls, Contacts, or Voicemail tab • Answer calls • Answer a call • Set up speed dial • Make a call using speed dial • Turn on call forward • Turn off call forward • Log in and log out of hunt group • Calls log • Clear the call log • Voicemail • Access voicemail messages • Access visual voicemail • Access user settings for the Cisco Phone app • Change the ringtone • Set hearing aid compatibility mode • Set automatic noise cancellation • Set the phone to vibrate before it rings • Set the phone to fade in ring • Set the phone to autodial • Find call server registration information • Create a problem report from the phone

Feature	New or changed information
Shared lines	<p>New:</p> <ul style="list-style-type: none"> • Shared phone lines • Add yourself to a call on a shared line • Resume a held call on a shared line • View multiple shared lines in use <p>Updated:</p> <ul style="list-style-type: none"> • Turn on call forward • Turn off call forward
Privacy on shared lines	<p>New:</p> <ul style="list-style-type: none"> • Enable privacy on a shared line • Enable limited privacy on a shared line
Cisco Extension Mobility	<p>New:</p> <ul style="list-style-type: none"> • Extension mobility • Log in to extension mobility • Log out of extension mobility
Auto answer	<p>Updated:</p> <ul style="list-style-type: none"> • Answer calls
Line text label	<p>New:</p> <ul style="list-style-type: none"> • View registered lines
PTT broadcast on a locked phone	<p>Updated:</p> <ul style="list-style-type: none"> • Send a PTT broadcast
<p>Administrator can control the following phone settings:</p> <ul style="list-style-type: none"> • Font size • Display size • System navigation 	<p>Updated:</p> <ul style="list-style-type: none"> • Change the font and display size • Navigation control, on page 31

Feature	New or changed information
More information about model numbers and accessories	<p>New:</p> <ul style="list-style-type: none"> • Phone model numbers, on page 5 • Cisco accessory part numbers <p>Updated:</p> <ul style="list-style-type: none"> • Phone battery charging • Charge the battery with the AC power supply • Charge the battery with the USB cable and a USB port on your computer • Supported accessories • Desktop chargers • Multichargers • Clips

Getting started

You must read [Product Safety and Security](#), before you install or charge the battery, or use the phone.

A rechargeable Lithium ion battery powers your phone. Before you can use your phone, install and charge the battery.


Your phone needs to connect to the corporate wireless network and the IP telephony network. Your administrator might set up your new wireless phone, or you might have to set it up. After the phone is set up, you can use the phone.

Make sure that you know how to turn your phone on and off and learn the available options of the phone. To comply with security standards, your organization may require you to sign in with unique credentials.

Your organization may allow some functions when the phone is locked. For example, you may be able to answer a call, place an emergency call, and see certain notifications. Check with your administrator if you have any questions about security.



Note

Don't use the Android **Battery Saver**  mode. It curtails functionality to conserve battery life. In **Battery Saver** mode, features that you rely on may not work. If you require more than one charge per shift, contact your administrator for a second battery.

For your Cisco Wireless Phone 860 and 860S, you can use the hot swap battery change technique to maintain connectivity without loss of functionality.

The Cisco Wireless Phone 840 and 840S do not have an internal battery, so they do not support the hot swap feature.

Related Topics[Phone setup](#)[Make an emergency call from a locked screen](#)[Hot swap the battery for Cisco Wireless Phone 860 and 860S](#)

Turn on your phone

Generally, your administrator deploys your phone with multiple other phones and sets up the phone parameters before you receive the phone. In this case, the phone registers with the system and is ready for you to use when you turn it on. If your phone doesn't work when you turn it on, contact your administrator.

After you power on your phone, allow the screens to cycle through a bootup screen, the Cisco splash screen, and the Android screen. If your organization requires a PIN or password, the lock screen displays. If your phone doesn't need a password, the launcher screen automatically appears when you turn on the phone.

Before you begin

To maximize the storage capacity and lifespan of the battery, fully charge the battery before the first use of the phone.



Note To check the battery status while the phone is plugged into the charger, briefly press the **Power** button. When the battery life indicator is solid, the battery charge is full.

Procedure

Press and hold the **Power** button until the phone vibrates and the first screen displays.

Related Topics[Phone battery charging](#)[Hardware and buttons](#), on page 15

Unlock your phone

To unlock your phone screen, you may need a password. Contact your administrator for more instructions. If available, the screen lock options are None, Swipe, Pattern, PIN, or Password.

User preferences and critical alerts display only after you unlock the phone.

If the phone is inactive for a set amount of time, the screen turns black and the phone goes into sleep mode.



Note You, or someone else, can make an emergency call from a locked phone screen using the **Emergency** call button.




Note If set up on your Cisco Wireless Phone 860 or 860S, you can use the fingerprint button to unlock the phone. However, on power-up you must use a PIN if your phone has a password.

The Cisco Wireless Phone 840 and 840S don't have a fingerprint scanner button.

Procedure

Step 1 If the phone is in sleep mode, briefly press the **Power** button.

Step 2 If necessary, swipe up on the **Lock**  screen.

Step 3 If necessary, enter your PIN or password and tap **Enter** .

Related Topics

[Hardware and buttons](#), on page 15

[Make an emergency call from a locked screen](#)

Lock your phone

It's best practice to turn off your screen whenever you're not using your phone. Turning off the screen:

- Locks the phone, keeping it secure.
- Prevents accidentally activating a button when you store the phone in a pocket or other place.
- Helps extend the battery life.

Procedure

Briefly press the **Power** button.

Related Topics

[Hardware and buttons](#), on page 15

Turn off your phone

Power off the phone when you don't need it.



Note Don't remove the battery to power off the phone.

To replace the battery, power off the phone and then remove the battery, or for Cisco Wireless Phone 860, use the hot swap technique.

Procedure

Step 1 Press and hold the **Power** button.

Step 2 Tap **Power off** .

Related Topics

[Hardware and buttons](#), on page 15

[Hot swap the battery for Cisco Wireless Phone 860 and 860S](#)

Self Care portal

The Self Care portal is part of your organization's Cisco Unified Communications Manager. You access the Self Care portal from your computer browser. Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password.

On the Self Care portal website, you can:

- Customize your call forward.
- Manage your personal directory contacts.

To customize all other features, use your phone.

Hardware, buttons, screen, and apps

Your phone's hardware, buttons, screens, and apps are similar to that of a consumer-grade smartphone or other Android device. However, since your phone is a managed device, your organization may configure certain limitations or allowances on the phone.

Hardware and buttons

Your wireless phone has many hardware features and buttons that you use regularly.

Although the Cisco Wireless Phone 840 and Cisco Wireless Phone 860 are different sizes, the hardware and buttons perform the same actions. However, the hardware features and buttons are not in the same location on the phones. Another difference between the phones is that the Cisco Wireless Phone 840 doesn't have a fingerprint button.

Cisco Wireless Phone 840 hardware and buttons

The following figure shows the Cisco Wireless Phone 840 and 840S with a barcode scanner.

Figure 3: Cisco Wireless Phone 840 and 840S

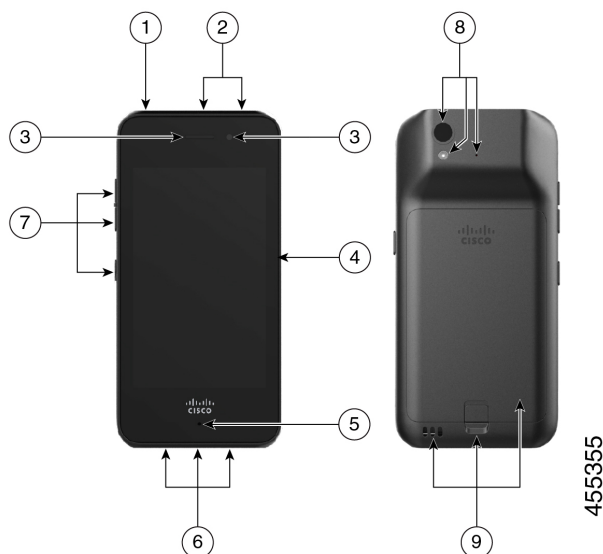


Table 10: Cisco Wireless Phone 840 and 840S hardware and buttons

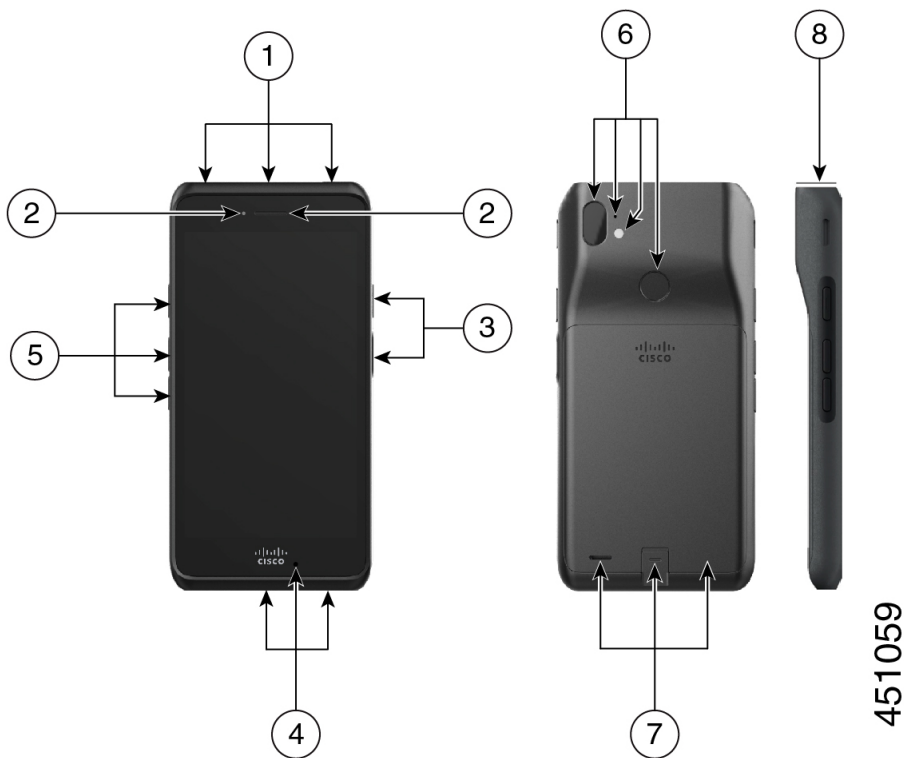
Group number	Hardware or buttons in group
1	On the top left of the phone is the round Power button, which turns the power on and off, and locks and unlocks the screen.
2	On the top center of the Cisco Wireless Phone 840S is the barcode scanner, and on the top right is a round red Programmable Emergency alarm button. <ul style="list-style-type: none"> • Barcode scanner—If the phone is an 840S, scans a barcode. • Programmable Emergency button—By default this programmable button is set as an Emergency button. If configured, the button sends a preprogrammed emergency panic alert.
3	On the top front of the phone is the receive speaker in the middle, and the front camera on the right. <ul style="list-style-type: none"> • Receive speaker—Receives audio. • Front camera—Captures images.
4	On the right side of the phone is the Programmable PTT button. By default this programmable button is set to activate PTT. If enabled, PTT sends broadcast messages over preprogrammed channels like a walkie-talkie.
5	On the bottom front of the phone is the microphone, which captures your audio to send.

Group number	Hardware or buttons in group
6	<p>On the bottom of the phone is the headset jack on the left, the USB charging port in the middle, and the speaker on the right.</p> <ul style="list-style-type: none"> • Headset jack—Supports a headset with a 3.5-mm audio plug. • USB charging port—Supports a USB cable to charge the phone. • Speaker—Receives audio you can hear.
7	<p>On the left side of the phone are three programmable buttons. By default, the top and middle buttons are set as Volume up and Volume down respectively. By default, the bottom button is not set.</p> <ul style="list-style-type: none"> • Programmable Volume up button—By default, this programmable button is set to turn up the volume. • Programmable Volume down button—By default, this programmable button is set to turn down the volume. • Programmable button—By default, this programmable button is set as the barcode scanner on the 840S phones.
8	<p>On the upper left back of the phone is the rear camera above the flash lens or torch, with the rear microphone to the right.</p> <ul style="list-style-type: none"> • Rear camera—Captures images. • Flash lens or torch—Emits light for a camera flash, or torch flashlight. • Rear microphone—Cancels noise.
9	<p>On the lower back of the phone are the charger contacts on the left, the battery latch in the middle lower edge of the battery, and the battery.</p> <ul style="list-style-type: none"> • Charger contacts—Connects with the contacts on a desktop charger or multicharger to charge the battery. • Battery latch—Releases and catches the battery in the phone. • Rechargeable battery—Powers the phone.

Cisco Wireless Phone 860 hardware and buttons

The following figure shows the Cisco Wireless Phone 860 and 860S with a barcode scanner.

Figure 4: Cisco Wireless Phone 860 and 860S



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Table 11: Cisco Wireless Phone 860 and 860S hardware and buttons

Group number	Hardware or buttons in group
1	<p>On the top of the phone is the headset jack on the left, the bar code scanner for 860S phones in the middle, and a red Programmable Emergency alarm button on the right.</p> <ul style="list-style-type: none"> • Headset jack—Supports a headset with a 3.5-mm audio plug. • Barcode scanner—If the phone is an 860S, scans a barcode. • Programmable Emergency button—By default this programmable button is set as an Emergency button. If configured, the button sends a preprogrammed emergency panic alert.
2	<p>On the top front left of the phone is the front camera, with the receive speaker to the right.</p> <ul style="list-style-type: none"> • Front camera—Captures images. • Receive speaker—Receives audio.

Group number	Hardware or buttons in group
3	<p>On the right side of the phone is the Programmable Push to Talk (PTT) button on the top, and the Power button on the bottom.</p> <ul style="list-style-type: none"> • Programmable PTT button—By default this programmable button is set to activate PTT. If enabled, PTT sends broadcast messages over preprogrammed channels like a walkie-talkie. • Power button—Turns the power on and off, and locks and unlocks the screen. A raised edge protects the power button, so it's not easy to press by accident.
4	<p>On the bottom of the phone is the USB charging port on the left, the microphone in the middle, and the charger contacts on the right.</p> <ul style="list-style-type: none"> • USB charging port—Supports a USB cable to charge the phone. • Microphone—Captures your audio to send. • Charger contacts—Connects with the contacts on a desktop charger to charge the battery.
5	<p>On the left side of the phone are three programmable buttons. By default, the top button is set as the Scanner for 860S phones. By default, the middle and bottom buttons are set as Volume up and Volume down respectively.</p> <ul style="list-style-type: none"> • Programmable button—By default, this programmable button is set as the barcode scanner on the 860S phones. • Programmable Volume up button—By default, this programmable button is set to turn up the volume. • Programmable Volume down button—By default, this programmable button is set to turn down the volume.
6	<p>On the top back of the phone is the rear camera on the far left, and the rear microphone above the flash lens or torch. In the upper middle of the phone is a Programmable Fingerprint scanner button.</p> <ul style="list-style-type: none"> • Rear camera—Captures images. • Rear microphone—Cancels noise. • Flash lens or torch—Emits light for a camera flash, or torch flashlight. • Programmable Fingerprint scanner button—By default, this programmable button is set to act as a fingerprint scanner to unlock the phone.
7	<p>On the lower back of the phone is the rear speaker on the left, the battery latch in the middle lower edge of the battery, and the battery.</p> <ul style="list-style-type: none"> • Rear speaker—Receives audio you can hear. • Battery latch—Releases and catches the battery in the phone. • Rechargeable battery—Powers the phone.

Group number	Hardware or buttons in group
8	This side view of the 860S highlights the barcode scanner on the top of the phone.



Note If you use an incorrect cable to connect to the phone USB port, third-party accessories such as keyboards or a mouse may not work. When buying these products, look for Benson Approved and OTG cables. Any cables or adapters must be USB certified and built to the USB-C specification.



Note If available, you can reprogram the **Programmable** buttons with the **Buttons**  app.

Related Topics

[Change button function](#)

Launcher screen

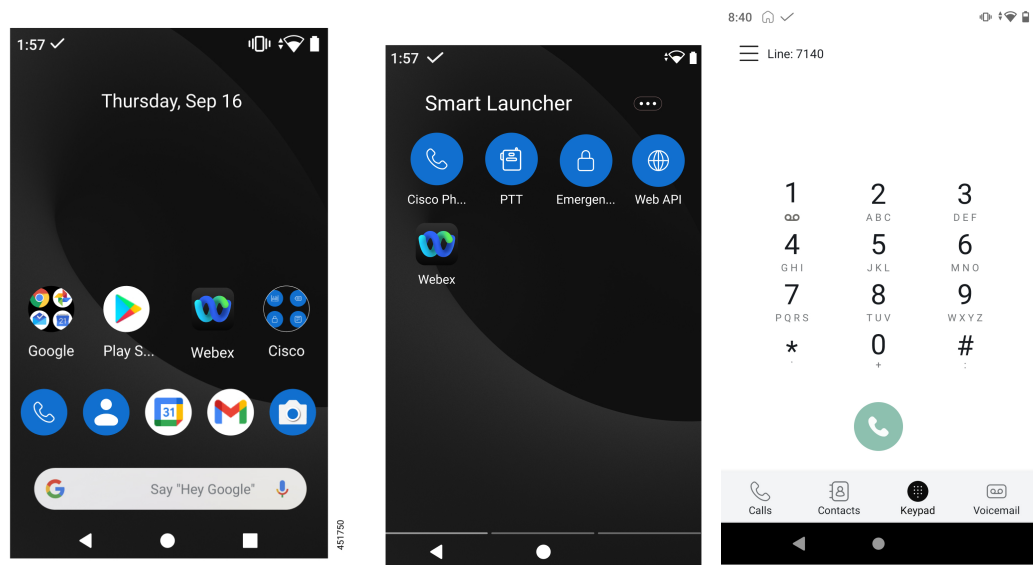
The launcher screen is the first screen that you see after you turn on or unlock the phone. It differs based on how the administrator customizes the phones, but contains the following general areas:

- **Top of the screen**—Contains the status bar, which displays the time and icons that give you information about the status of your phone and notifications.
- **Body of the screen**—Contains the apps and widgets that the administrator installs on the phone. The administrator may use a smart launcher to display a limited number of apps, so what you see can vary from a:
 - Launcher screen with all the factory default apps and widgets such as a phone, web browser, camera, and collection of Android and custom **Cisco** apps.
 - Smart launcher screen with multiple selected apps.
 - Smart launcher screen with a single, open app.
- **Bottom of the screen**—Contains navigation controls.



Note The smart launchers in this guide show what you may see if the administrator uses the Cisco Wireless Phone Configuration Management tool to set up your phone. Your phone may not look or act exactly as described in this guide if set up with another tool, such as an Enterprise Mobility Management (EMM) application.

Figure 5: Sample launcher screens: factory default launcher, smart launcher with multiple apps, and smart launcher with a single open app



Related Topics

[Widgets and apps](#), on page 27

[Cisco apps](#), on page 28

[Navigation control](#), on page 31

Status bar

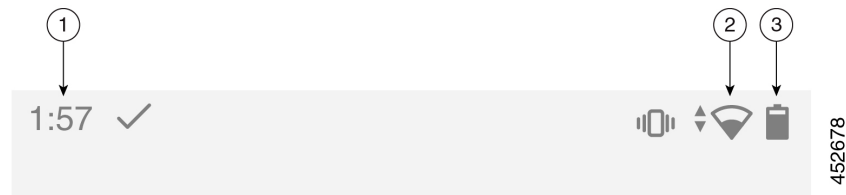
The status bar is dynamically populated to provide current information about your phone.

The status bar permanently displays the:

1. **Current time**—Displays the time. Contact your administrator if the displayed time is incorrect.
2. **Wi-Fi connection**—Indicates the signal strength of the connection. Low signal strength prevents proper phone operation. Contact your administrator if you don't have sufficient signal strength as indicated by an x or no bars on this icon.
3. **Battery health**—Represents the amount of charge remaining in the battery. If the battery charge is low, replace or charge the battery.

The status bar also displays icons for notifications, phone status, and settings. For example, the check mark ✓ signifies that the phone is registered to the call control system and able to make or receive calls.

Figure 6: Status bar



Status bar icons

The status bar displays many icons. The following tables interpret some of these icons.

Table 12: Android notifications

Icon	Description
	Gmail notification
	Sign in attempted
	System certificate notification
	Notification

Table 13: Quick settings

Icon	Description
	Strong Wi-Fi signal strength
	Very good Wi-Fi signal strength
	Good Wi-Fi signal strength
	Weak Wi-Fi signal strength
	Wi-Fi connection without internet
	Bluetooth® connection
	Do Not Disturb
	Hotspot
	Data saver




Icon	Description
	Mobile data
	Airplane mode
	Location

Table 14: Phone status










Icon	Description
	Managed system
	<p>Battery saver mode</p> <p>Caution</p> <p>Don't use the Android Battery Saver  mode. It curtails functionality to conserve battery life. In Battery Saver mode, features that you rely on may not work. If you require more than one charge per shift, contact your administrator for a second battery.</p> <p>For your Cisco Wireless Phone 860 and 860S, you can hot swap the battery to maintain connectivity without loss of functionality.</p> <p>The Cisco Wireless Phone 840 and 840S do not have an internal battery, so they do not support the hot swap feature.</p>
	Battery full
	Battery half full
	Battery charging
	Battery full and on charger
	Phone on vibrate only mode
	Phone transmitting and receiving

Table 15: Cisco Phone app status









Icon	Description
	SIP registration in process
	SIP registration success
	SIP registration failed
	In a call
	In a Cisco secure call with Transport Layer Security (TLS) and Secure Real-Time Transport Protocol (SRTP)
	In a Cisco secure call with TLS but not SRTP
	Missed call
	Voicemail message

Table 16: Smart launcher status


Icon	Description
	Smart launcher notification

Table 17: System Updater app status


Icon	Description
	System update downloading

Table 18: PTT app status











Icon	Description
	Active Push to Talk (PTT) call

Table 19: Emergency app status




Icon	Description
	Charging, motion sensor monitoring paused but the Panic Button is enabled and operational.

Icon	Description
	Charging, motion sensor monitoring paused and the Panic Button is disabled.
	Charging, motion sensor monitoring disabled but the Panic Button is enabled and operational.
	Motion sensors are monitoring, but the Panic Button is disabled.
	Motion sensors are monitoring, and the Panic Button is enabled.
	Motion sensor monitoring is disabled, but the Panic Button is enabled and operational.
	WARNING: Motion sensor monitoring threshold is exceeded. The Panic Button is enabled but not alarming. Note The Panic Button never goes to the warning state.
	WARNING with Panic Button disabled.
	ALARMING due to motion sensor trigger.
	ALARMING due to Panic Button press.

Related Topics


[Hot swap the battery for Cisco Wireless Phone 860 and 860S](#)

View notification details

Notification icons appear on the left side of the status bar. These notifications let you know the status of the phone and also when you may have missed something. For example, the **SIP registration success**  icon indicates that the phone is registered and that you can make calls. **Missed call**  and **Voicemail**  notifications are also common notification examples.

If configured, an LED blinks to let you know that you have a notification when your phone is in sleep mode.



Note The Android operating system and the apps installed by your administrator produce and control the notifications that you receive on your phone. If available, you may be able to control some notification options from the **Apps & notifications** setting in the **Settings**  app.

To access more details about your notifications, you can open the quick settings and notification drawer.

Procedure

-
- Step 1** From an unlocked screen, swipe down on the status bar.
- Step 2** To clear the notification drawer, tap **CLEAR ALL**.
-


Open quick settings

If enabled by your administrator, you can quickly access frequently used settings such as **Flashlight** or **Do Not Disturb** in the quick settings on your phone. You can even access these quick settings from a locked phone.

The quick setting tiles vary depending on how the administrator sets up the phone. For example, your administrator may turn off **Wi-Fi** and **Airplane mode** in the quick settings, but allow them to be available in the Android settings menus. Or, if your administrator set up your phone with a smart launcher, then the flashlight, volume, and screen brightness quick settings are always available.

Contact your administrator if you have any questions about your quick setting options.



Note If your phone has the smart launcher with multiple apps, open the quick settings from the smart launcher **Overflow**  menu.

Procedure

-
- Step 1** Swipe down from the status bar at the top of the screen.
- Step 2** If your phone has the smart launcher with a single app, tap **Quick Settings**.
- Step 3** If available, swipe down again to display more settings and options.
- Step 4** (Optional) Choose from the following:
- Tap a setting tile to turn it on or off.
 - Touch and hold a setting tile for more options for the setting.

Note

Unlock the phone to access more options for the setting.


Rearrange, remove, or add quick settings tiles

If enabled, you can rearrange the quick settings tiles so that the tiles that you use frequently are on top. You may also be able to remove or add quick settings tiles depending on the settings that the administrator enables.

Before you begin

Unlock your phone.

Procedure

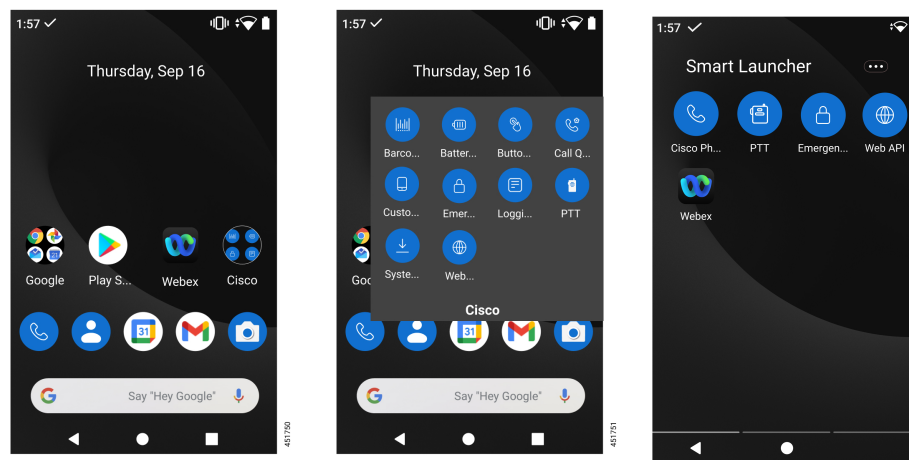
- Step 1** From the top of your screen, swipe down twice to fully open the quick settings.
- Step 2** Tap **Edit** .
- Step 3** To rearrange the quick settings tiles, touch and hold a tile and drag it to where you want it.
- To remove a tile, drag it down to the **DRAG HERE TO REMOVE** section.
 - To add a tile, drag it up from the **HOLD AND DRAG TO ADD TILES** section.

Widgets and apps

At the factory, they load your phone with several widgets and apps. However, the widgets and apps on your phone may vary based on what your administrator installs.

- Widgets provide standard smartphone features such as the date and weather.
- Android apps provide standard smartphone features such as a calendar and camera.
- Cisco apps provide specialized features, such as battery life tracking and programmable buttons. They also allow the administrator to program your phone to work better in your controlled environment. Unless otherwise customized for your organization, some Cisco apps appear on the launcher screen in a **Cisco** apps collection folder, as shown in the following illustrations. Other apps are in the launcher.

Figure 7: Widgets and apps



Customize your launcher screen with widgets and apps

If available, you may be able to customize your launcher screen with widgets and apps. Your administrator may have also programmed a widget box for quick access to certain sites.







Procedure






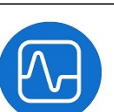
-
- Step 1** (If available) Do one of the following:
- To open the widgets launcher, long press the launcher screen, and tap **Widgets**.
 - To open the apps launcher, swipe up on the screen.
- Step 2** Drag the desired widget or app to the desired location on a launcher screen.
-

Cisco apps

These Cisco apps may be available on your phone.

Table 20: Cisco apps







Cisco app	Description
	The Cisco Phone app allows you to use full SIP phone call functionality.
	The Barcode app allows you to use the barcode scanner on your 800S phone.
	The Battery Life app displays the current condition of the battery and allows you to adjust the battery alarm volume.
	The Buttons app allows you to program the buttons on your device.
	The Call Quality Settings app allows the administrator to optimize audio and video calls from Cisco dialers or other third-party dialers.
	The Custom Settings app allows the administrator to provide extra controls for the phone.

Cisco app	Description
	<p>The Emergency app allows you to use personal monitoring alarms and emergency calling. Deploy this app in lone worker environments or where you need extra security.</p>
	<p>The Logging app allows the administrator to access various debug options on the phone.</p>
	<p>The PTT app allows you to use a radio multicast app on your device.</p>
	<p>The System Updater app allows you to see the current and available firmware versions for the phone. However, the administrator manages and pushes firmware updates to the phone through the Cisco Unified Communications Manager.</p>
	<p>The Web API app allows developers to interface with external services and provide links to frequently used websites.</p>
	<p>The Smart Launcher app allows the administrator to specify which apps to display on the launcher screen.</p>
	<p>The Device Policy Controller app allows the administrator to specify which apps aren't allowed on the phone.</p>
	<p>The Diagnostics app allows the administrator to perform diagnostics tests quickly and efficiently to verify phone's hardware components.</p>

Common Android apps

Your phone may include some of these common Android apps, unless the administrator removes them, or turns them off.



Table 21: Common Android apps

Android app	Description
	Contacts
	Gmail
	Calendar
	Camera
	Google Play Store
	Collection of Google apps such as Google, Chrome, Maps, YouTube

Access the overflow menu of a Cisco app

Each Cisco app uses an overflow menu to display more actions.



Procedure

-
- Step 1** Tap the desired app.
- Step 2** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Tap the desired menu option.
-

Access the About option for a Cisco app

The **About** menu option provides information about the app itself, including the version number. You might need to provide this information to the administrator from time to time.

Procedure

-
- Step 1** Tap the desired app.
- Step 2** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Tap **About**.
-

Navigation control

By default, the Cisco Wireless Phone 840 uses gesture navigation control.

By default, the Cisco Wireless Phone 860 uses 3-button navigation control.





Note Unless your administrator turns off this setting, you can change the navigation control through **Settings > System > Gestures > System navigation**.

Table 22: Gesture navigation control for the Cisco Wireless Phone 840

If you want to...	Action
Return to the home launcher screen from any app.	From the bottom of the screen, swipe up.
View all open apps.	From the bottom of the screen, swipe up one quarter of the screen and pause. Swipe right and left to view all open apps. Tap an app to go to it, swipe up on an app to close it, or tap Clear all to close all apps.

Table 23: 3-button navigation control for the Cisco Wireless Phone 860

If you want to...	Action
Go back to the previous screen or app.	Tap Back  .
Return to the home launcher screen from any app.	Tap Home  .

If you want to...	Action
View all open apps.	Tap Recent apps ■. Swipe right and left to view all open apps. Tap an app to go to it, swipe up on an app to close it, or tap Clear all to close all apps.

Related Topics

[Access the Settings app](#)

Software updates

Unlike consumer-grade Android phones, your administrator manages software updates of both the phone version and of the apps.

- If the administrator sees that your phone software is out of date, they may be able to force an update. A forced update closes all active applications and reboots the phone.
- If the administrator updates an app version, you may notice that app features change without warning. These changes in the app occur because only one version of an app can run at a time.

Apply software updates

Periodically, your phone connects to a server and downloads an available software update. If your administrator doesn't set your phone to automatically reboot after a software update, you receive a notification to reboot your phone. When you tap **Reboot**, your phone automatically closes all active applications and reboots the phone. You may defer the reboot for a set amount of time.

When the phone connects with the server after the update, the server identifies that the phone update is complete.

Procedure

Tap **Reboot**.

Care of your phone

Your phone is rugged and made for use in tough environments. It's built out of strong and resilient plastics. All components are durable and reliable.

We've extensively tested the phones and warranty them for normal use under rigorous conditions. The Cisco Wireless Phone 840 has an IP65 rating and the Cisco Wireless Phone 860 has an IP68 rating. However, accidental, or inadvertent exposure to various substances can cause the phone to perform poorly or fail completely.

There are many substances that you can't clean off without damaging the device beyond repair. For instance, if you drop your phone into glue or paint, even if you carefully clean the phone, it may not function properly. Also, oil-based substances, such as make-up or lotion, can leave a sticky residue on the phone that attracts and binds particles. This can jam key components such as the camera, microphone, speaker, or headset jack. We don't cover damage from such conditions under warranty. You can prevent or remedy such damage through careful use and proper care and maintenance.



Warning There are no serviceable parts in the phone, batteries, or chargers. Don't open or disassemble the phone case, battery, or charger. You void your warranty if you disassemble any of these items.



Caution Don't roughly handle the battery contacts when you clean the phone, or you may bend them. If you bend the battery contacts, the phone may not turn on or it may display a battery error.

Maintenance schedule

It's important to clean your phone regularly so that it functions properly. To set an effective maintenance schedule for your phone, consider the following degrees of exposure and types of substances that may be present in your organization.

Table 24: Sample exposure levels

Exposure level	Typical work setting	Potential substances
Light exposure	Normal office settings with desks and chairs and moderately mobile workers.	<ul style="list-style-type: none"> • Paper and fiber lint. • Light soil, dust, and pet hair and dander • Food residue and spills. • Human residue from coughs, sneezes, makeup, lotion, or hair products.
Medium exposure	Interactive work settings with lots of human contact, such as medical outpatient facilities, restaurants, hotels, light manufacturing, schools, and retail.	<ul style="list-style-type: none"> • All the substances from the light exposure list, in larger quantities. • Possibly some substances from the heavy exposure list.
Heavy exposure	Highly interactive work with much more human contact and exposure to different types of substances.	<ul style="list-style-type: none"> • All the substances from the light and medium exposure list. • Manufacturing materials such as metal lint and other particulates, various types of fluids, glues and solutions, and waste products. • In-patient medical exposures include body fluids and waste, medical chemicals, drugs, and various residue from medical processes.

Maintain your phone

To avoid substances building up on your phone, follow these steps to maintain your phone. How frequently you follow these steps depends on your work environment and exposure to various substances.



Warning

- Never bend battery contacts.
- Never submerge your phone into any cleaning solution.
- Never allow a cleaning solution to pool on the phone or in an orifice.
- Never spray any solution directly onto the phone.
- Never mix cleaning agents. The combined effects of cleaning agents are unknown. Mixing chemical agents could seriously degrade the construction of the phone and make it susceptible to damage, even with normal use.
- Never use furniture polishes, waxes, or plasticizer-based cleaners (ArmorAll®, and so on).
- Never use lanolin, aloe, glycerin, or other skin care products.
- Never use hand sanitizers to clean your phone or handle your phone when hands are wet with sanitizer solution.
- Never apply any solvent such as acetone, mineral spirits, and so on
- Don't exert undue pressure on the battery contacts on the bottom of the phone and inside the battery compartment. Don't rub, scrub, or use bleach.

Procedure

Step 1 Turn off the phone and remove the clip and battery.

Step 2 Spray canned air into crevices and orifices to blow out any lint or dirt.

Always point canned air at an angle away from your face and eyes.

Warning

Always wear safety goggles or glasses.

Never insert any instrument into any orifice including the microphone, earpiece, headphone jack, USB plug, reset pin hole, or battery contacts.

Step 3 Clean surface dirt with soap and water with a damp, lint-free cloth.

You may scrub stubborn spots.

Warning

Don't scrub or bend battery contacts.

Don't squeeze water or any liquid into orifices, or a sticky plug can form that blocks the opening. The result may be a significant deterioration in performance.

- Step 4** Wipe off soap film with a different clean damp cloth.
- Step 5** Dry with yet another clean dry cloth.
- Step 6** Wipe battery contacts with a cotton swab dampened with alcohol to remove any lint.
- Step 7** Polish the glass screen, photo lenses, flashlight, fingerprint scanner, and barcode reader (if present) with glass cleaner towelettes.
- Caution**
Don't exert too much pressure on the glass screen.
- Step 8** Clean the clip and battery separately.
- Step 9** When the phone and battery are completely dry, reinstall the battery and replace the clip.
- Step 10** Use an approved disinfectant to sanitize the device.

Related Topics

[Maintenance schedule](#), on page 33

Disinfectants

Products listed here are often used to clean and disinfect in medical environments. They are considered safe when used according to solution strength and manufacturer instructions. New products are introduced constantly and generally have similar ingredients. Always follow the manufacturer guidelines for a cleaning or disinfecting product.

Table 25: Generic liquid products

Product	Solution strength
Hydrogen peroxide	Use a 3% solution
Bleach	Use a 10% solution (Sodium Hypochlorite 0.55%) Warning Don't use on metal charging contacts.
Isopropyl alcohol	Up to 91% solution

Here are some brand name products that you can use:

- AZOWIPE™
- Brulin BruTab 6S® Tablets
- Clinell© Universal Wipes
- Clorox© Dispatch Hospital Cleaner Disinfectant Towels with Bleach
- Clorox© Formula 409® Glass and Surface Cleaner
- Clorox© Healthcare Bleach Germicidal Wipes
- Clorox© Healthcare Hydrogen Peroxide Wipes
- Clorox© Healthcare Multi-Surface Quat Alcohol WipesDispatch® Hospital Cleaner with Bleach

- Diversey[®] D10[®] Concentrate Detergent Sanitizer
- Diversey[®] Dimension 256 Neutral Disinfectant Cleaner
- Diversey[®] Oxivir[®] Tb Wipes
- Diversey[®] Virex II[®] 256 One-Step Disinfectant Cleaner
- Medipal[®] Alcohol Wipes
- Metrex[®] CaviCide[®]
- Metrex[®] CaviCide I[®]
- Metrex[®] CaviWipes[™]
- Metrex[®] CaviWipes I[®]
- Oxivir[®]
- PDI[®] Easy Screen[®] Cleaning Wipe
- PDI[®] Sani-Cloth AF3[®] Germicidal Disposable Wipe
- PDI[®] Sani-Cloth[®] Bleach Germicidal Disposable Wipe
- PDI[®] Sani-Cloth[®] HB Sani-Germicidal Disposable Wipe
- PDI[®] Sani-Cloth[®] Plus Germicidal Disposable Cloth
- PDI[®] Super Sani-Cloth[®] Germicidal Wipe
- Progressive[®] Products Wipes Plus
- Sani[®] Professional Disinfecting Multi-Surface Wipes
- Sani-Hands[®] Instant Hand Sanitizing Wipes
- SC Johnson[®] Windex[®] Original Glass Cleaner with Ammonia-D
- Spartan[®] Hepacide[®] Quat II
- Sterets[®] Alcowipe[®]
- Steris[®] Coverage Plus Germicidal Surface Wipes
- Veridien[®] Viraguard
- Windex[®] Glass Cleaner

UV disinfection

Ultraviolet (UV) light from the C spectrum has germicidal properties and is used within specially built chambers to disinfect devices. It is best to use UV-C chambers after you clean a device. In a medical environment, germicidal UV-C is employed as an extra safeguard against Healthcare-Associated Infections or Hospital Acquired Infections (HAIs). Although ultraviolet light destroys viruses, bacteria, and spores it can damage plastics.

Labs conducted extensive testing to determine the durability of Cisco Wireless Phone 840 and 860 when exposed to UV-C. The phones were tested against a UV-C chamber, the AUVS KR615, designed for disinfecting

mobile devices under hospital disinfection protocols. Commonly known as **The UV Box**, the KR615 was developed and is manufactured by Advanced Ultra-Violet Systems and is available through Safety Net.

Due to its superior plastic enclosure and precision manufacturing, the phones exceeded performance expectations and retained full functionality and integrity throughout the tests. We therefore approve germicidal UV-C for disinfecting Cisco Wireless Phone 840 and 860 when used according to both Cisco and UV-C device manufacturer guidelines. For more information about **The UV Box**, visit [Safety Net](#).

Dry your phone

If your phone is dropped into water or the interior gets wet, you need to take steps to dry your phone.



Warning Use of an oven or dryer on the phone to speed up drying can damage the phone and voids the warranty.



Note If the phone doesn't work after these steps, contact your administrator.

Procedure

-
- Step 1** Immediately power off the phone and remove the battery.
- Step 2** Shake excess liquid from the phone.
- Step 3** Place the phone and battery in an area that is at room temperature and has good airflow.
- Step 4** Let the phone and battery dry for 72 hours before you reconnect the battery and power on the phone.
-


More help and information

If you have questions about the functions available on your phone, contact your administrator.

For more information about the phones and call control systems, see the [Cisco website](#).

- For quick reference and user guides in English, see the [End-User Guides](#) list.
- For guides in languages other than English, see the [Translated End-User Guides](#) list.

Accessibility

The phones are hearing aid compatible (HAC) . They support all Android accessibility features. For more information about Android accessibility features, see: [Android Accessibility](#).

Cisco one-year limited hardware warranty terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available at: [Product Warranties](#).

Battery warranty

There's no warranty for batteries.



Note If the batteries arrive dead, charge the batteries for at least 8 hours. If they are still dead, submit a request for a return merchandise authorization (RMA).

Related Topics

[Phone battery charging](#)

Chargers and Battery packs

Charging inputs

The Cisco Wireless Phone 860 and 860S are capable of charging at:

- 5VDC at 3A
- 9VDC at 2A
- 12VDC at 1.5A

Use guidelines

- Do not expose batteries to freezing temperatures or direct sunlight.