Cisco Webex Wireless Phone 800 Series

Contents

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

Product overview

The Cisco Webex® Wireless Phone 800 Series delivers enterprise-grade voice over IP via wireless, handheld devices. The Webex 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. Webex Wireless Phones deliver security with AES encryption that ensures secure voice-over-Wi-Fi functionality.

The 800 series phones are built to leverage Cisco® Unified Communications Manager 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® 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.

Features and benefits

Table 1 outlines some of the key features and benefits of the Webex 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 Webex 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 product specifications for each model of the Webex Wireless 800 Series Phones.

Table 2.   Product specification and hardware features

Hardware feature	Cisco Webex 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, alarm, 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, 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

Hardware Feature	Cisco Webex 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, 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 audioNFC (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

Software Features

Software Feature	Details
Calling Features	+Dialing
	Adjustable ringing and volume levels
	Adjustable display brightness and timeout
	Audible and vibrating ringers
	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)
	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
	Immediate divert
	Merge
	Music On Hold (MoH, non-multicast)
	Message Waiting Indication (MWI)
	Mute
	Redial
	Network profile support via EMM/MDM
	Support for Mutual-auth TLS
	Iterative contact search
	Network Hold
	Pre-dialing before sending
	Personal directory

Software Feature	Details
	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
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)
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
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

Software Feature	Details
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	United States, Canada, EU, Australia and New Zealand

Wireless Features

The Cisco Webex 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

Category	Details
Compliance Markings	CE Markings per directives 2014/30/EU and 2014/53/EU and 2014/35/EU
Safety	UL 60950-1 CAN/CSA 60950-1 EN 60950-1 IEC 60950-1 AS/NZS 60950.1 IEC 60529 (IP 54)
Electromagnetic Compatibility and Electromagnetic Interference (EMC/EMI)	47 CFR Part 15 Class B ICES-003 Class B EN 55022 Class B AS/NZS CISPR 22 Class B CISPR 22 Class B VCCI Class B EN 61000-3-2 EN 61000-3-3 KN 22 Class B EN 55024 EN 50082-1 EN 61000-6-1 EN 61000-6-3 EN 300 386 EN 60601-1-2 KN Immunity Series

Category	Details
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 (2.4 GHz) and EN 301.893 (5 GHz)
	Australia and New Zealand: AS/NZS 4268
	Singapore: IDA 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
	EN 301 489-1
	EN 301 489-17

Ordering information

Cisco Webex Wireless Phones and accessories can be ordered through certified Cisco partners. Table 3 lists the part numbers available and the details about each part. For more information about ordering and product configuration, partners can visit the Cisco Ordering Home Page. (Use the new version of the Enterprise Phone Ordering Guide).

Table 3. Ordering information

Part #	Product description
CP-800-USBCH=	Cisco 800 USB Cable with WW 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 WW Phone, Battery, Cable, Charger
CP-840-CLIP=	Cisco 840 Non-Scanner Rotating Belt Clip Holster
CP-840-DCHR-PS-AU=	Cisco 840 Desktop Charger with AU Power Supply

Part #	Product description
CP-840-DCHR-PS-EU=	Cisco 840 Desktop Charger with EU Power Supply
CP-840-DCHR-PS-NA=	Cisco 840 Desktop Charger with NA Power Supply
CP-840-DCHR-PS-UK=	Cisco 840 Desktop Charger with UK Power Supply
CP-840-DUAL-DCHR=	Cisco 840 Desktop Charger for 1 Phone and 1 Battery
CP-840-K9=	Cisco 840 WW Phone and Battery Only
CP-840-PH-DCHR=	Cisco 840 Desktop Charger for 1 Phone
CP-840-PH-MCHR=	Cisco 840 Multi-Charger for 6 Phones with PSU
CP-840S-BUN-K9	Cisco 840S WW 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 WW 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 WW 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 WW 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 WW 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 WW Phone with Scanner and Battery Only

Warranty information

Cisco Webex 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 Webex Wireless Phone 840. The Cisco Webex Wireless Phone 860 cannot be covered by a Smart Net Total Care agreement. Cisco Webex Wireless Phone batteries and other accessories are covered by Cisco's limited 90-day warranty. Approved warranty replacement for the Cisco Webex 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

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.

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