

Cisco Wireless 860 and 860S Battery Guidelines

Overview

The Cisco Wireless Phone 860 and 860S are shipped with the battery installed. This is the main power source for the phone, designed to be easily installed, removed, and replaced during the phone's lifetime.

Proper handling, charging, and storage of the main battery is essential to maintain optimal performance and to prolong the battery life. Avoid full depletion for extended periods. Follow these recommended charging and storage guidelines to help preserve battery health and ensure the phone's reliability in daily use.

Important Guidelines

- The Cisco Wireless Phone 860 and 860S are shipped with the battery installed. Ensure to fully charge the phone before first use to maximize the battery lifespan and capacity.
- When proper storage and charging practices are followed, the Cisco Wireless Phone 860 and 860S battery has an expected service life of approximately 18 months or 500 charge cycles, whichever comes first. Therefore, it is recommended to proactively plan to replace the main batteries every 15 to 18 months.
- Do not let the main battery of your Cisco Wireless Phone 860 or 860S fully deplete for extended periods. Specifically, if you plan to store the phone, the phone must have a periodic maintenance charge every six months back to 100% to maintain the battery's useful lifetime.
- Never store a phone without a charged main battery installed for longer than one month as this will cause damage to the phone.
- To help ensure batteries do not sit on the shelf longer than necessary, it is recommended to maintain lean inventory levels to avoid holding batteries for extended duration.

Battery Health Guidelines:

- Battery removal requires gently depressing the battery clip, lifting the battery slightly, and carefully withdrawing it without sliding across contacts to avoid damage.
- Battery workplace installation involves aligning the battery tabs with the slots in the battery compartment, inserting at an angle, and pressing down until the battery clip snaps into place. Avoid damaging battery contacts and use only Cisco-branded batteries. See [here](#) for more details.
- The phone supports a **hot swap** feature allowing the main battery to be replaced without powering off the phone. The hot swap procedure involves removing the main battery and installing a new one within 60 seconds.
- If the main battery is not properly charged or approaching its end of life, a low battery alert may display and/or cause the phone's performance to degrade sharply until it will no longer power the phone.
- To see battery health on the phone, on the device go to Settings -> Battery.
- Use only Cisco-specified batteries and power supplies to avoid errors or damage.
- Cisco offers 860 and 860s spare/replacement batteries. Contact your Cisco sales representative for more information.
- Avoid installing or removing the battery in dusty or wet environments.
- Do not expose batteries to freezing temperatures, direct sunlight, or high storage temperatures (above 140°F/60°C).
- Do not disassemble, crush, puncture, incinerate, or allow metal objects to contact battery terminals.
- Dispose of batteries according to local regulations and contact your Cisco sales representative for replacements.

Battery Charging Options:

- The phone can be charged using the USB-C charger and cable included in the bundle.
- Supported charging inputs include 5VDC at 3A, 9VDC at 2A, and 12VDC at 1.5A.
- Stand-alone desktop chargers and multi-chargers are available for charging phones and batteries; desktop chargers are sold without power supplies, which must be ordered separately.
- Multi-chargers can charge multiple phones and batteries simultaneously, with configurable combinations.
- Avoid charging the battery pack if ambient temperature exceeds 104°F (40°C).

Battery Safety and Handling:

- Handle damaged or leaking batteries with care; if electrolyte contacts skin, wash with soap and water; if it contacts eyes, flush with water for 15 minutes and seek medical attention.
- Use only Cisco power supplies compatible with the phone.
- Cisco Wireless Phone batteries are covered by Cisco's limited 90-day warranty. If batteries arrive dead, charge for at least 8 hours before requesting replacement.
- Severely damaged battery contact pins are not repairable and not covered under the Cisco warranty. Minor deformation may be remediated by carefully bending the battery contact pins back to the correct position using appropriate tools. Cisco is not responsible for any damage that is caused during this action.

Additional Considerations:

- Battery packs can be charged in the phone using the available USB wall charger and cable, in the rear slot of a dual slot charger or docking station, or in a multi-charger slot.
- Charging the battery pack in the phone is possible in the powered off or powered on state. If the phone is powered off when inserted in the charger, it will automatically begin charging but will not fully boot up. When charging is complete, it will power off. When charging, the phone will vibrate to indicate charging has started.
- If phones are frequently rebooting for no apparent cause, contact Cisco TAC.
- Uninstalled battery packs should not be stored or kept idle for an extended period, rather they should be charged at regular intervals to ensure they maintain the expected lifetime.
- If an uninstalled battery pack is stored for more than 12 months, it must have a periodic maintenance charge back to 100% to maintain the battery's useful lifetime. The maintenance charge should bring the battery up to its full capacity.
- When proper storage and charging practices are followed, the battery has an expected service life of approximately 18 months or 500 charge cycles, whichever comes first, before performance starts to degrade. For this battery technology a single charge cycle is defined as each time a battery is drained the equivalent of 100% state of charge. Example: Battery is drained of 20% of capacity then charged, repeat five times; the total of the five 20% discharges equals an 100% discharge – one discharge cycle.
- The easiest approach to manage batteries is to proactively plan replacements approximately every 15 to 18 months from when batteries entered service.
- The 860 and 860S Li-Ion battery performance degrades gradually during its lifespan but performance will degrade sharply when the battery starts to reach its end of service life until it will no longer run the phone.

- Phones should be powered off when not in use.
- Powered on phones should stay within the facility wireless coverage area. Phones discharge batteries more quickly when the wireless network is extremely weak; not stable; or is unavailable.
- Extreme environments negatively affects battery life, specifically extreme cold (below -5° F or - 20° C) and in extreme heat (greater than 158° F or 70° C); it is important to never heat battery packs above 45° C, 113° F, as this can result in serious damage to battery packs and may result in a risk of fire or chemical burn.

Summary:

The Cisco Wireless Phone 860 and 860S come with a pre-installed battery that needs to be fully charged before first use, and it is recommended to replace the battery every 18 months or after about 500 full charge cycles to maintain optimal performance. Avoid fully depleting the battery for extended periods, use only Cisco-approved batteries and chargers, and follow proper handling, charging, and storage guidelines to ensure battery safety and longevity. For replacements or additional support, contact your Cisco sales representative.

Reference Document Links:

1. [Cisco Wireless Phone 840 and 860 Administration Guide - Phone setup](#)
2. [Cisco Wireless Phone 840 and 860 User Guide - Phone setup](#)
3. [Cisco Wireless Phone 840 and 860 Deployment Guide](#)