



Phone setup

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Phone battery installation

You must read the information in the Product Safety and Security chapter of the User Guide, before you install or charge the battery, or use the phone.

Before you can use your phone, you must install and charge the battery. The battery may already be installed in your phone, or you may have to install it yourself.

To maximize the battery storage capacity and lifespan, fully charge the battery before you turn on and set up the phone.

Related Topics

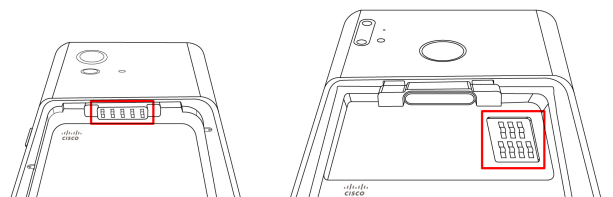
[Product Safety and Security](#)

Install the battery

Don't install the battery in a dusty or wet environment.

The steps to install the battery are the same for both the Cisco Wireless Phone 840 and Cisco Wireless Phone 860. However, the battery contacts are in different locations on these models, as shown in the following illustration. The illustrations in the steps are of the Cisco Wireless Phone 860.

Figure 1: Battery contact location on the Cisco Wireless Phone 840 and Cisco Wireless Phone 860



**Warning**

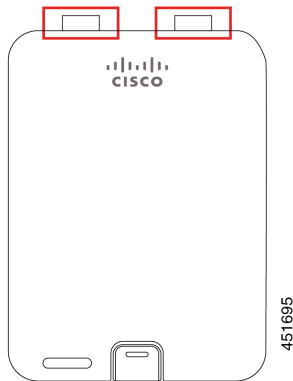
Take care not to damage the battery contacts within the handset when you remove the battery from the handset. Take special care not to touch, compress, or come into contact with the battery contacts in any way or damage may occur.

**Warning**

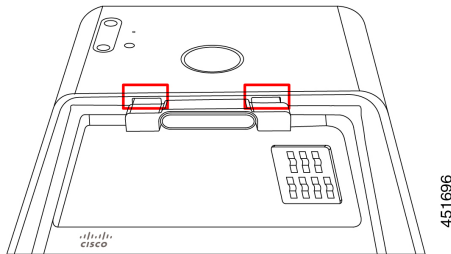
Use only the Cisco-branded batteries for this phone. If you attempt to use a third-party battery, you will receive an error and the battery will not work. We don't support damage from attempting to use third-party batteries.

Procedure

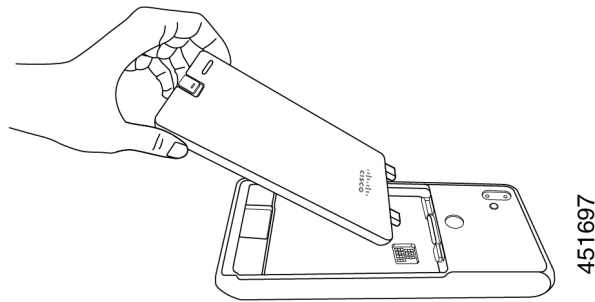
Step 1 Locate the two battery tabs on the top edge of the battery.



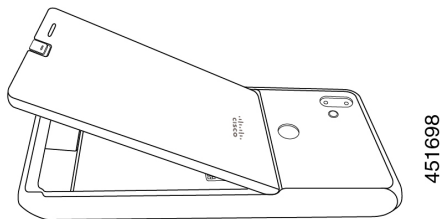
Step 2 Locate the two slots in the wall at the top of the phone battery compartment.



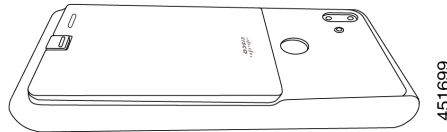
Step 3 Position the battery at an angle approximately 45–60 degrees to the phone battery compartment. Point the battery edge with the two plastic tabs toward the two slots in the battery compartment.



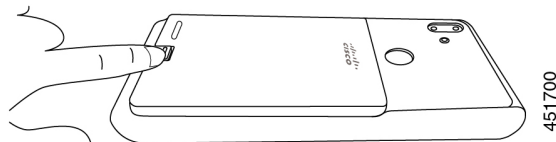
Step 4 Insert the two plastic battery tabs directly into the two battery compartment slots.



Step 5 Use the tab and slot contact point as a pivot to lower the battery into the compartment.



Step 6 Use your finger to press down until you feel and hear the battery clip snap into place.



Related Topics

[Phone battery charging](#), on page 6

Remove the battery

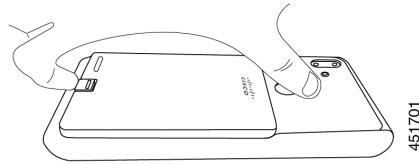
Battery removal follows a reversed but similar procedure to battery insertion.

The steps to remove the battery are the same for both the Cisco Wireless Phone 860 and Cisco Wireless Phone 840. However, the battery contacts are in different locations on these models. The illustrations in the following steps are of the Cisco Wireless Phone 860.

Procedure

Step 1 To disengage the battery clip, gently use a fingernail to depress the clip towards the top of the phone.

Caution Don't pull up on or twist the clip. Don't use a tool, such as letter opener or screwdriver, to pry the clip open. An incorrect prying action with a tool can break the battery clip.

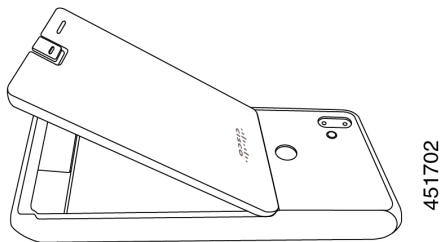


Step 2 Use your fingernail to lift the battery gently about an eighth of an inch (a few millimeters) out of the battery compartment.

Step 3 Release the battery clip and grab the battery with your fingers.

Step 4 Use the battery tabs and battery compartment slots as a pivot point to raise the battery edge out the battery compartment.

Warning Don't slide the battery across the battery compartment because this action may damage the contacts.



Step 5 Gently withdraw the battery tabs from the battery compartment slots and lift the battery out of the battery compartment.

Warning Make sure that no part of the battery drags across the battery contacts in the phone.

Hot swap the battery for Cisco Wireless Phone 860 and 860S

The Cisco Wireless Phone 860 and 860S have a hot swap feature that allows you to continue to use your phone while you change a low battery. During a hot swap, the internal phone battery provides minimum power to allow the phone to remain on.

You can perform a battery hot swap under most normal operations, such as during a voice call or other activity on an active phone screen. Active use of the phone or anything that increases the power draw during a hot swap may, in rare situations, cause the phone to power off.



Caution If the new battery that you use during the hot swap doesn't have a proper charge, a low battery alert displays and the phone shuts down.

If the internal phone battery isn't awake and charged, the battery hot swap may fail. If the phone was in sleep mode or if you just turned on the phone, the internal battery may not be awake and charged.



Note The Cisco Wireless Phone 840 and 840S don't have an internal battery, so they don't support the hot swap feature.

Before you begin

- Make sure that the new battery that you use during the hot swap has a proper charge.
- If the phone was in sleep mode or if you just turned on the phone, wake and charge the internal battery:
 1. Choose one of the following:
 - If the phone screen was in sleep mode, unlock the phone and wait for 30 seconds.
 - If you just turned on the phone, unlock the phone and wait for 3-5 minutes.
 2. Briefly press the **Power** button to turn off the phone screen and wait for 3-5 seconds.

Procedure

Step 1 Remove the battery.

Step 2 Within 60 seconds, install the new battery.

Related Topics

- [Install the battery](#), on page 1
- [Remove the battery](#), on page 3
- [Turn on your phone](#)
- [Unlock your phone](#)

Battery contact damage prevention

If you slide or drag part of the battery over the battery contacts during insertion or removal, it may damage the battery contacts.

Damaged battery contacts that can't make proper contact with the contacts in the phone, may cause issues such as:

- The phone won't power on.
- The phone shuts down randomly.

- The phone displays an **Invalid Battery Shutdown** message before it shuts down.

In these failure scenarios, remove the battery from the phone and examine the battery contact fingers and pads.

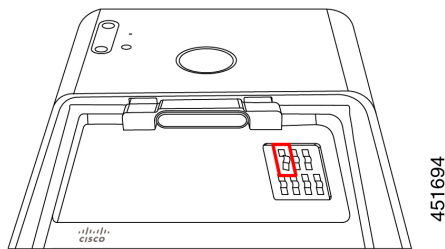


Note The battery contacts are in different locations on the Cisco Wireless Phone 840 and Cisco Wireless Phone 860.

- Check that the contacts aren't dirty or covered with any substances, or it may prevent a proper electrical connection.
- Check that the contact fingers on the phone are straight relative to the contact base, with all fingers at the same height.

In the following image of the Cisco Wireless Phone 860 battery compartment, the finger on the top left illustrates damage from incorrect battery insertion.

Figure 2: Cisco Wireless Phone 860 battery contact damage



Phone battery charging



Warning Explosion hazard: Don't charge the phone battery in a potentially explosive atmosphere. Statement 431

You can charge the battery using any of the following options:

- USB cable—You can charge the phone with an Cisco Unified Communications Manager Attendant Console power adapter or your computer.
- Desktop chargers—You can charge a phone and spare battery.
- Multicharger—You can charge several phones or batteries at the same time.

The length of time to charge a phone and battery varies depending on the charge method.

- It takes about 3 hours to charge a phone using the USB cable and AC plug.
- It takes about 8 hours to charge a phone using the USB cable and your computer.

- Under normal conditions, a discharged battery charges fully in approximately 3 hours in a desktop or multicharger.
- If both a phone and battery are in a desktop charger, the phone takes priority. So it takes longer to charge the battery.



Note Charge your phone batteries in an ambient temperature of 50–86°F (10–30°C) for the best results. If you charge the batteries outside of this temperature range, it results in longer charge times or incomplete charge cycles.

Store the batteries in dry conditions at approximately 65° F (20° C).



Caution Don't let the main battery or the internal battery of your Cisco Wireless Phone 860 or 860S fully deplete for extended periods. If you must store the phone or battery for longer than one month, then we recommend that you fully charge the battery installed in the phone to 100% every six months. Never store a phone without the main battery for longer than one month.



Note 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.

Related Topics

[Desktop chargers](#)

[Multichargers](#)

Charge the battery with the AC power supply

If you don't have a desktop charger or multicharger, you can charge your phone battery using the USB cable and AC power adapter.



Caution Use only the approved USB cable and power adapter for the Cisco Wireless Phone 840 and 860.

Procedure

-
- Step 1** Plug the USB cable into the bottom of the phone with the pins aligned.
 - Step 2** Plug the USB cable into the power adapter.
 - Step 3** Plug the power adapter into the electrical outlet.
-

Related Topics

[Cisco accessory part numbers](#)

Charge the battery with the USB cable and a USB port on your computer

If you don't have a desktop charger, multicharger, or USB cable and AC power adapter, you can charge your phone with a USB cable and computer. However, this method takes more time to charge your phone than the other methods.



Caution Use only the approved USB cable for the Cisco Wireless Phone 840 and 860.

Procedure

- Step 1** Plug the USB cable into the bottom of the phone with the pins aligned.
- Step 2** Plug the USB cable into a USB port on a computer.

Related Topics

[Cisco accessory part numbers](#)

Phone configuration

For your phone to work, it must connect to your organization's Wi-Fi network and call control system.


Phone configuration uses one of these methods:

- Your administrator sets up the phone—You don't need to do any manual configuration. Your administrator may even lock your access to the configuration menus.
- You set up the phone for your Wi-Fi network and connect to the call control system—Your administrator gives you the information that you need to add your phone to the Wi-Fi network and call control system.



Note If your organization's Wi-Fi network does not contain DHCP Option 150 to direct your phone to the call control system, then you can manually point the phone to the TFTP server for your call control system environment.

Once your phone is connected to the Wi-Fi network and call control system, you may want to:

- Configure **Cisco Phone**  app **User settings**, such as ringtones and automatic noise cancellation.
- Pair your Bluetooth® device to the phone.


See [Settings](#) for detailed directions.

Wi-Fi profile configuration

For an out of box or factory reset phone, you configure the Wi-Fi network through the startup wizard or select **Set up offline**. How you configure the phone offline depends on whether the Wi-Fi network is either:

- Broadcasted
- Nonbroadcast or hidden

Add the phone to a broadcasted Wi-Fi network

You add the phone to a broadcasted Wi-Fi network through the startup wizard, or offline through the **Settings**  app.


Before you begin

Get the following information about the Wi-Fi network from your administrator:

- Network name or Service Set Identifier (SSID)
- Network security mode:
 - None
 - Pre-shared key (PSK)
 - Protected Extensible Authentication Protocol (PEAP)
 - Extensible Authentication Protocol (EAP) Transport Layer Security (EAP-TLS)
 - EAP Tunneled Transport Layer Security (EAP-TTLS)
- PIN or passkey for the security mode, if you use one

Check with your administrator to see if you need any certificates and arrange to install the certificates on your phone.

Procedure

- Step 1** Swipe up from the bottom of the phone's display to show the installed applications.
- Step 2** Tap the **Settings**  app.
- Step 3** Select **Network & internet > Wi-Fi**.
- Step 4** Tap the desired Wi-Fi network name.
- If the network doesn't have a security mode, the phone automatically connects to the Wi-Fi network.
- If the network security mode is PSK, enter the 8–63 ASCII or 64 Hex Passphrase.
- Step 5** For a network with a PEAP, EAP-TLS, or EAP-TTLS security mode, select the **EAP method**: PEAP, TLS, or TTLS.
- Step 6** For a network with an EAP-TLS security mode, select the desired **CA certificate** and **User certificate**.
- Step 7** For a network with an EAP-TTLS or PEAP security mode, select the **Phase 2 authentication** method and **CA certificate** option to use, and then enter the **Identity** and **Password**.
- Step 8** Tap **Connect**.
-

Add the phone to a nonbroadcast Wi-Fi network

Follow these steps to add your phone to a Wi-Fi network that is hidden or not broadcast.


Before you begin

Get the following information about the Wi-Fi network from your administrator:

- Network name or Service Set Identifier (SSID)
- Network security mode:
 - None
 - Wi-Fi Protected Access II (WPA2)-Personal: Pre-shared key (PSK)
 - WPA2-Enterprise with EAP method:
 - Protected Extensible Authentication Protocol (PEAP)
 - Extensible Authentication Protocol (EAP) Transport Layer Security (EAP-TLS)
 - EAP Tunneled Transport Layer Security (EAP-TTLS)
- PIN or passkey for the security mode, if you use one

Check with your administrator to see if you need any certificates and arrange to install the certificates on your phone.

Procedure

- Step 1** Swipe up from the bottom of the phone's display to show the installed applications.
- Step 2** Tap the **Settings**  app.
- Step 3** Select **Network & internet** > **Wi-Fi**.
- Step 4** Tap **Add Network**.
- Step 5** Enter the desired Wi-Fi **Network name**.
- Step 6** Select the desired **Security**:
- For an open network, select **None**.
 - For a PSK enabled Wi-Fi network, select **WPA2- Personal** and enter the 8-63 ASCII or 64 HEX **Password**.
 - For an EAP enabled Wi-Fi network, select **WPA2-Enterprise**.
- Step 7** For a WPA2-Enterprise network, select the **EAP method**: PEAP, TLS, or TTLS.
- Step 8** For a network with an EAP-TLS security mode, select the desired **CA certificate** and **User certificate**.
- Step 9** For a network with an EAP-TTLS or PEAP security mode, select the **Phase 2 authentication** method and **CA certificate** option to use, and then enter the **Identity** and **Password**.
- Step 10** Under **Advanced options**, set **Hidden network** to **Yes**.
- You can also set the **Proxy** and **IP settings** as required.

Step 11 Tap **Save**.

Configure a TFTP server

You must configure a TFTP server if your network doesn't provide DHCP option 150 or 66 for the Cisco Unified Communications Manager that you want to register to.







Note Configure the DHCP pool with option 150 or 66 if you want to use the automatic configuration method.

Before you begin

You need the following information:

- **Local Phone Unlock Password**, if the default password was updated
- IP address of the TFTP server

Procedure

- Step 1** Access the **Cisco Phone**  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** Choose one of the following based on your phone's software version:
- For release 1.2(0), select **Settings** > **Phone information** > **Security**.
 - For release 1.3(0) or later, select **User settings** > **Phone information** > **Security**.
- Step 4** Enter the **Local Phone Unlock Password**.
The default password is ****#**.
- Step 5** To enable alternate TFTP servers, swipe the **Alternate TFTP** slider to the right .
- Step 6** Enter the TFTP server addresses and tap **OK**.
- Step 7** Tap the back arrow in the upper left corner twice to save your changes and exit the menu.
-

Configure a Call server mode

Cisco Wireless Phone 840 and 860 can operate in either UCM or WxC mode. The phone can be configured both automatically and manually. You can manually select the **UCM** or **WxC** in call server mode and for automatic configuration select **Auto detect**.



Usually, when you select **Auto detect** in Call server mode, the phone tries to connect to UCM using the pre-existing behavior. If the phone gets configuration from a UCM, the phone operates in UCM mode and WxC mode will be disabled. If the phone cannot get configuration from a UCM, the phone tries to get WxC configuration. UCM mode will be disabled if WxC configuration is received. If the phone cannot get configuration for either CUCM or WxC, the phone will retry the auto detection process with a preset backoff schedule.

Before you begin

You need the following information:

- **Local Phone Unlock Password**, if the default password was updated

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** For release 1.6(0) or later, tap the **Drawer**  menu.
- Step 3** Select **User settings > Phone information > Security**.
- Step 4** Enter the **Local Phone Unlock Password**.
The default password is ****#**.
- Step 5** Choose one of the following options in the Call server mode.
- **Auto detect**
 - **UCM**
 - **WxC**
- Step 6** Tap the back arrow in the upper left corner twice to save your changes and exit the menu.
-