



# Product Safety and Security

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## Safety and Performance Information

Read the following safety notices before installing or using your IP phone.



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**Warning** IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

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**Warning** Read the installation instructions before using, installing, or connecting the system to the power source. Statement 1004

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**Warning** Voice over IP (VoIP) service and the emergency calling service do not function if power fails or is disrupted. After power is restored, you might have to reset or reconfigure equipment to regain access to VoIP and the emergency calling service. In the USA, this emergency number is 911. You need to be aware of the emergency number in your country. Statement 361

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**Warning** Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

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**Warning**

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The plug-socket combination must be accessible at all times because it serves as the main disconnecting device. Statement 1019

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## Safety Guidelines

- Do not use this product as the primary communications tool in healthcare environments, as it may use an unregulated frequency band that is susceptible to interference from other devices or equipment.
- The use of wireless devices in hospitals is restricted to the limits set forth by each hospital.
- The use of wireless devices in hazardous locations is limited to the constraints posed by the safety directors of such environments.
- The use of wireless devices on airplanes is governed by the Federal Aviation Administration (FAA).

## Battery Safety Notices

**Warning**

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There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015

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**Warning**

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Do not touch or bridge the metal contacts on the battery. Unintentional discharge of the batteries can cause serious burns. Statement 341

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**Warning**

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Explosion Hazard: Do not charge the phone battery in a potentially explosive environment. Statement 431

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**Warning**

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Lithium ion batteries have limited lifetimes. Any lithium ion battery that shows any signs of damage, including swelling, should be properly discarded immediately.

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**Caution**

- Do not dispose of the battery pack in fire or water. The battery may explode if placed in a fire.
- Do not disassemble, crush, puncture, or incinerate the battery pack.
- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).
- Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).
- When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

To obtain a battery, contact your local dealer. Use only the batteries that have a Cisco part number.

## Power Outage

The ability to access emergency service through the phone depends on the wireless access point being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

## Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of the specific regulatory domain, the phone will not function properly, and you might violate local regulations.

## Health-Care Environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

## External Devices Usage

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.

- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.



**Caution** In European Union countries, use only external headsets that are fully compliant with the EMC Directive [89/336/EC].

## Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan.
- Attacks that occur on your network, such as a Denial of Service attack.

## SAR



This product meets applicable national SAR limits of 1.6W/kg. The specific maximum SAR values can be found in [Compliance Statements, on page 5](#).

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

## Product Label

The product label is located in the battery compartment of the device.

The label on the bottom of the charger base has the regulatory information.

# Compliance Statements

## Compliance Statements for the European Union

### CE Marking

The following CE mark is affixed to the equipment and packaging.



### RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

## Compliance Statements for the USA

### SAR Statement

The Cisco Wireless Phone 840 and 860 handsets have been tested for body-worn Specific Absorption Rate (SAR) compliance using the specific belt-clip/holster configuration provided with the handset. The FCC has established the detailed body-worn SAR requirements and has established that these requirements have been met with the specific belt-clip/holster provided with the handset. Other belt-clip/holsters or similar accessories that have not been tested may not comply and therefore should be avoided.

### RF Exposure Information

The radio module has been evaluated found to be compliant to the requirements as set forth in 47 CFR Sections 2.1091, 2.1093, and 15.247 (b) (4) addressing RF Exposure from radio frequency devices. This model meets the applicable government requirements for exposure to radio frequency waves.

#### THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your Cisco Wireless Phone 840 and 860 device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled ) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

<b>Maximum SAR for this Model and Conditions Under Which it was Recorded</b>		
<b>Head SAR</b>	WLAN 5GHz	0.63 W/kg
<b>Body-worn SAR</b>	WLAN 5GHz	0.67 W/kg

This wireless phone contains a radio transceiver. The radio transceiver and antenna have been designed to meet the RF emission requirements for human exposure as specified by the FCC as well as by other agencies from other countries. These guidelines were developed by the industry based on guidance from the World Health Organization (WHO). These industry standards have been developed to include additional safety margins to ensure that the user is exposed to the least amount of RF radiation.

The radio transceiver uses a non ionization type of radiation as opposed to an ionized radiation such as an X-Ray wave.

The exposure standard for these devices references a unit of measure known as SAR. The limit as set by the FCC is 1.6W/kg. The tests for this emission level is done in an independent laboratory who employs test methods and operating positions reviewed by the FCC and other agencies.

Before the phone was placed on the market, the product was tested and certified in accordance with the FCC regulations to verify that the product did not exceed the FCC SAR requirements.

Additional information on SAR and RF Exposure can be obtained off the FCC website at: <http://www.fcc.gov/oet/rfsafety>

There is no conclusive proof that these mobile phones are or are not a health risk. The FDA and numerous researchers are continuing studies of RF radiation and health issues. Additional information on this subject can be obtained from the FDA web site at: <http://www.fda.gov>

The Cisco Wireless Phone 840 and 860 operates at power levels that are 5 to 6 times lower than most standard cellular, Personal Communications Service (PCS), or Global System for Mobile Communication (GSM) phones. This lower power coupled with a lower transmitter duty cycle reduces the user's exposure to the RF fields.

There are several suggested methods to reduce exposure for the user. Among those include:

1. Using a hands-free handset to increase the distance between the antenna and the head of the user.
2. Orienting the antenna away from the user.

Additional information can be obtained from the following documentation:

- Cisco Systems Spread Spectrum Radios and RF Safety white paper at the following location: [http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr\\_wi.htm](http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr_wi.htm)
- FCC Bulletin 56: Questions and Answers about Biological Effects and Potential Hazards of Radio Frequency Electromagnetic Fields
- FCC Bulletin 65: Evaluating Compliance with the FCC guidelines for Human Exposure to Radio Frequency Electromagnetic Fields

Additional information can also be obtained from the following organizations:

- World Health Organization Internal Commission on Non-Ionizing Radiation Protection at <http://www.who.int/emf>
- United Kingdom, National Radiological Protection Board at <http://www.nrp.org.uk>

- Cellular Telecommunications Association at <http://www.wow-com.com>

## General RF Exposure Compliance

This device has been evaluated and found compliant to the ICNIRP (International Committee on Non-Ionizing Radiation Protection) limits for Human Exposure of RF Exposure.

## Part 15 Radio Device

**Caution**

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

## Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

### Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

## Canadian RF Exposure Statement

### THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

### **Déclaration d'Exposition aux RF Canadienne**

#### CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

## **Compliance Statements for New Zealand**

### **Additional Delay Warning**

The Cisco Wireless Phone 840 and 860 introduces additional delay in its speech path.

### **Permit to Connect (PTC) General Warning**

The grant of a Telepermit for any item of terminal equipment indicates only that Spark NZ has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Spark NZ, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark NZ network services.

### **Use of IP Networks with the PSTN**

Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Spark NZ Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay.

### **The Use of Voice Compression Through the PSTN**

Because of the extensive delay already experienced when calling cellular and international networks, some of which is already caused by their use of voice compression technologies. Spark NZ Access Standards will only approve G711 voice technology for use on the PSTN. G711 is an 'instantaneous speech-encoding technique' whereas G729 and all its variants are considered 'near instantaneous' introducing additional delay into the speech signal.

### **Echo Cancellation**

Echo cancelers are not normally required in the Spark NZ PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks that make



use of Voice-over-IP (VoIP) technology are required to provide echo cancellation for all voice calls. The combined effect of audio/VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.

## Compliance Statement for Singapore

**Complies with  
IMDA Standards  
DB101992**

## Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at <https://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear>.

## Important Online Information

### End User License Agreement

The End User License Agreement (EULA) is located here: <https://www.cisco.com/go/eula>

### Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cuipph/800-series/RCSI/rcsi-0166-book.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/800-series/RCSI/rcsi-0166-book.pdf)

