Cisco Desk Phone 9800 Series

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Product overview

Product description

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments. The Desk Phone 9800 Series was designed with IT and facilities in mind to deliver 4 new phone models. Included on each phone is the newly released PhoneOS software that simplifies the user experience and compliments our video portfolios RoomOS devices to give a seamless experience from desk spaces to meeting rooms. With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device. You don't need to buy a dedicated device for each feature – all the features are built into each phone.

The Desk Phone 9800 Series reduces the complexity of purchasing, deploying, managing, and training. To further simplify, you can use one device for Cisco Unified Communications Manager (CUCM), Webex Calling, Broadworks, or other 3rd party cloud calling platforms. Alongside our extensive portfolio of desk devices, the 9800 series is uniquely positioned in the market to help transform the workplace by bridging the gap between hybrid work, calling, and meetings – and is the most cost-effective solution for workstations at scale.

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FEATURE	BENEFIT
One platform with PhoneOS	· One device and one software configured for all platforms – such as Cisco Unified Communications Manager (CUCM), Webex Calling, Broadworks, or other 3rd party cloud calling platforms. · Deployments and setup easier for IT teams with the flexibility they require, providing a low-touch seamless experience to replace an existing phone with the 9800 series.
Desk reservation and hot desking	· Desk reservation and hot desking allow your organization to make the most of office real estate. People using shared workspaces can reserve, book, and sign into a desk for the day via their phone. · Native sign-in/authentication to enable users to personalize their space by accessing their contacts, calendar, meetings, and personalized settings.
Action button	· Each phone has a built-in button that can be configured for any use case. · Get immediate access to the things you need most such as emergency alerts, security, IT, front desk, broadcast/paging, and so many more.
Enhanced audio features including noise removal	· AI noise removal for both send and receive sides. · Increased audio quality with AI by converting narrowband audio to wideband audio. · Built-in speaker is enhanced by a larger speaker driver and new bass-enhancing acoustic enclosure for more real, natural-sounding voices.
One button to join a meeting	· Experience One Button to Push (OBTP) to quickly join any meeting from the device's screen (applicable when registered to Webex Calling).
Security	· Security is core to the design, equipped with government-grade security, so communications are encrypted end to end. · Featuring Trusted Platform Module (TPM) 2.0 hardware, plus top-of-the-line security features such as TLS 1.3, Secure Boot, Image Authentication, and more.
Sustainability	· Leader for sustainable phones in the industry · Over 74% PCR, reduced and recyclable packaging, energy saving, and deep sleep features. · Cisco takeback program which reduces e-waste and ensure that plastics can go back into recycled supply chain practices.

Platform support

Table 2.   Cisco Desk Phone 9800 series backend calling server support

PLATFORMS SUPPORTED	CERTIFICATIONS
Cisco Webex Calling	Interoperability Tested and Certified
Cisco Unified Communication Manager	Interoperability Tested and Certified
Webex Dedicate Instance (DI)	Interoperability Tested and Certified
Broadworks	Interoperability Tested and Certified
Asterisk	Interoperability Tested and Certified

*Not all CUCM versions support Cisco Desk Phone 9800 series natively, dev pack and device enabler file (QED) might be required.

Licensing

All Cisco Desk Phone 9800 Series are covered by the Cisco End User License Agreement at www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html.

Or use the shortcut: www.cisco.com/go/eula.

Product sustainability

Information about Cisco's Environmental, Social and Governance (ESG) initiatives and performance is provided in Cisco's CSR and sustainability reporting.

Table 3.   Cisco Environmental Sustainability Information

SUSTAINABILITY TOPIC	REFERENCE
Information on product-material-content laws and regulations	Materials
Information on electronic waste laws and regulations, including our products, batteries, and packaging	WEEE Compliance

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Table 4.   Product Sustainability Features and Certifications

FEATURES	SPECIFICATIONS

Energy Saving Solutions	• The phones support the display off and deep sleep modes.
	• Display off mode power consumption:
	  • DP-9841: 2.35W with wall power and 1.95w under POE
	  • DP-9851: 2.82W with wall power and 2.69w under POE
	• Deep sleep mode power consumption:
	  • DP-9841: 0.25W with wall power and 0.61W under POE
	  • DP-9851: 0.24 W with wall power and 0.69W under POE

Carbon Emission Insights	• The phones support to report the power consumption data and the organization's carbon footprint can be shown on the Cisco Webex Control Hub.
Certification and compliance	• EnergyStar • EU Lot-6 • EU Lot-26

Product specifications

Table 5.   Product specifications

FEATURES	SPECIFICATIONS
Display	• DP-9841: 3.5-inch Grayscale LCD, 384 x160 resolution, backlit • DP-9851: 3.7-inch Color LCD, 480 x 240 resolution, backlit • DP-9861: 5-inch Color LCD, 800 x 480 resolution, backlit • DP-9871: 5-inch Color Touch LCD, 1280 x 720 resolution, backlit

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FEATURES	SPECIFICATIONS

Audio (*may vary depending on the codec)	• Frequency response: 100 Hz – 20 kHz for handsfree speaker
	• FEC (Forward Error Correction)
	• AEC (Acoustic Echo Cancellation)
	• AGC (Automatic Gain Control)
	• CNG (Comfort Noise Generation)
	• VAD (Voice Activity Detection)
	• PLC (Packet Loss Concealment)
	• Silence Suppression*
	• Acoustic Shock Protection (Handset/headset)
	• Adaptive Jitter Buffer
	• Dual Tone Multi-Frequency (DTMF) tone generation (RFC 2833 and in-band)
	• Cisco HD audio, TIA-810/920 and ETSI ES 202 737/738/739/740 compliant
	• Cisco smart audio
	  • Conventional and AI based background noise removal for sending side
	  • Conventional and AI based background noise removal for receiving side (DP-9861 and DP-9871)
	  • Enhances the in-call experience for PSTN calls by extending low-fidelity (narrowband) audio to high-definition (wideband) (DP-9861 and DP-9871)
	• Ultrasonic support
	• HAC (Hearing Aid Compatible) handset

Audio codec support	• OPUS, G.722, G.722.2, iSAC, G.711(a-law/µ-law), G.729a/b, and iLBC
Physical Line Keys	• DP-9841: 4 • DP-9851: 6 • DP-9861: 10 • DP-9871: NA • DP-9800-KEM: 20 (2 pages)
Maximum of supported line and programmable line keys	• DP-9841: 4 • DP-9851: 46 • DP-9861: 130 • DP-9871: 128
Maximum of supported SIP lines	• 130 for CUCM and Webex DI • 16 for Webex Calling and Open SIP platforms

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FEATURES	SPECIFICATIONS
Hard keys	• Action button • Calendar button (DP-9851 and DP-9861) • Favorite button • Hold/Resume, Transfer, and Conference keys • Application key • Directory key • Standard keypad • Volume-control toggle key • Speakerphone, Headset, and Mute keys • Navigation and Select key (DP-9841, DP-9851 and DP-9861) • Home button (DP-9871 only)
Backlit indicator	• The phones support backlit indicator for the physical buttons of Speakerphone, Headset and Mute, Calendar (DP-9851 and DP-9861), Select (DP-9841, DP-9851 and DP-9861) and Home (DP-9871 only) as well as the line keys. • The phones also support two specific LEDs, Front arc LED and Top LED, to indicate the device status, including message waiting, missed call, hot desk availability, etc.
Handset	• The handset is a standard wideband-capable audio handset (connects through an RJ-9 port). • The standard coiled cord has a custom end for concealed cable routing beneath the phone (cord length is approximately 21 in. [55 cm (about 1.8 ft)] coiled and up to 72 in. (183 cm (about 6 ft)) extended). • The handset is Hearing Aid-Compatible (HAC) and meets Federal Communications Commission (FCC Part 68) loudness requirements for the Americans with Disabilities Act (ADA). You can achieve Section 508 loudness requirements by using industry-standard inline handset amplifiers such as Walker Equipment W-10 or CE-100 amplifiers. The dial pad is also ADA-compliant.
Speakerphone	• The full-duplex speakerphone gives you flexibility in placing and receiving calls with hands free. For added security, the audible dual tone multifrequency (DTMF) tones are masked when the speakerphone mode is used.
USB and Aux port	• DP-9841: • One USB-A port: The USB-A port provides 0.25A power output at 5V or 1.25W under POE, and 0.5A power output at 5V or 2.5W under wall power. • One Aux port for console log collection. • DP-9851: • One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under POE, and 1A power output at 5V or 5W under wall power. • One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE and wall power. • DP-9861 and DP-9871: • One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under POE, and 1.3A power output at 5V or 6.5W under wall power. • One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE and wall power.

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FEATURES	SPECIFICATIONS
Ethernet switch	• An internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100/1000BASE-T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. • The system administrator can designate separate VLANs (IEEE 802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic.
Bluetooth	• The phones DP-9861 and DP-9871 offer Bluetooth 5.2 LE, Enhanced Data Rate (EDR) Class 1 technology, • The phones support the Bluetooth Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Human Interface Device Profile (HID), Phone Book Access Profile (PBAP). • The phones support both Wideband and Narrowband codecs.

Wi-Fi	• The phones DP-9861 and DP-9871 support Wi-Fi 802.11a/b/g/n/ac, 2.4 GHz/5 GHz dual bands.
	
	• Authentication:
	   • Wi-Fi Protected Access (WPA) Versions 3 Personal and Enterprise (Suite-B)
	   • Extensible Authentication Protocol – Flexible Authentication via Secure Tunneling (EAP-FAST)
	   • Protected Extensible Authentication Protocol – Generic Token Card (PEAP-GTC)
	   • Protected Extensible Authentication Protocol – Microsoft Challenge Handshake Authentication Protocol Version 2 (PEAP-MSCHAPv2)
	   • Extensible Authentication Protocol – Transport Layer Security (EAP-TLS)
	
	• Encryption:
	   • Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC)
	   • Advanced Encryption Standard (AES)
	   • Galois/Counter Mode Protocol (GCMP)
	
	• Wi-Fi standards:
	   • IEEE 802.11 a,b,d,e,g,h,i,n,r,ac
	   • Wi-Fi MultiMedia (WMM)
	   • Unscheduled Automatic Power Save Delivery (UAPSD)

Power	• IEEE Power over Ethernet class 2 (DP-9841) • IEEE Power over Ethernet class 3 (DP-9851, DP-9861 and DP-9871) • Input rating: 0.42A, 48V DC • The phones are compliant with EU lot-6 and lot-26

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FEATURES	SPECIFICATIONS
Key call features support **(*may vary depending on registered calling platform)**	• Caller ID • Call waiting • Call hold/resume • Music on Hold (MoH) • Mute/unmute • Call forward • Do not disturb • Call park • Call pickup • Transfer • Conference • Speed dial • Busy Lamp Field (BLF) • Recording • Barge and cBarge (conference barge) • Paging* • Extension Mobility and EMCC* • Hunt group • Uniform Resource Identifier (URI) dialing • CMS mute sync* • Voicemail • Shared line • Privacy* • Local call history • Remote call history* • Directory search • Favorite contacts* • Adjustable ring tones and volume levels • Adjustable display brightness • Time and date display • Time zone settings* • E.911 • Noise removal • Intercom* • CAL* • Help desk on favorite button • Anti-spam* • Hoteling* • Flexible seating* • MRA*

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FEATURES	SPECIFICATIONS
Webex cloud features	• Webex unified call history • Webex unified directory • Calendar • OBTP (One Button To Push) – One button to join Webex meetings • Hot desking • Remote Reboot and Factory Reset • Metrics for analytics and debugging
Network features	• Session Initiation Protocol (SIP) for signaling • Session Description Protocol (SDP) • IPv4 and IPv6 • IPv6 Ready logo and USGv6 R1 compliant* • Ethernet 802.1x supplicant options: Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) and Extensible Authentication Protocol-Transport Layer Security (EAP-TLS) • Dynamic Host Configuration Protocol (DHCP) client or static configuration • Gratuitous Address Resolution Protocol (GARP) • Domain Name System (DNS) • Trivial File Transfer Protocol (TFTP) • Secure HTTP (HTTPS) • VLAN • Real-Time Transport Protocol (RTP) • Real-Time Control Protocol (RTCP) • Cisco Discovery Protocol • LLDP (including LLDP Media Endpoint Discovery [LLDP-MED]) • Switch speed auto-negotiation • Span to PC

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FEATURES	SPECIFICATIONS
Security	• Secure boot • SIP OAuth • Secure credential storage • Device authentication • Configuration file authentication and encryption • Image authentication • Random bit generation • Secure Unique Device Identifier (SUDI) • Signaling authentication and encryption using TLS • Media authentication and encryption using SRTP • HTTPS for client and server • Configurable minimum TLS version • Local Phone Unlock Password* • Trusted Platform Module 2.0 • Security-Enhanced Linux • FIPS 140-2 and UCR 2013 compliant • TLS 1.3 • Secure erase • On device Firewall*
Physical dimensions (H × W × D)	• DP-9841: 8.43 x 8.43 x 1.94 in. (214.06 x 214.24x 49.4 mm) • DP-9851: 8.9 x 8.43 x 1.94 in. (226.06 x 214.24 x 49.4 mm) • DP-9861: 8.89 x 9.04 x 1.94 in. (225.87 x 229.6 x 49.4 mm) • DP-9871: 8.89 x 8.43 x 1.94 in. (225.8 x 214 x 49.4 mm)
Weight	• DP-9841: 954g • DP-9851: 968g • DP-9861: 1095g • DP-9871: 1055g
Phone-casing composition	• Polycarbonate Acrylonitrile Butadiene Styrene (ABS) textured plastic; Cosmetic class A
Operating temperature	• 32 to 104°F (0 to 40°C)

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FEATURES	SPECIFICATIONS
Nonoperating temperature shock	- 14 to 140°F (−10 to 60°C)
Humidity	- Operating 10 to 90%, noncondensing - Nonoperating 10 to 95%, noncondensing
Language Support	- Catalan (Spain) - Czech (Czech Republic) - Danish (Denmark) - Dutch (Netherlands) - English (United Kingdom) - English (United States) - Finnish (Finland) - French (France) - French (Canada) - German (Germany) - Greek (Greece) - Hungarian (Hungary) - Italian (Italy) - Japanese (Japan) - Korean (Korea Republic) - Norwegian (Norway) - Polish (Poland) - Portuguese (Brazil) - Portuguese (Portugal) - Russian (Russian Federation) - Simplified Chinese (China) - Spanish (Colombia) - Spanish (Spain) - Swedish (Sweden) - Traditional Chinese (Hong Kong) - Traditional Chinese (Taiwan) - Turkish (Türkiye) - Ukrainian (Ukraine)

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FEATURES	SPECIFICATIONS

Certification and compliance	• CE Markings per directives 2014/53/EU, 2014/35/EU and 2014/30/EU
	• Safety
	  • UL60950, UL62368-1
	  • CAN/CSA-C22.2 No. 60950 CAN/CSA 62368-1
	  • EN/IEC 62368
	  • AS/NZS 62368
	• EMC – Emissions
	  • 47CFR Part 15 (CFR 47) Class B
	  • AS/NZS CISPR32 Class B
	  • CISPR32: 2015 Class B
	  • EN 55032:2015+A11:2020 Class B
	  • ICES003 Class B
	  • VCCI Class B
	  • EN61000-3-2
	  • EN61000-3-3
	  • KS C 9832:2019
	  • VCCI-CISPR 32
	• EMC – Immunity
	  • EN 55035:2017+A11:2020 Class B
	  • KS C 9835:2019
	  • Armadillo Light
	• FIPS compliant
	• Telecom
	  • FCC Part 68 HAC
	  • CS-03-HAC
	  • AS/ACIF S004
	  • AS/ACIF S040
	  • NZ PTC 220
	  • Industry Standards: TIA-810 and TIA-920
	  • Industry Standards: IEEE 802.3 Ethernet, IEEE 802.3af and 802.3at
	  • Korea (RRA Public Notification 2020-6, Sep. 25th, 2020)
	  • Korea (RRA Announce 2022-1, Jan. 3, 2022)
	• Radio
	  • FCC Part 15.247
	  • FCC Part 15.407
	  • FCC Part 2.1091 (BT RF Exposure TR)
	  • RSS-102 (BT RF Exposure TR)
	  • RSS-247
	  • EN 300 328
	  • EN 301893
	  • EN 300 330
	  • EN 50385
	  • EN 50663
	  • EN 62311
	  • EN 301 489-1
	  • EN 301 489-3
	  • EN 301 489-17
	  • Korea (KS X 3123:2022, KS X 3124:2020, KS X 3126:2020)
	  • STD-T66
	  • STD-T71

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Ordering information

Table 6.   Ordering information

PART #	PRODUCT DESCRIPTION
DP-9841-K9=	Cisco Desk Phone 9841, Carbon Black
DP-9841-L-K9=	Cisco Desk Phone 9841, First Light
DP-9841-K9++=	Cisco Desk Phone 9841, TAA, Carbon Black
DP-9851-K9=	Cisco Desk Phone 9851, Carbon Black
DP-9851-L-K9=	Cisco Desk Phone 9851, First Light
DP-9851-K9++=	Cisco Desk Phone 9851, TAA, Carbon Black
DP-9861-K9=	Cisco Desk Phone 9861, Carbon Black
DP-9861-L-K9=	Cisco Desk Phone 9861, First Light
DP-9861-K9++=	Cisco Desk Phone 9861, TAA, Carbon Black
DP-9861NR-K9++=	Cisco Desk Phone 9861, No Radio, TAA, Carbon Black
DP-9861NR-K9=	Cisco Desk Phone 9861, No Radio, Carbon Black
DP-9871-K9=	Cisco Desk Phone 9871, Carbon Black
DP-9871-L-K9=	Cisco Desk Phone 9871, First Light
DP-9871-K9++=	Cisco Desk Phone 9871, TAA, Carbon Black
DP-9871NR-K9++=	Cisco Desk Phone 9871, No Radio, TAA, Carbon Black
DP-9871NR-K9=	Cisco Desk Phone 9871, No Radio, Carbon Black
DP-9800-KEM=	Cisco Desk Phone 9800 Key Extension Module, Carbon Black

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PART #	PRODUCT DESCRIPTION
DP-9800-WMK=	Cisco Desk Phone 9800 Wall Mount Kit
DP-9800-KEM-WMK=	Cisco Desk Phone 9800 Wall Mount Kit for Key Extension Module
DP-9800-HS=	Cisco Desk Phone 9800 Spare Handset, Carbon Black
DP-9800-HS-L=	Cisco Desk Phone 9800 Spare Handset, First Light
DP-9800-CORD=	Cisco Desk Phone 9800 Spare Handset Cord, Carbon Black
DP-9800-CORD-L=	Cisco Desk Phone 9800 Spare Handset Cord, First Light
DP-9800-FS=	Cisco Desk Phone 9841 and 9851 Spare Footstand, Carbon Black
DP-9861-FS=	Cisco Desk Phone 9861 Spare Footstand, Carbon Black
DP-9871-FS=	Cisco Desk Phone 9871 Spare Footstand, Carbon Black
CP-PWR-ADPT-3-AR=	Cisco Power Adapter 3 with Argentina Clip
CP-PWR-ADPT-3-AU=	Cisco Power Adapter 3 with Australia Clip
CP-PWR-ADPT-3-BZ=	Cisco Power Adapter 3 with Brazil Clip
CP-PWR-ADPT-3-CN=	Cisco Power Adapter 3 with China Clip
CP-PWR-ADPT-3-EU=	Cisco Power Adapter 3 with European Clip
CP-PWR-ADPT-3-IN=	Cisco Power Adapter 3 with India Clip
CP-PWR-ADPT-3-KR=	Cisco Power Adapter 3 with Korea Clip
CP-PWR-ADPT-3-NA=	Cisco Power Adapter 3 with North America Clip
CP-PWR-ADPT-3-UK=	Cisco Power Adapter 3 with United Kingdom Clip

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Table 7. Package Dimensions, Weights and Piece Counts

PRODUCT	GIFTBOX				OVERPACK					PALLET					
	Length (cm)	Width (cm)	Height (cm)	Weight (kg)	Box pcs per overpack	Length (cm)	Width (cm)	Height (cm)	Weight (kg)	Overpack pcs per pallet	Length (cm)	Width (cm)	Height (cm)	Weight (kg)	Phones per Pallet
DP-9841	31.5	24	7.8	1.3	10	50	40	34	14.3	18	120	100	114	275	180
DP-9851	31.5	24	7.8	1.4	10	50	40	34	14.4	18	120	100	114	276.2	180
DP-9861	31	24.5	7.2	1.5	8	60.1	32.1	26.4	12.9	24	121.9	101.6	1175	332.6	192
DP-9861NR	31	24.5	7.2	1.5	8	60.1	32.1	26.4	12.9	24	121.9	101.6	1175	332.6	192
DP-9871	29.1	24.5	7.2	1.5	8	60.1	30.4	26.4	12.7	24	121.9	101.6	1175	327.8	192
DP-9871NR	29.1	24.5	7.2	1.5	8	60.1	30.4	26.4	12.7	24	121.9	101.6	1175	327.8	192
DP-9800-KEM	25.4	17.3	8.13	0.71	18	54	50.42	28.45	13.3	12	121.9	101.6	997	182.6	216

Warranty information

The Cisco Desk Phone 9800 Series are covered by a Cisco standard 1-year replacement warranty.

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For more information
Please visit webex.com/collaboration-devices/phone-series/cisco-phone-9800-series.html

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