# 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 four new phone models and one Key Expansion Module (KEM). 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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# Features and benefits

**Table 1.** Features and benefits

| 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.<br>• 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.<br>• 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.<br>• 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.<br>• Increased audio quality with AI by converting narrowband audio to wideband audio.<br>• 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.<br>• 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.<br>• Over 74% PCR, reduced and recyclable packaging, energy saving, and deep sleep features.<br>• Cisco takeback program which reduces e-waste and ensure that plastics can go back into recycled supply chain practices. |

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# 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 (CUCM) 12.5 or above*** | 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.

# Product specifications

**Table 3.** Product specifications

| FEATURES | SPECIFICATIONS |
|---|---|
| **Display** | • 9841: 3.5-inch Grayscale LCD, 384 x160 resolution, backlit<br>• 9851: 3.7-inch Color LCD, 480 x 240 resolution, backlit<br>• 9861: 5-inch Color LCD, 800 x 480 resolution, backlit<br>• 9871: 5-inch Color Touch LCD, 1280 x 720 resolution, backlit<br>• 9800 KEM: 5-inch Color LCD, 480 x 800 resolution, backlit |
| **Audio (*may vary depending on the codec)** | • Frequency response: 100 Hz – 20 kHz for handsfree speaker<br>• FEC (Forward Error Correction)<br>• AEC (Acoustic Echo Cancellation)<br>• AGC (Automatic Gain Control)<br>• CNG (Comfort Noise Generation)<br>• VAD (Voice Activity Detection)<br>• PLC (Packet Loss Concealment)<br>• Silence Suppression*<br>• Acoustic Shock Protection (Handset/headset)<br>• Adaptive Jitter Buffer<br>• Dual Tone Multi-Frequency (DTMF) tone generation (RFC 2833 and in-band)<br>• Cisco HD audio, TIA-810/920 and ETSI ES 202 737/738/739/740 compliant |

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**Table 3.** Product specifications

| FEATURES | SPECIFICATIONS |
|---|---|
| | • Cisco smart audio<br>  – Conventional and AI based background noise and voice removal for sending side<br>  – Conventional and AI based background noise removal for receiving side (9861 and 9871)<br>  – Enhances the in-call experience for PSTN calls by extending low-fidelity (narrowband) audio to high-definition (wideband) (9861 and 9871)<br>• Ultrasonic support<br>• 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** | • 9841: 4<br>• 9851: 6<br>• 9861: 10<br>• 9871: N/A<br>• 9800 KEM: 20 (2 pages) |
| **Maximum of supported line and programmable line keys** | • 9841: 4<br>• 9851: 46<br>• 9861: 130<br>• 9871: 128 |
| **Maximum of supported SIP lines** | • 130 for CUCM and Webex DI<br>• 16 for Webex Calling and Open SIP platforms |
| **Hard keys** | • Action button<br>• Calendar button (9851 and 9861)<br>• Favorite button<br>• Hold/Resume, Transfer, and Conference keys<br>• Application key<br>• Directory key<br>• Standard keypad<br>• Volume-control toggle key<br>• Speakerphone, Headset, and Mute keys<br>• Navigation and Select key (9841, 9851 and 9861)<br>• Home button (9871 only)<br>• Page keys (9800 KEM only) |

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| FEATURES | SPECIFICATIONS |
|---|---|
| **Backlit indicator** | • The phones support backlit indicator for the physical buttons of Speakerphone, Headset and Mute, Calendar (9851 and 9861), Select (9841, 9851 and 9861) and Home (9871 only) as well as the line keys.<br>• 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** | • Wideband-capable audio handset (connects through the phone's dedicated handset RJ-9 port).<br>• The handset 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).<br>• 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. |
| **Dial pad** | • The dial pad is ADA-compliant. |
| **Speakerphone** | • The full-duplex speakerphone provides flexibility in placing and receiving calls handsfree. For added security, the audible Dual Tone Multifrequency (DTMF) tones are masked when the speakerphone mode is used. |
| **USB and Aux port** | • 9841:<br>– 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 when using the Cisco Power Adapter 3 (local power supply).<br>– One Auxiliary port (console log collection only).<br>• 9851:<br>– 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 when using the Cisco Power Adapter 3 (local power supply).<br>– One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under PoE or when using the Cisco Power Adapter 3 (local power supply).<br>• 9861 and 9871:<br>– 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 when using the Cisco Power Adapter 3 (local power supply).<br>– One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE or when using the Cisco Power Adapter 3 (local power supply). |

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| FEATURES | SPECIFICATIONS |
|---|---|
| | • 9800 KEM:<br>  – One USB-A female port:<br>  – When one 9800 KEM connected with the 9851, the USB-A port provides 0.15A power output at 5V or 0.75W under PoE, and 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply).<br>  – When one 9800 KEM is connected with the 9861 or 9871, the USB-A port provides 0.15A power output at 5V or 0.75W under PoE, and 1A power output at 5V or 5W when using the Cisco Power Adapter 3 (local power supply).<br>  – When two 9800 KEMs are connected with the 9861 or 9871, the USB-A port provides 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply).<br>  – When three 9800 KEMs are connected with the 9861 or 9871, the USB-A port provides 0.15A power output at 5V or 0.75W when using the Cisco Power Adapter 3 (local power supply).<br>• One USB-A male port: The USB-A port on 9800 KEM draws power from the phone's USB-A port under PoE or when using the Cisco Power Adapter 3 (local power supply).<br>• The charging capability depends on the maximum output power of the USB port on the phone in various deployment modes. If a connected device attempts to draw more power than the USB port's maximum output, a warning message will pop up, prompting you to unplug the device. |
| **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.<br>• 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. |

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| FEATURES | SPECIFICATIONS |
|---|---|
| **Bluetooth® wireless Technology*** | • The 9861 and 9871 (excluding no-radio variants) feature Bluetooth wireless technology<br>– Bluetooth version: 5.2 (Bluetooth® Low Energy)<br>– Bluetooth Enhanced Data Rate (EDR)<br>– Bluetooth Class 1<br>– Support for Wideband and Narrowband codecs<br>– Bluetooth Profiles:<br>Hands-Free Profile (HFP)<br>Advanced Audio Distribution Profile (A2DP) Human Interface Device Profile (HID)<br>Phone Book Access Profile (PBAP) |
| **Wi-Fi®** | • The 9861 and 9871 (excluding no-radio variants) are Wi-Fi CERTIFIED™ supporting 802.11a/b/g/n/ac, 2.4 GHz / 5 GHz dual bands.<br>• Authentication:<br>– Wi-Fi Protected Access (WPA) Versions 3 Personal and Enterprise<br>– Extensible Authentication Protocol – Flexible Authentication via Secure Tunneling (EAP-FAST)<br>– Protected Extensible Authentication Protocol – Generic Token Card (PEAP-GTC)<br>– Protected Extensible Authentication Protocol – Microsoft Challenge Handshake Authentication Protocol Version 2 (PEAP-MSCHAPv2)<br>– Extensible Authentication Protocol – Transport Layer Security (EAP-TLS)<br>• Encryption:<br>– Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC)<br>– Advanced Encryption Standard (AES)<br>• Robust management frame protection: BIP-CMAC-128<br>• Wi-Fi standards:<br>– IEEE 802.11 a,b,d,e,g,h,i,n,r,ac<br>– Wi-Fi MultiMedia (WMM)<br>– Unscheduled Automatic Power Save Delivery (UAPSD)<br>• Antenna Type: Dipole (On-Board)<br>• Antenna Gain (dBi):<br>– 9861:<br>– 2.4G: 3:06<br>– 5G: 4.11<br>– 9871:<br>– 2.4G: 3.22<br>– 5G: 4.23 |

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| FEATURES | SPECIFICATIONS |
|---|---|
| | • Frequency Band (MHz)<br>  – 9861:<br>  – 2.4G: 2412.0 – 2472.0<br>  – 5G: 5150.0 - 5250.0, 5250.0 - 5350.0, 5470.0 - 5725.0, 5745.0 - 5825.0<br>  – 9871:<br>  – 2.4G: 2412.0 – 2472.0<br>  – 5G: 5150.0 - 5250.0, 5250.0 - 5350.0, 5470.0 - 5725.0, 5745.0 - 5825.0<br>• Maximum EIRP for Mexico (dBm)<br>  – 9861:<br>  – 2.4G: 20.05<br>  – 5G: 17.03<br>  – 9871:<br>  – 2.4G: 20.19<br>  – 5G: 17.21 |
| **Power** | • IEEE Power over Ethernet class 2 (9841)<br>• IEEE Power over Ethernet class 3 (9851, 9861 and 9871)<br>• Input rating: 0.42A, 48V DC<br>• The phones are compliant with EU Iot-6 and Iot-26 |
| **Key Expansion Module (KEM) compatibility and power** | • The 9800 KEM doesn't have its own local power; the KEM power is provided from the host phone.<br>• 9851:<br>  – IEEE Power over Ethernet class 3 or Cisco Power Adapter 3, enables one KEM via the USB-A port.<br>• 9861 and 9871:<br>  – IEEE Power over Ethernet class 3, enables one KEM via the USB-A port.<br>  – Cisco Power Adapter 3, enables up to three KEMs via the USB-A ports. |

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

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

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| FEATURES | SPECIFICATIONS |
|---|---|
| **Security** | • Configurable minimum TLS version<br>• Local Phone Unlock Password*<br>• Trusted Platform Module 2.0<br>• Security-Enhanced Linux<br>• FIPS 140-2 and UCR 2013 compliant<br>• TLS 1.3<br>• Secure erase<br>• On device Firewall* |
| **Physical dimensions (H × W × D)** | • 9841: 8.4 x 8.4 x 1.9 in. (214.0 x 214.0 x 49.4 mm)<br>• 9851: 8.9 x 8.4 x 1.9 in. (226.0 x 214.0 x 49.4 mm)<br>• 9861: 8.9 x 9.0 x 1.9 in. (226.0 x 230.0 x 49.4 mm)<br>• 9871: 8.9 x 8.4 x 1.9 in. (226.0 x 214.0 x 49.4 mm)<br>• 9800 KEM: 8.9 x 5.0 x 1.9 in. (226.0 x 126.0 x 48.5 mm) |
| **Weight** | • 9841: 954g<br>• 9851: 968g<br>• 9861: 1095g<br>• 9871: 1055g<br>• 9800 KEM: 483g |
| **Phone-casing composition** | • Polycarbonate Acrylonitrile Butadiene Styrene (ABS) textured plastic; Cosmetic class A |
| **Operating temperature** | • 32 to 104°F (0 to 40°C) |
| **Nonoperating temperature shock** | • 14 to 140°F (–10 to 60°C) |
| **Humidity** | • Operating 10 to 90%, noncondensing<br>• Nonoperating 10 to 95%, noncondensing |
| **Language Support** | • Catalan (Spain)<br>• Czech (Czech Republic)<br>• Danish (Denmark)<br>• Dutch (Netherlands)<br>• English (United Kingdom)<br>• English (United States)<br>• Finnish (Finland)<br>• French (France)<br>• French (Canada) |

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| FEATURES | SPECIFICATIONS |
|---|---|
| | • German (Germany)<br>• Greek (Greece)<br>• Hungarian (Hungary)<br>• Italian (Italy)<br>• Japanese (Japan)<br>• Korean (Korea Republic)<br>• Norwegian (Norway)<br>• Polish (Poland)<br>• Portuguese (Brazil)<br>• Portuguese (Portugal)<br>• Russian (Russian Federation)<br>• Simplified Chinese (China)<br>• Spanish (Colombia)<br>• Spanish (Spain)<br>• Swedish (Sweden)<br>• Traditional Chinese (Hong Kong)<br>• Traditional Chinese (Taiwan)<br>• Turkish (Türkiye)<br>• Ukrainian (Ukraine) |
| **Certification and compliance** | • CE Markings per directives 2014/53/EU, 2014/35/EU and 2014/30/EU<br>• Safety<br>– UL60950, UL62368-1<br>– CAN/CSA-C22.2 No. 60950 CAN/CSA 62368-1<br>– EN/IEC 62368<br>– AS/NZS 62368<br>• EMC - Emissions<br>– 47CFR Part 15 (CFR 47) Class B<br>– AS/NZS CISPR32 Class B<br>– CISPR32: 2015 Class B<br>– EN 55032:2015+A11:2020 Class B<br>– ICES003 Class B<br>– VCCI Class B<br>– EN61000-3-2<br>– EN61000-3-3<br>– KS C 9832:2019<br>– VCCI-CISPR 32 |

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| FEATURES | SPECIFICATIONS |
| --- | --- |
| | • EMC – Immunity<br>  – EN 55035:2017+A11:2020 Class B<br>  – KS C 9835:2019<br>  – Armadillo Light<br>• FIPS compliant<br>• Telecom<br>  – FCC Part 68 HAC<br>  – CS-03-HAC<br>  – AS/ACIF S004<br>  – AS/ACIF S040<br>  – NZ PTC 220<br>  – Industry Standards: TIA-810 and TIA-920<br>  – Industry Standards: IEEE 802.3 Ethernet, IEEE 802.3af and 802.3at<br>  – Korea (RRA Public Notification 2020-6, Sep. 25th, 2020)<br>  – Korea (RRA Announce 2022-1, Jan. 3, 2022)<br>• Radio<br>  – FCC Part 15.247<br>  – FCC Part 15.407<br>  – FCC Part 2.1091 (BT RF Exposure TR)<br>  – RSS-102 (BT RF Exposure TR)<br>  – RSS-247<br>  – EN 300 328<br>  – EN 301893<br>  – EN 300 330<br>  – EN 50385<br>  – EN 50663<br>  – EN 62311<br>  – EN 50665<br>  – EN 301 489-1<br>  – EN 301 489-3<br>  – EN 301 489-17<br>  – Korea (KS X 3123:2022, KS X 3124:2020, KS X 3126:2020)<br>  – STD-T66<br>  – STD-T71 |

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# Ordering information

**Table 4.** Ordering information

| PART NUMBER | PRODUCT DESCRIPTION |
|---|---|
| **Desk Phone 9800 Series Main Offer Summary** | |
| **DP-9841-K9=** | Cisco Desk Phone 9841, Carbon Black |
| **DP-9841-L-K9=** | Cisco Desk Phone 9841, First Light |
| **DP-9851-K9=** | Cisco Desk Phone 9851, Carbon Black |
| **DP-9851-L-K9=** | Cisco Desk Phone 9851, First Light |
| **DP-9861-K9=** | Cisco Desk Phone 9861, Carbon Black |
| **DP-9861-L-K9=** | Cisco Desk Phone 9861, First Light |
| **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-9871NR-K9=** | Cisco Desk Phone 9871, No Radio, Carbon Black |
| **Desk Phone 9800 Series TAA & Customized Model Offer Summary** | |
| **DP-9841-K9++=** | Cisco Desk Phone 9841, with NFC, TAA, Carbon Black |
| **DP-9841NR-K9++=** | Cisco Desk Phone 9841, No NFC, TAA, Carbon Black |
| **DP-9841-K9--=** | Cisco Desk Phone 9841, Customized Model, Carbon Black |
| **DP-9851-K9++=** | Cisco Desk Phone 9851, with NFC, TAA, Carbon Black |
| **DP-9851NR-K9++=** | Cisco Desk Phone 9851, No NFC, TAA, Carbon Black |
| **DP-9851-K9--=** | Cisco Desk Phone 9851, Customized Model, Carbon Black |
| **DP-9861-K9++=** | Cisco Desk Phone 9861, TAA, Carbon Black |
| **DP-9861NR-K9++=** | Cisco Desk Phone 9861, No Radio, TAA, Carbon Black |

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**Table 4.** Ordering information

| PART NUMBER | PRODUCT DESCRIPTION |
|---|---|
| **Desk Phone 9800 Series TAA & Customized Model Offer Summary** | |
| **DP-9861-K9--=** | Cisco Desk Phone 9861, Customized Model, Carbon Black |
| **DP-9861-A-K9=** | Cisco Desk Phone 9861, Arabic Layout, Carbon Black |
| **DP-9871-K9++=** | Cisco Desk Phone 9871, TAA, Carbon Black |
| **DP-9871NR-K9++=** | Cisco Desk Phone 9871, No Radio, TAA, Carbon Black |
| **DP-9871-K9--=** | Cisco Desk Phone 9871, Customized Model, Carbon Black |
| **DP-9871-A-K9=** | Cisco Desk Phone 9871, Arabic Layout, Carbon Black |
| **Desk Phone 9800 Series Accessories (Optional – Ordered Separately)** | |
| **DP-9800-KEM=** | Cisco Desk Phone 9800 Key Expansion Module, Carbon Black |
| **DP-9800-WMK=** | Cisco Desk Phone 9800 Wall Mount Kit |
| **DP-9800-KEM-WMK=** | Cisco Desk Phone 9800 Wall Mount Kit for Key Expansion Module |
| **Desk Phone 9800 Series Local Power SPAREs (Optional - Ordered Separately)** | |
| **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 |
| **Desk Phone 9800 Series Replacement SPAREs** | |
| **DP-9800-HS=** | Desk Phone 9800 Replacement Handset, Carbon Black-SPARE |
| **DP-9800-HS-L=** | Desk Phone 9800 Replacement Handset, First Light -SPARE |

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**Table 4.** Ordering information

| PART NUMBER | PRODUCT DESCRIPTION |
|---|---|
| DP-9800-CORD= | Desk Phone 9800 Replacement Handset Cord, Carbon Black-SPARE |
| DP-9800-CORD-L= | Desk Phone 9800 Replacement Handset Cord, First Light -SPARE |
| DP-9800-FS= | Desk Phone 9841 & 9851 Replacement Footstand, Carbon Black-SPARE |
| DP-9861-FS= | Desk Phone 9861 Replacement Footstand, Carbon Black - SPARE |
| DP-9871-FS= | Desk Phone 9871 Replacement Footstand, Carbon Black - SPARE |

**Table 5.** 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) | Over pack pcs per pallet | Length (cm) | Width (cm) | Height (cm) | Weight (kg) | Phones per Pallet |
| **9841** | 31.5 | 24 | 7.8 | 1.3 | 10 | 50 | 40 | 34 | 14.3 | 18 | 120 | 100 | 114 | 275 | 180 |
| **9851** | 31.5 | 24 | 7.8 | 1.4 | 10 | 50 | 40 | 34 | 14.4 | 18 | 120 | 100 | 114 | 276.2 | 180 |
| **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 |
| **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 |
| **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 |

# 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.

# Warranty information

The Desk Phone 9800 Series are covered by a Cisco 1-Year Limited Hardware Warranty (details at: www.cisco.com/go/warranty).

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# Product sustainability

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

**Table 6.** 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 |

**Table 7.** Product Sustainability Features and Certifications

| FEATURES | SPECIFICATIONS |
|---|---|
| Energy Saving Solutions | • The phones support the display off and deep sleep modes.<br>• Display off mode power consumption:<br>– 9841: 2.35W when using the Cisco Power Adapter 3 (local power supply) and 1.95W under PoE<br>– 9851: 2.82W when using the Cisco Power Adapter 3 (local power supply) and 2.69W under PoE<br>– 9861: 3.48W when using the Cisco Power Adapter 3 (local power supply) and 3.26W under PoE<br>– 9871: 3.5W when using the Cisco Power Adapter 3 (local power supply) and 3.16W under PoE<br>• Deep sleep mode power consumption:<br>– 9841: 0.26W when using the Cisco Power Adapter 3 (local power supply) and 0.61W under PoE<br>– 9851: 0.27W when using the Cisco Power Adapter 3 (local power supply) and 0.69W under POE<br>– 9861: 0.27W when using the Cisco Power Adapter 3 (local power supply) and 0.79W under PoE<br>– 9871: 0.27W when using the Cisco Power Adapter 3 (local power supply) and 0.8W 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 | • ENERGY STAR®<br>• EU Lot-6<br>• EU Lot-26 |

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**For more information**
Please visit https://www.webex.com/cisco-phone-9800series.html.

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