Cisco Wireless IP Phone 8821

The Cisco® Wireless IP Phone 8821 is a ruggedized, resilient, and secure 802.11 wireless LAN handset that delivers cost-effective, on-premises, comprehensive Voice over Wireless LAN (VoWLAN) communications for the highly mobile in-campus worker.

The 8821 is specifically designed for workers whose roles are in more rigorous, industrial settings. Examples of ideal use cases include nurses and doctors in healthcare, operations and engineering staff in manufacturing, customer service representatives in retail, service staff such as maids in hospitality, and workers on rigs in the oil and chemical industries.

While the 8821 is sleek and lightweight, the design is hardened for users. It is Ingress Protection standard (IP67) rated and is sealed for protection against dust, splash and water. The device is also MIL-STD-810G tested, with a dozen drops onto concrete from heights of up to 6 feet (1.8 m), to help ensure shock resistance and avoid breakage if dropped.

The 8821 enhances security and simplifies configuration management. Stronger encryption is supported for certificate management and policy enablement with the support of Secure Hash Algorithm 2 (SHA-2). Simple Certificate Enrollment Protocol (SCEP) eases IT administration by enabling automatic certificate management on the device.

End users will enjoy a larger, higher-resolution color display and a user experience that is common with Cisco IP Phone 8800 Series desk phones. In addition, roaming between access points within the campus will support more seamless voice communications with the 8821's support of Fast Transition (802.11r). This protocol was specifically designed for mobile Voice over IP (VoIP) communications devices within Wi-Fi networks. Bluetooth is supported for the user's choice of third-party wireless headsets and adds freedom by untethering the user from the handset.

The 8821 supports Cisco and/or third-party XML applications such as push-to-talk.

A full suite of accessories, including desktop chargers, cases, holsters, and multicharger, are available from Cisco to support deployments. Consult the Cisco Wireless IP Phone 8821/8821-EX Accessories Guide options and details.

Figure 1.   Cisco Wireless IP Phone 8821

Features

The Cisco Wireless IP Phone 8821 (Figure 1) is designed for users in rigorous workspaces as well as general office environments. It supports a wide range of features for enhanced voice communications, Quality of Service (QoS), and security. Some of the main benefits and highlights are listed here:

- IEEE 802.11a/b/g/n/ac radio for VoWLAN communications support
- The large 2.4-inch (6 cm) color (240 x 320 pixels) display makes viewing easy
- IP67 rated for protection against dust, splash, and water
- MIL-STD-810G standard for shock resistance
- The phone offers exceptional voice quality with High-Definition (HD) voice
- A built-in full-duplex speakerphone offers high-quality hands-free communications
- The phone supports third-party Bluetooth 3.0 headsets and a 3.5-mm headphone jack for added freedom
- The Applications key provides direct access to XML applications such as push-to-talk and Lone Worker
- Battery life delivers up to 13 hours of talk time
- Enhanced encryption support for SHA-1 and SHA-2 signatures
- Fast, secure roaming using 802.11r and Cisco Centralized Key Management roaming
- Automatic certificate renewal – SCEP support

Table 1 provides a list of the phone's features, Table 2 summarizes the wireless characteristics, Table 3 lists specifications, and Table 4 provides certification and compliance information.

Table 1. Features

Item	Description
Features	- Six line appearances - Abbreviated dialing - Adjustable ringing and volume levels - Adjustable display brightness and timeout - Audible and vibrating ringers - Auto-answer - Auto-detection of headset and auto-answer from headset - Automatic keypad lock - Callback - Call forward - Call history lists - Call park - Call pickup - Call timer - Call waiting - Caller ID - cBarge - Corporate directory - Conference - Direct transfer - Extension mobility service - Fast-dial service - Group call pickup - Hold - Hotkey for keypad lock, ring silent mode, and voicemail access - Immediate divert - Join - Last-number redial – green key - Malicious caller - Message-waiting indicator - Meet-me conference - Multilevel precedence and preemption (MLPP) - Music on hold - Mute - Network profiles (4) - OPickUp - Personal directory - Predialing before sending - Presence - Privacy - Quality Report Tool (QRT) - Redial - Ring tone per line appearance - Service URL - Shared line - Time and date display - Transfer - Network hold - Hospitality - Support for mutual-authentication Transport Layer Security (TLS) - Cisco Unified Communications Manager WLAN profiles

Item	Description
	• +Dialing • Application launch pad • Busy Lamp Field (BLF) • BLF pickup • BLF speed dial • Call forward notification • Forced authorization and client matter codes • Intercom • Mobility • Silent monitoring and recording • Speed dial • Voicemail • Whisper coaching • Ring setting – phone active (ring, ring once, beep, flash) • Predictive search on new call
Buttons	• Power button • Volume up/down • Two soft-key buttons to access screen-based applications, features, and functions • Green key (answer/send/redial) and red key (power/end call) • Application button • Mute • Speakerphone • Five-way navigation support • Numeric keypad (0–9, *, &, #)
Codecs	• G.711a, G.711u • G.729a, G.729ab • G.722 • Internet Low Bitrate Codec (iLBC) audio-compression codecs • iSAC
LEDs	• Ring, message waiting, Wi-Fi status, and charging LEDs
Protocol	• Session Initiation Protocol (SIP)
Call control	• Cisco Unified Communications Manager: 9.1(2), 10.5(2), 11.0(1), and later • Cisco Unified Survivable Remote Site Telephony (SRST): 10.5, 11.0, 11.5, 11.7, and later • Cisco Unified Communications Manager Express: 10.5, 11.0, 11.5, 11.7 (native support), and later • Cisco Hosted Collaboration Solution (HCS): 9.x, 10.x, 11.x, and later
Security features	• Certificates • Image authentication • Device authentication • File authentication • Signaling authentication • Secure Cisco Unified SRST • Media encryption using Secure Real-Time Protocol (SRTP) • Signaling encryption using TLS Protocol • Certificate Authority Proxy Function (CAPF) • Simple Certificate Enrollment Protocol support (SCEP) for certificate renewal • Secure profiles • Encrypted configuration files • Cryptography is not enabled by default and may be enabled only through a cryptographically enabled Cisco Unified Communications Manager

Item	Description
Provisioning and management	• Configuration via Cisco Unified Communications Manager, SRST, and Unified Communications Manager Express administration interfaces • Bulk provisioning support via desktop charger and USB to Ethernet dongle combination • Web server for configuration and statistics • Capability to disable local phone settings • QoS reporting: Jitter, delay, dropped packets, and latency on a per-call basis • Real Time Control Protocol (RTCP) support and monitoring • Syslog
Configuration options	• Dynamic Host Configuration Protocol (DHCP) client or static configuration • Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP) • Domain Name System (DNS)
Application framework	• XML (support push-to-talk, paging, and other 3rd party applications)
User localization	Arabic, Bulgarian, Catalan, Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English (United Kingdom), English (United States), Estonian, Finnish, French (Canada), French (France), German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Spanish (Colombia), Swedish, Thai, and Turkish
Network localization	Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Colombia, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Lebanon, Luxembourg, Malaysia, Mexico, Nepal, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United States, Venezuela, and Zimbabwe

Table 2.   Wireless Characteristics

Item	Specifications		
Protocols	• IEEE 802.11a, 802.11b, 802.11g, 802.11n, 802.11ac		
Frequency bands and operating channels	• 2.412 to 2.472 GHz (channels 1 to 13) • 5.180 to 5.240 GHz (channels 36 to 48) • 5.260 to 5.320 GHz (channels 52 to 64) • 5.500 to 5.700 GHz (channels 100 to 140) • 5.745 to 5.825 GHz (channels 149 to 165) • IEEE 802.11d can be used to identify available channels		
Nonoverlapping channels	• 2.4 GHz (20-MHz channels): up to 3 channels • 5 GHz (20-MHz channels): up to 24 channels • 5 GHz (40-MHz channels): up to 9 channels • 5 GHz (80-MHz channels): up to 4 channels		
Operating modes	• Auto (preference to 5 GHz) • 2.4 GHz only • 5 GHz only		
Data rates	• 802.11a: 6, 9, 12, 18, 24, 36, 48, and 54 Mbps • 802.11b: 1, 2, 5.5, and 11 Mbps • 802.11g: 6, 9, 12, 18, 24, 36, 48, and 54 Mbps • 802.11n: HT MCS 0, MCS 1, MCS 2, MCS 3, MCS 4, MCS 5, MCS 6, and MCS 7 • 802.11ac: VHT MCS 0, MCS 1, MCS 2, MCS 3, MCS 4, MCS 5, MCS 6, MCS 7, MCS 8, and MCS 9 (MCS 9 available with VHT40 and VHT80 only)		
2.4-GHz receiver sensitivity	IEEE 802.11b: • 1 Mbps: -98 dBm • 2 Mbps: -96 dBm • 5.5 Mbps: -93 dBm • 11 Mbps: -91 dBm	IEEE 802.11g: • 6 Mbps: -95 dBm • 9 Mbps: -94 dBm • 12 Mbps: -93 dBm • 18 Mbps: -90 dBm • 24 Mbps: -87 dBm • 36 Mbps: -84 dBm • 48 Mbps: -79 dBm • 54 Mbps: -77 dBm	IEEE 802.11n HT20: • MCS 0: -95 dBm • MCS 1: -92 dBm • MCS 2: -90 dBm • MCS 3: -87 dBm • MCS 4: -83 dBm • MCS 5: -78 dBm • MCS 6: -77 dBm • MCS 7: -75 dBm

Item	Specifications		
5-GHz receiver sensitivity	IEEE 802.11a: • 6 Mbps: -94 dBm • 9 Mbps: -93 dBm • 12 Mbps: -92 dBm • 18 Mbps: -89 dBm • 24 Mbps: -86 dBm • 36 Mbps: -83 dBm • 48 Mbps: -78 dBm • 54 Mbps: -76 dBm	IEEE 802.11n HT20: • MCS 0: -94 dBm • MCS 1: -91 dBm • MCS 2: -89 dBm • MCS 3: -86 dBm • MCS 4: -82 dBm • MCS 5: -77 dBm • MCS 6: -76 dBm • MCS 7: -74 dBm	IEEE 802.11n HT40: • MCS 0: -91 dBm • MCS 1: -88 dBm • MCS 2: -86 dBm • MCS 3: -83 dBm • MCS 4: -79 dBm • MCS 5: -75 dBm • MCS 6: -73 dBm • MCS 7: -72 dBm
	IEEE 802.11ac VHT20: • MCS 0: -93 dBm • MCS 1: -90 dBm • MCS 2: -87 dBm • MCS 3: -84 dBm • MCS 4: -81 dBm • MCS 5: -76 dBm • MCS 6: -75 dBm • MCS 7: -74 dBm • MCS 8: -70 dBm	IEEE 802.11ac VHT40: • MCS 0: -90 dBm • MCS 1: -87 dBm • MCS 2: -85 dBm • MCS 3: -82 dBm • MCS 4: -79 dBm • MCS 5: -73 dBm • MCS 6: -72 dBm • MCS 7: -72 dBm • MCS 8: -67 dBm • MCS 9: -66 dBm	IEEE 802.11ac VHT80: • MCS 0: -87 dBm • MCS 1: -83 dBm • MCS 2: -81 dBm • MCS 3: -78 dBm • MCS 4: -75 dBm • MCS 5: -73 dBm • MCS 6: -68 dBm • MCS 7: -68 dBm • MCS 8: -64 dBm • MCS 9: -62 dBm
Transmitter output power	2.4 GHz: • 802.11b: up to 17 dBm • 802.11g: up to 14 dBm • 802.11n HT20: up to 13 dBm	5 GHz: • 802.11a: up to 14 dBm • 802.11n HT20: up to 13 dBm • 802.11n HT40: up to 13 dBm • 802.11ac VHT20: up to 12 dBm • 802.11ac VHT40: up to 12 dBm • 802.11ac VHT80: up to 12 dBm	
Antenna	• 2.4 GHz: 2.4 dBi peak gain • 5 GHz: 3.0 dBi peak gain		
Access point support	• Cisco unified access points ◦ Minimum: 8.0.121.0 • Cisco autonomous access points ◦ Minimum: 12.4(21a)JY • Cisco Meraki® access points Note: Check deployment guide for more details around access point support and listing.		
Wireless security	Authentication: • Wi-Fi Protected Access (WPA) versions 1 and 2 Personal and Enterprise • 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: • 40-bit and 128-bit static Wired Equivalent Privacy (WEP) • Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC) • Advanced Encryption Standard (AES) Note: The access point must support AES as TKIP can only be used as the broadcast/multicast cipher.	
Fast, secure roaming	• 802.11r (FT) • Cisco Centralized Key Management (CCKM)		
Signature types	• Secure Hash Algorithm 1 (SHA-1) and Secure Hash Algorithm 2 (SHA-2)		
Bit key types	• 1024, 4028, and 4096 bit keys		
QoS	• IEEE 802.11e and Wi-Fi Multimedia (WMM) • Traffic Specification (TSPEC) • Traffic Classification (TCLAS) • Enhanced Distributed Channel Access (EDCA) • QoS Basic Service Set (QBSS)		

Table 3.   Specifications

Item	Specifications
Display	• 2.4-in. (6-cm) color display with 240 x 320 pixel resolution
Dimensions (HxWxD)	• 5.2 x 2.2 x 0.7 in. (13.2 x 5.6 x 1.7 cm)
Weight	• Device 4.4 oz (126 g), battery 1.3 oz (37 g), total = 5.7 oz (163 g)
Battery	• Up to 13 hours of voice calling; up to 60 hours (continuous scan) or up to 220 hours (auto scan) standby • Rechargeable Lithium ion 4.35V, 2060mAh smart battery (minimal capacity 3.8V, 2000mAh) **Note:** For voice calling, battery hours are calculated by placing a call and measuring the time it takes for the battery to completely drain. Actual battery hours may vary depending on display and keypad activity, messaging from XSI application, roaming events and scan mode, and use of a Bluetooth headset. Under normal usage when guidelines for battery in the deployment guide are followed, battery hours should cover a typical work shift of eight hours.
Input power	• Phone: 100 to 240 VAC, ~0.2A, and 50 to 60 Hz • AC adapters (by geographical region)
Operating temperature	• Device: 14° to 122°F (-10° to 50°C) • Battery: -4° to 140°F (-20° to 60°C)
Storage temperature	• Device: -22° to 140°F (-30° to 60°C) • Battery: -4° to 113°F (-20° to 45°C)
Relative humidity	• 10% to 95% (noncondensing)
Vibration	• 1.5 Grms maximum, 0.1 in. (2.5 mm) double amplitude at 0.887 octaves per minute from 5-500-5 Hz sweep, and 10-minute dwell on three major peaks in each of the three major mutually perpendicular axes
Thermal shock	• -22°F (-30°C) 24 hours; 158°F (70°C) 24 hours
Altitude	• Certified for operation: 0 to 6500 ft (0 to 2 km)
Endurance	• Ingress Protection Standard IP67 • MIL-STD-810G Drop and Vibration procedures
Drop specs	• Withstand multiple drops of 6 feet (1.8 m) onto concrete. 12 drops (6 faces, 4 edges, face, and bottom)
Headset	• Wireless: Bluetooth SW 3.0 HW 4.0 • Wired: 3.5 mm stereo headphone/microphone jack
Connector	• Magnetic USB 2.0 On The Go (OTG) connector

Table 4.   Certification and Compliance

Item	Specifications
Safety	• UL 60950-1 • CAN/CSA 60950-1 • EN 60950-1 • IEC 60950-1 • AS/NZS 60950.1 • IEC 60529 (IP 67)
Electromagnetic Compatibility and Electromagnetic Interference (EMC/EMI)	• 47 CFR Part 15 Class B • ICES-003 Class B • EN 55022 Class B • AS/NZS CISPR 22 Class B • CISPR 22 Class B • VCCI Class B • EN 61000-3-2 • EN 61000-3-3 • KN 22 Class B • EN 55024 • EN 50082-1 • EN 61000-6-1 • EN61000-6-3

Item	Specifications
	• EN 300386 • EN 60601-1-2 • KN Immunity Series
Telecom	• FCC Part 68 (CFR) (HAC) • NZ PTC 220 DR • AS/ACIF S004 and AS/ACIF S040 (Australia) • TIA 810-B and TIA 920-A • Canada-CS-03-HAC
Radio	• USA: FCC Part 15.247 (2.4 GHz), FCC Part 15.407 (5 GHz), and FCC Part 2 • Canada: RSS-210 • Japan: ARIB STD-T66 (2.4 GHz), ARIB STD-T70, and T71 (4.9/5 GHz) • ETSI: EN 300.328 (2.4 GHz) and EN 301.893 (5 GHz) • Australia and New Zealand: AS/NZS 4268 • Singapore: IDA TS SRD • Hong Kong: HKTA1039
RF Exposure	• OET-65C (01-01) • ANSI C95.1 (91) • RSS-102 • ACA Radio Communications (Electromagnetic Radiation – Human Exposure) Standard 2003 • EN 50360 • EN 301489-1 • EN 301489-17

Ordering Information

Note: All Cisco IP phones require the purchase of a phone technology license, regardless of the call protocol being used. Tables 5 provide ordering information for the Cisco Wireless IP Phone 8821.

Table 5. Product Ordering Information

Item	Specifications
CP-8821-K9-BUN	Cisco Wireless IP Phone 8821 World mode, battery, power cord, power adapter, and country clip
CP-8821-K9=	Cisco Wireless IP Phone 8821 World mode device ONLY
CP-BATT-8821=	Cisco Wireless IP Phone 8821 Battery ONLY
CP-PWR-8821-NA=	Cisco Wireless IP Phone 8821 Power Supply for North America, includes power cord and power adapter
CP-PWR-8821-AR=	Cisco Wireless IP Phone 8821 Power Supply for Argentina, includes power cord, power adapter, and country clip
CP-PWR-8821-AU=	Cisco Wireless IP Phone 8821 Power Supply for Australia, includes power cord, power adapter, and country clip
CP-PWR-8821-BZ=	Cisco Wireless IP Phone 8821 Power Supply for Brazil, includes power cord, power adapter, and country clip
CP-PWR-8821-CE=	Cisco Wireless IP Phone 8821 Power Supply for Central Europe, includes power cord, power adapter, and country clip
CP-PWR-8821-IND=	Cisco Wireless IP Phone 8821 Power Supply for India, includes power cord, power adapter, and country clip
CP-PWR-8821-KR=	Cisco Wireless IP Phone 8821 Power Supply for Korea, includes power cord, power adapter, and country clip
CP-PWR-8821-JP=	Cisco Wireless IP Phone 8821 Power Supply for Japan, includes power cord, power adapter, and country clip
CP-PWR-8821-SW=	Cisco Wireless IP Phone 8821 Power Supply for Switzerland, includes power cord, power adapter, and country clip
CP-PWR-8821-UK=	Cisco Wireless IP Phone 8821 Power Supply for United Kingdom, includes power cord, power adapter, and country clip

Note: For information about the desktop charger, multichargers, and carrying cases, refer to the **Cisco Wireless IP Phone 8821 Accessory Guide.**

Warranty

Cisco IP phones are covered by a Cisco standard 1-year replacement warranty. A Cisco Smart Net Total Care™ optional service agreement is available for the Cisco Wireless IP Phone 8821, desktop charger, and multicharger only, not for other accessories, such as batteries and carrying cases. The 8821 battery has only a 90-day warranty.

Guidelines

- This product is not a medical device and should not be used to make clinical decisions. This product may use an unlicensed frequency band that is susceptible to interference from other devices or equipment, and does not guarantee the delivery of messages to a WLAN device.
- A moist cloth can be used for simple cleaning. For the healthcare environment, Caviwipes and Saniwipes are the popular recommended choice for thoroughly cleaning the phone. Caviwipes and Saniwipes contain up to 17 percent isopropanol. Any cleaning solution containing a higher degree of isopropanol, including pure isopropanol, or an alternate alcohol-based liquid could potentially damage the phone. Refer to the [Cisco Wireless IP Phone 8821 User Guide](#) for detailed instructions.
- Carry cases can help protect the phone and provide drop protection.
- The Cisco Wireless IP Phone 8821 was tested under controlled laboratory conditions with a rating of IP67 under IEC standard 60529. Splash, water, and dust resistance are not permanent conditions, and resistance might decrease as a result of normal wear. Users are expected to take care of the Cisco Wireless IP Phone 8821 and should not deliberately expose the device to a hostile environment of dust, splash, or water immersion. Do not attempt to charge a wet Cisco Wireless IP Phone 8821 or dock it on a desktop or multicharger. Refer to the [Cisco Wireless IP Phone 8821 User Guide](#) for cleaning and drying instructions. Liquid damage to the Cisco Wireless IP Phone 8821 is not covered under warranty.
- Use only batteries that are approved by Cisco. Use of unapproved batteries might be dangerous, and will invalidate the warranty on your phone.

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and reduce network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Cisco Capital

Financing to Help You Achieve Your Objectives

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