# Cisco Wireless Phone 9821

## Contents

Product overview ..... 2
Features ..... 3
Ordering information ..... 16
Warranty ..... 18
Guidelines ..... 18
Cisco Capital ..... 18

© 2026 Cisco and/or its affiliates. All rights reserved.

# Product overview

The Cisco® Wireless Phone 9821 brings new power and flexibility to the 9800 Series, purpose-built for the fast-paced demands of frontline and mobile workers. Running on PhoneOS with Wi-Fi 6E, it delivers robust, secure business calling for both on-premises and cloud-based environments. Its shared-ready design—featuring swappable batteries and AI-driven noise removal—ensures reliable communication, keeping teams connected and productive even in the most challenging, high-noise settings.

With 72% of organizations relying on frontline workers, the 9821 is the essential tool for clinicians in healthcare, warehouse staff in manufacturing, and associates in retail and hospitality. The device is built to endure, featuring an IP54-rated, MIL-STD-810 tested exterior that resists dust, water, and shock. Its tactical, glove-friendly buttons ensure reliable operation in demanding environments, while safety is integrated into the core of the experience—with a dedicated action button, push-to-talk, and fall detection, staff have the rapid response capabilities they need to work with confidence.

For IT teams, the 9821 streamlines operations by integrating seamlessly into existing workflows through Zero Touch Provisioning and unified management via Cisco Control Hub. Beyond simplifying deployment and eliminating complex onboarding cycles, the device ensures enterprise-grade security with Transport Layer Security (TLS) 1.3 and Trusted Platform Module (TPM) 2.0. Because the phone is designed to function exclusively within your secure workplace infrastructure, it also acts as a natural deterrent against theft, providing IT with both peace of mind and comprehensive visibility across the entire fleet.



Figure 1. Cisco Wireless Phone 9821, Desk Charger, and Multi-Charger

© 2026 Cisco and/or its affiliates. All rights reserved.

# Features

The Cisco Wireless Phone 9821 (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, worker safety, Quality of Service (QoS), and enterprise-grade security. Some of the main benefits and highlights are listed here:

Table 1. Features

| Item | Description |
|---|---|
| **Features**<br>(may vary depending on registered calling platform) | • Abbreviated dialing<br>• Action button (configurable for emergencies, help desk, etc.)<br>• Adjustable display brightness and timeout<br>• Adjustable ringing and volume levels<br>• Application launch pad<br>• Assured Services SIP (AS-SIP)<br>• Audible and vibrating ringers<br>• Auto line select<br>• Auto-answer<br>• Auto-detection of headset and auto-answer from headset<br>• Automatic keypad lock<br>• AI noise removal<br>• Barge and cBarge<br>• Battery management and statistics (including Low battery warning)<br>• Busy Lamp Field (BLF), BLF pickup, and BLF speed dial<br>• Confidential Access Levels (CAL)<br>• Call forward and Call forward notification<br>• Call history lists<br>• Call park<br>• Call pickup and Group call pickup<br>• Call recording<br>• Call timer and Call waiting |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Description |
| --- | --- |
| | • Caller ID<br>• Callback<br>• Cisco Unified Communications Manager WLAN profiles<br>• Corporate directory<br>• Conference and Meet-me conference<br>• Direct transfer<br>• E911 (RedSky server location URI)<br>• Extension Mobility Cross Cluster (EMCC)<br>• Ethernet over USB (for provisioning)<br>• Extension mobility service<br>• Fall/Man Down detection and notification<br>• Fast-dial service<br>• Favorites<br>• Hearing protection<br>• Hold, Hold reversion, and Revert to all calls<br>• Hotkey for keypad lock, ring silent mode, and voicemail access<br>• Immediate divert<br>• Intercom<br>• K-Factor (MOS statistics)<br>• Last-number redial—green key<br>• Local contacts<br>• Location awareness<br>• Malicious caller<br>• Message-waiting indicator<br>• Mobility<br>• Music on hold<br>• Mute |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Description |
| --- | --- |
| | • Network hold<br>• Network profiles (4)<br>• OnHook/OffHook dialing<br>• Pickup<br>• Pause in Speed dial<br>• Personal directory<br>• Private Line Automatic Ringdown (PLAR)<br>• Predialing before sending<br>• Predictive search on new call<br>• Presence<br>• Privacy<br>• Push-to-Talk<br>• Quality Report Tool (QRT)<br>• Redial<br>• Ring setting<br>• Ring tone per line appearance<br>• Secure Tone Indication<br>• Service URL<br>• Shared line and Show All Calls on Primary Line<br>• Silent monitoring<br>• Six line appearances<br>• Speed dial<br>• Support for mutual-authentication Transport Layer Security (TLS 1.3)<br>• Time and date display<br>• Transfer<br>• URL dialing<br>• Voicemail<br>• Whisper coaching |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Description |
| --- | --- |
| **Buttons** | • Power button<br>• Volume up/down<br>• Two soft-key buttons to access screen-based applications, features, and functions<br>• Green key (answer/send/redial) and red key (power/end call)<br>• Configurable Action button (new for 9821; programmable for customized flows, silent emergencies, etc.)<br>• Application button (for push-to-talk and other XML applications)<br>• Mute<br>• Speakerphone<br>• Five-way navigation support (navigator cluster)<br>• Numeric keypad (0–9, *, #) |
| **Codecs** | • OPUS<br>• G.722, G.722.2<br>• iSAC<br>• G.711 (a-law/μ-law)<br>• G.729a/b<br>• iLBC |
| **LEDs** | • Ring, message waiting, Wi-Fi status, and charging LEDs |
| **Protocol** | • Session Initiation Protocol (SIP) |
| **Call control** | • Cisco Unified Communications Manager: 15 and above<br>• Cisco Unified Survivable Remote Site Telephony (SRST)<br>• Cisco Webex® Calling<br>• Webex Dedicate Instance (DI)<br>• Cisco BroadWorks<br>• Third-party calling platforms |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Description |
| --- | --- |
| **Security features** | • Secure boot and Image Authentication<br>• TLS 1.3<br>• Trust Anchor Module (TAm)<br>• Federal Information Processing Standard (FIPS) 140-2 compliance framework<br>• Device, File, and Signaling authentication<br>• Secure storage<br>• Secure Cisco Unified SRST<br>• Media encryption using Secure Real-Time Protocol (SRTP)<br>• Signaling encryption using TLS Protocol<br>• SIP OAuth feature<br>• Certificate Authority Proxy Function (CAPF)<br>• Simple Certificate Enrollment Protocol support (SCEP) for 802.1x certificate renewal<br>• Device Certificate Management and Trust Verification Service (TVS)<br>• Certificate Trust List/ Identity Trust List (CTL/ITL) Trust List Support<br>• Secure profiles and Encrypted configuration files<br>• HTTPS Server/Client and SSH Server<br>• SELinux support |
| **Provisioning and management** | • Configuration via Webex Control Hub (Cloud) or Cisco Unified Communications Manager (On-Premises)<br>• Simplified Wi-Fi provisioning and onboarding<br>• Bulk provisioning support, standalone provisioning tools, or desktop charger/USB to Ethernet dongle combination<br>• Web server for configuration and statistics<br>• Capability to disable local phone settings<br>• QoS reporting: Jitter, delay, dropped packets, and latency on a per-call basis<br>• Real Time Control Protocol (RTCP) support and monitoring<br>• Syslog and Automatic Log Collection<br>• Battery Management and Statistics reporting<br>• Remote device reboot and factory reset capabilities |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Description |
| --- | --- |
| **Configuration options** | • Dynamic Host Configuration Protocol (DHCP) client or static configuration<br>• Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP)<br>• Domain Name System (DNS) |
| **Application framework** | • XML (supports push-to-talk and other third-party applications)<br>• HTML support architecture for webserver and browser capabilities |
| **User localization** | Arabic, Bulgarian, Catalan, Chinese (China), Chinese (Hong Kong), 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 (Colombia), Spanish (Spain), Swedish, Thai, Turkish, Ukrainian and Welsh. |
| **Network localization** | Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Republic of Montenegro, Republic of Serbia, Romania, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, United States, United Kingdom, Ukraine, Venezuela, Vietnam, Yemen, Zimbabwe |

© 2026 Cisco and/or its affiliates. All rights reserved.

Table 2. Wireless characteristics

| Item | Specifications |
|---|---|
| **Protocols** | • IEEE 802.11a, 802.11b, 802.11g, 802.11n, 802.11ac, 802.11ax (Wi-Fi 6E) and 802.11e, i, k, v, r, d, h |
| **Frequency bands and operating channels** | • 2.412 to 2.472 GHz (channels 1 to 13)<br>• 5.180 to 5.240 GHz (channels 36 to 48)<br>• 5.260 to 5.320 GHz (channels 52 to 64)<br>• 5.500 to 5.720 GHz (channels 100 to 144)<br>• 5.745 to 5.825 GHz (channels 149 to 165)<br>• 5.925 to 6.425 GHz (UNII-5)<br>• 6.425 to 6.525 GHz (UNII-6)<br>• 6.525 to 6.875 GHz (UNII-7)<br>• 6.875 to 7.125 GHz (UNII-8)<br>• IEEE 802.11d can be used to identify available channels |
| **Nonoverlapping channels** | • 2.4 GHz (20-MHz channels): up to 3 channels<br>• 5 GHz (20-MHz channels): up to 25 channels<br>• 5 GHz (40-MHz channels): up to 12 channels<br>• 5 GHz (80-MHz channels): up to 6 channels<br>• 6 GHz (20-MHz channels): up to 59 channels<br>• 6 GHz (40-MHz channels): up to 29 channels<br>• 6 GHz (80-MHz channels): up to 14 channels |
| **Operating modes** | • Auto (preference to 5 GHz/6 GHz over 2.4 GHz)<br>• 2.4 GHz only<br>• 5 GHz/6 GHz only |
| **Data rates** | • 802.11a: 6, 9, 12, 18, 24, 36, 48, and 54 Mbps<br>• 802.11b: 1, 2, 5.5, and 11 Mbps<br>• 802.11g: 6, 9, 12, 18, 24, 36, 48, and 54 Mbps<br>• 802.11n: MCS 0 to MCS 7 (20 & 40 MHz) up to 72 Mbps or 150 Mbps<br>• 802.11ac: MCS 0 to MCS 9 (20, 40, 80 MHz channels) up to 86 Mbps, 200 Mbps, or 433 Mbps<br>• 802.11ax: HE0 to HE11(20, 40, 80 MHz) up to 600 Mbps |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications | | |
|---|---|---|---|
| **2.4-GHz receiver sensitivity** | IEEE 802.11b:<br>• 1 Mbps: <-90 dBm<br>• 2 Mbps: -90 dBm<br>• 5.5 Mbps: -80 dBm<br>• 11 Mbps: -70 dBm | IEEE 802.11g:<br>• 6 Mbps: <-92 dBm<br>• 6 ~ 12 Mbps: -92 dBm<br>• 12 ~ 24 Mbps: -85 dBm<br>• 24 ~ 36 Mbps: -80 dBm<br>• 36 ~ 54 Mbps: -70 dBm | IEEE 802.11n HT20:<br>• MCS 0: <-90 dBm<br>• MCS 1: -90 dBm<br>• MCS 2 ~ 3: -82 dBm<br>• MCS 4 ~ 5: -75 dBm<br>• MCS 6 ~ 7: -65 dBm |
| | IEEE 802.11ax HE20<br>• MCS 0: <-89 dBm<br>• MCS 0 ~ 2: -89 dBm<br>• MCS 3 ~ 4: -82 dBm<br>• MCS 5 ~ 6: -76 dBm<br>• MCS 7 ~ 8: -69 dBm<br>• MCS 9 ~ 10: -62 dBm<br>• MCS 10 ~ 11: -55 dBm | | |
| **5-GHz receiver sensitivity** | IEEE 802.11a:<br>• 6 Mbps: <-90 dBm<br>• 6 ~ 9 Mbps: -90 dBm<br>• 12 ~ 24 Mbps: -82 dBm<br>• 24 ~ 48 Mbps: -75 dBm<br>• 48 ~ 54 Mbps: -65 dBm | IEEE 802.11n HT20<br>• MCS 0: <-90 dBm<br>• MCS 1: -90 dBm<br>• MCS 2 ~ 3: -82 dBm<br>• MCS 4 ~ 5: -75 dBm<br>• MCS 6 ~ 7: -65 dBm | IEEE 802.11n HT40:<br>• MCS 0: <-88 dBm<br>• MCS 0 ~ 2: -88 dBm<br>• MCS 3 ~ 4: -80 dBm<br>• MCS 5 ~ 6: -72 dBm<br>• MCS 7: -62 dBm |
| | IEEE 802.11 ac VHT20:<br>• MCS 0 ~ 2: <-82 dBm<br>• MCS 2 ~ 3: -82 dBm<br>• MCS 4 ~ 5: -75 dBm<br>• MCS 6 ~ 7: -67 dBm<br>• MCS 8 ~ 9: -60 dBm | IEEE 802.11 ac VHT40:<br>• MCS 0: <-84 dBm<br>• MCS 1 ~ 3: -84 dBm<br>• MCS 3 ~ 4: - 78 dm<br>• MCS 5 ~ 6: -72 dBm<br>• MCS 7 ~ 8: -66 dBm<br>• MCS 8: -58 dBm | IEEE 802.11 ac VHT80:<br>• MCS 0: <-86 dBm<br>• MCS 0 ~ 2: -86 dBm<br>• MCS 2 ~ 3: -81 dBm<br>• MCS 4 ~ 5: -75 dBm<br>• MCS 6 ~ 7: -69 dBm<br>• MCS 8: -63 dBm<br>• MCS 9: -55 dBm |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications | | |
|---|---|---|---|
| | IEEE 802.11 ax HE20<br>• MCS 0: < -88 dBm<br>• MCS 0 ~ 2: -88 dBm<br>• MCS 3 ~ 4: -81 dBm<br>• MCS 5 ~ 6: -75 dBm<br>• MCS 7 ~ 8: -68 dBm<br>• MCS 9 ~ 10: -61 dBm<br>• MCS 10 ~ 11: -54 dBm | IEEE 802.11 ax HE40<br>• MCS 0: < -86 dBm<br>• MCS 0 ~ 2: -86 dBm<br>• MCS 3 ~ 4: -79 dBm<br>• MCS 5 ~ 6: -73 dBm<br>• MCS 7 ~ 8: -66 dBm<br>• MCS 9 ~ 10: -59 dBm<br>• MCS 10 ~ 11: -52 dBm | IEEE 802.11 ax HE80<br>• MCS 0: < -85 dBm<br>• MCS 0 ~ 2: -85 dBm<br>• MCS 3 ~ 4: -78 dBm<br>• MCS 5 ~ 6: -72 dBm<br>• MCS 7 ~ 8: -65 dBm<br>• MCS 9 ~ 10: -58 dBm<br>• MCS 10 ~ 11: -51 dBm |
| **6-GHz receiver sensitivity** | IEEE 802.11ax HE20<br>• MCS 0: < -87 dBm<br>• MCS 0 ~ 2: -87 dBm<br>• MCS 3 ~ 4: -80 dBm<br>• MCS 5 ~ 6: -74 dBm<br>• MCS 7 ~ 8: -67 dBm<br>• MCS 9 ~ 10: -60 dBm<br>• MCS 10 ~ 11: -53 dBm | IEEE 802.11ax HE40<br>• MCS 0: < -85 dBm<br>• MCS 0 ~ 2: -85 dBm<br>• MCS 3 ~ 4: - 78 dBm<br>• MCS 5 ~ 6: -72 dBm<br>• MCS 7 ~ 8: -65 dBm<br>• MCS 9 ~ 10:-58 dBm<br>• MCS 10 ~ 11: -51 dBm | IEEE 802.11 ax HE80<br>• MCS 0: < -84 dBm<br>• MCS 0 ~ 2: -84 dBm<br>• MCS 3 ~ 4: - 77 dBm<br>• MCS 5 ~ 6: -71 dBm<br>• MCS 7 ~ 8: -64 dBm<br>• MCS 9 ~ 10: -57 dBm<br>• MCS 10 ~ 11:-50 dBm |
| **Transmitter output power** | 2.4 GHz:<br>• 802.11b: up to 17.1 dBm<br>• 802.11g: up to 17.2 dBm<br>• 802.11n HT20: up to 17.3 dBm<br>• 802.11ax HT20: up to 17.6 dBm | 5 GHz:<br>• 802.11a: up to 16.2 dBm<br>• 802.11n HT20: up to 16.1 dBm<br>• 802.11n HT40: up to 16.3 dBm<br>• 802.11ac VHT20: up to 16 dBm<br>• 802.11ac VHT40: up to 16.4 dBm<br>• 802.11ac VHT80: up to 15.3 dBm<br>• 802.11ax HE20: up to 16.3 dBm<br>• 802.11ax HE20: up to 15.7 dBm<br>• 802.11ax HE80: up to 15.6 dBm | 6 GHz:<br>• 802.11ax HE20: up to 13.3 dBm<br>• 802.11ax HE40: up to 13 dBm<br>• 802.11ax HE80: up to 13.1 dBm |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications |
|---|---|
| **Antenna** | • 2.4 GHz: 1.9 dBi peak gain<br>• 5 GHz: 3.5 dBi peak gain<br>• 6 GHz: 2.2 dBi peak gain (CE), 3.2 dBi peak gain (FCC/IC/AU/NZS), |
| **Access point support** | • Cisco IOS® Wireless LAN Controller (WLC) Lightweight Access Points<br>– Minimum: 17.12<br>• Cisco Meraki® access points<br>**Note:** Check deployment guide for more details around access point support and listing. |
| **Wireless security** | Authentication:<br>• Wi-Fi Protected Access (WPA) versions 2 and 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><br>Encryption:<br>• Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC)<br>• Advanced Encryption Standard (AES)<br>• Galois/Counter Mode Protocol (GCMP, 192b)<br>• Robust Management Frame Protection (BIP-CMAC, BIP-GMAC)<br>**Note:** The access point must support AES as TKIP can only be used as the broadcast/multicast cipher. |
| **Fast, secure roaming** | • 802.11r (FT)<br>• 802.11k, v |
| **Signature types** | • Secure Hash Algorithm 1 (SHA-1) and Secure Hash Algorithm 2 (SHA-2) |
| **Bit key types** | • 1024, 2048, and 4096 bit keys |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications |
| --- | --- |
| **QoS** | • IEEE 802.11e and Wi-Fi Multimedia (WMM)<br>• Enhanced Distributed Channel Access (EDCA)<br>• QoS Basic Service Set (QBSS) |

Table 3. Specifications

| Item | Specifications |
| --- | --- |
| **Display** | • 2.4-in. (6-cm) IPS color display with 240 x 320 pixel resolution |
| **Dimensions (HxWxD)** | • Phone: 5.2 x 2.2 x 0.7 in. (13.2 x 5.6 x 1.7 cm)<br>• Battery: 7.8 x 2.9 x .165 in. (10.15 x 4.17 x .42 cm) |
| **Weight** | • Device 4.5 oz (129 g), battery 1.4 oz (39 g), total = 5.9 oz (168 g) |
| **Battery** | • Rechargeable lithium ion 4.35V, 2060mAh smart battery (minimal capacity 3.8V, 2000mAh)<br>• A fully charged battery provides:<br>• Up to 11.5 hours of talk time<br>• Up to 145 hours of standby time<br>**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 an XSI application, roaming events and scan mode, enabling of AI noise removal 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.<br>Battery capacity will be reduced to 80% or less after 500 full charging cycles, therefore it is required to replace the Cisco Wireless Handset battery approximately every 18 to 24 months. |
| **Input power** | • Phone: 100 to 240 VAC, ~0.2A, and 50 to 60 Hz<br>• AC adapters (by geographical region) |
| **Operating temperature** | • Device: 14° to 122°F (-10° to 50°C)<br>• Battery: -4° to 140°F (-20° to 60°C) |
| **Storage temperature** | • Device: -22° to 140°F (-30° to 60°C)<br>• Battery: -4° to 113°F (-20° to 45°C) |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications |
|---|---|
| **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) 1 hour; 158°F (70°C) 1 hour |
| **Altitude** | • Certified for operation: 0 to 6500 ft (0 to 2 km) |
| **Endurance** | • Ingress Protection Standard IP54<br>• MIL–STD–810G Shock and Vibration procedures |
| **Drop specs** | • Withstand multiple drops onto concrete. 12 drops (6 faces, 4 edges, face, and bottom) |
| **Headset** | • Wireless: Bluetooth 5.4 (supports BLE and BLE Audio)<br>• 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<br>• CAN/CSA 60950–1<br>• IEC/EN 62368<br>• AS/NZS 62368<br>• IEC 60529 (IP 54) |
| **Electromagnetic Compatibility and Electromagnetic Interference (EMC/EMI)** | • 47CFR Part 15 (CFR 47) Class B<br>• ICES–003 Class B<br>• EN 55032:2015+A11:2020 Class B<br>• EN 55035:2017+A11:2020 Class B<br>• EN 301 489–1<br>• EN 301 489–17<br>• CISPR 32 Class B |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications |
| --- | --- |
| **Telecom** | • 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 |
| **Radio** | • USA: FCC Part 15C, FCC Part 15E<br>• Canada: RSS-247<br>• ETSI: EN 300 328, EN 301 893, EN303 687, EN300 440<br>• Australia and New Zealand: AS/NZS 4268 |
| **RF Exposure** | • IEEE Std C95.1<br>• IEEE Std 1528<br>• EN IEC/IEEE 62209-1<br>• RSS-102<br>• IEC/EEE 61395-1<br>• EN 62209-2<br>• EN IEC 62311<br>• EN 50360<br>• EN 50566<br>• EN 50663<br>• EN 62479<br>• Radiocommunications (Electromagnetic Radiation- HumanExposure) Amendment Standard 2020<br>• AS/NZS 2772.2 |

© 2026 Cisco and/or its affiliates. All rights reserved.

## Ordering information

**Note:** All Cisco IP phones require the purchase of a phone technology license, regardless of the call protocol being used. Table 5 provides ordering information for the Cisco Wireless Phone 9821.

Table 5. Product ordering information

| Item | Specifications |
|---|---|
| WP-9821-BUN-K9 | Cisco Wireless Phone 9821, Bundle, Carbon Black |
| WP-9821-K9= | Cisco Wireless Phone 9821, Carbon Black - SPARE |
| WP-9821-BUN-CN-K9 | Cisco Wireless Phone 9821, Bundle, Carbon Black- for China |
| WP-9821-DCHGR+PWR | Desk Charger w/Power Adapter/Regional Clip for 9821 |
| WP-9821-DCHGR= | Desk Charger for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-MCHGR+PWR | Multi Charger w/Power Supply/Regional Cord for 9821 |
| WP-9821-MCHGR= | Multi Charger for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-BATT= | Battery for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-CASEHLST= | Plastic Holster Case for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-CASELTHR= | Leather Case for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-CASESIL= | Silicone Carry Case for Cisco Wireless Phone 9821 - SPARE |
| WP-9821-SWIVELCLP= | Replacement Swivel Clip for Wireless Phone 9821 Cases, 10 pcs - SPARE |
| WP-9821-LANYARD= | Lanyard for Cisco Wireless Phone 9821, 10 pcs - SPARE |
| WP-9821-BATTDOOR= | Replacement Battery Door for Wireless Phone 9821, 10 pcs - SPARE |
| WP-9821-CAB-MAG= | Power Cable USB-A/MAG used w/Wireless Phone 9821 - SPARE |
| WP-9821-CAB-DCHGR= | USB-A Power Cable used with Desk Charger for 9821 - SPARE |
| WP-9821-MCHGR-WMK= | Multi Charger Wall Mount Kit for Wireless Phone 9821 - SPARE |
| CP-PWR-ADPT10W-AR= | Cisco Power Adapter 10W, USBA, Argentina Clip - SPARE |

© 2026 Cisco and/or its affiliates. All rights reserved.

| Item | Specifications |
|---|---|
| CP-PWR-ADPT10W-AU= | Cisco Power Adapter 10W, USBA, Australia Clip - SPARE |
| CP-PWR-ADPT10W-BR= | Cisco Power Adapter 10W, USBA, Brazil Clip - SPARE |
| CP-PWR-ADPT10W-CN= | Cisco Power Adapter 10W, USBA, China Clip - SPARE |
| CP-PWR-ADPT10W-EU= | Cisco Power Adapter 10W, USBA, Europe/Swiss Clip - SPARE |
| CP-PWR-ADPT10W-IN= | Cisco Power Adapter 10W, USBA, India Clip - SPARE |
| CP-PWR-ADPT10W-KR= | Cisco Power Adapter 10W, USBA, Korea Clip - SPARE |
| CP-PWR-ADPT10W-NA= | Cisco Power Adapter 10W, USBA, North America/JP Clip - SPARE |
| CP-PWR-ADPT10W-UK= | Cisco Power Adapter 10W, USBA, United Kingdom Clip - SPARE |
| CP-PWR-PSU-90W= | Cisco Power Supply 90W for 9821 Multicharger, NoPwrCord - SPARE |
| CP-PWR-CORD-AP= | Power Cord, Asia Pacific - SPARE |
| CP-PWR-CORD-AR= | Power Cord, Argentina - SPARE |
| CP-PWR-CORD-AU= | Power Cord, Australia - SPARE |
| CP-PWR-CORD-BZ= | Power Cord, Brazil - SPARE |
| CP-PWR-CORD-CE= | Power Cord, Central Europe - SPARE |
| CP-PWR-CORD-CN= | Power Cord, China - SPARE |
| CP-PWR-CORD-JP= | Power Cord, Japan - SPARE |
| CP-PWR-CORD-KR= | Power Cord, Korea - SPARE |
| CP-PWR-CORD-NA= | Power Cord, North America - SPARE |
| CP-PWR-CORD-SA= | Power Cord, South Africa - SPARE |
| CP-PWR-CORD-SW= | Power Cord, Switzerland -SPARE |
| CP-PWR-CORD-TW= | Power Cord, Taiwan - SPARE |
| CP-PWR-CORD-UK= | Power Cord, United Kingdom - SPARE |

© 2026 Cisco and/or its affiliates. All rights reserved.

## Warranty

Cisco Wireless Phone 9821 is covered by a Cisco standard 1-year replacement warranty. Optional service agreement is available for the Cisco Wireless Phone 9821, desktop charger, and multicharger only, not for other accessories, such as batteries and carrying cases. The 9821 battery has 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, the Cisco Wireless Phone 9821 is specifically designed to withstand rigorous cleaning procedures, including the use of high-concentration alcohol solutions.
- Carry cases can help protect the phone and provide drop protection.
- The Cisco Wireless Phone 9821 was tested under controlled laboratory conditions with a rating of IP54 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 Phone 9821 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 Phone 9821 or dock it on a desktop or multicharger. Liquid damage to the Cisco Wireless Phone 9821 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 Capital

### Flexible payment solutions to help you achieve your objectives

Cisco Capital® makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)