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Cisco IP Phone 7800 Series with Multiplatform Phone Firmware

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The Cisco® IP Phone 7800 Series with Multiplatform Phone Firmware is a cost-effective, high-fidelity voice communications portfolio designed to improve your organization’s person-to-person communications while reducing your operating costs on Cisco Webex Calling, Webex Calling Carrier, Cisco Broadworks and approved Unified-Communications-as-a-Service (UCAas) platforms.

Product overview

For partners who provide voice and video services to end customers on open SIP UCaaS platforms, Cisco offers specific firmware loads that support these platforms and run on the Cisco® IP Phone 7800 Series. The feature set and user experience provided by this firmware is not identical to what is provided by the firmware designed and built for use with Cisco on premises call control systems, such as Cisco Unified Communications Manager, but there are many similarities. For clarity, this data sheet focuses only on the features provided on these Multiplatform Phone firmware loads. For a list of hardware-enabled functions, see the data sheets for the phones listed under the [Cisco IP Phone 7800 Series product information](#).

An affordable way to purchase hardware

Cisco Webex Hardware as a Service provides a new way to purchase hardware with a simple, scalable and flexible way to pay. Stay up to date with the latest models of IP Phones and Webex Devices to enhance collaboration and create workspaces for the future. And get ready for all the power of Cisco’s unified cloud platform! [Learn more about Webex Hardware as a Service and the devices available](#).

[Click here](#) to access the Webex Hardware as a Service data sheet.

Supported features

Table 1 lists the features supported in the Multiplatform Phone firmware. Check the release notes for details about these features including the required minimum firmware version to support them.

Table 1. Supported features with MPP firmware version 11.3.1

Feature	Detail
Audio	<ul style="list-style-type: none"> • Codecs: G.711 (A-law and μ-law), G.722.2, G.722, G.729ab, ILBC, iSAC, OPUS, Narrowband Opus • DTMF: In-band, out-of-band (RFC 2833), and SIP INFO • Early Media and Preconditions • MOS Score Reporting (Telchemy) <p>The 7800 series provides exceptional noise isolation when used with a Cisco 500 Series Headset.</p>
Headset	<ul style="list-style-type: none"> • The analog headset jack is a wideband-capable RJ-9 audio port for the 7821, 7841 and 7861 models. <p>For more information about Cisco’s headset offer: https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html</p>
Network	<ul style="list-style-type: none"> • Cisco Discovery Protocol • DHCP (RFC 2131) • DHCP VLAN Options • DNS: A record (RFC 1706), SRV record (RFC 2782) • Global Discovery Services (GDS)

Feature	Detail
	<ul style="list-style-type: none"> • HTTPs Support for XSI Services • IPv4 (RFC 791) • IPv6 (RFC 2460): System Interoperability Testing Required • LLDP • MAC address (IEEE 802.3) • NAPTR • NAT, STUN • Peer Firmware Sharing • SIP support (RFC3261 and companion RFCs) • SNTP (RFC 2030) • TR.69 Provisioning: System Interoperability Testing Required • UDP and TCP • Voice and Video Priority Configuration • Zero Touch Provisioning
Security	<ul style="list-style-type: none"> • 802.1X authentication • Automatic Secure Call • Configurable Ciphers • Customer Device Activation (CDA: formerly known as EDOS) Certificate Upload and Encryption Hash Selection • Digest authentication • Encrypted configuration files • FIPS 140-2 • HTTPs secure provisioning • Mandatory/Optional Secure call • Media encryption via SRTP with AES-128 or AES-256 • Password login • Stateful Firewall • TLS v1.2
Applications	<ul style="list-style-type: none"> • BroadWorks Anywhere • BroadWorks Executives and Assistants • BroadWorks XSI Call Logs Display • BroadWorks XSI Caller ID Blocking • Cisco Problem Reporting Tool (PRT) with local and remote initiation • Cisco XML XSI • Multicast Paging • Remote SDK • UC-One Presence
Call control and audio features	<ul style="list-style-type: none"> • Busy Lamp Field (BLF)¹ • Call back on busy • Call blocking – anonymous and selective • Call conferencing – hosted (N-party)¹

¹ Feature requires support by SIP client management server.

Feature	Detail
	<ul style="list-style-type: none"> • Call conferencing – local 3-way • Call forwarding – unconditional, no answer, on busy • Call hold • Call park and unpark¹ • Call park monitoring via the BLF list • Call pickup – selective and group¹ • Call transfer – attended or blind • Call waiting • Caller ID mapping for incoming calls • Caller ID name and number and outbound caller ID blocking • Configurable dial plan and numbering plan support with inter-digit timers – per line • Configurable supplementary services soft keys • Distinctive ringing based on calling and called number • Do not disturb • Early Media and Preconditions (Cisco BroadWorks R23 feature support) • Emergency Call Support¹ • Extension mobility, Hot-Desking, Hoteling, Activity Based Workspace¹ • Group paging¹ • Individual volume setting per audio path (headset, handset and speaker) • Intercom¹ • Multicast paging • Music on hold¹ • Outbound caller ID blocking • PLKs: Other than the primary line assignment on the first line key, the other keys may be configured as user-customizable, or system administrator-customizable PLKs • Shared line and bridged line appearance¹ • Supplementary services feature activation codes • Voice Message Waiting Indicator (VMWI) • Voice Mail Monitoring via a PLK
Directory	<ul style="list-style-type: none"> • Broadsoft directory • Call history • Contact Search in Multiple Directories, Broadsoft, LDAP, Personal, Bluetooth-synchronized • Customizable Call History List • Intelligent search • LDAP over TLS • Local phonebook • Reverse address lookup in all directories • Unified Contact Search in Multiple Directories • XML/LDAP remote directory
Management	<ul style="list-style-type: none"> • Auto-provision via TFTP, HTTP or HTTPS for mass deployment • Configuration report to provisioning server • Configuration: Browser, Phone, and Auto-provision • Encrypted HTTP data in plain HTTP transmissions • Packet Capture, Problem Reporting Tool (PRT), and upload of PRT • Remote generation and upload of PRT data

Feature	Detail
Accessibility	Please see this web page for a detailed list of accessibility features for Cisco 7800 Series phones: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/7800-series/PA2D_BK_A16369B6_00_accessibility-features-7800-series.html

Platform support

Table 2 lists the platforms supported by the Multiplatform Phone firmware.

Table 2. Supported platforms

Platforms Supported	Certifications
Cisco Webex Calling	Interoperability Tested and Certified
Webex Calling Carrier	Interoperability Tested and Certified
Cisco BroadWorks	Interoperability Tested and Certified – Releases 19sp1, 20sp1, 21sp1, 22sp1, 23sp1
Asterisk	Interoperability Tested – Release (1.8+)
Centile	Interoperability Tested and Certified – Release Istra SP 9.2
Metaswitch	Interoperability Tested and Certified – Release 9.3
Ribbon Kandy Business Solutions	Interoperability Tested and Certified (Q4 Calendar 2020)

Licensing

All Cisco IP Phone 7800 Series are covered by the Cisco End User License Agreement at https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html

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

Product specifications

Table 3 lists the specifications for the Multiplatform Phone firmware. For more hardware specifications, see the [Cisco IP Phone 7800 Series data sheets](#).

Table 3. Specifications

Feature	Details
Protocol support	SIP: all models
Full DN lines supported	<ul style="list-style-type: none"> 7811: 1 line (SIP registration) 7821: 2 lines (SIP registrations)

Feature	Details
	<ul style="list-style-type: none"> • 7832: 1 line (SIP registration) • 7841: 4 lines (SIP registrations) • 7861: 16 lines (SIP registrations)
Language support	<ul style="list-style-type: none"> • Bulgarian • Catalan • Chinese (Simplified) • Chinese (Traditional, Hong Kong) • Croatian • Czech • Danish • Dutch • English (American) • English (United Kingdom) • Finnish • French (France) • German • Greek • Hungarian • Italian • Japanese • Korean • Norwegian • Polish • Portuguese (Portugal) • Russian • Spanish (Spain) • Slovak • Swedish • Slovenian • Turkish

Ordering information

Table 4 provides information for ordering the 7800 Series phones with the Multiplatform Phone firmware.

Table 4. Ordering information

Part #	Product Description
CP-7811-3PCC-K9=	Cisco IP Phone 7811 shipped with Multiplatform Phone firmware
CP-7821-3PCC-K9=	Cisco IP Phone 7821 shipped with Multiplatform Phone firmware
CP-7832-3PCC-K9=	Cisco IP Conference Phone 7832 shipped with Multiplatform Phone firmware
CP-7841-3PCC-K9=	Cisco IP Phone 7841 shipped with Multiplatform Phone firmware

Part #	Product Description
CP-7861-3PCC-K9=	Cisco IP Phone 7861 shipped with Multiplatform Phone firmware
Part Numbers for gift boxes that contain the phone along with the Power Adapter and Regional Clip:	
Notes:	
<ul style="list-style-type: none"> • Available in Australia, Canada and the USA only. 	
CP-7811-3PW-AU-K9=	Cisco IP Phone 7811 shipped with Multiplatform Phone firmware, and with a Power Adapter for Australia and New Zealand
CP-7811-3PW-NA-K9=	Cisco IP Phone 7811 shipped with Multiplatform Phone firmware, and with a Power Adapter for North America
CP-7821-3PW-AU-K9=	Cisco IP Phone 7821 shipped with Multiplatform Phone firmware, and with a Power Adapter for Australia and New Zealand
CP-7821-3PW-NA-K9=	Cisco IP Phone 7821 shipped with Multiplatform Phone firmware, and with a Power Adapter for North America
CP-7832-3PW-NA-K9=	Cisco IP Conference Phone 7832 shipped with Multiplatform Phone firmware, and with a Power Splitter, a Power Cube and a power cord for North America (December 2017)
CP-7841-3PW-AU-K9=	Cisco IP Phone 7841 shipped with Multiplatform Phone firmware, and with a Power Adapter for Australia and New Zealand
CP-7841-3PW-NA-K9=	Cisco IP Phone 7841 shipped with Multiplatform Phone firmware, and with a Power Adapter for North America
CP-7861-3PW-AU-K9=	Cisco IP Phone 7861 shipped with Multiplatform Phone firmware, and with a Power Adapter for Australia and New Zealand
CP-7861-3PW-NA-K9=	Cisco IP Phone 7861 shipped with Multiplatform Phone firmware, and with a Power Adapter for North America

Phones for sale to Trade Agreement Act customers such as the US Dept. of Defense and US Government only. All other orders will be held with a request to rebook with a non-TAA SKU.

Table 5. 7800 Trade Agreement Act SKUs

Part #	Product Description
CP-7811-3PCC-K9++=	Cisco IP Phone 7811 with Multiplatform Phone firmware for Trade Agreement Act customers only
CP-7821-3PCC-K9++=	Cisco IP Phone 7821 with Multiplatform Phone firmware for Trade Agreement Act customers only
CP-7832-3PCC-K9++=	Cisco IP Conference Phone 7832 with Multiplatform Phone firmware for Trade Agreement Act customers only
CP-7841-3PCC-K9++=	Cisco IP Phone 7841 with Multiplatform Phone firmware for Trade Agreement Act customers only
CP-7861-3PCC-K9++=	Cisco IP Phone 7861 with Multiplatform Phone firmware for Trade Agreement Act customers only

Warranty information

The Cisco IP Phone 7800 Series is covered by the Cisco one-year limited hardware warranty:

<https://www.cisco.com/c/en/us/products/warranty-listing.html>

Or use the shortcut: <https://www.cisco.com/go/warranty>

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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](#).

Call to action

For more information about Cisco IP phone 7800 Series with Multiplatform Firmware, go to

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/index.html>

Or use the shortcut: <https://www.cisco.com/go/mpp7800>

Acronyms Used in this Document

BLF: Busy Lamp Field

CDA: Customer Device Activation (Formerly EDOS)

CDP: Cisco Discovery Protocol

DHCP: Domain Host Control Protocol

DNS: Domain Name Server

DTMF: Dual-Tone Multi-Frequency
EDOS: Enterprise Data Operations & Services (Now called CDA)
FIPS: Federal Information Processing Standards
GDS: Global Delivery Services
HD: High Definition
HTTP: Hyper-Text Transfer Protocol
HTTPS: Secure Hyper-Text Transfer Protocol
ICE: Interactive Connectivity Establishment
ID: Identification
IEEE: Institute of Electrical and Electronics Engineers
iLBC: Internet Low Bitrate Codec
IP: Internet Protocol
iSAC: Internet Speech Audio Codec
LDAP: Lightweight Directory Access Protocol
LLDP: Link Layer Discovery Protocol
MAC address: Media Access Control address
MOS: Mean Opinion Score
NAPTR: Name Authority Pointer
NAT: Network Address Translation
PiP: Picture in Picture
PLK: Programmable Line Key
PRT: Problem Reporting Tool
PSK: Programmable Soft Key
RFC: Request for Comments
RTP: Real Time Protocol
SIP: Session Initiation Protocol
SNTP: Simple Network Time Protocol
SRTP: Secure Real Time Protocol
SRV: Service
STUN: Session Traversal for NAT
TCP: Transmission Control Protocol
TFTP: Trivial File Transfer Protocol
TLS: Transport Layer Security
UDP: User Datagram Protocol
VMWI: Voice Message Waiting Indicator
WVGA: Wide Video Graphics Array
XML: Extensible Markup Language
XSI: XML Schema Instance

Americas Headquarters

Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.
Singapore

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