

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 approved Unified-Communications-as-a-Service (UCaaS) platforms.

Product overview

For partners who provide voice and video services to end customers on third-party platforms, Cisco offers specific firmware loads that support these platforms and run on the Cisco® IP Phone 7800 Series. The feature set provided by this firmware is not identical to that of the firmware designed and built for use with Cisco call control systems, 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)• The 7800 series provides exceptional noise isolation when used with a Cisco 500 Series Headset.
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. For more information about Cisco's headset offer: https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html
Network	<ul style="list-style-type: none">• Global Discovery Services• MAC address (IEEE 802.3)• SIP protocol support (RFC3261 and companion RFCs)• HTTPs Support for XSI Services• IPv4 (RFC 791)• IPv6 (RFC 2460): System Interoperability Testing Required• DNS: A record (RFC 1706), SRV record (RFC 2782)• Dynamic Host Configuration Protocol (DHCP) (RFC 2131)• DHCP VLAN Options

Feature	Detail
	<ul style="list-style-type: none"> • Peer Firmware Sharing • Simple Network Time Protocol (SNTP) (RFC 2030) • Name Authority Pointer (NAPTR) • Network Address Translation (NAT) transversal, serial tunnel (STUN) • UDP/TCP • Link Layer Discovery Protocol (LLDP) • Cisco Discovery Protocol • TR.69 Provisioning: System Interoperability Testing Required • Zero Touch Provisioning
Security	<ul style="list-style-type: none"> • 802.1X authentication • Configurable Ciphers • EDOS Certificate Upload and Encryption Hash Selection • Media encryption via Secure Real-Time Transport Protocol (SRTP) • Transport Layer Security (TLS) • Encrypted configuration files • FIPS 140-2 • Digest authentication • Password login • HTTPs secure provisioning • Mandatory/Optional Secure call • Stateful Firewall
Applications	<ul style="list-style-type: none"> • BroadWorks Anywhere • BroadWorks Executives and Assistants • Broadsoft Global Discovery Services (GDS) • BroadWorks XSI Call Logs Display • BroadWorks XSI Caller ID Blocking • Cisco Problem Reporting Tool (PRT) with local and remote initiation • Cisco XML Services Interface (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 • Call conferencing – local 3-way • Call forwarding – unconditional, no answer, on busy • Call hold • Call pickup – selective and group¹ • Call park and unpark¹ • Call transfer – attended or blind

¹ Feature requires support by SIP client management server.

Feature	Detail
	<ul style="list-style-type: none"> • Call waiting • Caller ID name and number and outbound caller ID blocking • Caller ID mapping for incoming calls • Configurable dial/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 • Emergency Call Support¹ • Extension mobility/hot-desking¹ • Group paging¹ • Hoteling¹ • Intercom¹ • Individual volume setting per audio path (headset/handset/speaker) • Multicast paging • Music on hold¹ • Outbound caller ID blocking • Programmable Line Keys (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 • Visual Voice Message Waiting Indicator (VMWI) • Shared/bridge line appearance¹ • Supplementary services feature activation codes
Directory	<ul style="list-style-type: none"> • Local phonebook • XML/LDAP remote directory • Broadsoft directory • Intelligent search • Call history • Reverse address lookup in all directories • Intelligent Proximity (Mobile Contacts Synchronization) • Contact Search in Multiple Directories, Broadsoft, LDAP, Personal, Bluetooth-synchronized • LDAP over TLS
Management	<ul style="list-style-type: none"> • Configuration: Browser/phone/auto-provision • Auto-provision via TFTP/HTTP/HTTPS for mass deployment • Encrypted HTTP data in plain HTTP transmissions • Packet Capture, Problem Reporting Tool (PRT), and upload of PRT • Remote generation and upload of PRT data

Platform support

Table 2 lists the platforms supported by the multiplatform phone firmware.

Table 2. Supported platforms

Platforms Supported	Certifications
Asterisk	Interoperability Tested – Release (1.8+)
Broadcloud	Interoperability Tested and Certified
Broadsoft Broadworks	Interoperability Tested and Certified – Releases 19sp1, 20sp1, 21sp1, 22sp1
Centile	Interoperability Tested and Certified – Release Istra SP 9.2
Metaswitch	Interoperability Tested and Certified – Release 9.3

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	7811: 1 line (SIP registration) 7821: 2 lines (SIP registrations) 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)

Feature	Details
	<ul style="list-style-type: none"> • English (United Kingdom) • Finnish • French (France) • German • Greek • Hungarian • Italian • Japanese • Korean • Norwegian • Polish • Portuguese (Portugal) • 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
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 Cube and Cord:	
Notes:	
<ul style="list-style-type: none"> • Available the USA and Canada only. 	
CP-7811-3PW-NA-K9=	Cisco IP Phone 7811 shipped with multiplatform phone firmware, and with a Power Cube and a power cord for North America
CP-7821-3PW-NA-K9=	Cisco IP Phone 7821 shipped with multiplatform phone firmware, and with a Power Cube and a power cord for North America

Part #	Product Description
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-NA-K9=	Cisco IP Phone 7841 shipped with multiplatform phone firmware, and with a Power Cube and a power cord for North America
CP-7861-3PW-NA-K9=	Cisco IP Phone 7861 shipped with multiplatform phone firmware, and with a Power Cube and a power cord for North America

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>

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