

Cisco IP Phone 7800 Series with Multiplatform Phone Firmware

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](#).

Supported Features

Table 1 lists the features supported in the multiplatform phone firmware.

Table 1. Supported Features

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 • DTMF: In-band, out-of-band (RFC 2833), and SIP INFO • 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"> • MAC address (IEEE 802.3) • SIP protocol support (RFC3261 and companion RFCs) • 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) • Simple Network Time Protocol (SNTP) (RFC 2030) • 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
Security	<ul style="list-style-type: none"> • 802.1X authentication • Media encryption via Secure Real-Time Transport Protocol (SRTP) • Transport Layer Security (TLS) • Encrypted configuration files • Digest authentication • Password login

Feature	Detail
	<ul style="list-style-type: none"> • HTTPs secure provisioning • Mandatory/Optional Secure call
Applications	<ul style="list-style-type: none"> • Cisco XML Services Interface (XSI) • 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 • 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 • 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)
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

¹ Feature requires support by SIP client management server.

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)• English (United Kingdom)• Finnish• French (France)• German• Hungarian• Italian• Japanese• Korean• Norwegian• Polish• Portuguese (Portugal)

Feature	Details
	<ul style="list-style-type: none"> Spanish (Spain) Slovak Swedish Slovenian Turkish

Ordering Information

Table 4 provides information for ordering the 7800 Series phones with the multiplatform phone firmware.

Note: There are also Trade Agreement Act SKUs available for U.S. Government and Department of Defense deployments only. These are listed in the ordering guide.

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 Remote Configuration:	
Notes:	
<ul style="list-style-type: none"> Available via drop ship orders only. These part numbers are not available from Tier-2 distribution warehouse stocking inventory. All of the 7800 MPP product ID's support Remote Configuration (RC). It is no longer necessary to order specific "RC" SKUs to use the RC function. 	
CP-7811-3PC-RC-K9=	Do not buy, order CP-7811-3PCC-K9= instead.
CP-7821-3PC-RC-K9=	Do not buy, order CP-7821-3PCC-K9= instead.
CP-7832-3PC-RC-K9=	Do not buy, order CP-7832-3PCC-K9= instead.
CP-7841-3PC-RC-K9=	Do not buy, order CP-7841-3PCC-K9= instead.
CP-7861-3PC-RC-K9=	Do not buy, order CP-7861-3PCC-K9= instead.
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
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

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>

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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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