Cisco IP Phone 8800 Series with Multiplatform Phone Firmware

Contents

The Cisco® IP Phone 8800 Series with Multiplatform Phone Firmware is a high-fidelity voice and video 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 8800 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 8800 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	- 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 8800 series provides exceptional noise isolation when used with a Cisco 500 Series Headset.
Headset	- The analog headset jack is a wideband-capable RJ-9 audio port for the 8800 series models, except for the Cisco IP Conference Phone 8832. - The 8851, 8861 and 8865 also have USB ports that support headsets. - For more information about Cisco's headset offer: https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html
Video	- H.264 HD 720p Video camera, WVGA display - Picture in Picture (PiP) - Camera exposure control - Bandwidth control

Feature	Detail
Network	- 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) - Peer Firmware Sharing - Simple Network Time Protocol (SNTP) (RFC 2030) - Name Authority Pointer (NAPTR) - Network Address Translator (NAT) transversal, STUN - UDP/TCP - Link Layer Discovery Protocol (LLDP) - Cisco Discovery Protocol (CDP) - TR.69 Provisioning: System Interoperability Testing Required - Voice and Video Priority Configuration - Zero Touch Provisioning
Security	802.1x authentication - Configurable Ciphers - EDOS Certificate Upload and Encryption Hash Selection - Media encryption via 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	- 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 - Voice Feedback Accessibility

Feature	Detail
Call control and audio features	• 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 group[1] • Call park and unpark[1] • 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 • Emergency Call Support[1] • Extension mobility/hot-desking[1] • Group paging[1] • Hoteling[1] • Intercom[1] • Individual volume setting per audio path (headset/handset/speaker) • Multicast paging • Music on hold[1] • 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 appearance[1] • Supplementary services feature activation codes
Directory	• Local phonebook • XML/LDAP remote directory • Broadsoft Directory • Intelligent search • Call History • Reverse address lookup in all directories • Intelligent Proximity (mobile device contacts synchronization) • Contact Search in Multiple Directories, Broadsoft, LDAP, Personal, Bluetooth-synchronized • LDAP over TLS

[1] Feature requires support by SIP client management server.

Feature	Detail
Management	- 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 - Configuration report to provisioning 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 8800 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 8800 Series data sheets: https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-listing.html

Table 3.   Specifications

Feature	Details
Protocol support	SIP: all models
Full DN lines supported	8811: 10 lines (SIP registrations) 8832: 1 line (SIP registration) 8841: 10 lines (SIP registrations) 8845: 10 lines (SIP registrations) 8851: 10 lines (SIP registrations) 8861: 10 lines (SIP registrations) 8865: 10 lines (SIP registrations)
Language support	• 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) • Spanish (Spain) • Slovak • Swedish • Slovenian • Turkish

Ordering information

Table 4 provides information for ordering the 8800 Series phones with the multiplatform phone firmware.

Table 4.   Ordering information

Part #	Product Description
CP-8811-3PCC-K9=	Cisco IP Phone 8811 shipped with multiplatform phone firmware
CP-8832-3PCC-K9=	Cisco IP Conference Phone 8832 shipped with multiplatform phone firmware. This product SKU ships without a power accessory, which is required to connect both power and Ethernet to the USB-C port on the 8832's housing. This SKU should be used for replacement hardware only and not for new installations. ● To order this product for new installations with either a Power Over Ethernet connector or wall power connector shipped in the same gift box, use CP-8832-3PCC-K9, and click Select Options to choose the desired connector. See Tables 6 and 7 for a full list of international SKUs and accessories.
CP-8841-3PCC-K9=	Cisco IP Phone 8841 shipped with multiplatform phone firmware
CP-8845-3PCC-K9=	Cisco IP Video Phone 8845 shipped with multiplatform phone firmware
CP-8851-3PCC-K9=	Cisco IP Phone 8851 shipped with multiplatform phone firmware
CP-8861-3PCC-K9=	Cisco IP Phone 8861 shipped with multiplatform phone firmware
CP-8865-3PCC-K9=	Cisco IP Video Phone 8865 shipped with multiplatform phone firmware
CP-BEKEM-3PCC=	Cisco IP Key Expansion Module for multiplatform phones (To be discontinued in Calendar Year 2020)
CP-8800-A-KEM-3PC=	Cisco IP Key Expansion Module for use with the 8851 and 8861 Audio MPP phones Requires MPP firmware version 11.2.3 or later
CP-8800-V-KEM-3PC	Cisco IP Key Expansion Module for use with the 8865 Video MPP Phone Requires MPP firmware version 11.2.3 or later
Part Numbers for gift boxes that contain the phone along with the Power Cube and Cord: **Notes:** ● Available in the USA and Canada only.	
CP-8811-3PW-NA-K9=	Cisco IP Phone 8811 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
CP-8841-3PW-NA-K9=	Cisco IP Phone 8841 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America

Part #	Product Description
CP-8845-3PW-NA-K9=	Cisco IP Video Phone 8845 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America (Available after August 2018)
CP-8851-3PW-NA-K9=	Cisco IP Phone 8851 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
CP-8861-3PW-NA-K9=	Cisco IP Phone 8861 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
CP-8865-3PW-NA-K9=	Cisco IP Video Phone 8865 shipped with multiplatform phone firmware, and a power cube and a power cord for North America (Available after August 2018)

Table 5.   Cisco IP Phone 8832 Series with Multiplatform Phone Firmware SKUs

Part Number	Description
CP-8832-3PC-EU-K9	Cisco 8832 for Europe, UK and Australia, charcoal, with options for either a PoE or non-PoE connector to ship in the same gift box as the 8832. This is for new installations. • If selecting the Non-PoE Ethernet Option, select the regional power clip first, then click on the selected clip under Configuration Summary (on the left) to select the required non-PoE Ethernet Injector.
CP-8832-3PC-EU-K9=	Cisco 8832 for Europe, UK and Australia, charcoal, spare. This SKU ships with no power options and should be used for replacement orders only, not for new installations.
CP-8832-3PC-J-K9	Cisco 8832 for Japan, charcoal, with options for either a PoE or non-PoE connector to ship in the same gift box as the 8832. This is for new installations..
CP-8832-3PC-J-K9=	Cisco 8832 for Japan, charcoal, spare. This SKU ships with no power options and should be used for replacement orders only, not for new installations.
CP-8832-3PC-LA-K9	Cisco 8832 for Latin America, charcoal, with options for either a PoE or non-PoE connector to ship in the same gift box as the 8832. This is for new installations. • If selecting the Non-PoE Ethernet Option, select the regional power clip first, then click on the selected clip under Configuration Summary (on the left) to select the required non-PoE Ethernet Injector.
CP-8832-3PC-LA-K9=	Cisco 8832 for Latin America, charcoal, spare. This SKU ships with no power options and should be used for replacement orders only, not for new installations.
CP-8832-3PC-NR-K9	Cisco 8832, No DECT Radio, for worldwide, charcoal, with options for either a PoE or non-PoE connector to ship in the same gift box as the 8832. This is for new installations. • If selecting the Non-PoE Ethernet Option, select the regional power clip first, then click on the selected clip under Configuration Summary (on the left) to select the required non-PoE Ethernet Injector.
CP-8832-3PC-NR-K9=	Cisco 8832, No DECT Radio, for worldwide, charcoal, spare. This SKU ships with no power options and should be used for replacement orders only, not for new installations.
CP-8832-3PCC-K9	Cisco 8832 for North America, charcoal, with options for either a PoE or non-PoE connector to ship in the same gift box as the 8832. This is for new installations.
CP-8832-3PCC-K9=	Cisco 8832 for North America, charcoal, spare. This SKU ships with no power options and should be used for replacement orders only, not for new installations.

Table 6.   Cisco IP Phone 8832 Series with Multiplatform Phone Firmware Accessories SKUs

Part Number	Description
CP-8832-ETH-WW=	Cisco 8832 non-PoE Ethernet Injector Spare for Worldwide with power clip options available for most major world regions.
CP-8832-ETH=	Cisco 8832 non-PoE Ethernet Accessories Spare for North America only
CP-8832-MIC-WIRED=	Cisco 8832 Wired Microphones Kit for Worldwide
CP-8832-MIC-WLS=	Cisco 8832 Wireless Microphones Kit for Worldwide. The 8832 itself determines the regional DECT frequency used by the wireless mics.
CP-8832-POE=	Cisco 8832 PoE (Power over Ethernet) Connector Spare
CP-8832-PWR	Cisco 8832 Power Adapter Kit for North America
CP-8832-PWR-WW	Cisco 8832 Power Adapter Kit for Worldwide with power clip options available for most major world regions.

Table 7.   Cisco IP Phone 8800 Series with Multiplatform Phone Firmware Trade Agreement Act SKUs

These SKUS are 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.

Part Number	Description
CP-8811-3PCC-K9++=	Cisco 8811 with MPP firmware for Trade Agreement Act customers only
CP-8841-3PCC-K9++=	Cisco 8841 with MPP firmware for Trade Agreement Act customers only
CP-8851-3PCC-K9++=	Cisco 8851 with MPP firmware for Trade Agreement Act customers only
CP-8861-3PCC-K9++=	Cisco 8861 with MPP firmware for Trade Agreement Act customers only

Warranty information

The Cisco IP Phone 8800 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

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https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/index.html

Or use the shortcut: https://www.cisco.com/go/mpp8800.