Cisco IP Phone 8800 Series with Multiplatform Phone Firmware

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.

Supported Features

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

Table 1.   Supported Features with v.11.0.0 MPP Firmware

Feature	Detail
Audio	• 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 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
Network	• 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 Translator (NAT) transversal, STUN • UDP/TCP • Link Layer Discovery Protocol (LLDP)

Feature	Detail
	• Cisco Discovery Protocol (CDP) • TR.69 Provisioning: System Interoperability Testing Required
Security	• 802.1x authentication • Media encryption via SRTP • Transport Layer Security (TLS) • Encrypted configuration files • Digest authentication • Password Login • HTTPs secure provisioning • Mandatory/Optional Secure Call
Applications	• Cisco XML Services Interface (XSI) • UC-One Presence
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 • 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)
Management	• Configuration: Browser/Phone/Auto-provision • Auto provision via TFTP/HTTP/HTTPs for mass deployment • Encrypted HTTP data in plain HTTP transmissions

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

Feature	Detail
	• 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

Feature	Details
	• 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 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
Part Numbers for Remote Configuration: **Notes:** • Available via drop ship orders only. These part numbers are not available from Tier-2 distribution warehouse stocking inventory. • All of the 8800 MPP product ID's support Remote Configuration (RC). It is no longer necessary to order specific "RC" SKUs to use the RC function. • RC SKUs are not available, and not necessary for the 8845 and 8865. These phones ship with the RC capability with the other SKUs.	
CP-8811-3PC-RC-K9=	Do not buy, order CP-8811-3PCC-K9= instead.
CP-8841-3PC-RC-K9=	Do not buy, order CP-8841-3PCC-K9= instead.
CP-8851-3PC-RC-K9=	Do not buy, order CP-8851-3PCC-K9= instead.
CP-8861-3PC-RC-K9=	Do not buy, order CP-8861-3PCC-K9= instead.
Part Numbers for gift boxes that contain the phone along with the Power Cube and Cord: **Notes:** • Available in the USA and Canada only.	

Part #	Product Description
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
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, Australia, charcoal, with accessories
CP-8832-3PC-EU-K9=	Cisco 8832 for Europe, Australia, charcoal, spare
CP-8832-3PC-J-K9	Cisco 8832 for Japan, charcoal, with accessories
CP-8832-3PC-J-K9=	Cisco 8832 for Japan, charcoal, spare
CP-8832-3PC-LA-K9	Cisco 8832 for Latin America, charcoal, with accessories
CP-8832-3PC-LA-K9=	Cisco 8832 for Latin America, charcoal, spare
CP-8832-3PC-NR-K9	Cisco 8832 for worldwide, charcoal, with accessories
CP-8832-3PC-NR-K9=	Cisco 8832 for worldwide, charcoal, spare
CP-8832-3PCC-K9	Cisco 8832 for North America, charcoal, with accessories
CP-8832-3PCC-K9++	Cisco 8832 for TAA, charcoal, with accessories
CP-8832-3PCC-K9++=	Cisco 8832 for TAA, charcoal, spare
CP-8832-3PCC-K9=	Cisco 8832 for North America, charcoal, spare
CP-8832-3PNR-K9++	Cisco 8832 for TAA, no radio, charcoal, with accessories

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

Part Number	Description
CP-8832-DC-EU=	8832 Daisy Chain Kit for Europe
CP-8832-DC=	8832 Daisy Chain Kit for North America
CP-8832-ETH-WW=	Cisco 8832 non-PoE Ethernet Injector Spare for Worldwide
CP-8832-ETH=	Cisco 8832 non-PoE Ethernet Accessories Spare
CP-8832-INJ=	Cisco 8832 Ethernet deployment accessories for N America
CP-8832-MIC-WIRED=	Cisco 8832 Wired Microphones Kit for Worldwide
CP-8832-MIC-WLS=	Cisco 8832 Wireless Microphones Kit for North America
CP-8832-POE=	Cisco 8832 PoE (Power over Ethernet) Accessories Spare
CP-8832-PWR	Cisco 8832 Power Adapter Kit for North America
CP-8832-PWR-WW	Cisco 8832 Power Adapter Body for Worldwide

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.

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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.

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