

Cisco IP Phone 7800 Series with Multiplatform Phone Firmware

This multiplatform phone firmware enables the 7800 Series to work with third-party call control systems.

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](#).

This multiplatform phone firmware is offered exclusively on phones that are ordered with the SKUs listed in Table 4. Phones ordered with this multiplatform phone firmware cannot be immediately transitioned to firmware that supports Cisco call control. All requests for transitioning phones with multiplatform firmware to Cisco call control firmware must be sent to the [ipphone-pm-team](#) alias for approval.

Supported Features

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

Table 1. Supported Features

Feature	Detail
Account Codes	* = Broadsoft only
Adv. Call Control: Click-to-Dial, Answer, Hang Up*	
Anonymous Call Rejection	
Anonymous Calling	
Authorization Codes	
Auto Answer	
Auto Callback	
Barge In	
Barge In Exempt	
Barge In/Silent Barge	
Broadsoft Directory Integration	
Busy Lamp Field	
Call Forwarding Always/Busy/No Answer	
Call Forwarding Remote Access	
Call Forwarding Selective	
Call History	

Feature	Detail
Call Info	
Call Intercept*	
Call Park	
Call Pickup	
Call Return	
Call Transfer	
Call Waiting	
Call Waiting Reminder	
Calling Line ID and Name Delivery	
Calling Line ID Blocking and Override	
Cancel Call Waiting	
Configurable Feature Access Codes	
Custom Bezel	
Distinctive Alerting	
Diversion Inhibitor	
Do Not Disturb	
Enterprise Security (2048 bit)	
Feature Key Sync with Broadworks/Metaswitch*	
Gigabit Ethernet on the 7841 only	
HD Voice (G.722 support)	
HD Voice (G.722.2 support)	
Hunt Groups	
Last Number Redial	
LDAP Integration	
Local Dial Plan Enforcement	
Message Count	
Message Waiting Indicator	
Music on Hold	
Network-Based Conferencing	
Network Transversal Detection (ICE/TURN/STUN)	
Personal Directory	
Private Hold for Shared Call	
Programmable Line Keys	
Programmable Soft Keys	
Provisioning Authority	
Push to Talk	
Remote Configuration	
Secure Calling with TLS and/or RTCP	
Selective Call Acceptance	
Selective Call Rejection	
Sequential Ring	

Feature	Detail
SHA-256 Authentication	
Shared Call Appearances	
Simultaneous Ring	
Speed Dial	
Three-Way Calling	
Urgent Message Count	
Voicemail Indicator	
Intercom Calling	
Paging: Partial support (see Admin Guide)	
Priority Alerting: Partial support (see Admin Guide)	
Star Codes: Partial Support (See Admin Guide)	

Platform Support

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

Table 2. Supported Platforms

Platforms Supported	Certifications
Broadsoft	IOT -Rel16sp1, Rel19sp1, Rel20sp1, Rel21sp1
Asterisk	IOT -Rel (1.8+)

Licensing

All Cisco IP Phone 7800 Series are covered by the Cisco End User License Agreement at <http://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 7821: 2 lines 7841: 4 lines 7861: 16 lines
Codecs	G.711 a, μ law G.722 (on headset, handset, and speakerphone; not supported on 7811) G.722.2 (on headset, handset, and speakerphone; not supported on 7811) G.729 a, b, ab

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-7841-3PCC-K9=	Cisco IP Phone 7841 shipped with multiplatform phone firmware
CP-7861-3PCC-K9=	Cisco IP Phone 7841 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.• Minimum order quantity: 60 units per product ID.	
CP-7811-3PC-RC-K9=	Cisco IP Phone 7811 shipped with multiplatform phone firmware, for remote configuration
CP-7821-3PC-RC-K9=	Cisco IP Phone 7821 shipped with multiplatform phone firmware, for remote configuration
CP-7841-3PC-RC-K9=	Cisco IP Phone 7841 shipped with multiplatform phone firmware, for remote configuration
CP-7861-3PC-RC-K9=	Cisco IP Phone 7861 shipped with multiplatform phone firmware, for remote configuration

Warranty Information

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

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