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Cisco IP Phone 6800 Series with Multiplatform Phone Firmware

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The Cisco® IP Phone 6800 Series with Multiplatform Phone (MPP) 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 Cisco Webex Calling, Webex Calling Carrier, Cisco Broadworks and approved Unified-Communications-as-a-Service (UCAas) platforms.

Product overview

The Cisco IP Phone 6800 Series :

- Cisco IP Phone 6821 with MPP Firmware, with 2 SIP registrations
- Cisco IP Phone 6841 with MPP Firmware, with 4 SIP registrations
- Cisco IP Phone 6851 with MPP Firmware, with 4 SIP registrations and support for 1 Key Expansion Module
- Cisco IP Phone 6861 with MPP Firmware, with 4 SIP registrations with wired Ethernet and Wi-Fi Network Connectivity
- Cisco IP Phone 6871 with MPP Firmware, with 6 SIP registrations, a USB port and a Color Display

Notes:

The 6841 and 6861 do not require a Power over Ethernet (PoE) switch.

There is also a Cisco IP DECT 6800 Series with Multiplatform Firmware that has its own datasheet: <https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/ip-dect-6800-series-multiplatform-firmware/datasheet-c78-741764.html>



Figure 1.

Cisco IP Phone 6800 Series: Clockwise from the bottom left, 6821, 6841, 6851 with optional KEM, 6851, 6861 and 6871.

The 6800 Series is ideal for businesses that want to update their phone systems from traditional analog or digital-based systems to an IP communications system with supported multiplatform call control systems. The 6841 and 6861 are ideal for home offices that do not have PoE switches.

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Cisco IP Phone 6800 Key Expansion Module product overview

The Cisco IP Phone 6800 Key Expansion Module (KEM) extends the capabilities of the Cisco IP Phone 6851 with additional buttons. This module adds 14 physical buttons along with access to 14 additional buttons via the page buttons, for a total of 28 buttons. The KEM supports the Programmable Line Key (PLK) function, but does not support any SIP registrations. Calls may be monitored and answered using the PLK function, but calls may not initiated from the KEM. The 6851 IP phone supports 1 KEM only.

The 6800 KEM comes with a foot stand and cable to connect it directly to the base device in a traditional side-by-side configuration (Figure 2).



Figure 2.
Cisco IP Phone 6800 Key Expansion Module

Cisco IP Phone 6800 Series features and benefits

Table 1 lists the features and benefits of the Cisco IP Phone 6800 Series.

Table 1. Cisco IP Phone 6800 Series features and benefits

Feature	Benefits
Hardware features	
Ergonomic design	<ul style="list-style-type: none"> • An easy-to-use interface that provides a traditional telephony-like user experience.
Graphical display	<ul style="list-style-type: none"> • 6821: White backlit, grayscale, 2.5-in. (6.4-cm) 240 x 120-pixel display. • 6841 and 6851: White backlit, grayscale, 3.5-in. (9-cm) 396 x 162-pixel display. • 6861: White backlit, grayscale, 3.2-in. (8.1-cm) 320 x 120-pixel display. • 6871: Color backlit 3.5-in.(9-cm) 480 x 272-pixel display.

Feature	Benefits
	<ul style="list-style-type: none"> All models have scrollable access to calling features and text-based XML applications.
Handset	<ul style="list-style-type: none"> 6821: Supports a narrowband audio handset connected through an RJ-9 port. 6841 and 6851: Supports either a narrowband or a wideband audio handset connected through an RJ-9 port. 6861 and 6871: Supports a wideband audio handset connected through an RJ-9 port. All 6800 series handsets are Hearing-Aid-Compatible (HAC) and meet Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). You can meet Section 508 loudness requirements by using industry-standard inline handset amplifiers such as Walker Equipment W-10 or CE-100 amplifiers. The dial pad on all 6800 series models is also ADA-compliant. The 6800 series handsets produce a magnetic field that attracts small metallic objects such as pins and staples. To avoid possible injuries, do not keep small metallic objects close to the handset.
Headset	<ul style="list-style-type: none"> The 6800 series provides exceptional noise isolation when used with a Cisco Headset. The analog headset jack is a wideband-capable RJ-9 audio port for the 6821, 6841, 6851, 6861 and 6871 models. The 6871 also has a USB port for use with headsets. <p>For more information about Cisco's headset offer: https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html.</p>
Backlit indicator	<ul style="list-style-type: none"> 6821: Backlit line buttons and a message waiting indicator; uses icons on the LCD to indicate activation of the headset, mute, and select buttons. 6841 6851, 6861 and 6871: Backlit indicators on the audio path keys (handset, headset, and speakerphone), mute key, select key, line keys and message waiting.
Volume control	<ul style="list-style-type: none"> A volume-control toggle provides easy decibel-level adjustments of the handset, monitor speaker, and ringer.
Full-duplex speakerphone	<ul style="list-style-type: none"> A full-duplex speakerphone gives you flexibility in placing and receiving calls. For added security, the Audible Dual-Tone Multi-frequency (DTMF) tones are masked when the speakerphone mode is used.
Single-position foot stand	<ul style="list-style-type: none"> The foot stand holds the phone in a single position, making the display easy to view and the buttons easy to use while sitting down. You can remove the foot stand for wall mounting. There are mounting holes located on the back of the phone.
Wall-mountable	<ul style="list-style-type: none"> 6821: Can be mounted directly to the wall using woodscrews and anchors for drywall. 6841 6851 6861 and 6871: Can be wall-mounted using the optional 6800 Series wall-mount kit (sold separately).
Electronic hook switch	<ul style="list-style-type: none"> 6851, 6861 and 6871: Electronic hookswitch headset support via its auxiliary port.
USB	<ul style="list-style-type: none"> 6871 has USB-A port on the back for Cisco headset support.
Keys	<ul style="list-style-type: none"> The 6821, 6841, 6851, 6861 and 6871 have the following keys: <ul style="list-style-type: none"> Lines Softkeys Two-way navigation and select Service Standard keypads Volume control toggle Speakerphone, headset, and mute Other than the primary line assignment on the first line key, the other keys may be configured as user-customizable, or system administrator-customizable Programmable Line Keys (PLKs) Additionally, the 6841, 6851, 6861 and 6871 have: <ul style="list-style-type: none"> Hold/resume, transfer, and conference

Feature	Benefits
	<ul style="list-style-type: none"> ◦ Messaging, Directory
Ethernet cables	<ul style="list-style-type: none"> • The 6821, 6841, 6851 and 6861 support the following Ethernet cables: <ul style="list-style-type: none"> ◦ Category 3, 5, 5e, and 6 for 10-Mbps cables with 4 pairs ◦ Category 5, 5e, and 6 for 100-Mbps cables with 4 pairs • Additionally, the 6841, 6851 and 6871 support: <ul style="list-style-type: none"> ◦ Category 3, 5, 5e, and 6 for 1000-Mbps cables with 4 pairs
Power features	
IEEE PoE	<ul style="list-style-type: none"> • The 6821 and 6851 support IEEE 802.3af PoE (Class 2); power consumption does not exceed 6.49W. • The 6871 supports IEEE 802.3af PoE (Class 3); power consumption does not exceed 12.95W. • The 6841 and 6861 support wall power only through an included, regional power adapter.
Power adapter with country clips	<ul style="list-style-type: none"> • 6800 Series regional power adapters are available for powering the 6821, 6841, 6851, 6861 and 6871 when used in non-PoE deployments.
Cisco power injector	<ul style="list-style-type: none"> • The 6851 and 6871 are compatible with the Cisco Unified IP Phone Power Injector (CP-PWR-INJ), and with the Cisco Aironet® Power Injector (AIR-PWRINJ5=).

Cisco IP Phone 6800 Key Expansion Module features and benefits

Table 2 lists the features and benefits of the Cisco IP Phone 6800 Key Expansion Module.

Table 2. Cisco IP Phone 6800 Key Expansion Module features and benefits

KEM feature	Benefits
Illuminated buttons	
Off (dark)	Button is not configured
Green, steady	Configured correctly and is in the idle state
Red, steady	In use and has an active call on it or has a parked call
Amber, flashing	A configuration error has occurred for this button
Illuminated page buttons	
Off (dark)	Page not in focus
Green, steady	Page in focus
Amber, flashing	Page not in focus, with one or more alerting or on-hold calls present on page
Hardware and power-saving features	
Graphical display	Two 3.5-in (9-cm) grayscale backlit LCD displays, 160 x 270 resolution
Directory number and feature buttons	The module has 14 physical buttons (28 using page keys)

KEM feature	Benefits
Page buttons	Use the 2 page buttons to access each page of 14 buttons and provide phone status
Power Save Mode	The 6841, 6851, 6861 and 6871 support Power Save Mode. When the Cisco IP Phone 6851 is placed in Power Save Mode, the 6800 KEM is also placed in Power Save Mode. Pressing the select button while the phone and KEM are in Power Save Mode will restart both the phone and the KEM

Supported features

Table 3 lists the features supported in the multiplatform phone firmware.

Table 3. Features supported in the multiplatform phone firmware

Feature	Detail
Audio	<ul style="list-style-type: none"> • Codecs: G.711 (A-law and μ-law), G.722.2, G.722, G.729 (a, b, ab), ILBC, iSAC, OPUS • DTMF: In-band, out-of-band (RFC 2833), and SIP INFO • MOS Score Reporting (Telchemy) <p>The 6800 series provides exceptional noise isolation when used with a Cisco Headset.</p>
Network	<ul style="list-style-type: none"> • Cisco Discovery Protocol • DHCP (RFC 2131) • DHCP VLAN Options • DNS: A record (RFC 1706), SRV record (RFC 2782) • Global Discovery Services (GDS) • HTTPs Support for XSI Services • IPv4 (RFC 791) • IPv6 (RFC 2460): System Interoperability Testing Required • LLDP • MAC address (IEEE 802.3) • NAPTR • NAT, (STUN) • Peer Firmware Sharing • SIP protocol support (RFC 3261 and companion RFCs) • SNTP (RFC 2030) • TR.69 provisioning: System Interoperability Testing Required • UDP and TCP • Zero Touch Provisioning
Security	<ul style="list-style-type: none"> • 802.1X authentication • Configurable Ciphers • Customer Device Activation (CDA: formerly known as EDOS) Certificate Upload and Encryption Hash Selection • Digest authentication • Encrypted configuration files • HTTPs secure provisioning • Mandatory/Optional Secure call • Media encryption via SRTP with AES-128 or AES-256 • Password login

Feature	Detail
	<ul style="list-style-type: none"> • Stateful Firewall • Transport Layer Security (TLS v1.2)
Applications	<ul style="list-style-type: none"> • BroadWorks Anywhere • BroadWorks Executives and Assistants • BroadWorks XSI Call Logs Display • BroadWorks XSI Caller ID Blocking • Cisco Problem Reporting Tool (PRT) with local and remote initiation • Cisco XML 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 park and unpark¹ • Call park monitoring via the BLF list • Call pickup – selective and group¹ • Call transfer – attended or blind • Call waiting • Caller ID mapping for incoming calls • Caller ID name and number and outbound caller ID blocking • Configurable dial plan and 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 • Early Media and Preconditions (Cisco BroadWorks R23 feature support) • Exective/Admin Assistant² • Extension mobility, hot-desking, hoteling, Activity Based Workspace¹ • Group paging¹ • Individual volume setting per audio path (headset, handset, or speaker) • Intercom¹ • Multicast paging • Music on hold¹ • Outbound caller ID blocking • 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

¹ Feature requires support by the registered multiplatform call control system.

² Feature only available on 6871, requires support by the registered multiplatform call control system.

Feature	Detail
	<ul style="list-style-type: none"> • Shared line and bridged line appearance¹ • Supplementary services feature activation codes • Visual Voice Message Waiting Indicator (VMWI) • Voice Mail Monitoring via a PLK
Directory	<ul style="list-style-type: none"> • Broadsoft directory • Call history • Contact Search in Multiple Directories, Broadsoft, LDAP, Personal, Bluetooth-synchronized • Customizable Call History List • Intelligent search • LDAP over TLS • Local phonebook • Reverse address lookup in all directories • Unified Contact Search in Multiple Directories • XML/LDAP remote directory
Management	<ul style="list-style-type: none"> • Auto-provision via TFTP, HTTP, or HTTPs for mass deployment • Configuration report to provisioning server • Configuration: Browser, Phone, and Auto-provision • Encrypted Content Encoding over HTTP • Packet capture, Problem Reporting Tool (PRT) and upload of PRT • Remote generation and upload of PRT data
Wi-Fi and Bluetooth	<p>For the 6861 only:</p> <ul style="list-style-type: none"> • Built-in dual band 2.4G and 5G Wi-Fi • Wi-Fi standards 802.11a/b/g/n • Wi-Fi security protocols: WEP, WPA-PSK, WPA2-PSK, EAP-FAST, PEAP-GTC, PEAP-MSCHAP2

Platform support

Table 4 lists the platforms supported by the multiplatform phone firmware.

Table 4. Supported platforms

Platforms supported	Certifications
Cisco Webex Calling	Interoperability Tested and Certified
Webex Calling Carrier	Interoperability Tested and Certified
Cisco BroadWorks	Interoperability Tested and Certified – Releases 19sp1, 20sp1, 21sp1, 22sp1, 23sp1
Asterisk	Interoperability Tested – Release (1.8+)
Centile	Interoperability Tested and Certified on the 6851 only – Release Istra SP 9.2
Metaswitch	Interoperability Tested and Certified – Release 9.3
Ribbon Kandy Business Solutions	Interoperability Tested and Certified (Q4 Calendar 2020)

Licensing

All Cisco IP Phone 6800 Series models 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 5 lists the features and specifications of the Cisco IP Phone 6800 Series.

Table 5. Features and specifications

Features	Specifications
Signaling protocol support	Session Initiation Protocol (SIP)
Full lines supported	<ul style="list-style-type: none">• 6821: 2 lines (SIP registrations)• 6841: 4 lines (SIP registrations)• 6851: 4 lines (SIP registrations)• 6861: 4 lines (SIP registrations)• 6871: 6 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)• Greek• Spanish (Colombia)• German• Hungarian• Italian• Japanese• Korean• Norwegian• Polish• Portuguese (Portugal)• Russian• Spanish (Spain)• Slovak• Swedish• Slovenian

Features	Specifications
	<ul style="list-style-type: none"> • Turkish
Multiple ring tones	<ul style="list-style-type: none"> • The phones support user-adjustable ring tones
Quality-of-Service (QoS) options	<ul style="list-style-type: none"> • The phone supports Cisco Discovery Protocol and 802.1Q/p standards, and can be configured with an 801.1Q VLAN header containing the VLAN ID overrides configured by the admin VLAN ID
Security	<ul style="list-style-type: none"> • 802.1X authentication • Device authentication • Encrypted configuration files • File authentication • Image authentication • Manufacture-Installed Certificates • Media encryption using SRTP with Advanced Encryption Standard AES-128 or AES-256 • Signaling encryption using TLS with AES-128 or AES-256
Configuration options	<ul style="list-style-type: none"> • The user can configure the IP address assignment statically or through the DHCP client
Physical dimensions (HxWxD)	<ul style="list-style-type: none"> • 6821: 8.2 x 6.7 x 1.5 in. (207 x 171 x 37.5) (excluding foot stand) • 6861: 8.2 x 8.1 x 1.3 in. (207 x 206 x 33 mm) (excluding foot stand) • 6851: 8.2 x 10.4 x 1.3 in. (207 x 265 x 33 mm) (excluding foot stand) • 6861: 8.2 x 8.1 x 1.3 in. (207 x 206 x 33 mm) (excluding foot stand) • 6871: 8.2 x 8.1 x 1.3 in. (207 x 206 x 33 mm) (excluding foot stand) • 6800 Key Expansion Module: 8.15 x 4.45 x 1.65 in. (207 x 113 x 42 mm)
Weight	<ul style="list-style-type: none"> • 6821: 16 oz. (456 g) (excluding foot stand, handset, and package), 18 oz. (512 g) (including foot stand, excluding handset and package) • 6841: 22 oz. (615 g) (excluding foot stand, handset, and package), 24 oz. (682 g) (including foot stand, excluding handset and package) • 6851: 22 oz. (615 g) (excluding foot stand, handset, and package), 24 oz. (682 g) (including foot stand, excluding handset and package) • 6861: 21 oz. (602.8 g) (excluding foot stand, handset, and package), 23.6 oz (670 g)) (including foot stand, excluding handset and package) • 6871: 21.3 oz. (604.4 g) (excluding foot stand, handset, and package), 23.9 oz (677.3 g)) (including foot stand, excluding handset and package) • 6800 Key Expansion Module: 11.5 oz. (320 g)
Display	<ul style="list-style-type: none"> • 6821: 2.5 in. (6.4 cm), 240 x 120 pixels • 6841 and 6851: 3.5 in. (9 cm), 396 x 162 pixels • 6861: 3.2 in. (8.1 cm), 320x120 pixels • 6871: 3.5-in.(9-cm) 480 x 272-pixel color display • 6800 Key Expansion Module: Two 3.5-in (9-cm) grayscale backlit LCD displays, 160 x 270 resolution
Ethernet switch	<ul style="list-style-type: none"> • 6821: A 10/100BASE-T Ethernet connection through two RJ-45 ports; one for the LAN connection and the other for a downstream Ethernet device connection such as a PC • 6841, 6851 and 6871: A 10/100/1000BASE-T Ethernet connection through two RJ-45 ports; one for the LAN connection and the other for a downstream Ethernet device connection such as a PC • 6861: A 10/100BASE-T Ethernet connection through one RJ-45 port for the LAN connection
Phone and KEM casing composition	<ul style="list-style-type: none"> • Polycarbonate Acrylonitrile Butadiene Styrene (ABS) textured plastic

Features	Specifications
Power requirements	<ul style="list-style-type: none"> • 6821, 6851: Interoperable IEEE 802.3af PoE (Class 2) devices. 5V DC is required; they can be supplied locally at the desktop using one of the optional AC-to-DC country-specific power supplies. See Table 6 for a list of available power supplies. • 6841, 6861: Must be powered with the supplied 5V DC country-specific power supply, which is included with the phone • 6871: Interoperable IEEE 802.3af PoE (Class 3) devices. 5V DC is required; It can be supplied locally at the desktop using one of the optional AC-to-DC country-specific power supplies. See Table 6 for a list of available power supplies. • 6800 Key Expansion Module: No local power supply. The KEM receives power from the attached 6851 IP phone. The attached 6851 IP phone may be powered via PoE or the 6800 (5V) power adapter
Operational temperature	<ul style="list-style-type: none"> • 32° to 104°F (0° to 40°C)
Nonoperational temperature shock	<ul style="list-style-type: none"> • 14° to 140°F (-10° to 60°C)
Humidity	<ul style="list-style-type: none"> • Operating 10% to 90%, noncondensing • Non-operating 10% to 95%, noncondensing
Certification and compliance for 6821	<ul style="list-style-type: none"> • Regulatory compliance: <ul style="list-style-type: none"> ◦ CE Markings per directives 2014/30/EU and 2014/35/EU • Safety: <ul style="list-style-type: none"> ◦ UL 60950 Second Edition ◦ CAN/CSA-C22.2 No. 60950 Second Edition ◦ EN 60950 Second Edition (including A11 and A12) ◦ IEC 60950 Second Edition (including A11 and A12) ◦ AS/NZS 60950 • EMC - Emissions <ul style="list-style-type: none"> ◦ 47CFR Part 15 (CFR 47) Class B ◦ AS/NZS CISPR32:2015 Class B ◦ CISPR 32: 2015_COR1:2016 Class B ◦ EN55032: 2015+AC:2016 ◦ ICES003 Class B ◦ EN61000-3-2:2014 and IEC 61000-3-2:2014 ◦ EN61000-3-3:2013 and IEC61000-3-3:2013 ◦ VCCI Class B • EMC - Immunity <ul style="list-style-type: none"> ◦ EN55024 ◦ CISPR24 ◦ Armadillo Light • Telecom <ul style="list-style-type: none"> ◦ FCC Part 68 HAC ◦ CS-03-HAC ◦ AS/ACIF S004 ◦ AS/ACIF S040 ◦ NZ PTC 220 ◦ Industry standards: TIA 810 • Industry standards: IEEE 802.3 Ethernet, IEEE 802.3af

Features	Specifications
<p>Certification and compliance for 6841, 6851, 6861 and 6871</p>	<ul style="list-style-type: none"> ● Regulatory compliance: <ul style="list-style-type: none"> ◦ CE Markings per directives 2004/108/EC and 2014/30/EU ● Safety: <ul style="list-style-type: none"> ◦ UL 60950 Second Edition ◦ CAN/CSA-C22.2 No. 60950 Second Edition ◦ EN 60950 Second Edition (including A11 and A12) ◦ IEC 60950 Second Edition (including A11 and A12) ◦ AS/NZS 60950 ● EMC - Emissions <ul style="list-style-type: none"> ◦ 47CFR Part 15 (CFR 47) Class B ◦ AS/NZS CISPR32:2015 Class B ◦ CISPR 32: 2015_COR1:2016 Class B ◦ EN55032: 2015+AC:2016 ◦ ICES003 Class B ◦ EN61000-3-2:2014 and IEC 61000-3-2:2014 ◦ EN61000-3-3:2013 and IEC61000-3-3:2013 ● EMC - Immunity <ul style="list-style-type: none"> ◦ EN55024 ◦ CISPR24 ◦ Armadillo Light ● Telecom <ul style="list-style-type: none"> ◦ FCC Part 68 HAC ◦ CS-03-HAC ◦ AS/ACIF S004 ◦ AS/ACIF S040 ◦ NZ PTC 220 ◦ Industry standards: TIA 810 and TIA 920 ● Industry standards: IEEE 802.3 Ethernet, IEEE 802.3af (for CP-6851 only) ● Radio (for CP-6861 only) <ul style="list-style-type: none"> ◦ FCC Part 15 ◦ EN 300.328 ◦ EN 301-489-1 ◦ EN 301-489-17 ◦ EN 301-489-3 ◦ NCC LP0002 ◦ EN 301 893 ◦ EN 300 330 ◦ RSP-100-11 ◦ RSS- Gen ◦ RSS-102 ◦ RSS-210 ◦ RSS-247-2

Ordering information

Table 6 gives ordering information for the phones and their accessories. All of the 6800 MPP phones support Remote Configuration (RC). It is no longer necessary to order specific “RC” SKUs to use the RC function.

Table 6. Ordering information

Part number	Product description
CP-6821-3PCC-K9=	Cisco IP Phone 6821
CP-6821-3PW-NA-K9=	Cisco IP Phone 6821 with power adapter for North America
CP-6841-3PW-NA-K9=	Cisco IP Phone 6841 with power adapter for North America
CP-6841-3PW-CE-K9=	Cisco IP Phone 6841 with power adapter for Europe
CP-6841-3PW-UK-K9=	Cisco IP Phone 6841 with power adapter for the United Kingdom
CP-6841-3PW-AU-K9=	Cisco IP Phone 6841 with power adapter for Australia/New Zealand
CP-6851-3PCC-K9=	Cisco IP Phone 6851
CP-6851-3PW-NA-K9=	Cisco IP Phone 6851 with power adapter for North America
CP-6851-3PW-CE-K9=	Cisco IP Phone 6851 with power adapter for Europe
CP-6851-3PW-UK-K9=	Cisco IP Phone 6851 with power adapter for the United Kingdom
CP-6851-3PW-AU-K9=	Cisco IP Phone 6851 with power adapter for Australia/New Zealand
CP-6861-3PW-NA-K9=	Cisco IP Phone 6861 with power adapter for North America
CP-6861-3PW-CE-K9=	Cisco IP Phone 6861 with power adapter for Europe
CP-6861-3PW-UK-K9=	Cisco IP Phone 6861 with power adapter for the United Kingdom
CP-6861-3PW-AU-K9=	Cisco IP Phone 6861 with power adapter for Australia/New Zealand
CP-6871-3PCC-K9=	Cisco IP Phone 6871
CP-6871-3PW-NA-K9=	Cisco IP Phone 6871 with power adapter for Europe
CP-6871-3PW-CE-K9=	Cisco IP Phone 6871 with power adapter for Europe
CP-6871-3PW-UK-K9=	Cisco IP Phone 6871 with power adapter for the United Kingdom
CP-6871-3PW-AU-K9=	Cisco IP Phone 6871 with power adapter for Australia/New Zealand
CP-68KEM-3PCC=	Optional Cisco IP 6800 Key Expansion Module
CP-6800-WMK=	Spare Wall Mount Kit for IP Phone 6800 Series
CP-6800-PWR-NA=	Cisco IP Phone 6800 power adapter for North America

Part number	Product description
CP-6800-PWR-CE=	Cisco IP Phone 6800 power adapter for Europe
CP-6800-PWR-UK=	Cisco IP Phone 6800 power adapter for the United Kingdom
CP-6800-PWR-AU=	Cisco IP Phone 6800 power adapter for Australia and New Zealand
CP-6821-HS=	Handset for Cisco IP Phone 6821
CP-DX-HS-NB=	Spare Narrowband Handset for Cisco IP Phone 6841, 6851
CP-DX-HS=	Optional Wideband Handset for Cisco IP Phone 6841, 6851
CP-7800-HS-CORD=	Spare Handset Cord for Cisco IP Phone 6800 Series

Phones for sale to Russia and the former SSRs only.

Table 7. Cisco IP Phone 6800 Series with Unencrypted Multiplatform Phone Firmware for Russia and the former SSRs

Part Number	Description
CP-6821-3PCC-XU=	Cisco 6821 with Unencrypted MPP firmware for Russia and former SSRs only
CP-6851-3PCC-XU=	Cisco 6851 with Unencrypted MPP firmware for Russia and former SSRs only

Warranty

The Cisco IP Phone 6800 Series is covered by a 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.](#)

More information

For additional details on the Cisco IP Phone 6800 Series, go to <https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-6800-series/index.html>.

Or use the shortcut: <https://www.cisco.com/go/mpp6800>.

Acronyms Used in this Document

BLF: Busy Lamp Field

CDA: Customer Device Activation (Formerly EDOS)

CDP: Cisco Discovery Protocol

DHCP: Domain Host Control Protocol

DNS: Domain Name Server

DTMF: Dual-Tone Multi-Frequency

EDOS: Enterprise Data Operations & Services (Now called CDA)

FIPS: Federal Information Processing Standards

GDS: Global Delivery Services

HD: High Definition

HTTP: Hyper-Text Transfer Protocol

HTTPS: Secure Hyper-Text Transfer Protocol

ICE: Interactive Connectivity Establishment

ID: Identification

IEEE: Institute of Electrical and Electronics Engineers

iLBC: Internet Low Bitrate Codec

IP: Internet Protocol

iSAC: Internet Speech Audio Codec

LDAP: Lightweight Directory Access Protocol

LLDP: Link Layer Discovery Protocol

MAC address: Media Access Control address

MOS: Mean Opinion Score

NAPTR: Name Authority Pointer

NAT: Network Address Translation

PiP: Picture in Picture

PLK: Programmable Line Key
PRT: Problem Reporting Tool
PSK: Programmable Soft Key
RFC: Request for Comments
RTP: Real Time Protocol
SIP: Session Initiation Protocol
SNTP: Simple Network Time Protocol
SRTP: Secure Real Time Protocol
SRV: Service
STUN: Session Traversal for NAT
TCP: Transmission Control Protocol
TFTP: Trivial File Transfer Protocol
TLS: Transport Layer Security
UDP: User Datagram Protocol
VMWI: Voice Message Waiting Indicator
WVGA: Wide Video Graphics Array
XML: Extensible Markup Language
XSI: XML Schema Instance

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