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# Cisco IP Phone 8800 Series with Multiplatform Phone Firmware

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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 Cisco Webex Calling, Webex Calling Carrier, Cisco Broadworks and approved Unified-Communications-as-a-Service (UCaaS) platforms.

## Product overview

For partners who provide voice and video services to end customers on open SIP UCaaS platforms, Cisco offers specific firmware loads that support these platforms and run on the Cisco® IP Phone 8800 Series. The feature set and user experience provided by this firmware is not identical to what is provided by the firmware designed and built for use with Cisco on premises call control systems, such as Cisco Unified Communications Manager, 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
<b>Audio</b>	<ul style="list-style-type: none"> <li>• Codecs: G.711 (A-law and <math>\mu</math>-law), G.722.2, G.722, G.729ab, ILBC, iSAC, Opus, Narrowband Opus</li> <li>• DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO</li> <li>• Early Media and Preconditions</li> <li>• MOS Score reporting (Telchemy)</li> </ul> <p>The 8800 series provides exceptional noise isolation when used with a Cisco Headset.</p>
<b>Headset</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The 8851, 8861 and 8865 have USB ports that support headsets.</li> <li>• The 8845, 8851, 8861 and 8865 support Bluetooth headsets</li> <li>• For more information about Cisco’s headset offer: <a href="https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html">https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html</a></li> </ul>
<b>Video</b>	<ul style="list-style-type: none"> <li>• H.264 High Definition 720p Video camera, Wide VGA display</li> <li>• PiP Self-View</li> <li>• Camera exposure control</li> <li>• Bandwidth control</li> </ul>

Feature	Detail
<b>Network</b>	<ul style="list-style-type: none"> <li>• Cisco Discovery Protocol (CDP)</li> <li>• DNS: A record (RFC 1706), SRV record (RFC 2782)</li> <li>• DHCP (RFC 2131)</li> <li>• Global Discovery Services (GDS)</li> <li>• HTTPs Support for XSI Services</li> <li>• ICE</li> <li>• IPv4 (RFC 791)</li> <li>• IPv6 (RFC 2460): System Interoperability Testing Required</li> <li>• LLDP</li> <li>• MAC address (IEEE 802.3)</li> <li>• NAPTR</li> <li>• NAT, STUN</li> <li>• Peer Firmware Sharing</li> <li>• SNTP (RFC 2030)</li> <li>• SIP support (RFC3261 and companion RFCs)</li> <li>• TR.69 Provisioning: System Interoperability Testing Required</li> <li>• UDP/TCP</li> <li>• Voice and Video Priority Configuration</li> <li>• Zero Touch Provisioning</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• 802.1x authentication</li> <li>• Automatic Secure Call</li> <li>• Configurable Ciphers</li> <li>• Customer Device Activation (CDA: formerly known as EDOS) Certificate Upload and Encryption Hash Selection</li> <li>• Digest authentication</li> <li>• Encrypted configuration files</li> <li>• FIPS 140-2</li> <li>• HTTPs secure provisioning</li> <li>• Mandatory/Optional Secure Call</li> <li>• Media encryption via SRTP</li> <li>• Password Login</li> <li>• Stateful Firewall</li> <li>• TLS v1.2</li> </ul>
<b>Applications</b>	<ul style="list-style-type: none"> <li>• BroadWorks Anywhere</li> <li>• BroadWorks Executives and Assistants</li> <li>• BroadWorks XSI Call Logs Display</li> <li>• BroadWorks XSI Caller ID Blocking</li> <li>• Cisco Problem Reporting Tool (PRT) with local and remote initiation</li> <li>• Cisco XML XSI</li> <li>• Multicast Paging</li> <li>• Remote SDK</li> <li>• UC-One Presence</li> <li>• Voice Feedback Accessibility</li> </ul>

Feature	Detail
<b>Call control and audio features</b>	<ul style="list-style-type: none"> <li>• Busy Lamp Field (BLF)<sup>1</sup></li> <li>• Call back on busy</li> <li>• Call blocking - anonymous and selective</li> <li>• Call conferencing - hosted (N-party)<sup>1</sup></li> <li>• Call conferencing - local 3-way</li> <li>• Call forwarding - unconditional, no answer, on busy</li> <li>• Call hold</li> <li>• Call park and unpark<sup>1</sup></li> <li>• Call park monitoring via the BLF list</li> <li>• Call pickup - selective and group<sup>1</sup></li> <li>• Call transfer - attended or blind</li> <li>• Call waiting</li> <li>• Caller ID mapping for incoming calls</li> <li>• Caller ID name and number and outbound caller ID blocking</li> <li>• Configurable dial/numbering plan support with inter-digit timers - per line</li> <li>• Configurable supplementary services soft keys</li> <li>• Distinctive ringing based on calling and called number</li> <li>• Do not disturb</li> <li>• Emergency Call Support<sup>1</sup></li> <li>• Extension mobility, Hot-desking, Hoteling, Activity Based Workspace<sup>1</sup></li> <li>• Group paging<sup>1</sup></li> <li>• Individual volume setting per audio path (headset, handset and speaker)</li> <li>• Intercom<sup>1</sup></li> <li>• Multicast paging</li> <li>• Music on hold<sup>1</sup></li> <li>• Outbound caller ID blocking</li> <li>• 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</li> <li>• Reverse Name Lookup</li> <li>• Shared line and bridged line appearance<sup>1</sup></li> <li>• Supplementary services feature activation codes</li> <li>• Voice Message Waiting Indicator (VMWI)</li> <li>• Voice Mail Monitoring via a PLK</li> </ul>
<b>Directory</b>	<ul style="list-style-type: none"> <li>• Broadsoft Directory</li> <li>• Call History</li> <li>• Customizable Call History List</li> <li>• Intelligent Proximity (Mobile Device Contacts Synchronization and Calling Control)</li> <li>• Intelligent Search</li> <li>• LDAP over TLS</li> <li>• Local phonebook</li> <li>• Reverse address lookup in all directories</li> <li>• Unified Contact Search in Multiple Directories</li> </ul>

<sup>1</sup> Feature requires support by SIP client management server.

Feature	Detail
	<ul style="list-style-type: none"> <li>• XML/LDAP remote directory</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>• Auto provision via TFTP, HTTP, or HTTPs for mass deployment</li> <li>• Configuration report to provisioning server</li> <li>• Configuration: Browser, Phone, and Auto-provision</li> <li>• Encrypted HTTP data in plain HTTP transmissions</li> <li>• Extended PSK and PLK Functionalities</li> <li>• Packet Capture, Problem Reporting Tool (PRT) and upload of PRT</li> <li>• Remote generation and upload of PRT data</li> </ul>
<b>Accessibility</b>	<p>Please see this web page for a detailed list of accessibility features for Cisco 8800 Series phones: <a href="https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/8800-series/P881_BK_A8830007_00_accessibility-features-8800-series.html">https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/8800-series/P881_BK_A8830007_00_accessibility-features-8800-series.html</a></p>

## Platform support

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

**Table 2.** Supported platforms

Platforms Supported	Certifications
<b>Cisco Webex Calling</b>	Interoperability Tested and Certified
<b>Webex Calling Carrier</b>	Interoperability Tested and Certified
<b>Cisco BroadWorks</b>	Interoperability Tested and Certified – Releases 19sp1, 20sp1, 21sp1, 22sp1, 23sp1
<b>Asterisk</b>	Interoperability Tested – Release (1.8+)
<b>Centile</b>	Interoperability Tested and Certified – Release Istra SP 9.2
<b>Metaswitch</b>	Interoperability Tested and Certified – Release 9.3
<b>Ribbon Kandy Business Solutions</b>	Interoperability Tested and Certified (Q4 Calendar 2020)

## 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](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
<b>Protocol support</b>	<b>SIP: all models</b>
<b>Full DN lines supported</b>	<ul style="list-style-type: none"> <li>• 8811: 10 lines (SIP registrations)</li> <li>• 8832: 1 line (SIP registration)</li> <li>• 8841: 10 lines (SIP registrations)</li> <li>• 8845: 10 lines (SIP registrations)</li> <li>• 8851: 10 lines (SIP registrations)</li> <li>• 8861: 10 lines (SIP registrations)</li> <li>• 8865: 10 lines (SIP registrations)</li> </ul>
<b>Language support</b>	<ul style="list-style-type: none"> <li>• Bulgarian</li> <li>• Catalan</li> <li>• Chinese (Simplified)</li> <li>• Chinese (Traditional, Hong Kong)</li> <li>• Croatian</li> <li>• Czech</li> <li>• Danish</li> <li>• Dutch</li> <li>• English (American)</li> <li>• English (United Kingdom)</li> <li>• Finnish</li> <li>• French (France)</li> <li>• German</li> <li>• Greek</li> <li>• Hungarian</li> <li>• Italian</li> <li>• Japanese</li> <li>• Korean</li> <li>• Norwegian</li> <li>• Polish</li> <li>• Portuguese (Portugal)</li> <li>• Russian</li> <li>• Spanish (Spain)</li> <li>• Slovak</li> <li>• Swedish</li> <li>• Slovenian</li> <li>• Turkish</li> </ul>
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Acoustic coupled TTY and TDD support (handset)</li> <li>• Adjustable ringtone, pitch, and volume</li> </ul>

Feature	Details
	<ul style="list-style-type: none"> <li>• Hearing aid compatible (HAC) handset</li> <li>• Inline-amplifier support (handset)</li> <li>• Visual message-waiting indicator (handset)</li> <li>• Visual notification of phone state</li> <li>• Voice Feedback</li> </ul> <p>For more information about accessibility on these phones, see: <a href="https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/8800-series/P881_BK_A8830007_00_accessibility-features-8800-series.html">https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/8800-series/P881_BK_A8830007_00_accessibility-features-8800-series.html</a></p>

## Ordering information

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

**Table 4.** Ordering information

Part #	Product Description
<b>CP-8811-3PCC-K9=</b>	Cisco IP Phone 8811 shipped with multiplatform phone firmware
<b>CP-8832-3PCC-K9=</b>	<p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>See Tables 6 and 7 for a full list of international SKUs and accessories.</p>
<b>CP-8841-3PCC-K9=</b>	Cisco IP Phone 8841 shipped with multiplatform phone firmware
<b>CP-8845-3PCC-K9=</b>	Cisco IP Video Phone 8845 shipped with multiplatform phone firmware
<b>CP-8851-3PCC-K9=</b>	Cisco IP Phone 8851 shipped with multiplatform phone firmware
<b>CP-8861-3PCC-K9=</b>	Cisco IP Phone 8861 shipped with multiplatform phone firmware
<b>CP-8865-3PCC-K9=</b>	Cisco IP Video Phone 8865 shipped with multiplatform phone firmware
<b>CP-BEKEM-3PCC=</b>	Cisco IP Key Expansion Module for multiplatform phones (To be discontinued in Calendar Year 2020)
<b>CP-8800-A-KEM-3PC=</b>	Cisco IP Key Expansion Module for use with the 8851 and 8861 Audio MPP phones Requires MPP firmware version 11.2.3 or later
<b>CP-8800-V-KEM-3PC</b>	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:	
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• Available in the USA and Canada only.</li> </ul>	
<b>CP-8811-3PW-NA-K9=</b>	Cisco IP Phone 8811 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
<b>CP-8841-3PW-AU-K9=</b>	Cisco IP Phone 8841 shipped with multiplatform phone firmware, and with a power cube and a



Part #	Product Description
	power cord for Australia and New Zealand
<b>CP-8841-3PW-NA-K9=</b>	Cisco IP Phone 8841 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
<b>CP-8845-3PW-NA-K9=</b>	Cisco IP Video Phone 8845 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
<b>CP-8851-3PW-AU-K9=</b>	Cisco IP Phone 8851 shipped with multiplatform phone firmware, and with a power cube and a power cord for Australia and New Zealand
<b>CP-8851-3PW-NA-K9=</b>	Cisco IP Phone 8851 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
<b>CP-8861-3PW-AU-K9=</b>	Cisco IP Phone 8861 shipped with multiplatform phone firmware, and with a power cube and a power cord for Australia and New Zealand
<b>CP-8861-3PW-NA-K9=</b>	Cisco IP Phone 8861 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America
<b>CP-8865-3PW-NA-K9=</b>	Cisco IP Video Phone 8865 shipped with multiplatform phone firmware, and a power cube and a power cord for North America

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

Part Number	Description
<b>CP-8832-3PC-EU-K9</b>	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. <ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>CP-8832-3PC-J-K9</b>	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..
<b>CP-8832-3PC-LA-K9</b>	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. <ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>CP-8832-3PC-NR-K9</b>	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. <ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>CP-8832-3PCC-K9</b>	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.

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

Part Number	Description
<b>CP-8832-POE=</b>	Cisco IP Conference Phone 8832 PoE Adapter Spare for Worldwide. A USB-C cable is included.
<b>CP-8832-ETH=</b>	Cisco IP Conference Phone 8832 non-PoE Ethernet Adapter Spare for North America. A USB-C cable is included.
<b>CP-8832-ETH-WW=</b>	Cisco IP Conference Phone 8832 non-PoE Ethernet Adapter Spare for Worldwide, with configurable Power Clip. A USB-C cable is included.
<b>CP-8832-MIC-WIRED=</b>	Optional Cisco IP Conference Phone 8832 Wired Microphone Kit in silver color for worldwide use. Kit includes two wired microphones.
<b>CP-8832-MIC-WLS=</b>	Optional Cisco IP Conference Phone 8832 Wireless Microphone Kit in silver color for North America. Kit includes two wireless microphones, a charging tray, a power adapter and a USB-C cable.
<b>CP-8832-MIC-WLS-E=</b>	Optional Cisco IP Conference Phone 8832 Wireless Microphone Kit in silver color for APAC, EMEA, Australia and New Zealand. Kit includes two wireless microphones, a charging tray, a power adapter, and a USB-C cable.
<b>CP-8832-MIC-WLS-J=</b>	Optional Cisco IP Conference Phone 8832 Wireless Microphone Kit in silver color for Japan. Kit includes two wireless microphones, a charging tray, a power adapter, and a USB-C cable.
<b>CP-8832-USB-CAB=</b>	Cisco IP Conference Phone 8832 USB-C Cable Spare. This is a USB-C cable to connect 8832 phone base and PoE (or ETH, PWR) adapter.

Phones 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.

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

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

Phones for sale to Russia and the former SSRs only.

**Table 8.** Cisco IP Phone 8800 Series with Unencrypted Multiplatform Phone Firmware for Russia and the former SSRs

Part Number	Description
<b>CP-8845-3PCC-XU=</b>	Cisco 8845 with Unencrypted MPP firmware for Russia and former SSRs only
<b>CP-8865-3PCC-XU=</b>	Cisco 8865 with Unencrypted MPP firmware for Russia and former SSRs only

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## 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	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

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.

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## Call to action

<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>.

## 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

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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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