

— CISCO IP PHONE 7800 SERIES

Cisco IP Phone 7821

CP-7821-K9

The Cisco IP Phone 7821 is a cost-effective two-line enterprise IP phone designed for everyday business communication. It combines a 3.5-inch high-resolution backlit grayscale display, wideband audio, a full-duplex speakerphone, two programmable line and feature keys, and an integrated 10/100 Ethernet switch for reliable IP telephony deployments.

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2

Programmable Line / Feature Keys

3.5"

396 × 162 Pixel Backlit Grayscale Display

10/100

Ethernet Switch

PoE Class 1

IEEE 802.3af Power over Ethernet

PRODUCT OVERVIEW

Cost-Effective Enterprise IP Telephony for Everyday Business Communication

The Cisco IP Phone 7821 provides a practical and cost-effective business voice solution for users who need dependable IP communication without the additional line capacity of higher-end models. Its two programmable line keys, four soft keys, high-resolution grayscale display, wideband audio, full-duplex speakerphone and integrated Ethernet switch make it suitable for a wide range of office and enterprise environments.

2L

Two Programmable Lines

Two programmable line and feature keys provide convenient access to directory numbers, call functions and supported productivity features.

3.5"

Backlit Grayscale Display

The 3.5-inch graphical grayscale display provides 396 × 162 pixel resolution with white backlighting for easier viewing of calling information.

AUDIO

Wideband Audio

Wideband audio and a full-duplex speakerphone help provide clear voice

PoE

PoE Class 1

The Cisco IP Phone 7821 supports IEEE 802.3af Power over Ethernet Class 1, allowing

communication for business calls and hands-free conversations.

compatible network infrastructure to provide power through the Ethernet connection.

LAN

Integrated 10/100 Ethernet

Two RJ-45 Ethernet ports provide the LAN connection and a downstream connection for a PC or another Ethernet device.

SEC

Enterprise Security

Cisco security capabilities include authentication, SRTP media encryption, TLS signaling encryption, encrypted configuration files and 802.1X support in supported deployments.

01 / TECHNICAL SPECIFICATIONS

Cisco CP-7821-K9 Detailed Specifications

The following specifications are based primarily on Cisco documentation for the Cisco IP Phone 7821 and the Cisco IP Phone 7800 Series.

Manufacturer	Cisco Systems, Inc.
Product Family	Cisco IP Phone 7800 Series
Product Model	IP Phone 7821
Part Number	CP-7821-K9=
Product Type	Enterprise Unified IP Phone / VoIP Phone

Intended Use	Business voice communications for office users, administrative staff, knowledge workers, managers and other users with everyday voice communication requirements
Programmable Line Keys	2 programmable line and feature keys
Soft Keys	4 programmable soft keys
Fixed Function Keys	11 fixed feature keys
Display	3.5-inch / 89 mm high-resolution graphical grayscale display with white backlighting
Display Resolution	396 × 162 pixels
Touchscreen	No
Ethernet Ports	2 × RJ-45 Ethernet ports
Ethernet Speed	10/100BASE-T
Downstream PC Connection	Yes — downstream 10/100 Ethernet connection for a PC or another supported Ethernet device
Signaling Protocol	Session Initiation Protocol (SIP)
Codec Support	G.711 A-law, G.711 μ-law, G.722, G.722.2, G.729ab, iLBC and Opus
Wideband Audio	Yes

Speakerphone	Full-duplex wideband speakerphone
Handset	Standard wideband-capable handset with RJ-9 connection
Headset Connection	Analog headset connection supported
Audio Features	Automatic Gain Control, Comfort Noise Generation, Silence Suppression / Voice Activity Detection, Acoustic Echo Cancellation and Dynamic Noise Reduction
Hearing Aid Compatibility	Hearing Aid Compatible handset
PoE Standard	IEEE 802.3af
PoE Class	Class 1
Power Input Rating	0.42 A, 48 V DC
Power Adapter	Cisco power adapter supported for non-PoE deployments
QoS / Network Standards	Cisco Discovery Protocol (CDP), IEEE 802.1Q/p VLAN and Quality of Service support
VLAN Support	IEEE 802.1Q VLAN tagging and configured administrative VLAN support
Security	Certificates, image authentication, device authentication, file authentication, signaling authentication, SRTP, TLS, encrypted configuration files and 802.1X

Media Encryption	Secure Real-Time Transport Protocol (SRTP) using AES-128
Signaling Encryption	Transport Layer Security (TLS) using AES-128 or AES-256
IP Address Assignment	Static configuration or DHCP client
Call Features	Call forwarding, call waiting, caller ID, call history, call park, call pickup, conference, hold/resume, transfer, voicemail, speed dial, redial, shared line, corporate directory, do not disturb, mute and other supported business calling features
Fixed Function Controls	Messaging, Directory, Services, Hold/Resume, Transfer, Conference, Speakerphone, Headset, Mute and two-way navigation controls
Foot Stand	Two-position adjustable foot stand
Wall Mounting	Supported with optional Cisco wall-mount kit
Physical Dimensions	207 × 206 × 28 mm (H × W × D, excluding foot stand)
Weight	Approximately 867 g
Housing Material	Polycarbonate / ABS textured plastic
Operating Temperature	0°C to 40°C
Non-Operating Temperature	-10°C to 60°C

Operating Humidity	10% to 90%, non-condensing
Non-Operating Humidity	10% to 95%, non-condensing
Replaceable Bezel	Silver bezel available as an option
Color Options	Charcoal and white variants are documented for the 7821 family; verify the exact SKU before ordering
Energy Efficiency	PoE Class 1, Cisco EnergyWise support and power-save capabilities in supported deployments

02 / PLATFORM & DEPLOYMENT

Call Control, Deployment & Compatibility

The capabilities available on a Cisco IP Phone 7821 depend on the exact firmware, call-control platform, licensing and deployment configuration.

Cisco On-Premises Deployment	Supported Cisco on-premises deployment options are documented for the Cisco IP Phone 7821.
Cisco Hosted Deployment	The Cisco IP Phone 7821 supports supported hosted collaboration environments.
Cisco Webex Calling	Cisco lists Webex Calling among supported deployment options for the 7821.
Cisco Expressway	Cisco Expressway can support remote-worker access without requiring a VPN client in supported configurations.

Signaling	SIP-based IP telephony signaling
CUCM Licensing	Licensing requirements depend on the Cisco Unified Communications Manager deployment and software environment. Confirm the required license before deployment.
Multiplatform Variant	Cisco also documents separate CP-7821-3PCC-K9 variants with Multiplatform Phone firmware. Verify the exact part number before purchase.

Important: CP-7821-K9 and CP-7821-3PCC-K9 are different product variants. They may use different firmware and deployment environments. Always verify the exact SKU and required call-control platform before ordering.

03 / CONNECTIVITY

Ethernet, PoE & Desk Connectivity

The Cisco CP-7821-K9 is designed to integrate directly into an IP telephony network while providing a second Ethernet connection for a downstream PC or device.

LAN

10/100 LAN Port

The primary RJ-45 Ethernet connection provides 10/100BASE-T network connectivity for the IP phone.

PC

Downstream PC Port

A second RJ-45 connection allows a PC or another supported Ethernet device to share the desk network connection.

PoE

RJ9

Power over Ethernet

IEEE 802.3af PoE Class 1 allows compatible network infrastructure to power the phone through the Ethernet connection.

Handset Connection

The phone uses an RJ-9 handset connection and supports a wideband-capable handset.

HS

Headset Support

An analog headset connection is supported for users who prefer hands-free private calling.

WALL

Wall Mounting

Wall mounting is supported with the appropriate optional Cisco wall-mount accessory.

04 / HARDWARE & AUDIO

Cisco CP-7821 Hardware and Audio Features

The Cisco 7821 combines a compact business-phone design with a high-resolution grayscale display and wideband voice capabilities.

Display Type	Graphical monochrome / grayscale display with white backlight
Display Size	3.5 inches / 89 mm
Display Resolution	396 × 162 pixels
Line Keys	2 programmable line and feature keys
Soft Keys	4
Speakerphone	Full-duplex wideband speakerphone

Wideband Audio	Supported
Acoustic Echo Cancellation	Supported
Dynamic Noise Reduction	Supported
Comfort Noise Generation	Supported
Silence Suppression / VAD	Supported
Automatic Gain Control	Supported
Hearing Aid Compatibility	Supported

05 / ENTERPRISE SECURITY

Security Features of the Cisco 7821

The Cisco IP Phone 7821 includes security mechanisms intended to help protect signaling, media and configuration information in supported enterprise deployments.

TLS

TLS Signaling Encryption

Transport Layer Security can be used to protect signaling communication using

SRTP

Secure Voice Media

SRTP with AES-128 can provide encryption for supported real-time voice media streams.

supported AES-128 or AES-256 configurations.

802

802.1X Authentication

IEEE 802.1X authentication is supported for enterprise network access control environments.

CERT

Certificate Support

Cisco documentation includes certificate and authentication mechanisms for supported enterprise deployments.

CFG

Encrypted Configuration

Encrypted configuration files can help protect sensitive device configuration information.

AUTH

Device Authentication

Cisco security architecture includes device, image, file and signaling authentication capabilities.

06 / RECOMMENDED USE

Where the Cisco IP Phone 7821 Fits Best

With two programmable lines and a compact enterprise design, the Cisco 7821 is particularly suitable for everyday business users who do not require the higher line capacity of advanced Cisco IP phone models.

OFF

Business Offices

Suitable for everyday business communication in office and enterprise environments.

ADM

Administrative Staff

Two programmable line keys and dedicated call-control buttons provide convenient access to common business calling functions.

USR

Knowledge Workers

Designed for users who need dependable voice communication as part of their everyday workplace activities.

SMB

Small & Mid-Sized Businesses

A practical option for organizations looking for a straightforward enterprise IP phone for standard desk-based communications.

LAN

Shared Desk Connectivity

The integrated 10/100 Ethernet switch allows a downstream PC or Ethernet device to connect through the phone.

IP

Enterprise VoIP

Designed for supported Cisco IP telephony deployments using compatible call-control platforms and configurations.

07 / MODEL COMPARISON

Cisco 7821 vs Other Cisco 7800 Series Phones

The Cisco 7821 sits between the entry-level 7811 and higher-capacity 7841 and 7861 models in the Cisco 7800 Series.

Model	Line Keys / Ethernet
Cisco 7811	1 programmable line key / 10/100 Ethernet
Cisco 7821	2 programmable line keys / 10/100 Ethernet
Cisco 7841	4 programmable line keys / 10/100/1000 Gigabit Ethernet
Cisco 7861	16 programmable line keys / 10/100 Ethernet

Compatible Cisco Accessories

Accessory availability may vary by region, SKU and deployment. Confirm the exact accessory requirement before ordering.

Power Adapter	Cisco power adapter for installations where PoE is not available
Wall Mount Kit	Optional Cisco wall-mount solution for supported Cisco IP Phone 7800 Series models
Wideband Handset	Spare wideband-capable handset for Cisco IP Phone 7800 Series
Handset Cord	Compatible spare handset cord for Cisco IP Phone 7800 Series
Headset	Supported analog headset options depending on the deployment and connector requirements

Before You Order CP-7821-K9

- Part Number:** Please confirm that you require CP-7821-K9 or CP-7821-K9= and not the CP-7821-3PCC-K9 Multiplatform firmware variant or another regional/configuration SKU.
- Ethernet:** The Cisco IP Phone 7821 uses a 10/100 Ethernet switch. It does not provide the 10/100/1000 Gigabit Ethernet switch found on the Cisco IP Phone 7841.
- Display:** The phone features a 3.5-inch, 396 × 162 pixel high-resolution graphical grayscale display with white backlighting.
- Power:** The phone supports IEEE 802.3af PoE Class 1. A compatible Cisco power adapter may be required for installations without PoE.

Hardware Revision: Hardware revision, firmware, accessories and exact product configuration should be verified before purchase.

End-of-Sale Status: Cisco announced the End-of-Sale and End-of-Life program for the Cisco IP Phone 7821 on May 13, 2026. Cisco lists October 28, 2026 as the End-of-Sale date and October 31, 2031 as the Last Date of Support. Availability may therefore depend on remaining inventory, distribution stock and region.

Migration: Cisco identifies the Cisco Desk Phone 9841 as the migration product for the Cisco IP Phone 7821. Customers looking for the 7821 should verify current availability and long-term deployment requirements before purchasing.

10 / FREQUENTLY ASKED QUESTIONS

Cisco CP-7821-K9 FAQ

What is CP-7821-K9?	CP-7821-K9 is the Cisco IP Phone 7821, a two-line enterprise IP phone from the Cisco 7800 Series.
How many lines does Cisco 7821 support?	The Cisco 7821 has 2 programmable line and feature keys.
What is the display resolution?	The display resolution is 396 × 162 pixels on a 3.5-inch graphical grayscale display.
Does Cisco 7821 have Gigabit Ethernet?	No. The Cisco 7821 uses 10/100BASE-T Ethernet. The Cisco 7841 is the 7800 Series model with 10/100/1000 Gigabit Ethernet.
Does CP-7821-K9 support PoE?	Yes. Cisco 7821 supports IEEE 802.3af Power over Ethernet Class 1.

Does Cisco 7821 support a PC connection?	Yes. The phone provides a downstream 10/100 Ethernet connection for a PC or another supported Ethernet device.
Does Cisco 7821 support wideband audio?	Yes. Cisco documents wideband audio and a full-duplex wideband speakerphone.
Is Cisco 7821 discontinued?	Cisco has announced End-of-Sale and End-of-Life for the Cisco IP Phone 7821. The announced End-of-Sale date is October 28, 2026.
What replaces Cisco 7821?	Cisco identifies the Cisco Desk Phone 9841 as the migration product for the 7821.
Is CP-7821-K9 the same as CP-7821-3PCC-K9?	No. These are different product variants with different firmware/deployment options. Verify the exact SKU before ordering.



Need Pricing or Availability for CP-7821-K9?

Contact NexoGet for pricing, stock availability, product condition, accessories, shipping options and enterprise IT hardware quotations for the Cisco IP Phone 7821.

 **+971 50 516 6272**

 **info@nexoget.com**



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