



# Cisco IP Phone 7821, 7841, and 7861 Release Notes for Firmware Release 10.1(1)

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## Introduction

These release notes support the Cisco IP Phones 7821, 7841, and 7861 running SIP firmware release 10.1(1). The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco IP Phones.

**Table 1: Cisco IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility**

Cisco IP Phone	Protocol	Cisco Unified Communications Manager
Cisco IP Phones 7821, 7841, and 7861	SIP	Cisco Unified Communications Manager Release 8.5(1) or later Cisco Unified Communications Manager DST Olsen version D or later

## Cisco IP Phone 7800 Series Features

The Cisco® IP Phone 7800 Series is a high-fidelity voice communications portfolio designed for people-centric collaboration. It combines always-on reliability and security, full-featured easy-to-use IP telephony, and wideband audio to increase productivity, with an earth-friendly design for reduced costs.

The Cisco IP Phone 7800 Series brings a higher quality standard, with full wideband audio support for handset, headset and speaker, to our voice-centric portfolio. A new ergonomic design includes support for larger grayscale, graphical backlit displays. The Cisco IP Phone 7800 Series also offers customers very low power consumption, as the phones are IEEE Class 1 devices. Combined with support for Cisco EnergyWise™, this delivers greater economies of scale in customers wiring closets as well as helping to reduce operating expenditures with energy savings. Other key differences include Electronic Hook-switch capability, for call control while using third-party headsets, encrypted communications, and a field replaceable bezel option.

For more information on the Cisco IP Phone 7800 Series, see [http://www.cisco.com/en/US/products/ps13220/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13220/tsd_products_support_series_home.html)

## Related Documentation

Use the following sections to obtain related information.

### Cisco IP Phone 7800 Series Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/tsd-products-support-general-information.html>

### Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

## Installation

### Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 10.1(1) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

## Procedure

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- Step 1** Go to the following URL:  
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Depending on your phone model, choose **Cisco IP Phones 7800 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **10.1(1)**.
- Step 6** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:
- cmterm-78xx.10-1-1-9.cop.sgn
- Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 7** Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware.
- Step 8** Follow the instructions in the readme file to install the firmware.
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## Install Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

- cmterm-78xx.10-1-1-9.cop.sgn

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

## Procedure

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- Step 1** Go to the following URL:  
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>

- Step 2** Choose **Cisco IP Phones 7800 Series**.
  - Step 3** Choose your phone type.
  - Step 4** Choose **Session Initiation Protocol (SIP) Software**.
  - Step 5** In the Latest Releases folder, choose **10.1(1)**.
  - Step 6** Download the relevant zip files.
  - Step 7** Unzip the files.
  - Step 8** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.
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## Limitations and Restrictions

### Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC can connect to the Voice VLAN.

### Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

## Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access <http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245>, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the "Locale Installer" section in the *Cisco Unified Communications Operating System Administration Guide*.

**Note**

The latest Locale Installer may not be immediately available; continue to check the website for updates.

## Caveats

### Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using the Cisco Bug Search.

#### Before You Begin

To access Cisco Bug Search, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

#### Procedure

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- Step 1** To access the Cisco Bug Search, go to:  
<https://tools.cisco.com/bugsearch>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.
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### Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco IP Phones for Firmware Release 10.1(1).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in [Access Cisco Bug Search](#), on page 5.

**Table 2: Open Caveats for Firmware Release 10.1(1)**

Identifier	Headline
<a href="#">CSCug60432</a>	Previous unregister reason message always show in the unregister screen
<a href="#">CSCuh07996</a>	Phone cannot go back to idle state and indicated incoming calls in the line area
<a href="#">CSCuh34236</a>	Display of phone is incorrect when PC port/SW port is 10/10
<a href="#">CSCuh34454</a>	Users keep hearing high frequency noise in daisy chain environment.
<a href="#">CSCui31769</a>	There is no toast but the screen and LED will flash once when press "Pickup" and "Opickup"
<a href="#">CSCui49609</a>	A noisy tone when start a voicemail and press hold/resume
<a href="#">CSCui55340</a>	Havn't "CallPark Reversion" toast if enable DND-R on Phone
<a href="#">CSCui95975</a>	The details of meet-me conf is unavailable on the first party
<a href="#">CSCuj01203</a>	A 7861 phone freeze SK and buttons after swap calls once
<a href="#">CSCuj04310</a>	User locale select Arabic_Saudi_Arabia;""New call"" softkey is wrong
<a href="#">CSCuj11854</a>	the call would not be disconnected after hanging up the handset
<a href="#">CSCuj16464</a>	Monitoring phone not send RTCP
<a href="#">CSCuj25165</a>	Highlighted background has afterimage when switch among calls on 7861
<a href="#">CSCuj37314</a>	If a call on shared line is hold/retrieved multiple times; local & remote log is incorrect
<a href="#">CSCuj44373</a>	Phone reset auto during do cBarge and recording operation
<a href="#">CSCuj52180</a>	Phone can not answer a incoming call with handset
<a href="#">CSCuj52759</a>	IPv6 mode phone fail to register if CUCM v4/v6 hostname are different
<a href="#">CSCuj53099</a>	ipv6 address is wrong when phone has arabic/hebrew locales
<a href="#">CSCuj53400</a>	No message indicate for 2nd incoming call if phone is in app menu
<a href="#">CSCuj64649</a>	Sometimes DTMF for digits during VM has a delay
<a href="#">CSCuj67931</a>	7821 SW port can not back to AUTO after PALS

Identifier	Headline
<a href="#">CSCuj68134</a>	RTP port should be closed when hold the call
<a href="#">CSCuj70809</a>	The chaos behavior when phone do meet-me with AS-SIP
<a href="#">CSCuj71309</a>	No focus in the Applications menu
<a href="#">CSCuj73093</a>	The call can't be ended by handset
<a href="#">CSCuj73412</a>	one log recorded when the call is transferred with translation pattern
<a href="#">CSCuj74004</a>	Phone not open RTCP port when dual mode phone call IPv6 only phone
<a href="#">CSCuj75870</a>	phone load information display error
<a href="#">CSCuj76575</a>	Phone fail to pass 802.1x authentication for unknown reason
<a href="#">CSCuj76590</a>	AM/PM shouldn't be displayed as a small box when locale is Greek
<a href="#">CSCuj78805</a>	Some titles with brackets aren't correctly translated into Arabic
<a href="#">CSCuj78823</a>	The titles with brackets aren't correctly translated into it_LT locale
<a href="#">CSCuj79769</a>	Outgoing call bubble overlaps with Contact Window
<a href="#">CSCuj79970</a>	Calls disconnect after one minute
<a href="#">CSCuj82934</a>	Idle URL screen can't display if 7861 phone has missed call notification
<a href="#">CSCuj89882</a>	Volume overlap
<a href="#">CSCuj90061</a>	daisychain phone can't register sometime
<a href="#">CSCuj90768</a>	JPN+KOR+CHS: 78xx: Multi-Byte Service name is corrupted
<a href="#">CSCuj93181</a>	[Wistron]Group pickup; the call log should not recorded group number
<a href="#">CSCuj93193</a>	[WistronDT]when phone show change saved successfully in ringtone page
<a href="#">CSCuj93201</a>	[WistronDT]The phone will back to idle when press 4 times speaker
<a href="#">CSCuj93251</a>	[WistronDT]Phone header shows other line number using other line to make
<a href="#">CSCuj96094</a>	DND beep not played when on hook from handset
<a href="#">CSCul01193</a>	Phone can't add participant by PD in conference/transfer
<a href="#">CSCul01196</a>	Call history can't display once

Identifier	Headline
<a href="#">CSCul01236</a>	no phone icon nor picture for 78xx phone in CUCM user page
<a href="#">CSCul01935</a>	A incoming call can't be answered by the speaker or headset button

## Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco IP Phones for Firmware Release 10.1(1).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in [Access Cisco Bug Search](#), on page 5.

**Table 3: Resolved Caveats for Firmware Release 10.1(1)**

Identifier	Headline
<a href="#">CSCug20406</a>	When turn down CUCM and EM service on both hCluster and vCluster; phone will registered on hSRST
<a href="#">CSCuh23709</a>	Phone use hDN to failover to vSRST when lost connect to all cucms
<a href="#">CSCuh51175</a>	JAVA usually block when reset all
<a href="#">CSCuf43923</a>	Snoopy plus phone can not register back to the CUCM of vCluster after stop the CUCM of hcluster
<a href="#">CSCug20387</a>	When phone in hold_reverted state; its can alert 10 minutes before Phone Off Time
<a href="#">CSCuh93187</a>	Phone do not behavioral normally after press ""BLF direct call park"" PLK"
<a href="#">CSCui46950</a>	UE performance is worse than RTL
<a href="#">CSCui52299</a>	"Speed dial not configured" popup goes very late
<a href="#">CSCui79444</a>	Phone play no sound when RTPMRx for 5 min
<a href="#">CSCui92484</a>	Phone UI shows different after a wrong FAC code is input.
<a href="#">CSCuj04320</a>	Dark screen with crosstalk on 50 Celsius 90% humidity within 24 hours
<a href="#">CSCuj27582</a>	Multi-language related bug for Wistron



Identifier	Headline
<a href="#">CSCuj43600</a>	UI issue when phone in preservation mode
<a href="#">CSCuj46802</a>	User locale in UDP doesn't work
<a href="#">CSCuj46859</a>	7841 phone hasn't "call transferred successfully" prompt when dPark done
<a href="#">CSCuj49053</a>	7861:Screen overlap when on-hook dial and incoming call
<a href="#">CSCuj49378</a>	7861 lost SKs after restart
<a href="#">CSCuj61891</a>	WistronDT not show the toast unable to obtain additional ringtones
<a href="#">CSCuj67437</a>	CUCM hostname display null on phone if CUCM IPv6 Address set to null
<a href="#">CSCuj68110</a>	FAC Prompt Text doesnot work if changed to non-default
<a href="#">CSCuj70181</a>	7861 can't indicate missed call correctly
<a href="#">CSCuj70644</a>	7861 can't display prompt of missed call and new VM fluently
<a href="#">CSCuj70785</a>	No CTL erase prompt when set alt TFTP from yes to no
<a href="#">CSCuj73999</a>	Only Details SK is show when a call comes in
<a href="#">CSCuj78557</a>	phone PLK inconsistent after EMCC logout when vTFTP down
<a href="#">CSCuj78596</a>	There is an extra softkey appears in connect state when locale is Greek
<a href="#">CSCuj78720</a>	The direction of the arrow is wrong in Admin Set list if locale is ar_SA
<a href="#">CSCuj78811</a>	Memory leak during overnight stress test
<a href="#">CSCuj78841</a>	phone still show idle when unplug network cable with power brick connect
<a href="#">CSCuj79787</a>	One factory 7821 does not allow alt TFTP server entry
<a href="#">CSCuj79986</a>	number disappear for long time at dialing stage
<a href="#">CSCuj82581</a>	AMWI tone error for Network Locale Japan
<a href="#">CSCuj82667</a>	Japan Time zone doesn't work
<a href="#">CSCuj82695</a>	NPE during phone's boot & register process
<a href="#">CSCuj85239</a>	78xx phones are not able to register
<a href="#">CSCuj86869</a>	Details of Upgrade in Progress are not displayed completely

Identifier	Headline
<a href="#">CSCuj86981</a>	Call history ui is very chaos on one 7821 phone
<a href="#">CSCuj87528</a>	One 7841 phone stuck once after shareline cBarge meet-me conference
<a href="#">CSCuj86999</a>	Issues occur after phone resume hold revert call
<a href="#">CSCuj87297</a>	Delay to enter "IPv4 Setup" menu when keypad index navigation
<a href="#">CSCuj87537</a>	group call pickup failed on 2nd line
<a href="#">CSCuj90768</a>	JPN: 7821: Enable Extension Mobility Service name is corrupted
<a href="#">CSCuj93985</a>	Shouldn't show Swap softkey when phone charge to shareline
<a href="#">CSCuj94036</a>	Shouldn't show caller softkey when two calls both on remote use
<a href="#">CSCuj95943</a>	link local DAD not work

## Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html>.

## Documentation, Service Requests, and Additional Information

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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