Cisco IP Phone 7811, 7821, 7841, and 7861 Release Notes for Firmware Release 10.3(1)

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CONTENTS

CHAPTER 1 **Cisco IP Phone 7811, 7821, 7841, and 7861 Release Notes for Firmware Release 10.3(1)** 1

Introduction 1

Related Documentation 2

Cisco IP Phone 7800 Series Documentation 2

Cisco Unified Communications Manager Documentation 2

New and Changed Features 2

Features Available with the Firmware Release 2

AES 256 Encryption Support for Phones 2

Hardware Updates 3

User Interface Enhancement 3

Features Available with the Latest Cisco Unified Communications Manager Device Package 4

Actionable Incoming Call Alert 4

Cisco IP Phone 7811 Support 5

Configurable Energy Efficient Ethernet for PC and Switch Port 5

Mobile and Remote Access Through Expressway (Market Beta) 6

Installation 7

Install Firmware Release on Cisco Unified Communications Manager 7

Install Firmware Zip Files 8

Limitations and Restrictions 9

Manufacturing Installed Certificate Signature and SHA-256 Support 9

Phone Behavior During Times of Network Congestion 9

Caveats 9

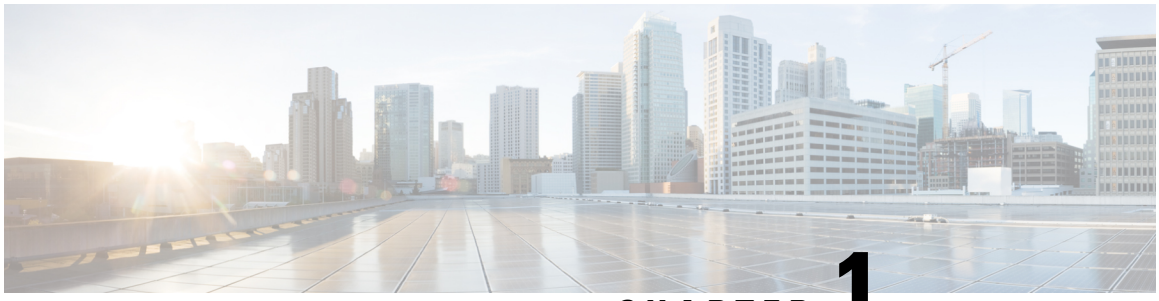
Access Cisco Bug Search 9

Open Caveats 10

Resolved Caveats 13

Cisco Unified Communication Manager Public Keys 17

Unified Communications Manager Endpoints Locale Installer 17
Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager 18
Cisco IP Phone Firmware Support Policy 18
Documentation, Service Requests, and Additional Information 18



CHAPTER 1

Cisco IP Phone 7811, 7821, 7841, and 7861 Release Notes for Firmware Release 10.3(1)

- Introduction, on page 1
- Related Documentation, on page 2
- New and Changed Features, on page 2
- Installation, on page 7
- Limitations and Restrictions, on page 9
- Caveats, on page 9
- Cisco Unified Communication Manager Public Keys, on page 17
- Unified Communications Manager Endpoints Locale Installer, on page 17
- Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager, on page 18
- Cisco IP Phone Firmware Support Policy, on page 18
- Documentation, Service Requests, and Additional Information, on page 18

Introduction

These release notes support the Cisco IP Phones 7811, 7821, 7841, and 7861 running SIP Firmware Release 10.3(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 7811, 7821, 7841, and 7861	SIP	Cisco Unified Communications Manager version 8.5(1) and later Cisco Unified Communications Manager DST Olsen version D or later

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 7800 Series.

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 on the product support page.

New and Changed Features

The following sections describe the features that are new or have changed in this release.

Features Available with the Firmware Release

The following sections describe the features available with the Firmware Release.

AES 256 Encryption Support for Phones

The AES 256 Encryption Support for Phones feature enables the phones to take advantage of the AES 256 Encryption Support for TLS and SIP SRTP feature in Cisco Unified Communications Manager Release 10.5(2) and later.

With Cisco Unified Communications Manager Release 10.5(2), the AES 256 encryption support for TLS and SIP SRTP is enhanced to focus on AES 256 cipher support in signaling and media encryption. This feature enables phones to initiate and support TLS 1.2 connections with the AES-256 based ciphers that conform to SHA-2 (Secure Hash Algorithm) standards and is Federal Information Processing Standards (FIPS) compliant.

This feature is supported on the following SIP phones:

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

For more information, see the *Release Notes for Cisco Unified Communications Manager Release 10.5(2) and IM and Presence Service Release 10.5(2b)* located at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html.

Hardware Updates

The Cisco IP Phone 7821, 7841 and 7861 has hardware updates. The new phone version IDs are:

- Cisco IP Phone 7821: V03
- Cisco IP Phone 7841: V04
- Cisco IP Phone 7861: V03

Phones manufactured with the new version ID must run Firmware Release 10.3(1) or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Firmware Release 10.3(1).

This feature has no user impact.

This feature is supported on the following SIP phones:

- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

Cisco IP Phone 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0 (SIP).

User Interface Enhancement

The User Interface Enhancement feature introduces enhancements implemented in the user interface of Cisco IP Phone 7800 series:

- Call History is renamed to Recents
- A Recents softkey is added to the phone screen
- When you press the navigator ring up, you see the Recents: All Calls screen

This feature is supported on the following SIP phones:

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

- *Cisco IP Phone 7811, 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0 (SIP).*
- *Cisco IP Phone 7811, 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0 (SIP).*

Features Available with the Latest Cisco Unified Communications Manager Device Package

The following sections describe features in the release which require the new firmware and the latest Cisco Unified Communications Manager device package. The applicable device packages are released after the firmware release.

For information about the Cisco devices and the required Cisco Unified Communications Manager device packages, see the following URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Actionable Incoming Call Alert

The Actionable Incoming Call Alert feature provides a way to a user to control the incoming call alerts. This feature provides a way to disable or enable the incoming call alerts.

The administrator controls the feature by configuring the Actionable Incoming Call Alert parameter to one of the following options:

- **Disabled**: Disables the actionable call alert. Disabled is selected by default for Cisco IP Phone 7821, 7841, and 7861. The incoming call alert (call toast) occurs when the user is in an active call and the user receives an incoming call.
- **Show for all Incoming Call**: Enables the actionable incoming call alerts and the user sees three softkeys Decline, Answer, and Ignore. The phone shows a call toast for each call received when the phone is in idle or active state.
- **Show for Invisible Incoming Call**: Enables the actionable incoming call alerts. The phone shows a call toast only when the phone is active.

Note Show for Invisible Incoming Call option is selected by default for Cisco IP Phone 7811.

This feature is supported on the following SIP phones:

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

- *Cisco IP Phone 7811, 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0 (SIP).*
- *Cisco IP Phone 7811, 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0 (SIP).*

Cisco IP Phone 7811 Support

The Cisco IP Phone 7811 Support feature introduces the Cisco IP Phone 7811. The phone offers easy to use features and support for a narrow band handset and speaker. The phone has a smaller, monochrome display screen compared to Cisco IP Phone 7821, 7841, and 7861. It supports only one phone line.

The Cisco IP Phone 7811 supports most of the features and functionality of the Cisco IP Phone 7821. The Cisco IP Phone 7811 does not support headset, display backlight, Intercom, AUX Port, programmable feature button, Privacy, Assisted Directed Call Park, and line keys.

The Cisco IP Phone 7811 requires Firmware Release 10.3(1) or later.

Where to Find More information

- *Cisco IP Phone 7811, 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0.*
- *Cisco IP Phone 7811, 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0.*

Configurable Energy Efficient Ethernet for PC and Switch Port

The Configurable Energy Efficient Ethernet (EEE) feature enables the administrator to control the EEE function on the personal computer port and switch port. IEEE 802.3az Energy Efficient Ethernet is an extension of the IEEE 802.3 standard that provides a method for reducing energy usage without reducing the vital function of network interfaces.

The administrator controls the EEE functions with the following two parameters:

- **Energy Efficient Ethernet: PC Port**: Provides seamless connection with personal computers. Administrator can select **Enabled** or **Disabled** options to control the function. The default configuration option is **Enabled**.
- **Energy Efficient Ethernet: Switch Port**: Provides seamless connection with switches. Administrator can select **Enabled** or **Disabled** options to control the function.

The feature has no user impact.

This feature is supported on the following SIP phones:

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

Cisco IP Phone 7811, 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0 (SIP).

Mobile and Remote Access Through Expressway (Market Beta)

The Mobile and Remote Access Through Expressway feature provides a way for remote workers to easily and securely connect into the corporate network without using a virtual private network (VPN) client tunnel. The feature uses Transport Layer Security (TLS) to secure network traffic.

Note The marketing beta release of Mobile and Remote Access Through Expressway is made available to allow customers to test and evaluate the feature, but is NOT recommended for production use. There is no official Cisco TAC support until the feature is officially released in a future firmware load. For those who want to provide feedback, send an email to cefeedback@cisco.com.

This feature requires Cisco Expressway Release 8.5.2 and Cisco Unified Communications Manager Release 10.5.2 SU2 or later to operate in the Beta trial.

The following phone features are supported in Expressway mode:

- Abbreviated Dialing
- Busy Lamp Field - need Cisco Unified Communications Manager 10.5(2) SU2 and above
- Callback
- Call Forward
- Caller ID
- Call Park
- Call Pickup
- Call Transfer
- Call Waiting
- Conferencing
- + Dialing (ITU E.164)
- Direct Transfer
- Divert
- Do Not Disturb (DND)
- Group Call Pickup
- Hold and Resume - limited support. See https://tools.cisco.com/bugsearch/bug/CSCut64844.
- Hold Reversion
- Join
- Last Number Redial
- Meet Me Conference
- Message Waiting Indicator

- Mobility (Mobile Connect and Mobile Voice Access)
- Multiple Calls Per Line
- Music on Hold (MoH)
- Speed Dial
- Off-Hook Dialing
- On-Hook Dialing
- Voicemail

Some major call features, like multiple lines, shared lines, Extension Mobility, CTI, monitoring, and recording, are not supported in Expressway mode.

This feature is supported on the following SIP phones:

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

Where to Find More Information

- *Cisco IP Phone 7811, 7821, 7841, and 7861 Administration Guide for Cisco Unified Communications Manager 10.0*
- *Cisco IP Phone 7811, 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0*

Installation

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 10.3(1) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

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 **10.3(1)**.

Step 6 Select the following firmware file, click the **Download** or **Add to cart** button, and follow the prompts:

- cmterm-78xx.10-3-1-12.k3.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.

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.10-3-1-12.zip

Procedure

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 **10.3(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.

Limitations and Restrictions

Manufacturing Installed Certificate Signature and SHA-256 Support

The manufacturing installed certificate(MIC) signature has been updated from SHA-128 with RSA to SHA-256 with RSA. You must update and install the new SHA-2 certificates on the Cisco Unified Communications Manager for secure mode to function. You can download the new certificate from http://www.cisco.com/security/pki/certs/cmca2.cer.

All applications that authenticate the phone MIC should update the MIC, including the following:

- Cisco Unified Communications Manager
- Cisco Unified Survivable Remote Site Telephony
- Cisco Secure Access Control System
- Cisco Identity Services Engine

For additional information about SHA-2 use and support, see *Security Guide for Cisco Unified Communications Manager* (https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html).

Phone Behavior During Times of Network Congestion

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

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 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

Step 1 To access Cisco Bug Search, go to:

https://bst.cloudapps.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**.

Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco IP Phone 7800 Series for Firmware Release 10.3(1).

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Search tool and entering the Identifier. 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 9.

Table 2: Open Caveats for Firmware Release 10.3(1)

Identifier	Headline
CSCur77888	phone could not register to cucm if change fips configuration
CSCus51283	7811: phone unregister during Codenomicon ICMPV6 testing
CSCuu03128	7811 softkey disappear when config undefined soft key
CSCuu03127	7811 phone display abnormal in ipv4 setup interface
CSCuu12357	78xx: can not play preset ringtone
CSCuu14236	No DN appeare on 7811 when the phone calls another one
CSCus32998	speed dial failed via pick up the handset if speaker disabled
CSCus34815	No Resume SK in ROH when use headset if speaker disabled
CSCus41425	phone ui shows wrong new voice mail info for light only
CSCus42707	JANUARY 2015 OpenSSL Vulnerabilities
CSCus72195	No load version could be found from CUCM on the 78xx CE phone

Identifier	Headline
CSCus76499	Sometimes phone UI will be showed blank.
CSCus76500	UE display wrong when the shareline phone ringing
CSCus84738	The phone UI showed error and toast Extension mobility Unavailable
CSCus92469	Call info not shown on shared-line phone
CSCut15070	align 78xx CE related phrases with BE phone
CSCut29161	cipcfg shows error for 78xx
CSCut36890	New call trigged incorrectly from call history and couldn't be ended
CSCut46200	MARCH 2015 OpenSSL Vulnerabilities
CSCut47560	78xx: CE login process abnormal when password wrong and press app key
CSCut57209	Recording error when "Media Termination Point Required" is enabled
CSCut62446	78xx: softkey missing in CE mode with reset all (once)
CSCut66203	the shared line key's status is incorrect
CSCut76463	messages not same when maximum call reach under shared line
CSCut76502	phone UE become chaos after press setting or directory keys
CSCut79172	VCS interop with SL CE - phone oneway audio after hold/resume
CSCut79209	There's no console logs from the phone web
CSCut83897	Edge gateway crash after execute 'pkill -9 java' when download rootfs
CSCut86500	Phone cannot update network config upon user change from UI
CSCut87780	88xx IP phones attempt to connect to TFTP after SRST incorrectly
CSCut94385	phone occurs java core dump ("appmgr MQThread")
CSCuu03731	Web/SSH not accessible on 7841 on-prem phone; didn't upgrade to -10
CSCuu05348	the development model is different from load info
CSCuu05381	7811 upgrade failed from 10-3-1-8 to -10 caused by the lack of memory
CSCuu08052	CE: can't register with cucm after enable alt tftp
CSCuu10274	UI stuck after press transfer softkey
CSCuu10295	Several on-premise 78xx phones failed to upgrade
CSCuu12072	the back key does not work after saving the ringtone
CSCuu14370	78xx: dhcp release message does not have server id option

Identifier	Headline
CSCuu14765	78xx Phones: Content-Length Header Not Sent in 200 OK Indicating Failure
CSCus46014	JANUARY 2015 OpenSSL Vulnerabilities
CSCus54846	phone can't display alert info when reach 96 calls
CSCus65461	Toast doesn't need popup when transfer to Dpark
CSCus76474	There is a timer displayed after pressing the linekey
CSCus76472	Missed call icon display wrong
CSCus76487	Conference test linekey can not answer the call (just find one time)
CSCus76490	Phone have speaker tone sometime when press the hook switch fast.
CSCus80361	Conference display abnormal
CSCus86984	Phone A doesnt display the dial out number on UE
CSCus88440	78xx: Phone play noise after reset phone on cucm occasionally
CSCut15049	Duration test: redial failed in about 12~24h
CSCut22400	the characters cannot scroll to display after the locale is changed
CSCut26360	blackbar on 7841 phone screen
CSCut28341	call history item records wrong number
CSCut33650	The directed call park infor will be shown incorrect on 7841 mode.
CSCut39749	remove recents when phone cbarge
CSCut41913	The phone load version shows wrong in boot log.
CSCut42219	phone caller id has problem when cbarge
CSCut44077	Conference title sometimes disappear when Cbarge call
CSCut46217	MARCH 2015 OpenSSL Vulnerabilities
CSCut68712	sometimes phone ui dn disappear
CSCut69273	Phone make some issue when having three incoming call.
CSCut78736	phone foucs error when offhook in sharelne
CSCut78744	new call softkey doesn't work when remote in use
CSCut96962	UI display blank DN when end the call from line 2
CSCus80364	The overflow of characters cant be use
CSCus86981	Call back and FWD test fail

Identifier	Headline
CSCus89519	78xx Nothing is displayed on phone when a call arrives.
CSCut13591	7811 softkey error when in remote-in-use state
CSCut14947	78xx: display "unprovisioned" when phone restart
CSCut14960	Session list update slowly when conference
CSCut15605	One 78xx phone always fail to submit PRT reprot
CSCut64844	CE: A 25-min-long PSTN/Jabber call became oneway audio after hold/resume

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series for Firmware Release 10.3(1).

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Search tool and entering the Identifier. 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 resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 9.

Table 3: Resolved Caveats for Firmware Release10.3(1)

Identifier	Headline
CSCup22421	Calls answered on 78xx phones are placed on hold automatically
CSCuq02713	Phones Should Enable the MAB on uplink Switch
CSCuq46372	MAC addr bypass authentication failed in DOT1X
CSCuq58308	7841 phone audio on speaker muted when both parties talk
CSCuq61332	78xx shows XML error when open App menu and ext services unavailable
CSCuq66793	CP-78xx doesn't display "Service interruption" in SRST after hung up
CSCuq69025	78xx phones do not use Secondary TVS for EM after Failover
CSCuq72739	7841 cannot handle internal URL in custom XML/external services
CSCuq73819	78XX phone diskspace(var/volatile) Increases while setting ringtone
CSCuq82601	XML Parse Error Issue on both Corporate and Personal Directory on 78XX
CSCuq89138	7861 can't display missed call correctly by pushing "missed" softkey
CSCuq92866	78XX are unable to handle larger ptime value in SDP

Identifier	Headline
CSCuq96598	XML Error on 78XX phones
CSCur16953	"Can't set PFK of ""Missed Calls""."
CSCur25099	78xx Hebrew locale issues with 10-2-1 firmware
CSCur35134	Jabber Video does not work with Cisco 78XX Phones
CSCur35773	7841 failing to create conference from CTI application
CSCur39715	CP 7821/7841 may become unusable when re-registering multiple times
CSCur41631	Direct call park button is not enabled after failback from SRST
CSCur45352	CP78XX cancel calls because of no enough codec resource
CSCur49750	78XX phone not mounting mnt/flash2 even after upgrading to 10-2-1-12ES1
CSCur52030	Undefined softkey don't take effect on 78XX Phone
CSCur54113	cann't make new call with speaker/headset/handset
CSCur57934	7800 phones stop playing multicast audio (informacast)
CSCur59644	When using CiscoIPPhoneInput, the submit button does not always appear
CSCur60763	Caller ID not displayed correctly on 78XX when Arabic locale is used
CSCur60954	78xx phone should hide call history when history urls are disabled
CSCur61721	7800 Series handset doesn't answer second line when the first is on hold
CSCur64844	unable to off hook after receiving a call in shared line simultaneously
CSCur66884	Connected another call after selecting "Hold" with 3rd party application
CSCur75727	phone freezed completedly including softkey and hardkey
CSCur78719	78xx phones not showing Call history and EM service
CSCur90234	78xx Label for Services URL not showing if assigned to button 4
CSCur98445	Not refresh configure file after network recover
CSCus03197	Call history selection highlight is incorrect
CSCus07000	There are serious kernel "error" on the console log
CSCus10285	CP7861/41/21 background noise on G729 calls
CSCus18070	7841 will not register back to CUCM cluster after SRST failover
CSCus18360	One way audio on inbound call
CSCus20047	78XX phones sending IP instead of hostname while accessing phone service

Identifier	Headline
CSCus20746	Commit IP Phone 78XX 10.2.(1) feature safe/size safe support in CUCM DB
CSCus25031	78xx phone breaks audio in between call when used with jabber (CAST)
CSCus33522	SP 78XX POODLE vulnerability evaluation - CVE-2014-3566
CSCus33653	78XX phone not sending Call statistics in the 200OK.
CSCus42190	78xx phone cannot play preview of Non-Wideband Ringtone (.raw)
CSCus49612	phone should keep consistent action when conference from line
CSCus52642	press hold/resume softkey in a shorter time, phone responsed slowly
CSCus52824	Phone UI changed slowly if cBarge the call
CSCus54642	7821 cannot complete agent greeting conference with BIB recording
CSCus57373	8x to 9x upgrades broken due to incorrect reference of phone XML rule
CSCus58355	answer softkey shows for local hold call.
CSCus59083	7821 phone crashes intermittently when recording is enabled
CSCus64017	phone can not register to CUCM after add second shared line back
CSCus67926	"undefined" softkey come out when remote in use
CSCus70130	7811 phone could not make/answer call any more
CSCus70263	Evaluation of CVE-2015-0235 'GHOST' vulnerability
CSCus72226	78xx phone intermittently fail to clear CE info after reset all
CSCus73097	7861 phone BLF out of sync issue on Shared lines - NPE issue
CSCus74260	CP-7861 Offhook and press line key in a short time should answer a call
CSCus74598	78xx:softkeys error after phone failover/fallback
CSCus75230	7800 series phones cannot handle certificates greater than 2048 bytes
CSCus76475	78XX IP Phone stops writing logs and will eventually freeze or reboot
CSCus81661	No BLF audio in 78xx phones after firmware upgrade
CSCus81800	78xx: phone reboots during Fuzzing.sh udp attack
CSCus84647	7841 CE failed to send PRT
CSCus84727	The phone's UE diaplays unnormal when dial message waiting on number
CSCus84741	Two share line phone dial each other,header display error
CSCus86094	"Applications" key is disabled when phone is registered with CME

Identifier	Headline
CSCus86225	78xx: prt process should align with 88xx
CSCus88504	78xx: phone can't set Call Fwd All from call history
CSCus88521	78xx: Phone don't play du-du tone after press Fwd All sk in the off-hook
CSCut13256	Softkey miss when cancel an on-hook dialing call
CSCut13357	78xx: CE login window header shows "???" when login
CSCut13545	7821 phones | https web access doesnt work
CSCut13591	7811 softkey error when in remote-in-use state
CSCut14947	78xx: display "unprovisioned" when phone restart
CSCut14964	All softkey disappear when phone is "remote in use" status
CSCut15095	Duration test: upgrade_downgrade failed in about 12~24h
CSCut15593	Phone UI update error when called the third incoming call
CSCut15614	Softkey and phrase error in PRT
CSCut15714	Phone can't return to PRT initial screen if exit menu in PRT process
CSCut15988	No error display if http service not accessible
CSCut16069	Conference window with Recents softkey problem
CSCut18015	the call forward off softkey will disappear after running the script
CSCut31158	Locale: a tftp change alert string is hard coded
CSCut32858	78xx series phones cannot handle certificates greater than 2048 bytes
CSCut50230	Actionable toast will not show when failover to SRST
CSCut52345	7811: Phone UI display error after stop recording manually
CSCut54724	E-hook not work
CSCut54790	the softkey will become chaos after running the shared line script
CSCut54800	CP-7861 Media Server crash on 10.3.1-4
CSCut57520	Phone should use the same softkey template when failover to SRST
CSCut62130	the remote-in-use phones occur ms crash
CSCut62498	(Crash in sip rccapp during IPMA stress testing(BE-video)--it may fix the CSCut70796:remote in used phone occurs java core dump aftrer running script
CSCut64286	7800 phone should display error on locations bandwidth limitation

Identifier	Headline
CSCut64393	ui update problem when conference from call list
CSCut64665	"Decline" softkey should not show when failover to SRST
CSCut65621	No way to return to CE sign-in screen on 78xx phones without a reboot
CSCut65636	No PRT button available for collecting logs on 78xx via collab edge
CSCut66411	Phone shows 2 cursors for the 2nd call
CSCut77203	78xx IP phones attempt to connect to TFTP after SRST incorrectly
CSCut79183	78xx CE phone got stuck and could not boot up after upgrade and reboot
CSCut83929	7861 phone CPU usage is nearly 100%
CSCut86600	transfer/conference hardkey doesn't work in detail page
CSCut88230	phone should not show an unexpected toast using Japan locale
CSCut92250	phone restart after running the script since MS watchdog timeout
CSCut92476	phone will reboot and occur out of memory
CSCut92671	UI stuck after press transfer and conference button in details window
CSCut92793	Phone should use prime line to dial out a call

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3 or k4” in their name. To install a k3 or k4 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the Readme for the ciscocm.version3-keys.cop.sgn to determine if you must install this additional cop file on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

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 the Software Download page, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

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

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

Note The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.

Tip You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see the Cisco IP Phone Firmware Support Policy.

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

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

INDEX

B

bug 9