



# Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 10.4(1)SR1

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## Introduction

These release notes support the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 10.4(1)SR1.

The following table lists the support and protocol compatibility for the Cisco IP Phones.

**Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility**

Cisco IP Phone	Protocol	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	SIP	BroadSoft BroadWorks 21.0 Asterisk 13.1

## 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 call control system. 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>

## New and Changed Features

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

### Alphanumeric Dialing

You can enable a phone with alphanumeric dialing so that a user can place a call with alphanumeric characters or digits. On the Configuration Utility page, you can configure alphanumeric dialing with personal directory, speed-dial, blf, and call pickup.

You can use these characters for alphanumeric dialing: a-z, A-Z, 0-9, -, \_, ., and +.

#### Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

## Multicast Paging

With multicast paging, users can page some or all phones at once without any special signaling or server involvement.

On the Configuration Utility page, you can configure a phone as part of a paging group so that the user can direct pages to specific groups of phones and all phones subscribed to the corresponding multicast address (also configured in the Configuration Utility page) receive the page.

Keep these things in mind:

- You can configure a phone to page a maximum of five paging groups.
- The network in which the phones are added must support multicasting so that all devices in the same paging group are able to join the corresponding multicast group.
- If the phone is on an active call while a group page starts, the incoming page is ignored. Incoming pages are also ignored when DND is enabled.
- Group paging is one-way and uses a G711 codec.

#### Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

## Installation

### Upgrade Firmware

The Cisco IP Phone 7800 Series Multiplatform Phones supports a single image upgrade by TFTP, HTTP, or HTTPS.

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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 model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **10.4(1)SR1**.
- Step 6** Download the file cp-78xx-sip.10-4-1SR1-3-3PCC.zip.
- Step 7** Unzip the files.
- Step 8** Put the files on the tftp/http/https download directory.
- Step 9** Configure the Upgrade Rule on the **Provisioning** tab in the web page with the valid URL. The format is:  
`http://<schema>://<serv_ip[port]>/filepath/sipxxx.loads`
- The third-party call control can also upgrade via a URL in the web browser:  
`http://<schema>://<serv_ip[port]>/filepath/sipxxx.loads`
- Here is an example,  
`http://10.74.10.225/firmware/sip78xx.10-4-1SR1-3.loads`
- Note** The loads file is put in the file path of the above url. The zip file contains other file types also. Only the loads file is used in the above URL.  
After the firmware upgrade completes, the phone reboots automatically.
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## Limitations and Restrictions

### 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

## 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

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- Step 1** To access 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 defects that are open for the Cisco IP Phone 7800 Series Multiplatform Phones for Firmware Release 10.4(1)SR1.

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 the Bug Search tool as described in [Access Cisco Bug Search](#), on page 3.

**Table 2: Open Caveats for Firmware Release 10.4(1)SR1**

Identifier	Headline
CSCUw97120	Line key alerting is mismatching for shared lines
CSCUx05195	Shared lines goes to hold state during conference
CSCUx30558	Phone not able to handle Retry-After header
CSCUx43854	7811: No Cancel soft key on Call Waiting
CSCUx74074	7811: Phone can not resume call on shared line
CSCUx77858	Changing line key doesn't change the missed call / Voicemail notification
CSCUx88012	7821: Register with SSLv3 failed while only SSLv3 on server
CSCUx93031	Domain name not used for DNS query when configuring proxy hostname only

Identifier	Headline
CSCuy00520	Parameter LDAP Number Mapping can not be resynced
CSCvb55610	Character corruption on confirmation screen after submitting a problem report
CSCvb59927	BLF Subscription does not use domain from BLF List uri if different from PROXY
CSCvb89912	Lock icon is not displayed on dialing out screen when secure call enabled

## Resolved Caveats

The following table lists defects that are resolved for the Cisco IP Phone 7800 Series Multiplatform Phones for Firmware Release 10.4(1)SR1.

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 the Bug Search tool as described in [Access Cisco Bug Search, on page 3](#).

**Table 3: Resolved Caveats for Firmware Release 10.4(1)SR1**

Identifier	Headline
CSCuy20151	Call Park blind transfer via soft key
CSCvb55751	7861 sometimes needs reboot for pushed config to take affect

## 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>

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.



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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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