



Cisco IP Phone 7800 Series Release Notes for Firmware Release 12.7(1)

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These release notes support the Cisco IP Phones 7811, 7821, 7841, and 7861 running SIP Firmware Release 12.7(1).

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

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

Cisco IP Phone	Cisco Unified Communications Manager
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Unified Communications Manager version 8.5(1) and later Cisco Unified Communications Manager DST Olsen version D or later SRST 8.0 (IOS load 15.1(1)T) and above
Cisco IP Phones 7811, 7821, 7841, and 7861	CME 10.0 (IOS load 15.3(3)M)
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Expressway X8.7 or Cisco TelePresence Video Communication Server X8.7 (for Mobile and Remote Access)

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:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/index.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:

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

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.

Enable Electronic Hookswitch Control on Your Phone

Users can now enable the Electronic hookswitch control or e-hook from their phone. Previously, this parameter was located on the phone page in Cisco Unified Communications Manager. This improvement makes it easier for users to enable and use their headsets.

You provide access to the administration settings on the phone. Users enable this parameter by navigating **Admin settings > Aux port**.

Where to Find More Information

- *Cisco IP Phone 7800 Series User Guide*

Hunt Groups and Incoming Call Alerts

You can configure your hunt groups to display either the hunt group name or hunt group number for incoming calls. This makes it easier for users to recognize and respond to group calls when logged into the queue.

By default, the pilot number displays for the incoming call. To have the group name display, enter a name in the Alerting Name field when you configure the pilot number.

This feature requires Cisco Unified Communications Manager 11.5(1)SU1 or later.

Where to Find More Information

- *Feature Configuration Guide for Cisco Unified Communications Manager, Release 12.5(1)*
- *Cisco IP Phone 7800 Series User Guide*

Select Button LED and Energy Save Mode

Users can turn off the **Select** button LED when in Power Save mode. This helps reduce visual distractions.

Users control the **Select** button LED in **Settings > Power save indicator**.

Where to Find More Information

- *Cisco IP Phone 7800 Series User Guide*

User Interface Enhancements to Support the Cisco Headset 500 Series

You can use the headset information on the IP Phone web page to assist in troubleshooting problems. When you access the web page, the information is on the **Device Information** page.

The following information is displayed:

- Port—Displays how the headset connects to the phone.
- Version—Displays the headset firmware version.
- Radio range—Displays the strength configured for the DECT radio. Applicable to the Cisco Headset 560 Series only.
- Bandwidth—Displays if the headset uses Wide band or Narrow band. Applicable to the Cisco Headset 560 Series only.
- Bluetooth—Displays if Bluetooth is enabled or disabled. Applicable to the Cisco Headset 560 Series only.
- Conference—Displays if the conference feature is enabled or disabled. Applicable to the Cisco Headset 560 Series only.

This feature has no user impacts.

Where to Find More Information

- *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager*
- Cisco Headset 500 Series documentation

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager (Unified CM) is running the latest device pack. After you install a device pack on the Unified CM servers in the cluster, you need to reboot all the servers.



Note If your Unified CM doesn't have the required device pack to support this firmware release, the firmware may not work correctly.

For information on the Unified CM Device Packs, see https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html.

Install the Firmware Release on Cisco Unified Communications Manager

Before using the phone firmware release on the Cisco Unified Communications Manager, you must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phone 7800 Series**.

- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **12.7(1)**.
- Step 6** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts.
- The firmware filename is cmterm-78xx.12-7-1-0001-393.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.
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Install the Firmware Zip Files

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

- cmterm-78xx.12-7-1-0001-393.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 model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **12.7(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

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

Anything that degrades network performance can affect phone audio 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

Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

Ringtone Limitation During Firmware Downgrade from Release 11.0

When the phone downgrades from Firmware Release 11.0 to Firmware Release 10.3, the phone may not ring when there is an incoming call. The ringtone for the line has been deleted and must be manually set in the **Settings > Ringtone** menu.

Connections with the PC and SW Ports

If you only have one LAN cable at your desk, you can plug your phone into the LAN with the SW port and then connect your computer into the PC port.

You can also daisy chain two phones together. Connect the PC port of the first phone to the SW port of the second phone.



Caution Do not connect the SW and PC ports into the LAN.

Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)
- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2**
A B C.

Softkey Templates and Video Mode

You can't configure softkey templates for Video mode on the Cisco IP Phone 7800 Series phones. If a softkey appears on the phone, then it will not function correctly.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

Before you begin

To view caveats, you need the following items:

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

Procedure

Step 1

Perform one of the following actions:

- Use this URL for all caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7\(1.*\),12.7\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7(1.*),12.7(1)&sb=anfr&svr=3nH&bt=custV)

- Use this URL for all open caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7\(1\)&sb=af&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7(1)&sb=af&sts=open&svr=3nH&bt=custV)

- Use this URL for all resolved caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7\(1.*\),12.7\(1\)&sb=fr&sts=fd&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=12.7(1.*),12.7(1)&sb=fr&sts=fd&svr=3nH&bt=custV)

- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) Enter the bug ID number in the Search for field, then press **Enter**.

Open Caveats

The following list contains severity 1, 2, and 3 defects that are open for the Cisco IP Phone 7800 Series for Firmware Release 12.7(1).

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list 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 Toolkit as described in [View Caveats, on page 6](#).

- CSCvs26183 78xx phone aux port upgrade 56x without headset need 22mins

Resolved Caveats

The following list contains severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series for Firmware Release 12.7(1).

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit as described in [View Caveats, on page 6](#).

- CSCvn39109 88XX/78xx/7832/8832 not able to parse Call-Info huntptiloturi parameter
- CSCvq93141 External phone number mask is not displayed as the directory number after an incoming call when more than 11 lines are configured
- CSCvq94805 Newer Revisions Of 7861 Might Exhibit Slowness In Audio Cut-Through To The Handset
- CSCvr27035 7841 phones do not request custom directory URLs
- CSCvr54598 Intermittently not ring after upgrade to 12.6
- CSCvr96739 Cisco IP Phone Remote Code Execution and Denial of Service Vulnerability

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 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 this additional cop file must first be installed 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 <https://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 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.

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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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