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

First Published: 2013-10-25

Last Modified: 2018-05-23

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- 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.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB’s public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/c/en/us/about/legal/trademarks.html. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2025 Cisco Systems, Inc. All rights reserved.

CONTENTS

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

Introduction 1

Cisco IP Phone 7800 Series Features 1

Related Documentation 2

Cisco IP Phone 7800 Series Documentation 2

Cisco Unified Communications Manager Documentation 2

Installation 2

Install Firmware Release on Cisco Unified Communications Manager 2

Install Firmware Zip Files 3

Limitations and Restrictions 4

Manufacturing Installed Certificate Signature and SHA-256 Support 4

Voice VLAN and IPv6 Limitation 4

Phone Behavior During Times of Network Congestion 4

Unified Communications Manager Endpoints Locale Installer 4

Caveats 5

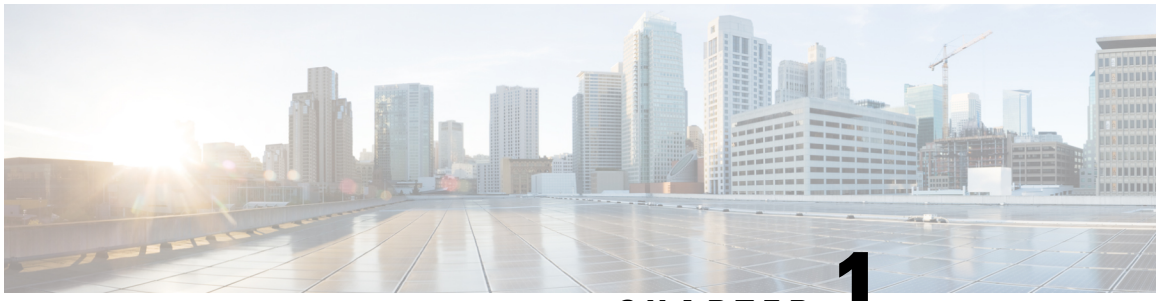
Access Cisco Bug Search 5

Open Caveats 5

Resolved Caveats 7

Cisco IP Phone Firmware Support Policy 9

Documentation, Service Requests, and Additional Information 10



CHAPTER 1

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

- Introduction, on page 1
- Cisco IP Phone 7800 Series Features, on page 1
- Related Documentation, on page 2
- Installation, on page 2
- Limitations and Restrictions, on page 4
- Unified Communications Manager Endpoints Locale Installer, on page 4
- Caveats, on page 5
- Cisco IP Phone Firmware Support Policy, on page 9
- Documentation, Service Requests, and Additional Information, on page 10

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

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.

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

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.

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

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.

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).

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 cannot connect to the Voice VLAN.

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.

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.

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 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
CSCug60432	Previous unregister reason message always show in the unregister screen
CSCuh07996	Phone cannot go back to idle state and indicated incoming calls in the line area
CSCuh34236	Display of phone is incorrect when PC port/SW port is 10/10
CSCuh34454	Users keep hearing high frequency noice in daisy chain environment.
CSCui31769	There is no toast but the screen and LED will flash once when press "Pickup" and "Opickup"
CSCui49609	A noisy tone when start a voicemail and press hold/resume
CSCui55340	Havn't "CallPark Reversion" toast if enable DND-R on Phone
CSCui95975	The details of meet-me conf is unavailable on the first party
CSCuj01203	A 7861 phone freeze SK and buttons after swap calls once
CSCuj04310	User locale select Arabic_Saudi_Arabia;""New call"" softkey is wrong
CSCuj11854	the call would not be disconnected after hanging up the handset
CSCuj16464	Monitoring phone not send RTCP
CSCuj25165	Highlighted backgroound has afterimage when switch among calls on 7861
CSCuj37314	If a call on shared line is hold/retrieved multiple times; local & remote log is incorrect
CSCuj44373	Phone reset auto during do cBarge and recording operation
CSCuj52180	Phone can not answer a incoming call with handset
CSCuj52759	IPv6 mode phone fail to register if CUCM v4/v6 hostname are different
CSCuj53099	ipv6 address is wrong when phone has arabic/hebrew locales
CSCuj53400	No message indicate for 2nd incoming call if phone is in app menu
CSCuj64649	Sometimes DTMF for digits during VM has a delay
CSCuj67931	7821 SW port can not back to AUTO after PALS
CSCuj68134	RTP port shoule be closed when hold the call
CSCuj70809	The chaos behavior when phone do meet-me with AS-SIP
CSCuj71309	No focus in the Applications menu

Identifier	Headline
CSCuj73093	The call can't be ended by handset
CSCuj73412	one log recorded when the call is transferred with translation pattern
CSCuj74004	Phone not open RTCP port when dual mode phone call IPv6 only phone
CSCuj75870	phone load information display error
CSCuj76575	Phone fail to pass 802.1x authentication for unknown reason
CSCuj76590	AM/PM shouldn't be displayed as a small box when locale is Greek
CSCuj78805	Some titles with brackets aren't correctly translated into Arabic
CSCuj78823	The titles with brackets aren't correctly translated into it_LT locale
CSCuj79769	Outgoing call bubble overlaps with Contact Window
CSCuj79970	Calls disconnect after one minute
CSCuj82934	Idle URL screen can't display if 7861 phone has missed call notification
CSCuj89882	Volume overlap
CSCuj90061	daisychain phone can't register sometime
CSCuj90768	JPN+KOR+CHS: 78xx: Multi-Byte Service name is corrupted
CSCuj93181	[Wistron]Group pickup; the call log should not recorded group unmber
CSCuj93193	[WistronDT]when phone show change saved successfully in ringtone page
CSCuj93201	[WistronDT]The phone will back to idle when press 4 times speaker
CSCuj93251	[WistronDT]Phone header shows other line number using other line to make
CSCuj96094	DND beep not played when on hook from handset
CSCul01193	Phone can't add participant by PD in conference/transfer
CSCul01196	Call history can't display once
CSCul01236	no phone icon nor picture for 78xx phone in CUCM user page
CSCul01935	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
CSCug20406	When turn down CUCM and EM service on both hCluster and vCluster;phone will registered on hSRST
CSCuh23709	Phone use hDN to failover to vSRST when lost connect to all cucms
CSCuh51175	JAVA usually block when reset all
CSCuf43923	Snoopy plus phone can not register back to the CUCM of vCluster after stop the CUCM of hcluster
CSCug20387	When phone in hold_reverted state; its can alert 10 minutes before Phone Off Time
CSCuh93187	Phone do not behavioral normally after press ""BLF direct call park"" PLK"
CSCui46950	UE performance is worse than RTL
CSCui52299	"Speed dial not configured" popup goes very late
CSCui79444	Phone play no sound when RTPMRx for 5 min
CSCui92484	Phone UI shows different after a wrong FAC code is input.
CSCuj04320	Dark screen with crosstalk on 50 Celsius 90% humidity within 24 hours
CSCuj27582	Multi-language related bug for Wistron
CSCuj43600	UI issue when phone in preservation mode
CSCuj46802	User locale in UDP doesn't work
CSCuj46859	7841 phone hasn't "call transferred successfully" prompt when dPark done
CSCuj49053	7861:Screen overlap when on-hook dial and incoming call
CSCuj49378	7861 lost SKs after restart
CSCuj61891	WistronDT not show the toast unable to obtain additional ringtones
CSCuj67437	CUCM hostname display null on phone if CUCM IPv6 Address set to null
CSCuj68110	FAC Prompt Text doesnot work if changed to non-default
CSCuj70181	7861 can't indicate missed call correctly
CSCuj70644	7861 can't display prompt of missed call and new VM fluently

Identifier	Headline
CSCuj70785	No CTL erase prompt when set alt TFTP from yes to no
CSCuj73999	Only Details SK is show when a call comes in
CSCuj78557	phone PLK inconsistent after EMCC logout when vTFTP down
CSCuj78596	There is an extra softkey appears in connect state when locale is Greek
CSCuj78720	The direction of the arrow is wrong in Admin Set list if locale is ar_SA
CSCuj78811	Memory leak during overnight stress test
CSCuj78841	phone still show idle when unplug network cable with power brick connect
CSCuj79787	One factory 7821 does not allow alt TFTP server entry
CSCuj79986	number disappear for long time at dialing stage
CSCuj82581	AMWI tone error for Network Locale Japan
CSCuj82667	Japan Time zone doesn't work
CSCuj82695	NPE during phone's boot & register process
CSCuj85239	78xx phones are not able to register
CSCuj86869	Details of Upgrade in Progress are not displayed completely
CSCuj86981	Call history ui is very chaos on one 7821 phone
CSCuj87528	One 7841 phone stuck once after shareline cBarge meet-me conference
CSCuj86999	Issues occur after phone resume hold revert call
CSCuj87297	Delay to enter "IPv4 Setup" menu when keypad index navigation
CSCuj87537	group call pickup failed on 2nd line
CSCuj90768	JPN: 7821: Enable Extension Mobility Service name is corrupted
CSCuj93985	Shouldn't show Swap softkey when phone cbarge to shareline
CSCuj94036	Shouldn't show caller softkey when two calls both on remote use
CSCuj95943	link local DAD not work

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 5