



Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 11.0(1)SR1

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These release notes support the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 11.0(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 8800 Series Multiplatform Phones	SIP	BroadSoft BroadWorks 21.0 Asterisk 13.1

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 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-8800-series/index.html>

Installation

Install Firmware

The Cisco IP Phone 8800 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 8800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **11.0(1)SR1**.
- Step 6** Download the file cp-88xx.11-0-1MSR1-1.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:
<schema>://<serv_ip[:port]>/filepath/sipxxx.loads
The third-party call control can also upgrade via a URL in the web browser:
<schema>://<serv_ip[:port]>/filepath/sipxxx.loads
Here is an example,
<http://10.74.10.225/firmware/sip88xx.11-0-0MPP-7dev.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 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

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.

Caller Identification and Other Phone Functions

Caller identification or other phone functions have not been verified with third-party applications for the visually or hearing impaired.

No Beep Sound Heard when the Mute Key is Pressed

When you press the **Mute** button during a call, you may not hear a beep sound. For anyone who is visually impaired, press the **Mute** button once to mute the phone and press the button twice to unmute the phone.

Phone Has a Firmware Build Earlier than 11.0.0

Sometimes, a phone taken out of the box has a firmware build earlier than 11.0.0. When this happens, you must upgrade the firmware on your phone before you provision it.

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 list shows the defects that are open for the Cisco IP Phone 8800 Series Multiplatform Phones for Firmware Release 11.0(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 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 Search tool as described in [Access Cisco Bug Search, on page 3](#).

- CSCvf77452: When provisioning a secondary config file to 8861 phone, 'Resource Exhausted' error message appeared
- CSCvf77534: 88xx-3PCC: SIP Line failing to perform SIP REG FAILOVER to secondary SBC
- CSCvg03527: Resumed held call does not use offhook handset, but Preferred Audio Device
- CSCvg13425: 8861 shows "Network Connection Failure" and "Disconnected"
- CSCvg30255: Under CPE with QMON: After any incoming/outgoing call
- CSCvg30260: Wrong DNS A query sent by device
- CSCvg38032: F2100 - MPP phone does not block/ignore SIP messages from unknown sources

Resolved Caveats

The following list shows the defects that are resolved for the Cisco IP Phone 8800 Series Multiplatform Phones for Firmware Release 11.0(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 list 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](#).

- CSCvf06312: 3pcc-88xx: can't hear the remote party for 1-2 seconds
- CSCvf77452: When provisioning a secondary config file to 8861 phone, 'Resource Exhausted' error message appeared
- CSCvf82885: Lack of Connectivity :REGISTER with a Call-ID incomplete
- CSCvf94005: Cannot generate encrypted file using http+openssl
- CSCvf96007: SIP notify message to retrieve current device configuration
- CSCvf96974: 8861 fails to obtain IP address after reboot when on VVLAN
- CSCvg29271: Phone answers to unsolicited SIP messages even after setting "Restricted Access Domains"
- CSCvg29326: CP-8861-3PCC-K9= Voice Quality Report not getting set
- CSCvg30274: BLF led randomly not aligned (blinking orange) because device didn't
- CSCvg38265: Key Reinstallation attacks against WPA protocol

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-iphone-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.

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

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