



Cisco IP Phone 8800 Series Release Notes for Firmware Release 11.7(1)

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Cisco IP Phone 8800 Series Release Notes for Firmware Release 11.7(1)

These release notes support the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR running SIP Firmware Release 11.7(1).

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
8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR	SIP	Cisco Unified Communications Manager 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 Expressway 8.7
8811, 8841, 8851, 8851NR, and 8861	SIP	CME 10.0 (IOS load 15.3(3)M)

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:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html>

The Deployment Guide is located at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-implementation-design-guides-list.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:

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

New Hardware

Cisco IP Phone 8851 and PoE

Cisco IP Phone 8851 with new hardware version ID V08 is now classified as IEEE Power over Ethernet (PoE) Class 4 from Class 3. This improvement allows support of up to two Key Expansion Modules with IEEE Power over Ethernet. Previously, the Cisco IP Phone Power Cube 4 was required to power two Key Expansion Modules.

Where to Find More Information

- *Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager*

New Cisco IP Phones 8811, 8841, 8851, and 8851NR Hardware

The Cisco IP phones 8811, 8841, 8851, and 8851NR has hardware updates. The new phone version IDs are:

- Cisco IP Phone 8811: V08
- Cisco IP Phone 8841: V08
- Cisco IP Phone 8851: V08
- Cisco IP Phone 8851NR: V08

Phones manufactured with the new version ID must run Firmware Release 11.7(1) or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Firmware Release 11.7(1). There is no hardware upgrade for Cisco IP Phone 8861.

This feature has no user impact.

New and Changed Features

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

**Note**

Some features may require the installation of a Cisco Unified Communications Manager Device Package. Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Features Available with the Firmware Release

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

New Desktop Icons, Background, and Missed Calls Display

Firmware release 11.7(1) introduces an improved user experience with new badged icons.

If you have missed calls, the missed call icon, and a counter showing the number of missed calls, display on your phone desktop. If you receive a voicemail, the missed call icon changes to the voicemail icon and voicemail counter until you listen to your messages.

In addition, there are new icons for multiple calls. If you have more than one call on a line, either the held icon or the off hook icon change to show the number of calls.

It is now easier to see your missed calls by selecting a line key to view the missed calls for that line in the call window. The missed call counter clears when you return to the idle screen.

Your phone display is now enhanced with a new default background for your phone desktop.

Where to Find More Information

- *Cisco IP Phone 8800 Series User Guide for Cisco Unified Communications Manager*

Video Call Enhancement

Firmware release 11.7(1) introduces an improved quality of service and network performance for video calls. During a call, you can now make a true transition from an audio call to a video call by opening the camera shutter mid-call. When you open the shutter, the associated DSCP values change from DSCP 46 (EF) to DSCP 34 (AF41). Prior to firmware release 11.7(1), a true transition from an audio call to a video call mid-call was not supported.

You can mute the video by closing the shutter, but the call remains a video call.

The video call enhancement is enabled by default. It is supported on Cisco IP Phone 8845, 8865, and 8865NR.

Where to Find More Information

- *Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager*

SRSTv6 Support for Cisco IP Phone 8800 Series

Cisco Unified Survivable Remote Site Telephony (SRST) supports IPv6. This feature requires Cisco Unified Communications Manager 12.0 and later.

Where to Find More Information

- *Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager*

Installation

Installation Requirements

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

**Note**

If your Cisco Unified Communications Manager does not have the required device pack to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packs, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.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.

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- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>
- Step 2** Choose **Cisco IP Phone 8800 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **11.7(1)**.
- Step 6** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts:
- For Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861—`cmterm-88xx-sip.11-7-1-17.k3.cop.sgn`
 - For Cisco IP Phone 8845, 8865, and 8865NR—`cmterm-8845_65-sip.11-7-1-17.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 files are available to load the firmware.

- For Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861—cmterm-88xx.11-7-1-17.zip
- For Cisco IP Phone 8845, 8865, and 8865NR—cmterm-8845_65.11-7-1-17.zip

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.

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- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>
- 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 **11.7(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

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

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 11.5(1)

When the phone downgrades from Firmware Release 11.5(1) to Firmware Release 11.0(1), 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.

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.

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

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=284729655&rls=11.7\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=11.7(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=284729655&rls=11.7\(1\)&sb=aftr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=11.7(1)&sb=aftr&svr=3nH&bt=custV)
- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=11.7\(1\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=11.7(1)&sb=fr&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**.

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 `cisco.com.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 <http://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.

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.

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

**Tip**

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

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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