



# Cisco IP Phone 8800 Series Release Notes for Firmware Release 12.0(1)

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## Cisco IP Phone 8800 Series Release Notes for Firmware Release 12.0(1)

These release notes support the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR running SIP Firmware Release 12.0(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:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/index.html>

The Deployment Guide is located at the following URL:

<https://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:

<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.

#### New Feature Support for Enhanced Line Mode

The following features are now supported in Enhanced Line Mode:

- Hunt Groups
- Group Pickup
- Other PickUp
- Cisco Extension Mobility Cross Cluster
- Directed Call Park BLF
- Call Park

The following table contains a complete list of features supported by Enhanced Line Mode and the required firmware release.

**Table 2: Feature Support and Enhanced Line Mode**

Feature	Supported	Firmware Release
Answer	Yes	11.5(1) and later
Automatically Answer Calls	Yes	11.5(1) and later
Barge/cBarge	Yes	11.5(1) and later
Bluetooth Smartphone integration	No	-
Bluetooth USB Headsets	Yes	11.5(1) and later

<b>Feature</b>	<b>Supported</b>	<b>Firmware Release</b>
Call Back	Yes	11.5(1) and later
Call Chaperone	No	-
Call Forward All	Yes	11.5(1) and later
Call Park	Yes	12.0(1) and later
Call Pickup	Yes	11.5(1) and later
Call Pickup Line Status	Yes	11.5(1) and later
CFWA on multiple calls	No	-
Cisco Extension Mobility Cross Cluster	Yes	12.0(1) and later
Cisco IP Manager Assistant (IPMA)	No	-
Cisco Unified Communications Manager Express	No	-
Conference	Yes	11.5(1) and later
Computer Telephony Integration (CTI) applications	Yes	11.5(1) and later
Decline	Yes	11.5(1) and later
Device Invoked Recording	Yes	11.5(1)SR1 and later
Directed Call Park BLF	Yes	12.0(1) and later
Do Not Disturb	Yes	11.5(1) and later
Enhanced SRST	No	-
Extension Mobility	Yes	11.5(1) and later
Group Pickup	Yes	12.0(1) and later
Hold	Yes	11.5(1) and later
Hunt Groups	Yes	12.0(1) and later
Incoming Call Alert with configurable timer	No	-

Feature	Supported	Firmware Release
Intercom	Yes	11.5(1) and later
Key Expansion Module	Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module support Enhanced Line Mode	12.0(1) and later
Malicious Call Identification (MCID)	Yes	11.5(1) and later
Meet Me	Yes	11.5(1) and later
Mobile Connect	Yes	11.5(1) and later
Multilevel Precedence and Preemption	No	-
Mute	Yes	11.5(1) and later
Other PickUp	Yes	12.0(1) and later
Programmable Line Key (PLK) Support for Queue Status	Yes	11.5(1) and later
Privacy	Yes	11.5(1) and later
Queue Status	Yes	11.5(1) and later
Quality Reporting Tool (QRT)	Yes	11.5(1) and later
Right to Left locale support	No	-
Redial	Yes	11.5(1) and later
Silent Monitoring and Recording	Yes	11.5(1)SR1 and later
Speed Dial	Yes	11.5(1) and later
Survivable Remote Site Telephony (SRST)	Yes	11.5(1) and later
Transfer	Yes	11.5(1) and later
Uniform Resource Identifier (URI) Dialing	Yes	11.5(1) and later
Video Calls	Yes	11.5(1) and later

Feature	Supported	Firmware Release
Visual Voicemail	Yes	11.5(1) and later
Voicemail	Yes	11.5(1) and later

#### Where to Find More Information

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

### IPv6 Feature Support

The following features are now supported in IPv6:

- Survivable Remote Site Telephony version 6 (SRSTv6)
- Voicemail and Visual Voicemail
- Personal Directory and Corporate Directory
- IPv6 EM
- Idle URL
- Service URL
- Authenticate URL
- XSI

#### Where to Find More Information

- *Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager*
- *IPv6 Deployment Guide for Cisco Collaboration Systems Release 12.0*

### Mobile and Remote Access Through Expressway and Domain Name Handling

Mobile and Remote Access Through Expressway users can now login using a domain that is different than the Expressway domain. This enhancement allows administrators to deploy multiple UC clusters in different domains.

#### Where to Find More Information

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

## Features Available with the Latest Cisco Unified Communications Manager Device Pack

The following sections describe features in the release which require the new firmware and the latest Cisco Unified Communications Manager Device Pack.

For information about the Cisco Unified IP Phones and the required Cisco Unified Communications Manager device packs, see the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/devpack\\_comp\\_mtx.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html)

### Key Expansion Modules for Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR

Firmware Release 12.0(1) introduces support for two new key expansion modules:

- Cisco IP Phone 8851/8861 Key Expansion Module
- Cisco IP Phone 8865 Key Expansion Module

Both expansion modules feature a dual LCD screen, 14 line keys, 2 pages, and are configured with a one-column display. They also have a light gray background that replaces the existing blue background found on the current key expansion modules.

Session Line Mode and Enhanced Line Mode are also supported on the new expansion modules.

The Cisco IP Phone 8851/8861 Key Expansion Module supports the Cisco IP Phone 8851, 8851NR, and 8861 only. The Cisco IP Phone 8865 Key Expansion Module supports the Cisco IP Phone 8865, and 8865NR only.

The Spare Wallmount Kit for Cisco IP Phone 8800 Series with Single 28-key Key Expansion Module is required for wall use. The previous wall mount kits do not accommodate the new expansion module.

Firmware Release 12.0(1) or later, and Cisco Unified Communications Manager 10.5(2) or later is required for the new expansion modules to function.

#### Where to Find More Information

- *Cisco IP Phone 7800 and 8800 Series Accessories Guide for Cisco Unified Communications Manager*
- *Cisco IP Phone 8800 Series User 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](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 **12.0(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.12-0-1-11.k3.cop.sgn
  - For Cisco IP Phone 8845, 8865, and 8865NR—cmterm-8845\_65-sip.12-0-1-11.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.12-0-1-11.zip
- For Cisco IP Phone 8845, 8865, and 8865NR—cmterm-8845\_65.12-0-1-11.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 12.0(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

### Default Wallpapers Appear Dark

You may have trouble reading some fonts or some desktop icons when using the default wallpapers on your phone. This issue occurs because wallpapers sometimes appear too dark on the Cisco IP Phone 8800 Series. Download and install the latest Cisco Unified Communications Manager device package to resolve this issue.

You can find a URL for the latest device pack on the Cisco Unified Communications Manager Device Package Compatibility Matrix ([https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucm-device-package-compatibility-matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucm-device-package-compatibility-matrix\\_chapter\\_00.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix_chapter_00.html)).

### 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

### 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

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### 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=12.0\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=12.0(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=12.0\(1\)&sb=af&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=12.0(1)&sb=af&svr=3nH&bt=custV)

- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=284729655&rls=12.0\(1\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284729655&rls=12.0(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**.
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## 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.cm.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**

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The latest Locale Installer may not be immediately available; continue to check the website for updates.

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## 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**

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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.

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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**

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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.

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## 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-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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