

Cisco IP Phone 8800 Series Release Notes for Firmware Release 12.6(1)SR1

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Cisco IP Phone 8800 Series Release Notes for Firmware Release 12.6(1)SR1

These release notes support the Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 running SIP Firmware Release 12.6(1)SR1.



Note This release doesn't apply to the Cisco IP Phone 8845, 8865, or 8865NR.

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, 8851, 8851NR, and 8861	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)

For information about phone hardware versions and the minimum firmware versions, see https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/8800-series/english/compatibility/p881_b_phone-8800-series-compatibility.html.

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

This release contains no new or changed features.

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 Communication 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

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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 **12.6(1)SR1**.
- 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.12-6-1-0101-692.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.

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.12-6-1-0101-692.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.

Procedure

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 **12.6(1)SR1**.

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

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio 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.

Softkey Templates and Video Mode

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.

Procedure

Step 1 Perform one of the following actions:

- Use this URL for all caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6\(1\)&sb=anfr&bt=empCustV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6(1)&sb=anfr&bt=empCustV)

- Use this URL for all open caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6\(1\)&sb=anfr&sts=open&bt=empCustV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6(1)&sb=anfr&sts=open&bt=empCustV)

- Use this URL for all resolved caveats:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6\(1\)&sb=anfr&sts=fd&bt=empCustV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=12.6.1%20release%2088xx%20audio&pf=prdNm&rls=12.6(1)&sb=anfr&sts=fd&bt=empCustV)

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**.

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 8800 Series that uses Firmware Release 12.6(1)SR1.

For more information about an individual defect, you can access the online record for the defect from the Bug Search Toolkit. 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 or to view specific bugs, access the Bug Search Toolkit as described in [View Caveats, on page 4](#).

- CSCvq75308 8851/8861 : With CME/BE4k MWI always shows 1 message regardless of number of messages
- CSCvr06323 CUCM Server1 and CUCM Server3 null values for Active Server
- CSCvr19868 DTMF RFC 2833 differences between Cisco IP phone 8851 hardware version 8 and version below 8
- CSCvr21699 8800 - Display issue with CiscoIPPhoneText
- CSCvr21736 Phone displays "???" when releasing a call
- CSCvr21781 Unexpected audio tone played for call recording INVITE
- CSCvr35161 PRT Status: uploading-failed when generating PRT via web access
- CSCvr54598 Intermittently not ring after upgrade to 12.6
- CSCvr56478 "Attempting VPN connection" banner on phone screen doesn't go away after VPN connection establishes
- CSCvr62841 MeetMe Conference list doesn't show the conference participants when registered
- CSCvr69093 Phone stuck in registering status due to Memory leak in sipstack

Open Caveats

There are no open defects for the Cisco IP Phone 8800 Series for Firmware Release 12.6(1)SR1.

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 Bug Toolkit as described in [View Caveats, on page 4](#).

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.

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.

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



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

Cisco IP Phone Firmware Support Policy

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

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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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