



Cisco IP Phone 8800 Release Notes for Firmware Release 14.0(1)SR2

First Published: 2021-07-29

Cisco IP Phone 8800 Release Notes for Firmware Release 14.0(1)SR2

These release notes support the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR running SIP Firmware Release 14.0(1)SR2.

The following table lists the support compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility

Cisco IP Phone	Support Requirements
8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR	Cisco Unified Communications Manager 10.0 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	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

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 is running the latest device package. After you install a device package on the Cisco Unified Communications Manager servers in the cluster, you need to reboot all the servers.



Note If your Cisco Unified Communications Manager doesn't have the required device package to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packages, 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 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.

Procedure

-
- 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 **14.0(1)SR2**.
- Step 6** Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts:

The firmware filename is cmterm-88xx-sip.14-0-1-0201-171.k3.cop.sha512

Note If you added the firmware file to the cart, click the **Download All** link when you are ready to download the file.

- Step 7** Click the + next to the firmware file name in the File Information section to access additional information about this file. The hyperlink for the Readme file is in the Details 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:

cmterm-88xx.14-0-1-0201-171.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 **14.0(1)SR2**.
- 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.

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

You can't configure softkey templates for Video mode on the Cisco IP Phone 8800 Series phones. If a softkey appears on the phone, then it will not function correctly.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search Tool.

Known caveats 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=&pf=prdNm&pfVal=284729655&rls=14.0\(1\),14.0\(1.\)&sb=anfr&sts=fd&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.0(1),14.0(1.)&sb=anfr&sts=fd&svr=3nH&bt=custV)
 - Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.0\(1\),14.0\(1.*\)&sb=fr&sts=fd&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.0(1),14.0(1.*)&sb=fr&sts=fd&svr=3nH&bt=custV)
 - Use this URL for all resolved caveats:
- 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**.
-

Open Caveats

The following list contains a snapshot of severity 1, 2, and 3 caveats that are open for the Cisco IP Phone 8800 Series for Firmware Release 14.0(1)SR2.

For more information about an individual bug, access the Bug Search Tool and search for the caveat using the Identifier. You must be a registered Cisco.com user to access this online information.

Because caveat status continually changes, the list reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of open caveats, access the Bug Search Tool as described in [View Caveats, on page 4](#).

- CSCvo74172 8861 phone should not roaming from WLC with Platinum QOS to WLC with Silver QOS
- CSCvo74172 8861 phone should not roaming from WLC with Platinum QOS to WLC with Silver QOS
- CSCvp34626 No wifi icon displayed at the upper right corner of LCD after wifi connection done
- CSCvq21512 8861 deregister when running JFW roaming about 3 hours(EAP-TLS with WPA2+ 11r over the DS)
- CSCvq32455 8845_65 ip phone reset/restart intermittently after disconnect of a call
- CSCvq37245 Active server shows empty under phone information page in ipv6 only mode
- CSCvq59064 802.11r fast transition sometimes failed to work on 8861
- CSCvq89463 8845/8865 freezing randomly
- CSCvt18121 8865 Phones video freezing on CMS in side-by-side view
- CSCvq32455 8845_65 ip phone reset/restart intermittently after disconnect of a call
- CSCvq37245 Active server shows empty under phone information page in ipv6 only mode
- CSCvq89463 8845/8865 freezing randomly
- CSCvt18121 8865 Phones video freezing on CMS in side-by-side view

Resolved Caveats

The following list contains the snapshot of severity 1, 2, and 3 caveats that are resolved for the Cisco IP Phone 8800 Series that uses Firmware Release 14.0(1)SR2.

For more information about an individual caveat, you can access the online record for the caveat from the Bug Search Tool. You must be a registered Cisco.com user to access this online information.

Because bug status continually changes, the list reflects a snapshot of the caveats that were resolved at the time this report was compiled. For an updated view of resolved caveats or to view specific caveats, access the Bug Search Tool as described in [View Caveats, on page 4](#).

- CSCvx84332 Evaluation of 88x1/78x1/8832/7832 phone for OpenSSL March 2021 vulnerabilities
- CSCvx85820 Evaluation of 88x1/78x1/7832/8832 for debugsh read file escape
- CSCvy27416 Voicemail button does not go to VM pilot with delayed PLAR enabled
- CSCvy15256 7841 Built-in bridge audio level output is lower than original call
- CSCvy15834 Disturbed sound after 30minutes on MRA IP phones for video callback from Webex

- CSCvy16927 8845/65 Phones Over MRA won't refresh Token after power cycle
- CSCvy11709 88xx HW rev 42 will not register fully over half-pair ethernet cable with a gigabit capable switch
- CSCvy11282 88xx Download daemon may hang after configuration file download
- CSCvy35155 88x1 Media Server (ms) component crash during call
- CSCvx16077 Evaluation of IP Phone 8800 Series for Bluetooth_Pairing_Protocol_2021 vulnerabilities
- CSCvy67833 Evaluation of 88x1 for boot script replacement vulnerability
- CSCvx84332 Evaluation of 88x1/78x1/8832/7832 phone for OpenSSL March 2021 vulnerabilities
- CSCvx85820 Evaluation of 88x1/78x1/7832/8832 for debugsh read file escape
- CSCvx99688 8865 phone tagging Telepresence Call frames with DSCP CS4 as WMM UP 4 instead of WMM UP 5
- CSCvy27416 Voicemail button does not go to VM pilot with delayed PLAR enabled
- CSCvy15256 7841 Built-in bridge audio level output is lower than original call
- CSCvy15834 Disturbed sound after 30minutes on MRA IP phones for video callback from Webex
- CSCvy16927 8845/65 Phones Over MRA won't refresh Token after power cycle
- CSCvw30093 Cisco IP Phone 8800 Series, CDP packets ignored if switch hostname starts with SEP
- CSCvw45287 8851 phone over MRA phone stuck after loosing connectivity
- CSCvy11282 88xx Download daemon may hang after configuration file download
- CSCvx16071 Evaluation of 88x5 for Bluetooth_Pairing_Protocol_2021 vulnerabilities
- CSCvy67824 Evaluation of 88x5 for boot script replacement vulnerability

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>.

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)

© 2021 Cisco Systems, Inc. All rights reserved.