



Cisco IP Phone 8800 Series Release Notes for Firmware Release 10.3(1)

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Introduction

These release notes support the Cisco IP Phones 8811, 8841, 8851, 8851NR, and 8861 running SIP Firmware Release 10.3(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
Cisco IP Phones 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 CME 10.0 (IOS load 15.3(3)M) and above through Fast-Track

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 Design Guides are 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 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.

Cisco IP Phone 8851NR Support

Firmware Release 10.3(1) introduces support for Cisco IP Phone 8851NR. This phone delivers the same features as Cisco IP Phone 8851, with the exception of Bluetooth support. Cisco IP Phone 8851NR does not support Bluetooth or any Bluetooth dependent features.

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*
- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

AES 256 Encryption Support for TLS and SIP SRTP

The AES 256 Encryption Support for Phones feature enables the phones to take advantage of the AES 256 Encryption Support for TLS and SIP SRTP feature in Cisco Unified Communications Manager Release 10.5(2) and later.

With Cisco Unified Communications Manager Release 10.5(2), the AES 256 encryption support for TLS and SIP SRTP is enhanced to focus on AES 256 cipher support in signaling and media encryption. This feature enables phones to initiate and support TLS 1.2 connections with the AES-256 based ciphers that conform to SHA-2 (Secure Hash Algorithm) standards and is Federal Information Processing Standards (FIPS) compliant.

The feature is supported on the following phones:

- Cisco IP Phone 8811
- Cisco IP Phone 8841

- Cisco IP Phone 8851
- Cisco IP Phone 8851NR
- Cisco IP Phone 8861

Where to Find More Information

For more information, see the *Release Notes for Cisco Unified Communications Manager Release 10.5(2) and IM and Presence Service Release 10.5(2b)* located at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>.

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

Configurable Energy Efficient Ethernet for PC and Switch Port

The Configurable Energy Efficient Ethernet (EEE) feature enables the administrator to control the EEE function on the personal computer port and switch port. IEEE 802.3az Energy Efficient Ethernet is an extension of the IEEE 802.3 standard that provides a method for reducing energy usage without reducing the vital function of network interfaces.

This feature is enabled by default.

The administrator controls the EEE functions with the following two parameters:

- **Energy Efficient Ethernet: PC Port:** Provides seamless connection with personal computers. Administrator can select Enabled or Disabled options to control the function.
- **Energy Efficient Ethernet: Switch Port:** Provides seamless connection

Administrators can turn this feature off if they are experiencing performance issues on a PC connected to the phone, or a phone connected to an upstream switch port.



Note

Administrators must confirm that the Override Check box is checked on all applicable UCM pages or EEE will not function.

EEE has no user impact.

Configurable Energy Efficient Ethernet is supported on the following phones:

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

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

Problem Report Tool

The Problem Report Tool (PRT) feature provides users with a way to submit phone logs or report problems to their administrator.



Note

If you are in on-premises mode then the PRT feature is only available for log collection.

The feature is supported on the following phones:

- Cisco IP Phone 8811
- Cisco IP Phone 8841
- Cisco IP Phone 8851
- Cisco IP Phone 8851NR
- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*
- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Mobile and Remote Access Through Expressway (Market Beta)

The Mobile and Remote Access Through Expressway feature provides a way for remote workers to easily and securely connect into the corporate network without using a virtual private network (VPN) client tunnel.



Note

The marketing beta release of Mobile and Remote Access Through Expressway is made available to allow customers to test and evaluate the feature, but is NOT recommended for production use. There is no official Cisco TAC support until the feature is officially released in a future firmware load. For those who want to provide feedback, send an email to cefeedback@cisco.com.

This feature requires Cisco Expressway version 8.5.2 and Cisco Unified Communications Manager version 10.5.2 SU2 or later to operate in the Beta trial.

The feature uses Transport Layer Security (TLS) to secure network traffic.

Mobile and Remote Access Through Expressway supports the following telephony features:

- Abbreviated Dialing
- Assisted Directed Call Park
- Busy Lamp Field
- Busy Lamp Field Pickup
- Busy Lamp Field Speed Dial
- Call Back
- Call Forward
- Call Forward Notification
- Call Park
- Call Pickup
- Conference
- Direct Transfer
- Directed Call Park
- Divert
- Do Not Disturb
- Group Call Pickup
- Hold and Resume - There is a known issue of one - way audio after 25 minutes on a PSTN/Jabber call when the user holds and resumes the call ([CSCut64844](#))
- Hold Reversion
- Immediate Divert
- Join
- MeetMe Conference
- Message Waiting Indicator
- Mobile Connect
- Mobile Voice Access
- Music On Hold
- Mute
- Off-Hook Dialing
- On-Hook Dialing
- Plus Dialing
- Redial
- Speed Dial
- Transfer
- Uniform Resource Identifier Dialing

Some major call features, like multiple lines, shared lines, Extension Mobility, CTI, monitoring, and recording, are not supported in Expressway mode.

The feature is supported on the following phones:

- Cisco IP Phone 8811
- Cisco IP Phone 8841
- Cisco IP Phone 8851
- Cisco IP Phone 8851NR
- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*
- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 User Guide for Cisco Unified Communications Manager 10.5*
- *Cisco Expressway X8.5.2 Software Release Notes*

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device pack.

**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 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.

Step 1

Go to the following URL:

<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>

- Step 2** Depending on your phone model, 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 **10.3(1)**.
- Step 6** Select the firmware file `cmterm-88xx-sip.10-3-1-20.k3.cop.sgn`, click the **Download** or **Add to cart** button, and follow the prompts:
- 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 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.10-3-1-20.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 type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **10.3(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

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:

- To find all caveats for this release, use this URL: [Caveats](#)
- To find all open caveats for this release, use this URL: [Open Caveats](#)
- To find all resolved caveats for this release, use this URL: [Resolved Caveats](#)

Step 2 When prompted, 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**.

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 <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-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.

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