



Cisco Wireless IP Phone 8821 Release Notes for Firmware Release 11.0(2)SR2

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These release notes support the Cisco Wireless IP Phone 8821 Firmware Release 11.0(2)SR2.

The following table describes the systems and versions that the phone requires.

System	Minimum Version	Recommended Versions
Cisco Unified Communications Manager	9.1(2)	10.5(2), 11.0(1), 11.5(1), and later
Cisco Communications Manager Express	10.5 through Fast Track	See http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/feature/phone_feature/phone_feature_support_guide.html
Cisco Wireless LAN Controller	8.0.121.0	8.0.140.0, 8.1.131.0, 8.2.121.0
Cisco IOS Access Points (Autonomous)	12.4(21a)JY	12.4(25d)JA2, 15.2(4)JB6, 15.3(3)JD
Cisco Meraki		

New and Changed Features

This release contains no new or changed features.

Related Documentation

Use the following sections to obtain related information.

Cisco Wireless IP Phone 882x 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>

Cisco Unified Communications Manager Express Documentation

See the publications that are specific to your language, phone model and Cisco Unified Communications Manager Express release. Navigate from the following documentation URL:

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

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 Firmware Release 11.0(2)SR2 on Cisco Unified Communications Manager

Before you can use 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. For this release, you must also install the device pack that provides support for the Cisco Wireless IP Phone 8821.

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- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=286308995&i=rm>
- Step 2** Choose **Cisco IP Phone 8800 Series**.
- Step 3** Choose **Cisco Wireless IP Phone 8821**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **11.0(2)SR2**.
- Step 6** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts.
Firmware file: cmterm-8821-sip.11-0-2SR2-1.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 11.0(2)SR2 Firmware Zip File

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip file is available to load the firmware:

cmterm-8821.11-0-2SR2-1.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:
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phones 8800 Series**.
- Step 3** Choose **Cisco Wireless IP Phone 8821**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **11.0(2)SR2**.
- Step 6** Download the relevant zip file.
- 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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Install Firmware Release 11.0(2)SR2 on Cisco Unified Communications Manager Express

You must download the Cisco Wireless IP Phone 8821 firmware image file from the software download center.

For information on Cisco Unified Communications Manager Express support, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/feature/phone_feature/phone_feature_support_guide.html.

For more information about this procedure, refer to the “Install and Upgrade Cisco Unified CME Software” chapter in the *Cisco Unified Communications Manager Express System Administrator Guide* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/admin/configuration/manual/cmeadm.html

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- Step 1** To access the firmware files, go to this URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>
- Step 2** Choose **Cisco Wireless IP Phone 8821**.
- Step 3** Choose **Session Initiation Protocol (SIP) Software**.
- Step 4** Choose **11.0(2)SR2** in the Latest Releases folder.
- Step 5** Click **Download** or **Add to cart** and follow the prompts.
The file to download is cmterm-8821.11-0-2SR2-1.zip
- Step 6** Extract the files from the zip file, manually copy them to the Cisco Unified Communications Manager Express TFTP server (router flash), and enable them for TFTP.
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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.

View Caveats

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

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://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%282%29SR2&sb=anfr&bt=custV
- Use this URL for all open caveats: https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%282%29SR2&sb=af&bt=custV
- Use this URL for all resolved caveats: https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%282%29SR2&sb=fr&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.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 <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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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

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