

# Cisco Wireless IP Phone 8821 Release Notes for Firmware Release 11.0(3)SR4

---

**First Published:** 2017-08-21

**Last Modified:** 2017-10-26

## Cisco Wireless IP Phone 8821 Release Notes for Firmware Release 11.0(3)SR4

These release notes support the Cisco Wireless IP Phone 8821 Firmware Release 11.0(3)SR4.

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 Unified Communications Manager Express	10.5 through Fast Track	11.0, 11.5, 11.7 (native support), and later
Cisco Unified Survivable Remote Site Telephony	10.5	11.0, 11.5, 11.7, and later
Cisco Wireless LAN Controller	8.0.121.0	8.0.140.0, 8.2.160.0, 8.3.112.0
Cisco IOS Access Points (Autonomous)	12.4(21a)JY	12.4(25d)JA2, 15.2(4)JB6, 15.3(3)JE
Cisco Meraki		

## 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.

### OPUS Codec Support

The Cisco Wireless IP Phone 8821 supports the OPUS codec, starting with Firmware Release 11.0(3)SR4. The OPUS codec provides improved speech and music transmission.

#### Where to Find More Information

*Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide for Cisco Unified Communications Manager*

### Bulk Deployment Utility

The Bulk Deployment Utility (BDU) for the Cisco Wireless IP Phone 8821 and 8821-EX can be used for initial deployment or after the phones have been deployed. The BDU provides quick provisioning and deployment when unique 802.1x accounts are used with EAP-FAST, PEAP-GTC, or PEAP-MSCHAPV2 or when a common set of credentials are used by all phones (for example, PSK or a single 802.1x account).

The BDU requires Firmware Release 11.0(3)SR4 or later on the phones.

**Note**

---

This version of the BDU is not the same as the BDU for the Cisco Unified Wireless IP Phone 792x Series.

---

You download the BDU from this location:

<https://software.cisco.com/download/type.html?mdfid=286308995&flowid=80142>

For more information, see the *Bulk Deployment Utility Guide for Cisco Wireless Phone 8821 and 8821-EX* located here: <https://www.cisco.com/web/software/282074239/14006/882xBD.1-0-readme.pdf>.

## 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:

<https://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:

<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>

## 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:

<https://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](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html).

## Install Firmware Release 11.0(3)SR4 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.

- 
- Step 1** Go to the following URL:  
<http://software.cisco.com/download/navigator.html?mdfid=284883944&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(3)SR4**.
  - Step 6** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts.

Firmware file: cmterm-8821-sip.11-0-3SR4-3.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 Firmware Release 11.0(3)SR4 on Cisco 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](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](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/admin/configuration/manual/cmeadm.html)

---

- 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(3)SR4** in the Latest Releases folder.
- Step 5** Click **Download** or **Add to cart** and follow the prompts.  
The file to download is cmterm-8821.11-0-3SR4-3.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.
- 

## 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.

## Recording Tone Volume Limitation

If you use the recording feature, we recommend that you change the Recording Tone Local Volume configured in Cisco Unified Communications Manager. Change the field from the default of 100 to 20.

The CUCM device packs (October 2017 and later) have the default set to 20.

For more information, look at CSCvc14605 using <https://tools.cisco.com/bugsearch>.

## 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://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286308995&rls=11.0%283%29SR4&sb=anfr&bt=custV>

- Use this URL for all open caveats:

<https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286308995&rls=11.0%283%29SR4&sb=afr&bt=custV>

- Use this URL for all resolved caveats:

<https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286308995&rls=11.0%283%29SR4&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 `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.

---

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 phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html>.



---

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.

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: <http://www.cisco.com/go/trademarks>. 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. (1110R)

© 2017 Cisco Systems, Inc. All rights reserved.