



# Cisco Unified IP Conference Phone 8831 for Third-Party Call Control Release Notes for Firmware Release 9.3(4)SR1

---

**Created: June 2017**

These Release Notes describe the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control. As with any firmware release, read these release notes before the firmware upgrade. We also recommend that you back up the configuration before any firmware upgrade.

## Contents

This document includes the following topics:

- [Introduction, page 1](#)
- [Related Documentation, page 2](#)
- [Upgrade Firmware, page 2](#)
- [New and Changed Features, page 3](#)
- [Caveats, page 3](#)
- [Limitations and Restrictions, page 4](#)
- [Cisco IP Phone Firmware Support Policy, page 4](#)
- [Documentation, Service Requests, and Additional Information, page 4](#)

## Introduction

These release notes support the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control running SIP Firmware Release 9.3(4)SR1.



## Related Documentation

Use the following section 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>

## Upgrade Firmware

The Cisco Unified IP Conference Phone 8831 for Third-Party Call Control supports a single image upgrade by TFTP, HTTP, or HTTPS.

Each region has a specific firmware load file. The following table gives the region and the filename of the firmware load.

Region	Filename
North America	cp-8831-sip.9-3-4-SR1-3PCC.bin.sgn
Brazil	cp-8831-sip.9-3-4-SR1-3PCC-BR.bin.sgn
Europe and Australia	cp-8831-sip.9-3-4-SR1-3PCC-EU.bin.sgn
Japan	cp-8831-sip.9-3-4-SR1-3PCC-JP.bin.sgn
Latin America	cp-8831-sip.9-3-4-SR1-3PCC-LA.bin.sgn
North America	cp-8831-sip.9-3-4-SR1-3PCC-NA.bin.sgn
Taiwan	cp-8831-sip.9-3-4-SR1-3PCC-TW.bin.sgn

---

**Step 1** Put the third-party call control image (for example, cp-8831-sip.9-3-4-SR1-3PCC.bin.sgn) on the tftp/http/https download directory.

**Step 2** Configure **Upgrade Rule** on the 'Provisioning' tab in the web page, with the valid URL format:

```
<schema>://<server[:port]>/filepath
```

The third-party call control can also upgrade via a URL in the web browser:

```
http://<phone_ip>/admin/upgrade?<schema>://<serv_ip[:port]>/filepath
```

After the firmware upgrade completes, the phone reboots automatically.

---

# New and Changed Features

No new features were added for this release.

## Caveats

### Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using the Cisco Bug Search.

#### Before You Begin

To access Cisco Bug Search, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

#### Procedure

Step 1 To access the Cisco Bug Search, go to:

<https://tools.cisco.com/bugsearch>

Step 2 Sign 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**.

## Open Caveats

There are no severity 1, 2, and 3 defects open for the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control SIP Firmware Release 9.3(4)SR1.

## Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control SIP Firmware Release 9.3(4)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 [Access Cisco Bug Search, page 3](#).

**Table 1** *Resolved Caveats for Firmware Release 9.3(4)SR1*

Identifier	Headline
CSCuv90127	8831 keypad digit button presses are not detected or duplicated
CSCuv57425	(8831) Poor audio with two-way audio
CSCuv55280	(8831) Poor audio with wireless microphones
CSCuu95148	8831: Bad Audio quality when using g729 and 60ms ptime

## 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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

### 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.

## 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.

---

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: [www.cisco.com/go/trademarks](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)

Copyright © 2009-2017 Cisco Systems, Inc. All rights reserved.