



Cisco Unified IP Conference Phone 8831 Release Notes for Firmware Release 10.3(1)SR1

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Introduction

These release notes support the Cisco Unified IP Conference Phone 8831 running SIP Firmware Release 10.3(1)SR1.

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 Unified IP Conference Phone 8831	SIP	Cisco Unified Communications Manager 7.1(5) and later

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

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 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.

Upgrade from 9.3(3) or 9.3(3)ES9 to 10.3(1)SR1 on Cisco Unified Communications Manager

Before You Begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

**Note**

For Firmware Release 10.3(1)SR1, there are special steps required to update phones that are running Firmware Release 9.3(3) or 9.3(3)ES9.

Step 1

Go to the following URL:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>

- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Choose **Cisco Unified IP Conference Phone 8831**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** Select **All Releases > 10.3(1)**.
- Step 6** Select the file `cmterm-8831-sip.9-3-3-TO-10-3-1-v2.cop.sgn`, click the **Download Now** 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:
`cmterm-8831-sip.9-3-3-TO-10-3-1-v2-readme.html`
- Step 8** Follow the instructions in the readme file to install the firmware.
- Step 9** Return to the firmware download page.
- Step 10** Select **10.3(1)SR1**.
- Step 11** Select the required region-specific file as described in the following table, click the **Download Now** or **Add to cart** button, and follow the prompts.

Table 2: Wireless Microphone Regions and Firmware Loads

Region	Region-Specific Firmware
North America	<code>cmterm-8831-sip.10-3-1SR1-1-NA.cop.sgn</code>
Europe	<code>cmterm-8831-sip.10-3-1SR1-1-EU.cop.sgn</code>
Latin America	<code>cmterm-8831-sip.10-3-1SR1-1-LA.cop.sgn</code>
Brazil	<code>cmterm-8831-sip.10-3-1SR1-1-BR.cop.sgn</code>
Taiwan	<code>cmterm-8831-sip.10-3-1SR1-1-TW.cop.sgn</code>
Japan	<code>cmterm-8831-sip.10-3-1SR1-1-JP.cop.sgn</code>

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

- Step 12** 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:
`cmterm-8831-sip.10-3-1SR1-1-readme.html`
- Step 13** Follow the instructions in the readme file to install the firmware.

Upgrade from 10.3(1) to 10.3(1)SR1 on Cisco Unified Communications Manager

Before You Begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>
- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Choose **Cisco Unified IP Conference Phone 8831**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **10.3(1)SR1**.
- Step 6** Select the file `cmterm-8831-sip.10-3-1SR1-1.k3.cop.sgn`, click the **Download Now** or **Add to cart** button, and follow the prompts.
- 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:
`cmterm-8831-sip.10-3-1SR1-1-readme.html`
- Step 8** Follow the instructions in the readme file to install the firmware.
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Upgrade from 9.3(3) or 9.3(3)ES9 to 10.3(1)SR1 with Zip files

If a Cisco Unified Communications Manager is not available to load the installer, you can use a .zip file to load the firmware.

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 9.3(3) or 9.3(3)SE9, use these upgrade instructions. You must upgrade the phone from 9.3(3) to 10.3(1) and then apply the 10.3(1)SR1 load.

Before You Begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>

- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Choose **Cisco Unified IP Conference Phone 8831**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the All Releases folder, expand the **SIPv.10** folder and choose **10.3(1)**.
- Step 6** Select the file `cmterm-8831-sip.9-3-3-TO-10-3-1-v2.zip`, click the **Download Now** 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 filename 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:
`cmterm-8831-sip.9-3-3-TO-10-3-1-v2-readme.html`
- Step 8** Follow the instructions in the readme file to install the firmware.
- Step 9** Return to the firmware download page.
- Step 10** In the Latest Releases folder, choose **10.3(1)SR1**.
- Step 11** Select the required region-specific file as described in the following table, click the **Download Now** or **Add to cart** button, and follow the prompts.

Table 3: Wireless Microphone Regions and Firmware Loads

Region	Region-Specific Firmware
North America	<code>cmterm-8831-sip.10-3-1SR1-1-NA.zip</code>
Europe	<code>cmterm-8831-sip.10-3-1SR1-1-EU.zip</code>
Latin America	<code>cmterm-8831-sip.10-3-1SR1-1-LA.zip</code>
Brazil	<code>cmterm-8831-sip.10-3-1SR1-1-BR.zip</code>
Taiwan	<code>cmterm-8831-sip.10-3-1SR1-1-TW.zip</code>
Japan	<code>cmterm-8831-sip.10-3-1SR1-1-JP.zip</code>

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

- Step 12** Click the + next to the firmware filename 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 13** Unzip the files.
- Step 14** 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.
- Step 15** If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.

Upgrade from 10.3(1) to 10.3(1)SR1 with Zip files

If a Cisco Unified Communications Manager is not available to load the installer, you can use a .zip file to load the firmware.

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 10.3(1), use this set of upgrade instructions.

Before You Begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>
- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Choose **Cisco Unified IP Conference Phone 8831**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **10.3(1)SR1**.
- Step 6** Download the zip file for your region.
- 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.
- Step 9** If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.
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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.

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

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- Step 1** To access the Cisco Bug Search, go to:
<https://tools.cisco.com/bugsearch>
- Step 2** 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**.
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Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Conference Phone 8831 for Firmware Release 10.3(1)SR1.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. 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](#), on page 7.

Table 4: Open Caveats for 10.3(1)SR1

Identifier	Description
CSCut29853	8831 HTTPS queries failing
CSCut46620	MARCH 2015 OpenSSL Vulnerabilities
CSCus69794	Evaluation of glibc GHOST vulnerability - CVE-2015-0235

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Phone 8831 for Firmware Release 10.3(1)SR1.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. 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 resolved defects, access Bug Toolkit as described in [Access Cisco Bug Search, on page 7](#).

Table 5: Resolved Caveats for Firmware Release 10.3(1)SR1

Identifier	Description
CSCuv90127	8831 keypad digit button presses are not detected or duplicated
CSCut08561	8831 phone not honouring new "Start Media Port" and "Stop Media Port
CSCut29536	8831 does not use TTL parameter for backup DNS server
CSCuv19213	8831 Unable to let uplink switch failover to MAC address bypass mode
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 ptme

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-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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