

# Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(3)SR2

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## Release Notes

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.3(3)SR2.

- Cisco IP Phone 6841 Multiplatform Phones
- Cisco IP Phone 6851 Multiplatform Phones
- Cisco IP Phone 6861 Multiplatform Phones
- Cisco IP Phone 6871 Multiplatform Phones



**Note** This document doesn't include the DECT phones.

The following table describes the individual phone requirements.

Phone	Support Servers
Cisco IP Phone 6800 Series Multiplatform Phones	Cisco BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 13.0

## Related Documentation

Use the following sections to obtain related information.

### Cisco IP Phone 6800 Series Documentation

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

## New and Changed Features

This release is a maintenance release and doesn't contain any new or enhanced features.

To view the resolved and open caveats for this release, see [View Caveats, on page 3](#).

## Upgrade the Firmware

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

### Procedure

- 
- Step 1** Click this link:  
<https://software.cisco.com/download/home/286318380>
- On the **Software Download** web page that is displayed, ensure that **IP Phone 6800 Series with Multiplatform Firmware** is selected in the middle pane.
- Step 2** Select your phone model in the right pane.
- Step 3** On the next page that is displayed, select **Multiplatform Firmware**.
- Step 4** On the next page that is displayed, select **11.3.3 MSR2** in the **All Releases > MPPv11** folder.
- Step 5** (Optional) Place your mouse pointer on the file name to see the file details and checksum values.
- Step 6** Download the file `cmterm-68xx.11-3-3MPP0203-382_REL.zip`.
- Step 7** Click **Accept License Agreement**.
- Step 8** Unzip the file and place the files in the appropriate location on your upgrade server.
- The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.
- Step 9** Upgrade the phone firmware with one of these methods.
- Upgrade the phone firmware from the phone administration web page:
    - a. On the phone administration web page, go to **Admin Login > Advanced, Voice > Provisioning > Firmware Upgrade**.
    - b. In the **Upgrade Rule** field, enter the load file URL as described below.  
 Load file URL format:  

```
<upgrade protocol>://<upgrade server ip address>[:<port>]/<path>/<file name>.loads
```

 Example:  

```
https://10.73.10.223/firmware/sip68xx.11-3-3MPP0203-382.loads
```
    - c. Click **Submit All Changes**.
  - Upgrade the phone firmware directly from your web browser:  
 In the address bar of your web browser, enter the phone upgrade URL as described below.  
 Phone upgrade URL format:  

```
<phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file URL>
```

Load file URL format:

```
<upgrade protocol>://<upgrade server ip address>[:<port>]/<path>/<file name>.loads
```

Example:

```
https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.11-3-3MPP0203-382.loads
```

**Note** Specify the <file name>.loads file in the URL. The <file name>.zip file contains other files.

## Limitations and Restrictions

### Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio 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.

## Caveats

### View Caveats

You can search for caveats (bugs) with the Cisco Bug Search tool.

Known caveats are graded according to severity level, and are either open or resolved.

#### Before you begin

You have your Cisco.com user ID and password.

### Procedure

**Step 1** Click one of the following links:

- To view all caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3\(3\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(3)&sb=anfr&bt=custV)

- To view open caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3\(3\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(3)&sb=anfr&sts=open&bt=custV)

- To view resolved caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3\(3\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(3)&sb=anfr&sts=fd&bt=custV)

- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxxxnnnn*) in the **Search for** field, and press **Enter**.

## Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.3(3)SR2.

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxxxnnnn*). You must be a registered Cisco.com user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 3](#).

- CSCvv21588 6821/7811/7832: PSK labels for Extend PSK functionality feature are truncated
- CSCvw82717 MPP phones - SBC is rejecting a specific line-seize SIP SUBSCRIBE
- CSCvv20301 POR: Not all characters are shown in the character preview pop-up
- CSCvv51309 MPP software is not completing the ICE procedures when placing a call to L2SIP
- CSCvw21396 ICE, Offer not having ICE candidates should be handled
- CSCvw42896 Phone can scan out the hidden SSID and appears in the scan list as a messy code
- CSCvw56643 Will not get the new IP address after changing the VLAN of the switch port
- CSCvw72979 Phone will show the call center softkey after answer executive or call forward call.
- CSCvw87814 Dropped Media from ICE enabled Device on Non ICE Call Path
- CSCvx05369 Add directories shortcut key to kem,it will work slowly after reboot
- CSCvx05499 Two "Anonymous" were shown on LCD when share

## Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.3(3)SR2.

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxxxnnnn*). You must be a registered Cisco.com user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 3](#).

- CSCwa20369 New LCD phone's grey softkey'color is not smooth

## Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see the [Cisco IP Phone Firmware Support Policy](#).

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- Consult the dealer or an experienced radio/TV technician for help.

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