

Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(6)

First Published: 2022-01-26

Release Notes

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.3(6).

- Cisco IP Phone 6821 Multiplatform Phones
- 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 16.0

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

Call Focus Enhancement

The existing feature *Keep Focus on the Active Call* has an enhancement in this release. Now the focus on the phone screen can automatically move to an incoming call if the user places the active call on hold.

To enable this feature, use the **Keep Focus on Active Call** filed under the **Supplementary Services** section from **Voice > User**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Enhancements of Displaying Contact Numbers from the LDAP Directory

The phone now separately displays the LDAP user's contact numbers in the contact details screen. As a user, you can select one of the contact numbers before you edit the number or directly make a call.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Enhancements of Displaying Contact Numbers from the XML Directory

The phone now displays the contact numbers of a XML address entry separately on the phone screen. As a user, you can do the following activities:

- View the details of an XML address entry
- Select a specific contact number to dial out by viewing the details of an XML address entry
- Dial out the first contact number of an XML address entry

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Grey Softkeys Removal

A few softkeys aren't available on the phone screen to use when the configuration is incorrect. These softkeys were grayed out (dimmed) when they weren't available to the users in the releases earlier than 11.3(6).

The following table provides the softkey appearances in the releases:

Softkeys	Conditions	Earlier than Rel 11.3(6)	Rel 11.3(6) and Later
Continue and Clear in Welcome Screen	Enter Activation Code box is empty	Both are dimmed (disabled)	Both the softkeys don't appear. The Clear softkey is available only when the user enters the first digit in the box. The Continue softkey is available after the user enters correct 16-digit activation code or first three digits followed by a # key.
DND	XSI Line Service DND - On the phone administration web page, DND Enable is Yes but the XSI Line Service account is invalid	Dimmed (disabled)	Doesn't appear. Available only when the XSI Line Service account is valid.
Forward or Forward all	XSI Directory CFWD - On the phone administration web page, CFWD Enable is Yes but the XSI Line Service account is invalid	Dimmed (disabled)	Doesn't appear. Available only when the XSI Line Service account is valid.
Save	XSI Directory Save - On the phone administration web page, Directory Individual Mode Enable is Yes , Add Contacts to Directory Personal is Yes , and Directory Personal Enable is Yes but on the phone in the Add BroadSoft personal contact screen, contact details fields are empty or invalid values to the fields entered	Dimmed (disabled)	Doesn't appear
Sign in	Profile account setup - On the phone Device administration > Profile account setup	Dimmed (disabled)	Doesn't appear
Select	PLK - On the phone administration web page, Customizable PLK Options is empty	Dimmed (disabled)	Doesn't appear

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Permission Only for the Call Forward All Service Setup

You can configure the phone to allow the user directly set up the Call Forward All service by pressing the **Forward all** softkey. By default, the user can set up all call forward services, including Call Forward All, Call Forward Busy, and Call Forward No Answer by the **Forward** softkey.

To enable this feature, use the **Forward Softkey** parameter under the **Call Forward** section from **Voice > User** on the phone web interface,.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

PRT Generation of Multiplatform Phones from the Webex Control Hub

You can now generate a problem report of a phone from the Webex Control Hub if the phone successfully onboards to Webex cloud.

After you generate a problem report, check the PRT upload information on the phone from a new phone menu, **Last problem report info**. On the phone administration web page, from **Info > Status > PRT Status**, you can see that the upload information is triggered from the Webex Control Hub.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *Webex for Cisco BroadWorks Solution Guide*

Reboot of Multiplatform Phones from the Webex Control Hub

You can reboot phone remotely from the Webex Control Hub. The phone must onboard to Webex cloud if you want to reboot it remotely. You can only reboot a phone that is in idle state. If the phone is in use, such as in a call, the phone doesn't reboot.

After successful reboot, check the status on the phone administration web page from **Info > Status > Reboot History**. The **Reboot Reason** parameter under **Reboot History** shows the reboot reason as **Cloud Triggerred**. You can also check the reboot reason as **Cloud triggered** on the phone from **Application > Status > Reboot history**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

- *Webex for Cisco BroadWorks Solution Guide*

Ringer Volume Control Restriction for a User

You can restrict users from controlling the ringer volume. When you configure this feature, users can't change the ringer volume from either the phone volume key or from the phone administration web page. However, this restriction doesn't impact the ability of controlling the speaker volume and the headset volume.

To enable this feature from the phone administration web page, use the **Ringer Volume Control** parameter under the **Audio Volume** section from **Voice > User**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Support for French (Canada) Language

Phone now supports French (Canada) language. All multiplatform IP phones and all key expansion modules (KEM) now support the language.

In the phone web interface, you can use the **Dictionary Server Script** parameter from **Voice > Regional > Language** to configure the language support.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

Webex Cloud Onboarding of Multiplatform Phones

You can onboard a phone to Webex cloud either with activation code onboarding (GDS) or with phone MAC address (EDOS device activation). When the phone onboards to Webex cloud, you can reboot the phone and can also generate a problem report from the Webex Control Hub.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *Webex for Cisco BroadWorks Solution Guide*

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 **11.3.6** 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 corresponding file.
- 6821: `cmterm-6821.11-3-6MPP0001-273_REL.zip`
 - Other phones in 6800 series: `cmterm-68xx.11-3-6MPP0001-273_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
```

 Examples:
 - 6821:
`https://10.73.10.223/firmware/sip6821.11-3-6MPP0001-273.loads`
 - Other phones in 6800 series:
`https://10.73.10.223/firmware/sip68xx.11-3-6MPP0001-273.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

Examples:

- 6821:

`https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip6821.11-3-MPP0001-273.loads`

- Other phones in 6800 series:

`https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.11-3-MPP0001-273.loads`

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

Limitations and Restrictions

Backward Compatibility of Password

Since Firmware Release 11.3(6) introduces a mechanism to enhance the security, certain passwords don't support back-compatibility.

This behaviour only affects the passwords that are updated in the 11.3(6).

For more information, refer to the *Saved Passwords Become Invalid after Downgrade* section in the following guide:

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

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\(6\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(6)&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\(6\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(6)&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\(6\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(6)&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(6).

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 7](#).

- CSCvx05369 Add directories shortcut key to kem,it will work slowly after reboot
- CSCvw72979 Phone will show the call center softkey after answer executive or call forward call

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(6).

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 7](#).

- CSCvy30979 MPP phones not honouring PAID update for caller ID in certain cases.
- CSCvy98097 Set all or part of cfw items to "na" and enable user mode, see the forward sk or cfw item in menu
- CSCwa61106 CP-6821-3PCC Wrong behavior in the HEAD method on 6821 phone when requesting firmware files

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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- 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.

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