



Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(3)SR2

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Release Notes

Use these release notes with the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 11.3(3)SR2.

- Cisco IP Phone 7811 Multiplatform Phones
- Cisco IP Phone 7821 Multiplatform Phones
- Cisco IP Phone 7841 Multiplatform Phones
- Cisco IP Phone 7861 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	BroadSoft BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 11.0

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 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/products/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/index.html>

New and Changed Features

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

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 7800 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 corresponding file.
 cmterm-78xx.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
```

 Examples:

```
http://10.73.10.223/firmware/sip78xx.11-3-3MPP0203-382.loads
```

```
https://server.domain.com/firmware/sip78xx.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
```

Examples:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip78xx.11-3-3MPP0203-382.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip78xx.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=286311381&rls=11.3\(3\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311381&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=286311381&rls=11.3\(3\)&sb=afrr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311381&rls=11.3(3)&sb=afrr&bt=custV)
- To view resolved caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286311381&rls=11.3\(3\)&sb=fr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286311381&rls=11.3(3)&sb=fr&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 (*CSCxxxxxxx*) 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 7800 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 (*CSCxxxxxxx*). 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
- 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
- CSCvx05499 Two "Anonymous" were shown on LCD when shareline receiving anonymous calls
- CSCvx08073 BS DIR - can't search name containing the non ASCII char like ?
- CSCvx13295 xmpp ping error will not trigger failover

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 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 (*CSCxxxxxxx*). 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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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.

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