



Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(6)

First Published: 2022-01-26

Release Notes

Use these release notes with the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 11.3(6).

The following table describes the individual phone requirements.

| Phone | Support Requirements |
|---|--|
| Cisco IP Phone 8800 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 8800 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-8800-series-multiplatform-firmware/index.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 8800 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 8800 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 8800 Series Multiplatform Phones User Guide*

Noise Removal Support

You can enable the noise removal feature on the phone to filter out background noises during a call or meeting. To enable the feature, use the **Noise Removal** field under the **Acoustic Setting** section from **Voice > User** in the phone web page.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

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 8800 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 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 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 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 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 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 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 8800 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.

The phone also supports Webex contacts and Webex call logs when registers to Webex cloud.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *Webex for Cisco BroadWorks Solution Guide*

Multiplatform Phones Support Webex Contacts

You can enable phone to support Webex contacts. The phone must onboard to Webex cloud to support this feature. You can also modify the Webex directory name. When you add support for Webex contacts, on the phone the user can see the Webex directory name under the **Directory** screen that you have created.

To enable this feature from the phone administration web page, use the **Directory Enable** parameter under the **Webex** section from **Voice > Phone**. To modify the Webex directory name, use the **Directory Name** parameter of **Webex** section.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*
- *Webex for Cisco BroadWorks Solution Guide*

Multiplatform Phones Support Webex Call Logs

You can now enable a phone to support Webex call logs. The phone must onboard to Webex cloud to support this feature. When you enable this feature, the **Display recents from** menu under the **Recents** screen includes the **Webex** option in the calls list. The user then can set the option **Webex** to see the list of recent Webex calls.

To enable this feature from the phone administration web page, use the **Display Recents From** parameter under the **Call Log** section from **Voice > Phone**. Under the **Call Log** section, you must also enable the **CallLog Enable** parameter and select a phone line from **CallLog Associated Line** for which you want to display the Webex recent call logs.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*
- *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 8800 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.
- 8845 and 8865: `cmterm-8845_65.11-3-6MPP0001-273_REL.zip`
 - Other phones in 8800 series: `cmterm-88xx.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:

- 8845 and 8865:

```
http://10.73.10.223/firmware/sip8845_65.11-3-6MPP0001-273.loads
```

```
https://server.domain.com/firmware/sip8845_65.11-3-6MPP0001-273.loads
```

- Other phones in 8800 series:

```
http://10.73.10.223/firmware/sip88xx.11-3-6MPP0001-273.loads
```

```
https://server.domain.com/firmware/sip88xx.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:

- 8845 and 8865:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip8845_65.11-3-6MPP0001-273.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8845_65.11-3-6MPP0001-273.loads
```

- Other phones in 8800 series:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip88xx.11-3-6MPP0001-273.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip88xx.11-3-6MPP0001-273.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 8800 Series Multiplatform Phones Administration Guide*

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio 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:

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=286311392&rls=11.3\(6\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&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=286311392&rls=11.3\(6\)&sb=af&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3(6)&sb=af&bt=custV)
- To view resolved caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3\(6\)&sb=fr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3(6)&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 8800 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 (*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 7](#).

- CSCvw72979 Phone will show the call center softkey after answer executive or call forward call.
- CSCvx18250 8800 series IP Phones do not display "calling party number" for the inbound HUNTcalls.
- CSCvx44952 Phone showing Failed to download configurations even when it was successful while migrating to MPP
- CSCvx49825 Phone stuck at configuration check in progress during firmware migration if it was on WiFi before
- CSCvx78045 Add "PoE Power Required" parameter definitions to 8800 MPP administration guide
- CSCvy20491 Customer enhancement requests for 3PCC feature: View image of IP camera on 3PCC phone.
- CSCvy86354 MPP phones - 8845/8865 phones are randomly crashing
- CSCvz35920 SSRC changes for outgoing Re-INVITES
- CSCvz67625 License prompt is always displayed on the GDS input screen if the phone is converted from On-Prem

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 8800 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 (*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 7](#).

- CSCvx06946 IP Phones 8800 series do not send PLI packet if video I-frame is not received initially

- CSCvz30443 Evaluation of 88xx for Bluetooth vulnerability CVE-2020-10370 (WiFi+BT Combo chip only)
- CSCvy76931 Phone reboots when dialing out on the paired mobile phone line
- CSCvz11215 Phone not announcing caller id for incoming call when voice feedback ON
- CSCvy27737 No reorder tone and will not time out when network conference fail
- CSCvx44944 Short activation code taking a long time to get configurations
- CSCvy36096 Unexpected 481 sent by phone when off/on-hook shared line quickly
- CSCvy39554 MPP Mutual auth fails in HTTPS for E911
- CSCvz03741 CP-8861-3PCC Unable to control 3rd party headset volume from phone
- CSCvy98097 Set all or part of cfw items to "na" and enable user mode, see the forward sk or cfw item in menu
- CSCvx69154 MPP Not Setting "Don't Fragment" (DF) Bit
- CSCvs52371 MPP phone call focus on new incoming call
- CSCwa01555 Optimize the performance for MPP when Webex Call is made
- CSCwa03481 Optimize the call flow for MPP phone
- CSCwa04807 Optimize the mute for MPP phone
- CSCwa37662 CIAM: curl 7.21.6 TPSD cleanup: libcurl
- CSCvz47388 ICE : MS crash seen during an incoming call
- CSCvy98097 Set all or part of cfw items to "na" and enable user mode, see the forward sk or cfw item in menu
- CSCvz66685 Change call focus on incoming call if first call is held
- CSCwa70820 MPP phones - Incorrect Date & Time in "Recents" Page.

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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- 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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