



Cisco IP Phone 6821 Multiplatform Phones Release Notes for Firmware Release 11.2(2)

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Release Notes

Use these release notes with Cisco IP Phone 6821 Multiplatform Phones running SIP Firmware Release 11.2(2).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 6821 Multiplatform Phones	BroadSoft BroadWorks 22.0 MetaSphere CFS version 9.4 Asterisk 11.0

Cisco IP Phone 6821 Multiplatform Phones

The Cisco IP Phone 6821 Multiplatform Phones is a new addition to the Cisco IP Phone 6800 Series Multiplatform Phones. Here are some of the important features:

- Support for two lines
- 240 x 120 pixel, grayscale LCD display
- Built-in 10/100M switch
- Supports IPv4 and IPv6
- Powered by 802.3af PoE class 2 or an optional 5V DC power adapter

For detailed specifications, see the product datasheet, located here: <https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/datasheet-listing.html>

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones Provisioning Guide*
- *Cisco IP Phone 6821 Multiplatform Phones Quick Start Guide*

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 6821 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>

Upgrade the Firmware

The Cisco IP Phone 6821 Multiplatform Phones support a single image upgrade using the TFTP, HTTP, or HTTPS protocols with a URL.

After the firmware upgrade completes, the phone reboots automatically.

Procedure

-
- Step 1** Click the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=286318380&i=rm>
- Step 2** Choose **IP Phone 6800 Series with Multiplatform Firmware** in the middle pane.
- Step 3** Choose **IP Phone 6821 with Multiplatform Firmware**.
- Step 4** Choose the **Multiplatform Firmware** software type.
- Step 5** In the **All Releases > MPPv11** folder, select **11.2.2**.
- Step 6** (Optional) Place your mouse pointer on the file name to display the file details and checksum values.
- Step 7** Download the `cmterm-6821.11-2-2MPP-203_REL.zip` file.
- Step 8** Click **Accept License Agreement** when you accept the software license.
- Step 9** Unzip the firmware files.
- Step 10** Put the files in the TFTP, HTTP, or HTTPS download directory.
- Step 11** You can upgrade the phone firmware using either of the following methods:
- Configure the **Upgrade Rule** on the **Provisioning** tab in the phone web page with the upgrade URL.
URL Format: `<upgrade_protocol>://<serv_ip[:port]>/<filepath>/sipMMxx.RR-nnn.loads`

Where the user input values are:

- **<upgrade_protocol>**—HTTP, TFTP, or HTTPS.
 - **<serv_ip[:port]>**—Server IP address and optional port number.
 - **<filepath>**—File folder on the server that contains the firmware upgrade `*.loads` file.
 - **MMxx**—Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)
- or

MMxx—Cisco specific phone model (for example, 6821)

- **RR**—Major and minor release numbers (for example, 11-2-2MPP)
- **nnn**—Build number (for example, 203)

Example using the **Upgrade Rule** for .

```
tftp://10.73.10.192/firmware/sip6821.11-2-2MPP-203.loads
```

- Provide a URL in a web browser that directs the call server to download the firmware to the phone.

URL Format: <phone_protocol>://<phone_ip[:port]>/admin/upgrade?

<upgrade_protocol>://<serv_ip[:port]>/<filepath>/sipMMxx.RR-nnn.loads

Where the user input values are:

- <phone_protocol>—HTTP or HTTPS only.
- <phone_ip[:port]>—Phone IP address and optional port number.
- <upgrade_protocol>—HTTP, TFTP, or HTTPS.
- <serv_ip[:port]>—Server IP address and optional port number.
- <filepath>—File folder on the server that contains the firmware upgrade *.loads file.
- **MMxx**—Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)
or
- **MMxx**—Cisco specific phone model (for example, 6821)
- **RR**—Major and minor release numbers (for example, 11-2-2MPP)
- **nnn**—Build number (for example, 203)

Example using the **web browser URL** for .

```
https://10.74.10.225/admin/upgrade?http://10.73.10.192/firmware/sip6821.11-2-2MPP-203.loads
```

Note Use the *.loads file in the URL. The *.zip file contains other files.

Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect 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

Caller Identification and Other Phone Functions

Caller identification or other phone functions have not been verified with third-party applications for the visually or hearing impaired.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search tool.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

Before you begin

To view the caveats, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

- Step 1** Perform one of the following actions:
- To find all of the caveats for the 11.2.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2(2)&sb=anfr&bt=custV)
 - To find all open caveats for the 11.2.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2\(2\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2(2)&sb=anfr&sts=open&bt=custV)
 - To find all resolved caveats for the 11.2.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2\(2\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&rls=11.2(2)&sb=anfr&sts=fd&bt=custV)
- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) To look for information about a specific problem, enter the bug ID number (*CSCxxxxnnnn*) in the **Search for** field, and press **Enter**.
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Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 6821 Multiplatform Phones that use Firmware Release 11.2(2).

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 4](#).

Defect ID	Description
CSCvm56037	The language overlaps when changing language script from https to tftp.
CSCvm47839	DUT will not focus on online Line key if phone recover the network after power up
CSCvm44012	Locale: Auto option on Switch port config on LCD will hide sometimes when change locale to Chinese
CSCvm40997	RTP default TOS/DiffServ setting is unable to change on 6821 phone by script
CSCvm38864	The tone after press park, conf, blindxfer, or transfer softkey is not smooth
CSCvm33864	6821 screen is narrow, so Japanese translated words are too wide and impact options
CSCvm32194	In IPv6 only, DUT cdp information display ipv4 address if DUT has static ipv4 address
CSCvm17093	The tone after press forward (unpark or pickup) is louder than offhook
CSCvk71607	Phone UI restarts if connect PC port to PC when switch port in trunk mode
CSCvk64114	DTMF can't stop after long press key in mute status

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 6821 Multiplatform Phones that use Firmware Release 11.2(2).

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 4](#).

Defect ID	Description
CSCvk73549	Can't display rightmost ']' when edit ipv6 URL dialing call
CSCvk62562	6821: The phone can't send syslog to log server

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

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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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