



Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 11.0(1)

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Introduction

These release notes support the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 11.0(1).

The following table lists the support and protocol compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility

Cisco IP Phone	Protocol	Support Requirements
Cisco IP Phone 8800 Series Multiplatform Phones	SIP	BroadSoft BroadWorks 21.0 Asterisk 13.1

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/index.html>

New and Changed Features

The following sections describe the features that are new or have changed in this release.

Auto Detection of Key Expansion Modules

A key expansion module is enabled automatically after it is attached to the phone.

Where to Find More Information

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

Conference Button with Star Code

You can add a star code that represents a conference bridge URL to the Conference button on the phone. When you enable the star code in the button, your user can combine many active calls into a single conference call by pressing the Conference button only once.

Where to Find More Information

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

Remote Pinging and Factory Reset with Phone Web Page

If you have access to the phone admin page, you can ping a destination to identify the phone issue or perform a factory reset.

Where to Find More Information

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

Wallpaper Enhancement in Cisco IP Phone 8800 Series

The Cisco IP Phone 8800 series phone has a clear and bright status bar appearance. White overlay of the wallpaper is removed. The darker wallpaper has bright color font for the line and status bar. When the phone starts for the first time and has no wallpaper added, it displays monochrome background.

Where to Find More Information

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

Customization of the New Call Window to View Line Key Details

The New Call window can be reduced to a smaller window by pressing the up key of the navigation cluster so that the user can get a quick view of the home screen. This feature facilitates a quick view to let the user use the PLK's configured with busy lamp field, speed-dial, or busy lamp field+speed-dial combos to initiate a New Call, Conference, Transfer or any other call feature which open up the New Call window.

The user can only see line keys numbered 2, 3, 4, 5, 7, 8, 9, and 10. The reduced window is restored to its original size:

- If the user hits the down key on the navigation cluster.
- If 5 seconds have elapsed since it has been reduced.
- If the user presses any button on the device excluding the up key on Navigation cluster.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

Voice Quality Reporting

Multiplatform phones (MPP) phones provide statistics that you can use to determine the voice quality of a call. You or the phone user can receive the information about voice quality by the following means:

- Configuration Utility page
- Real-time Transport Protocol (RTCP) reports
- SIP Publish message

Where to Find More Information

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

Missed Call Indication

If a user is not on an active or held call and misses a call, the user needs to know about the missed call. To alert the user, configure the **Handset LED Alert** field on the Configuration Utility page. If you set this field to **VoiceMail, Missed Call**, the LED on the Handset will turn on when the user has recently missed a call.

Where to Find More Information

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

Colored Box Highlight Around the Line State Icon

When the user selects a line, the phone displays the current selected line by enclosing only the line's icon with a colored box instead of having a big rectangular outline around the whole line.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

G711u/G711a Enhancement

You can now enable or disable the G711u and G711a codecs on the phone web page.

Where to Find More Information

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

Speed Dial Updates

If you configure a line key to perform a speed dial without VID, the dialed call uses the line that is in focus.

If you configure one of the line keys on the key expansion module to perform a speed dial without VID, the dialed call uses the line that is in focus.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

Installation

Upgrade Firmware

The Cisco IP Phone 8800 Series Multiplatform Phones supports a single image upgrade by TFTP, HTTP, or HTTPS.

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- Step 1** Go to the following URL:
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phones 8800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **11.0(1)**.
- Step 6** Download the file `cp-88xx.11-0-1MPP-477.zip`.
- Step 7** Unzip the files.
- Step 8** Put the files on the tftp/http/https download directory.
- Step 9** Configure the Upgrade Rule on the **Provisioning** tab in the web page with the valid URL. The format is:
`<schema>://<serv_ip[:port]>/filepath/sipxxx.loads`
The third-party call control can also upgrade via a URL in the web browser:
`<schema>://<serv_ip[:port]>/filepath/sipxxx.loads`
Here is an example:
`http://10.74.10.225/firmware/sip78xx.11-0-1MPP-7dev.loads`

Note The loads file is put in the file path of the above url. The zip file contains other file types also. Only the loads file is used in the above URL.

After the firmware upgrade completes, the phone reboots automatically.

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.

No Beep Sound Heard when the Mute Key is Pressed

When you press the **Mute** button during a call, you may not hear a beep sound. For anyone who is visually impaired, press the **Mute** button once to mute the phone and press the button twice to unmute the phone.

Phone Has a Firmware Build Earlier than 11.0.0

Sometimes, a phone taken out of the box has a firmware build earlier than 11.0.0. When this happens, you must upgrade the firmware on your phone before you provision it.

Caveats

Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using Cisco Bug Search.

Before You Begin

To access Cisco Bug Search, you need the following items:

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

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- Step 1** To access Cisco Bug Search, go to:
<https://tools.cisco.com/bugsearch>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.
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Open Caveats

The following table lists defects that are open for the Cisco IP Phone 8800 Series Multiplatform Phones for Firmware Release 11.0(1).

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

Because defect status continually changes, the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Search tool as described in [Access Cisco Bug Search, on page 5](#).

Open Caveats for Firmware Release 11.0(1)

No bugs currently exist.

Resolved Caveats

The following table lists defects that are resolved for the Cisco IP Phone 8800 Series Multiplatform Phones for Firmware Release 11.0(1).

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

Because the defect status continually changes, the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Search tool as described in [Access Cisco Bug Search, on page 5](#).

Table 2: Resolved Caveats for Firmware Release 11.0(1)

Identifier	Headline
CSCvc97835	Authenticated SIP Notify for Prov Refresh failing
CSCvd47529	HTTPS provisioning using a Comodo root CA is failing to provision
CSCvd18179	MPP Display Info header Issue during an Incoming Call
CSCvd30961	8861 failed to upgrade from 10.4
CSCvd38958	Phone not handling 2nd invite for forwarded call with same callid
CSCvd41747	Resync reboot loop caused by "Language Selection" field
CSCvd44012	EM login/logout renders black screen
CSCvd46037	\$\$WVER not expanding correctly
CSCvd72680	Subscribe failover failed, wrong behavior if change DNS record before sub retry
CSCvd90353	Hungarian translation for BLF state "Alerting" not appropriate for the context
CSCve05718	Phones are not consistent on sending un-REG when failover and fallback
CSCve28571	Device sending INVITE with port=0 in the m-line during network conference
CSCve40739	156 characters limit upgrade rule parameter
CSCve05725	un-SUBSCRIBE is not sent before un-REGISTER is sent to the server
CSCvd02954	LDAP DNS lookup not working
CSCvd02993	Call Park blind transfer - gap versus Cisco SPA
CSCvd03001	Call Pick up - gap versus Cisco SPA
CSCvd34732	Phone does not reboot with Notify check-sync
CSCvd90443	BLF intermittently and incorrectly changes to orange
CSCve05830	EM logout even if user was on an active call
CSCvc97880	8800-3PCC: MACRO handling of firmware failing
CSCvd14992	xml configuration for the GMT time zones is different between 10.4 and 11.0
CSCvd15002	Device not downloading wallpaper via https url
CSCvd17734	MPP The user-agent in the SIP REGISTER and the http GET is not the same.

Identifier	Headline
CSCvd27068	IP being sent instead of hostname in HTTP request
CSCvd30979	Upon upgrade from 10.4 to 11.0 phone prompts for user password
CSCvd37087	Devices send wrong A and AAAA queries
CSCvd37438	Typo in call history web page showing "Recieved" instead of "Received"
CSCvd39075	Issue w/ DND on/off from phone and sync (as-feature-event) is enabled
CSCvd41747	Resync reboot loop caused by "Language Selection" field.
CSCvd43569	Missing of "Exit" softkey in phone menus except "Bluetooth".
CSCvd43657	Wrong User Agent 88xx phones
CSCvd49065	phone doesn't respect the record-route provided by the server
CSCvd51859	Wrong translation during a change of configuration via the Configuration Utility page
CSCvd56841	Wrong name displayed on received calls menu.
CSCvd63455	SIP Reg User Agent changes not taking effect without reboot
CSCve12673	User set brightness is not being preserved
CSCve36260	88xx-3PCC: CID is not update after call to BS VP
CSCve78758	88xx-3PCC: Device is continuously ringing after callprk

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html>.

Documentation, Service Requests, and Additional Information

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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