Cisco IP Phone 8800 Series Release Notes for Firmware Release 10.2(2)

Introduction

These release notes support the Cisco IP Phones 8811, 8841, 8851, and 8861 running SIP Firmware Release 10.2(2).

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 Phones 8811, 8841, 8851, and 8861	SIP	Cisco Unified Communications Manager 8.5(1) and later Cisco Unified Communications Manager DST Olsen version D or later SRST 8.0 (IOS load 15.1(1)T) and above CME 10.0 (IOS load 15.3(3)M) and above through Fast-Track

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:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html

The Design Guides are located at the following URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-implementation-design-guides-list.html

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

New and Changed Features

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

> **Note** Some features may require the installation of a Cisco Unified Communications Manager Device Package. Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Features Available with the Firmware Release

The following sections describe the features available with the Firmware Release.

Bluetooth Multiconnection

The Bluetooth Multiconnection feature enables users to pair more than one Bluetooth device with the phone and have up to two Bluetooth devices connected to the phone at the same time. The following connection scenarios are supported:

- one Bluetooth headset

- one Bluetooth headset and one mobile phone

- one Bluetooth headset and one tablet

Users cannot pair a mobile device and a tablet at the same time.

Note When the user connects a Bluetooth headset and a mobile phone or tablet at the same time, the Bluetooth headset cannot be used to answer the audio from the mobile phone or tablet.

The feature is supported on the following phones:

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Display Battery Strength and Signal Strength Icons

The Display Battery Strength and Signal Strength Icons feature displays the battery and signal strength of the mobile phone in the header on the IP Phone when the mobile phone is connected to the IP Phone using Bluetooth.

This feature requires no administration.

The feature is supported on the following phones:

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Line Status in Corporate Directory

The Line Status in Corporate Directory feature enables the phone to display the line status for telephone numbers that are stored in the Corporate Directory. This feature is similar to the existing Line Status for Call Lists feature.

The administrator uses the BLF For Call Lists field in the Cisco Unified Communications Manager to control this feature.

The feature is supported on the following phones:

- Cisco IP Phone 8811

- Cisco IP Phone 8841

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8551, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8551, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Phone Trust List Notification in Cisco Unified Communications Manager

The Phone Trust List Notification in Cisco Unified Communications Manager enables the phone to send an alarm to the Cisco Unified Communications Manager when the Trust List (TL) is updated.

The following table contains the alarm messages and meaning.

Code and Message	Description
1 - TL_SUCCESS	Received new CTL and/or ITL
2 - CTL_INITIAL_SUCCESS	Received new CTL, no existing TL
3 - ITL_INITIAL_SUCCESS	Received new ITL, no existing TL
4 - TL_INITIAL_SUCCESS	Received new CTL and ITL, no existing TL
5 - TL_FAILED_OLD_CTL	Update to new CTL failed, but have previous TL
6 - TL_FAILED_NO_TL	Update to new TL failed, and have no old TL
7 - TL_FAILED	Generic failure
8 - TL_FAILED_OLD_ITL	Update to new ITL failed, but have previous TL
9 - TL_FAILED_OLD_TL	Update to new TL failed, but have previous TL

This feature has no user impact.

The feature is supported on the following phones:

- Cisco IP Phone 8811

- Cisco IP Phone 8841

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- Cisco Unified Communications Manager documentation

Remove Call Ended Timer

The Remove Call Ended Timer feature improves the End Call response time by removing the `Call ended` message display on the phone screen.

This feature has no administration impacts.

The feature is supported on the following phones:

- Cisco IP Phone 8811

- Cisco IP Phone 8841

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Simplified Tablet Support

The Simplified Tablet Support feature enables a user to pair a tablet to the phone using Bluetooth, and then use the phone for the audio part of a call on the tablet.

The tablet manages the audio path; the phone has no audio control (for example, the phone cannot place the audio on hold or end the call). The Cisco IP Phone acts as a simple Bluetooth speaker. When the paired tablet is actively transmitting or receiving data to the phone, the phone header displays the mobile icon.

The administrator controls access using the Bluetooth and Allow Bluetooth Mobile Handsfree Mode fields in the Cisco Unified Communications Manager Administration.

The following tablet operating systems are supported:

- Android version 4.4

- iOS version 7.1

The feature was tested with the following tablets:

- iPad Air

- iPad Mini. iPad Mini 2

- iPad 4

- Samsung Galaxy TabPro

The feature is supported on the following phones:

- Cisco IP Phone 8851
- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*
- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Unconfigured Primary Line Notification

The Unconfigured Primary Line Notification feature alerts the user when the system administrator has not configured the primary line. The user sees the message `Unprovisioned` on the phone screen.

This feature requires no administration.

The feature is supported on the following phones:

- Cisco IP Phone 8811
- Cisco IP Phone 8841
- Cisco IP Phone 8851
- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*
- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

User Interface Updates for List, Alert, and Visual Voice Mail

The User Interface Updates for List, Alert, and Visual Voice Mail feature increases the width of the application window to ensure that long phrases can be displayed on the phone. The feature impacts the following windows:

- Call History
- Settings
- VPN
- Alerts
- Corporate and Personal Directories
- Visual Voice Mail

The Barge softkey has been renamed to Merge, and the Barge alert entry in Settings menu has been renamed Merge alert.

The feature is supported on the following phones:

- Cisco IP Phone 8811

- Cisco IP Phone 8841

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Features Available with the Latest Cisco Unified Communications Manager Device Pack

The following sections describe features in the release which require the new firmware and the latest Cisco Unified Communications Manager Device Pack.

For information about the Cisco Unified IP Phones and the required Cisco Unified Communications Manager device packs, see the following URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Cisco IP Phone 8800 Key Expansion Module

The Cisco IP Phone 8800 Key Expansion Module (KEM) increases the number of line/feature key appearances on the Cisco IP Phone 8851 and 8861. The 18 keys can be customized for frequently used telephony features such as speed dials, and offering one-button push access to colleagues contacted most often. It also supports shared-line appearances to increase responsiveness and personal interaction with incoming callers. It enhances productivity with simpler and more efficient communications.

The Cisco IP Phone 8800 Key Expansion Module is supported on the following phones:

- Cisco IP Phone 8851: up to 2 KEMs supported

- Cisco IP Phone 8861: up to 3 KEMs supported

Note   The Cisco IP Phone 8811 and Cisco IP Phone 8841 do not support the Cisco IP Phone 8800 Key Expansion Module.

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Cisco IP Phone 8811 Support

The Cisco IP Phone 8811 Support feature introduces the Cisco IP Phone 8811. This phone delivers easy to use, highly secure, and powerful mission-critical voice communications. It offers support of wideband audio and a large grayscale display.

The Cisco IP Phone 8811 supports the same features and functionality as the Cisco IP Phone 8841. The only difference between these two models is the type of LCD display.

The Cisco IP Phone 8811 requires Firmware Release 10.2(2) or later.

Where to Find More information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Enable/Disable JAL/TAL

The Enable/Disable JAL/TAL feature allows the administrator to control the Join Across Lines (JAL) and Direct Transfer Across Lines (TAL) features. The administrator can disable JAL/TAL to avoid users joining or transferring calls by mistake.

The feature is supported from the Cisco Unified Communications Manager Administration window using the Join and Direct Transfer Policy field. The field supports the following choices:

- Same line, across line enable (default)

- Same line enable

- Same line, across line disable

The feature is supported on the following phones:

- Cisco IP Phone 8811

- Cisco IP Phone 8841

- Cisco IP Phone 8851

- Cisco IP Phone 8861

Where to Find More Information

- *Cisco IP Phone 8811, 8841, 8851, and 8861 Administration Guide for Cisco Unified Communications Manager 10.5*

- *Cisco IP Phone 8811, 8841, 8851, and 8861 User Guide for Cisco Unified Communications Manager 10.5*

Installation

Install Firmware Release on Cisco Unified Communications Manager

Before using the phone firmware release on the Cisco Unified Communications Manager, you must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1   Go to the following URL:
https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283

Step 2   Depending on your phone model, choose **Cisco IP Phone 8800 Series**.

Step 3   Choose your phone type.

Step 4   Choose **Session Initiation Protocol (SIP) Software**.

Step 5   In the Latest Releases folder, choose **10.2(2)**.

Step 6   Select the firmware file cmterm-88xx-sip.10-2-2-16.cop.sgn , click the **Download** or **Add to cart** button, and follow the prompts:

> **Note**   If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 7   Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware.

Step 8   Follow the instructions in the readme file to install the firmware.

Install Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

- cmterm-88xx-sip.10-2-2-16.zip

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

Step 1   Go to the following URL:
https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283

Step 2   Choose **Cisco IP Phones 8800 Series**.

Step 3   Choose your phone type.

Step 4   Choose **Session Initiation Protocol (SIP) Software**.

Step 5   In the Latest Releases folder, choose **10.2(2)**.

Step 6   Download the relevant zip files.

Step 7   Unzip the files.

Step 8   Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP Phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

Note   The latest Locale Installer may not be immediately available; continue to check the website for updates.

Limitations and Restrictions

Bluetooth Phone Book Access Profile Limitations

- Cisco IP Phones 8851 and 8861 cannot display certain characters in the Contact/Call history imported from a mobile device if those characters are not included in the phone locale.

- In this release, Cisco IP Phones 8851 and 8861 do not support the ability to initiate a new call from the mobile contact book through the Cisco Unified Communications Manager VoIP network.

Bluetooth Handsfree Profile Limitations

- Due to mobile device OS limitations, some soft clients on a mobile device (for example, Cisco Jabber or Skype) cannot make full telephony integration with Cisco IP Phones 8851 and 8861 for call controls like Answer, End, Hold, or Resume a call. Some known issues include:
  - The incoming call event sent from mobile soft client to Cisco IP Phones 8851 and 8861 causes the ongoing VoIP call to go on hold automatically.
  - The call information might not be displayed correctly on Cisco IP Phones 8851 and 8861.
  - The call session does not disappear on Cisco IP Phones 8851 and 8861 when the Jabber call ends on the mobile device. Jabber version 10.5 and later removes this limitation.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP 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

View Caveats

You can search for caveats using the Cisco Bug Search.

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

Before You Begin

To view 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 caveats for this release, use this URL: https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=10.2(2)&sb=anfr&srtBy=svr&bt=custV
- To find all open caveats for this release, use this URL: https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=10.2%282%29&sb=afr&srtBy=svr&bt=custV

      • To find all resolved caveats for this release, use this URL: https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=10.2%282%29&sb=fr&srtBy=svr&bt=custV

Step 2   When prompted, 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**.

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP 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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