Cisco Wireless IP Phone 8821 Release Notes for Firmware Release 11.0(4)SR1

First Published: 2018-08-22

Last Modified: 2018-08-24

Cisco Wireless IP Phone 8821 Release Notes for Firmware Release 11.0(4)SR1

These release notes support the Cisco Wireless IP Phone 8821 Firmware Release 11.0(4)SR1.

The following table describes the systems and versions that the phone requires.

System	Minimum Version	Recommended Versions
Cisco Unified Communications Manager	9.1(2)	10.5(2), 11.0(1), 11.5(1), and later
Cisco Unified Communications Manager Express	10.5 through Fast Track	11.0, 11.5, 11.7 (native support), and later
Cisco Unified Survivable Remote Site Telephony	10.5	11.0, 11.5, 11.7, and later
Cisco Wireless LAN Controller	8.0.121.0	8.0.152.0, 8.2.170.0, 8.3.141.0, 8.5.135.0
Cisco IOS Access Points (Autonomous)	12.4(21a)JY	12.4(25d)JA2, 15.2(4)JB6, 15.3(3)JF1
Cisco Meraki	MR 25.9, MX 13.33	MR 25.11, MX 13.33

New and Changed Features

This release contains no new or changed features.

Related Documentation

Use the following sections to obtain related information.

Cisco Wireless IP Phone 882x 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/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html

The Deployment Guide is located at the following URL:

https://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:

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

Cisco Unified Communications Manager Express Documentation

See the publications that are specific to your language, phone model and Cisco Unified Communications Manager Express release. Navigate from the following documentation URL:

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

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device pack. After you install a device pack on the Cisco Unified Communications Manager servers in the cluster, you need to reboot all the servers.

Note If your Cisco Unified Communications Manager does not have the required device pack to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packs, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html.

Install Firmware Release 11.0(4)SR1 on Cisco Unified Communications Manager

Before you can use 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:

http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm

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

Step 3 Choose **Cisco Wireless IP Phone 8821**.

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

Step 5 In the Latest Releases folder, choose **11.0(4)SR1**.

Step 6 Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts.

Firmware file: cmterm-8821-sip.11-0-4SR1-13.k3.cop.sgn

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 Release 11.0(4)SR1 on Cisco Communications Manager Express

You must download the Cisco Wireless IP Phone 8821 firmware image file from the software download center.

For information on Cisco Unified Communications Manager Express support, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/feature/phone_feature/phone_feature_support_guide.html.

For more information about this procedure, refer to the "Install and Upgrade Cisco Unified CME Software" chapter in the *Cisco Unified Communications Manager Express System Administrator Guide* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/admin/configuration/manual/cmeadm.html

Procedure

Step 1 To access the firmware files, go to this URL:

https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283

Step 2 Choose **Cisco Wireless IP Phone 8821**.

Step 3 Choose **Session Initiation Protocol (SIP) Software**.

Step 4 Choose **11.0(4)SR1** in the Latest Releases folder.

Step 5 Click **Download** or **Add to cart** and follow the prompts.

The file to download is cmterm-8821.11-0-4SR1-13.zip

Step 6 Extract the files from the zip file, manually copy them to the Cisco Unified Communications Manager Express TFTP server (router flash), and enable them for TFTP.

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

Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

Recording Tone Volume Limitation

If you use the recording feature, we recommend that you change the Recording Tone Local Volume configured in Cisco Unified Communications Manager. Change the field from the default of 100 to 20.

The CUCM device packs (October 2017 and later) have the default set to 20.

For more information, look at CSCvc14605 using https://tools.cisco.com/bugsearch.

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 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:

- Use this URL for all caveats:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%284%29SR1&sb=anfr&bt=custV

- Use this URL for all open caveats:

https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%284%29SR1&sb=afr&bt=custV

- Use this URL for all resolved caveats:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286308995&rls=11.0%284%29SR1&sb=fr&bt=custV

Step 2 When prompted, log in with your Cisco.com user ID and password.

Step 3 (Optional) Enter the bug ID number in the Search for field, then press **Enter**.

Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco Wireless IP Phone 8821 that use Firmware Release 11.0(4)SR1.

For more information about an individual defect, you can access the online record for the defect from the Bug Search Toolkit. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects or to view specific bugs, access the Bug Search Toolkit as described in View Caveats, on page 4.

- CSCuw10789 Configuration: RTP/sRTP Port Range Configuration
- CSCux86153 Reverting Focus Priority set at \"Lower\" doesn't work as expected.
- CSCuz22603 Phone may fail to update trust list files after reset
- CSCva02670 Not able to delete paired BT devices when Bluetooth is turned off
- CSCva89241 Call doesn't forward to Voicemail when \"No Ring on duration\" set to 200
- CSCvb72018 Should dial from the highlighted line when posting Dial URI to the phone
- CSCvc26512 8821 FIPPA does not show notification of Server Failure on CCX Failover
- CSCvd49867 Phone doesn't execute application button activation timer accurately
- CSCvd72816 RSSI value for connected AP is slow to update when phone is in Single AP mode
- CSCve00725 Key processing failed due to QT issue
- CSCvf61864 Messages received before keypad auto lock will not display after ending incoming calls
- CSCvg06985 8821 won't boot, won't power on: LOADER authentication failure
- CSCvg33518 Entering PD/CD Multiple Times Causes Memory Leak
- CSCvg59066 Speed Dial & BLF SD are not working when on call
- CSCvh27418 Transfer soft key shall be grey before C answer while semi-transfer is diabled.
- CSCvh27809 Focus and soft key error while press up-down hard key during conference
- CSCvh27815 8821 reached its maximum number of calls after being declined twice
- CSCvh28187 Can't pair with Plantronics VoyagerPro BT headset after disable/enable BT

- CSCvh31648 Call should be disconnected while BT headset out of range for more than 30 seconds
- CSCvh40589 Call disconnected while power off Jabra MOTION BT headset during call
- CSCvh40728 Sometimes redial from Plantronics VoyagerPro BT headset not work
- CSCvh47665 No Secure tone played on protected phones while enable speaker
- CSCvh50994 No error toast prompts while cBarge failed due to maximum participants has been reached
- CSCvh55508 WFi chip is not waking up at regular interval in single AP mode
- CSCvh64535 Random roaming timeouts seen on conducted roaming testbed
- CSCvh72297 Voice mail speed dial is not working if services provisioning set to External URL
- CSCvh89574 Pressing Green button to make a call - missing in PD/CD & Line View
- CSCvi24947 Display will not off while phone has one-way incoming intercom call
- CSCvi66235 PB: When configuring a Favorite, middle button can dial number by mistake when in Contact details
- CSCvi68937 8821 advertises dongle MAC instead of phone MAC via CDP
- CSCvi87634 Sometimes time display error on call session bubble for 3-5 seconds
- CSCvj02218 Park resume is greyed out in 8821 registered in CME
- CSCvj30229 Change focus in line view app window display
- CSCvj38637 CUCM WLAN Profile download and apply occurs prior to user cert install via SCEP
- CSCvj39392 Call drop for pending conference after scroll up then press Merge all soft key
- CSCvj39548 The session can't resume when switch back to the session initiated by conf method
- CSCvj42007 DUT don't vibrate sometimes when pickup call with DND enable
- CSCvj42039 Voice volume setting of BT headset hasn't been saved after headset power off and on
- CSCvj42047 Somtimes there is no MOH when call with Bluetooth headset on
- CSCvj43956 New call soft key not work while focus on BLF speed dial
- CSCvj44276 No notification tone for callback when intercom call is in active status
- CSCvj45498 Ringer shouldn't play thu headset in Australia network locale when inserting headset during ringing
- CSCvj46981 \"Battery charging\" toast not display when power charging with USB cable.
- CSCvj47001 Ringer for incoming call switches to headset after docked when ringer output is set to speaker
- CSCvj53208 White screen flash while charging powered off phone
- CSCvj54504 Blank call view after end the call on one line and then resume call on another line
- CSCvj54731 Should delay ringer output for 4 sec if 2nd call comes in immediately after 1st call is ended
- CSCvj55168 ip can be pinged after dhcp address released through \"wifi interface\"

- CSCvj55253 Can't move focus to other lines with nav-button when phone is in dialing.
- CSCvj59203 Phone lost IP due to encryption/decryption issue caused by wrong key
- CSCvj92752 Failed to answer the reverting call by BT (Jabra SUPREME,Plantronics Legend,Plantronics PRO)
- CSCvj94952 On Phone's LCD, the DN has not been changed after access hCluster successfully with EMCC method
- CSCvk22665 8821 display comes on sometimes when on call with shared line
- CSCvk30176 No response while press conf soft key after merge all on secured SRST
- CSCvk49377 TX/Rx data packets issue after roaming during JFW stress test
- CSCvk54638 8821 Not Ringing While Connected To Single Bay Charger (CP-DSKCH-8821)
- CSCvk73764 Phone unable to connect to BTheadset after phone power cycle
- CSCvm03674 one 8821 can't fallback to sub-cucm after sub CM service start more than half an hour
- CSCvm04637 Continuous scan busy is reproducible on Conducted test bed with channel setting 36/44@20Mhz

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco Wireless IP Phone 8821 that use Firmware Release 11.0(4)SR1.

For more information about an individual defect, you can access the online record for the defect from the Bug Search Toolkit. You must be a registered Cisco.com user to access this online information.

Because 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 resolved defects or to view specific bugs, access the Bug Search Toolkit as described in View Caveats, on page 4.

- CSCvg52085 Misleading unregistration reason code when 8821 is powered off
- CSCvj31724 Phone stays at blue screen with Cisco logo when booting and battery is low
- CSCvj37175 Java crash and phone reset after press merge all on secured SRST
- CSCvj44543 8821 IP Phone loses DHCP IP Address after OOR event on Meraki AP
- CSCvj47572 8821 only try to resolve IP of TVS server one time after boot up
- CSCvj61343 Cisco IP Phone 8821 Denial of Service Vulnerability
- CSCvj63107 Phone rebooted during active call due to java restart
- CSCvj65574 Hourly logs files may be corrupted which hinders troubleshooting activity
- CSCvj87057 Filled up messagequeue of pwrman thread may prevent 8821 from sleep/wakeup
- CSCvj91058 playtone in asynchronization way will use up java heap memory
- CSCvj91846 Java null pointer when viewing certificate webpage after upload user cert without private key
- CSCvj92442 Unlock softkey missed after 8821 received Init:Services

- CSCvj94600 Phone log cannot send to remote syslog server after DUT roaming success
- CSCvj97176 Continuous DHCP_DISCOVER from 8821 phone
- CSCvj99911 8821 log files can be duplicated between tar files.
- CSCvk11147 when to show app, NullPointerException may be thrown
- CSCvk13631 CP-8821 - ssl buffer limit exceeded
- CSCvk33193 Softkeys not retained on XSI page after back from second page or end a call
- CSCvk34280 After call or RTP session, Phone battery life lasts approx 24 hours
- CSCvk38084 Problems with Exit and Back keys

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the ciscocm.version3-keys.cop.sgn to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

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 https://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.

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

Note The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.

Tip You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

Cisco IP Phone Firmware Support Policy

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

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

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.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com go trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2018 Cisco Systems, Inc. All rights reserved.