



Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(1)

First Published: 2017-12-20

Cisco IP Phone 6800 Multiplatform Phones Release Notes for Firmware Release 11.1(1)

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.1(1).

- Cisco IP Phone 6841 and 6851 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 6800 Series Multiplatform Phones	BroadSoft BroadWorks 21.0 Asterisk 13.1

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 6800 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-6800-series/index.html>

New and Changed Features

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

Asian Language Support

The phones now support these languages:

- Japanese

- Korean
- Chinese Simplified
- Chinese Hong Kong

Where to Find More Information

- *Cisco IP Phone 6800 Multiplatform Phones Administration Guide*

Call Center Support

You can set up phones in a call center configuration. First, set up the server for the call center feature and set up call center users. Second, access each phone web page and set the Automatic Call Distribution (ACD) parameters for the phone extension.

You press **AgtSignIn** on the phone to sign in as a call center agent.

The call center features supported are:

- Basic features
 - Agent sign in and sign out
 - Agent presence status (available, unavailable, wrap-up)
- Advanced features
 - Call information
 - Hold reminder
 - Disposition code
 - Trace
 - Emergency escalation
 - Queue status notification
 - Hoteling event

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Configuration Report to Provisioning Server

You can configure the phone to report its current configuration to the server. After you configure, the server issues a SIP NOTIFY message to the phone to report the configuration. You can configure this feature from the phone web page.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

Distinctive Ringtone

You can set a distinctive ringtone for an extension. Distinctive ringtone allows the phone to avoid playing default ringtone always and enables the receiver to identify the type of the incoming call on the extension. Distinctive ringtone depends on the SIP Alert-Info message that the server sends to the phone. When the phone receives a correct SIP Alert-INFO message, it plays the specified ringtone. Otherwise, the phone plays the default ringtone.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

Download Status with Phone Web Page

You can view different download status in the phone web page from **Info > Download Status**:

- Firmware Upgrade Status: Displays the upgrade status (failed or succeeded) with reason for the same.
- Provisioning Status: Displays the upgrade status (resync) of the phone.
- Custom CA Status: Indicates whether provisioning using a custom CA succeeded or failed.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

Factory Reset Button on the Phone Web Page

You can press a button on the phone web page to perform a factory reset on an inactive phone. If the phone is not idle, you can't reset the phone.

Where to Find More Information

Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide

Gigabit Ethernet Support

You can set the phones to use 1000 Base-T for the PC port and SW port.

Where to Find More Information

Cisco IP Phone 6800 Multiplatform Phones Administration Guide

IPv6 Support

The Cisco IP Phones support IPv6 addressing. A valid IPv6 address is 128 bits in length that includes the subnet prefix. The subnet prefix length is a decimal value from 1-128. IPv6 has support for NTP and SIP. IPv6 addresses must be in one of the following formats:

- Eight sets of four hexadecimal digits separated by colons, where the left-most digits represent the highest-order bits. Any leading or trailing zeros in each group may be omitted. An example of an IPv6 address is 2009:10:74:10:6969:ad71:93c5:2fca.
- Compressed format to collapse a single run of consecutive zero groups into a single group represented by a double colon. Note that this can only be done once in an address. An example of compressed format IPv6 address is fe80::21b:54ff:feb0:4f91.

Phone features that do not support IPv6 are:

- Group Paging
- TR069
- LDAP
- STUN

Where to Find More Information

- *Cisco IP Phone 6800 Multiplatform Phones Administration Guide*

Power Save Support


The Cisco IP Phone 6800 Multiplatform Phones support power save. When the phone is in power save, the phone screen is dark and the **Select** button is lit white.

Where to Find More Information

- *Cisco IP Phone 6800 Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Multiplatform Phones User Guide*

Presence

You can set up your phones so that users can view the presence status of their contacts. You need to set up the XMPP service on the Broadsoft server, and enable access to the XMPP server in the Phone tab of the phone web page.

Users need to access Broadsoft's UC-One Communicator to set up their instant message and presence (IM&P) contact lists. After they have a list of contacts, they press **Contacts**  and access the IM&P entry.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Record a Call

You can enable phones to record calls. You can set up the phones to always record calls or to let the user determine when a call needs to be recorded.

Users press a button on the phone to record the call.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Phone Screen Contrast

You can adjust the phone screen brightness and contrast on the screen.

To change the brightness, press **Applications**  and select **User preferences > Screen preferences > Display contrast**. You press the Navigation cluster up or down to increase or decrease the brightness.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Secure Calls on Extensions

You can configure phones to only allow secure calls. Use the phone web page to configure the extension as secure.

When a user wants to place a call on a secure extension, they can only place calls to secure extensions. Calls to nonsecure extensions are blocked. When a call is secure, the lock icon is displayed on the phone screen.

Where to Find More Information

Wideband Handset Support

The Cisco IP Phone 6800 Series Multiplatform Phones now support a wideband handset. The wideband handset is an orderable accessory for the phone.

The user unplugs the standard narrowband handset, plugs in the wideband handset, and enables wideband support in the phone web page.

Installation

Install the Firmware

The Cisco IP Phone 6800 Series Multiplatform Phones supports a single image upgrade by TFTP, HTTP, or HTTPS with a URL.

After the firmware upgrade completes, the phone reboots automatically.

-
- Step 1** Click the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=286318380&i=rm>
- Step 2** Select **IP Phones 6800 Series with Multiplatform Firmware** in the middle pane.
- Step 3** Select your phone model in the right pane.
- Step 4** Select **Multiplatform Firmware**.
- Step 5** Under **All Releases > MPPv11**, select the **11.1.1** folder.
- Step 6** (Optional) Place your mouse pointer on the filename to display the file details and checksum values.
- Step 7** Download the file `cmterm-68xx.11-1-1MPP-897_REL.zip`.
- Step 8** Click **Accept License Agreement** to accept the software license.
- Step 9** Unzip the files.
- Step 10** Put the files in the TFTP, HTTP, or HTTPS download folder.
- Step 11** Configure the **Upgrade Rule** on the **Provisioning** tab in the web page with the valid URL.
 Use the URL format: `<protocol>://<serv_ip[:port]>/<filepath>/sipxxx.loads`.
- You can also upgrade the third-party call control by using a URL in the web browser:
`<protocol>://<serv_ip[:port]>/<filepath>/sipxxx.loads`

Example

`http://10.80.10.115/firmware/sip68xx.11-1-1MPP-897.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

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

-
- 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**.
-

Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.1(1).

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. 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 open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in the [Access Cisco Bug Search](#), on page 7.

- CSCvg42260 Sometimes packet capture may not be terminated.
- CSCvh02982 68/78xx: Initiate a Paging call during upgrade, and the upgrade will fail after the call is terminated.
- CSCvh10338 68/78xx: If NOTIFY content length is large, phone responds slowly when you enabled share line and line status.

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.1(1).

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. You must be a registered Cisco.com user to access this defect information.

Because a 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 [Access Cisco Bug Search, on page 7](#).

- CSCvf64140 68xx: Firmware upgrade can't continue after plug out or in network cable while DUT firmware upgrade is in progress.
- CSCvf68983 68xx The DUT backlight doesn't work.
- CSCvf82957 68xx: Hardcode PC Port, the switch/port port config doesn't have the "1000M full" option.
- CSCvf90731 68xx: Wrong upgrade status displayed in the phone web page.
- CSCvf92265 68xx: WEB GUI current Time is 1 hour earlier if manual setting time on DUT LCD-GUI.
- CSCvf99407 68xx: HTTP authentication fail after changing user id.
- CSCvg04781 68xx [IOT]Phone can't upgrade to new firmware with BS IOP1 server.
- CSCvg14787 [68xx]The DUT can register when network cable pulls in the PC port.
- CSCvg32215 The speaker volume will get bigger after audio path switch.
- CSCvg35997 Can configure a minimum rtp-port bigger than maximum rpt-port in web GUI.

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-iphone-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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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: <https://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.