Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.2(3)SR1

First Published: 2019-04-26

Introduction

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running Firmware Release 11.2(3)SR1.

- Cisco IP Phone 6821 Multiplatform Phones
- Cisco IP Phone 6841 and 6851 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Servers
Cisco IP Phone 6800 Series Multiplatform Phones	BroadSoft BroadWorks 22.0 MetaSphere CFS version 9.4 Asterisk 11.0

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/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html

New and Changed Features

Activation Code Onboarding

If your network is configured for Activation Code Onboarding, your administrator generates and provides each user with a unique 16-digit activation code. The user enters the activation code, and the phone automatically registers.

Activation codes can be used only once, and expire after a certain time. If a user enters an expired code, the phone displays `Invalid activation code` on the screen. If this happens, the administrator provides the user with a new code.

This feature keeps your network secure because the phone can't register until the user enters a valid activation code.

You can change existing phones to use this feature. To do this, reset the phone to the factory settings. After the factory reset and bootup, the phone registers when the user enters the activation code.

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*

Audio Performance for Overload Point 9dB

Audio overload point specifies the signal level at which the audio codec is overloaded. For a phone that supports audio performance for 9dB overload point for G.722 codec, you can configure the phone using the **Audio_Overload_Point_9dB** parameter. Locate the parameter in your phone's configuration file. The default setting is **No**. For the phones that use ETSI standards and are required to support overload point of 9dB for G.722 codec, set this parameter to **Yes**. Otherwise, keep the default setting. When set to No, the audio overload point is 3.17dB acrosss the network for consistent power for both the narrow band and the wide band.

Settings example:

```
<!--  Audio Compliance  -->
<Compliant_Standard ua="rw">ETSI</Compliant_Standard>
<!--  available options: TIA|ETSI  -->
<Audio_Overload_Point_9dB ua="rw">Yes</Audio_Overload_Point_9dB>
<!--  available options: No|Yes  -->
```

The **Audio_Overload_Point_9dB** parameter is available for the following phones:

- Cisco IP Phone 6841 Multiplatform Phones
- Cisco IP Phone 6851 Multiplatform Phones

Upgrade the Firmware

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

Procedure

Step 1 Click this link:

https://software.cisco.com/download/home/286318380

On the **Software Download** web page that is displayed, ensure that **IP Phone 6800 Series with Multiplatform Firmware** is selected in the middle pane.

Step 2 Select your phone model in the right pane.

Step 3 On the next page that is displayed, select **Multiplatform Firmware**.

Step 4 Under **Latest Release**, select **11.2.3 MSR1-1**.

Step 5 (Optional) Place your mouse pointer on the file name to see the file details and checksum values.

Step 6 Download the `cmterm-68xx.11-2-3MSR1-1_REL.zip` file.

Step 7 Click **Accept License Agreement**.

Step 8 Unzip the file and place the files in the appropriate location on your upgrade server.

The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

Step 9 Upgrade the phone firmware with one of these methods.

- Upgrade the phone firmware from the phone administration web page:
  1. On the phone administration web page, go to **Admin Login** > **Advanced**, **Voice** > **Provisioning** > **Firmware Upgrade**.
  2. In the **Upgrade Rule** field, enter the load file URL as described below.

     Load file URL format:

     ```
     <upgrade protocol>://<upgrade server ip
     address>[:<port>]>/<path>/<file name>.loads
     ```

     Example:

     ```
     https://10.73.10.223/firmware/sip68xx.11-2-3MSR1-1.loads
     ```
  3. Click **Submit All Changes**.

- Upgrade the phone firmware directly from your web browser:

  In the address bar of your web browser, enter the phone upgrade URL as described below.

  Phone upgrade URL format:

  ```
  <phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file
  URL>
  ```

  Load file URL format:

  ```
  <upgrade protocol>://<upgrade server ip address>[:<port>]>/<path>/<file
  name>.loads
  ```

  Example:

  ```
  https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.11-2-3MSR1-1.loads
  ```

Note Specify the `<file name>.loads` file in the URL. The `<file name>.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 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 (bugs) with the Cisco Bug Search tool.

Known caveats are graded according to severity level, and are either open or resolved.

Before you begin

You have your Cisco.com user ID and password.

Procedure

Step 1 Click one of the following links:

- To view all caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.2(3)&sb=anfr&bt=custV
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.2(3)&sb=anfr&sts=open&bt=custV
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.2(3)&sb=anfr&sts=fd&bt=custV

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

Step 3 (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxnnnnn*) in the **Search for** field, and 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 11.2(3)SR1.

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 (*CSCxxnnnnn*). 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.

- CSCvk71607 Phone UI restarts if connect pc port to pc when switch port in trunk mode
- CSCvm38864 Tone after press park, conf, blindxfer, or transfter softkey is not smooth

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.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

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)