Cisco IP Phone 7821, 7841, and 7861 Release Notes for Firmware Release 10.1(1)SR1

First Published: March 10, 2014

Last Modified: April 01, 2015

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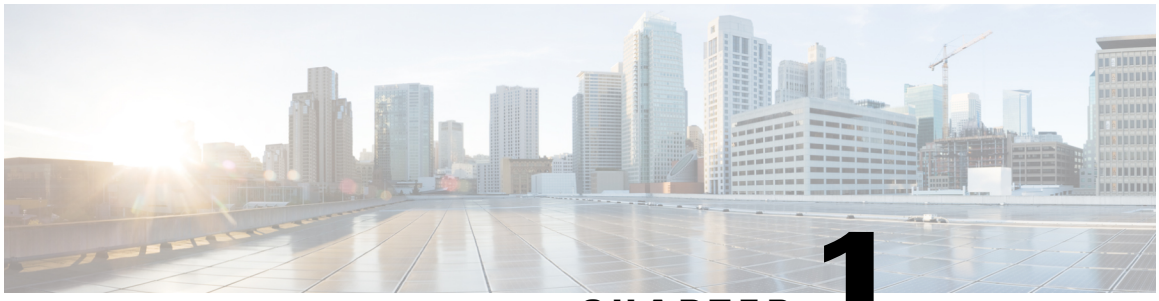

CHAPTER 1

Cisco IP Phone 7821, 7841, and 7861 Release Notes for Firmware Release 10.1(1)SR1

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Introduction

These release notes support the Cisco IP Phones 7821, 7841, and 7861 running SIP Firmware Release 10.1(1)SR1.

The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility

Cisco IP Phone	Protocol	Cisco Unified Communications Manager
Cisco IP Phones 7821, 7841, and 7861	SIP	Cisco Unified Communications Manager Release 8.5(1) or later Cisco Unified Communications Manager DST Olsen version D or later

New and Changed Features

The following sections describe the new and changed features in this release.

Features Available with Firmware Release

The following sections describe the features available in the firmware.

Hardware Updates

The Cisco IP Phone 7841 10.1(1)SR1 release has a hardware update to V02 (VID). Phone manufactured with the new version ID must run Firmware Release 10.1(1)SR1 or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Firmware Release 10.1(1)SR1.

No hardware change is applied to Cisco IP Phones 7821 and 7861.

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 Series Documentation

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

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/tsd-products-support-general-information.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

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device pack.

Important 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 on Cisco Unified Communications Manager

Before using the Cisco IP Phone Firmware Release 10.1(1)SR1 with Cisco Unified Communications Manager, you must install the latest 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 Phones 7800 Series**.

Step 3 Choose your phone type.

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

Step 5 In the Latest Releases folder, choose **10.1(1)SR1**.

Step 6 Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:

- cmterm-78xx.10-1-1SR1-4.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 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-78xx.10-1-1SR1-4.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:
http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm

Step 2 Choose **Cisco IP Phones 7800 Series**.

Step 3 Choose your phone type.

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

Step 5 In the Latest Releases folder, choose **10.1(1)SR1**.

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.

Limitations and Restrictions

Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC can connect to the Voice VLAN.

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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

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 "Locale Installer" section in the *Cisco Unified Communications Operating System Administration Guide*.

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

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 the 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

Procedure

Step 1 To access the 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 table lists severity 1, 2, and 3 defects that are open for the Cisco IP Phones for Firmware Release 10.1(1)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. 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 open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 5.

Table 2: Open Caveats for Firmware Release 10.1(1)SR1

Identifier	Description
CSCuh34236	Display of phone is incorrect when PC port/SW port is 10/10
CSCuj16464	Monitoring phone not send RTCP
CSCuj25165	Highlighted backgroound has afterimage when switch among calls on 7861
CSCuj52759	IPv6 mode phone fail to register if CUCM v4/v6 hostname are different
CSCuj53400	No message indicate for 2nd incoming call if phone is in app menu
CSCuj73412	one log recorded when the call is transferred with translation pattern
CSCuj93181	Group pickup; the call log should not recorded group unmber
CSCuj96094	DND beep not played when on hook from handset
CSCul01193	Phone can't add participant by PD in conference/transfer
CSCul19064	Press the update SK and then press the back SK navigation har
CSCul19068	It will flash secure icon one time after answer a call
CSCul28593	The line with '#' in the DN still display on phone's ui in srst mode
CSCun07043	DN displaying wrongly during transfer in 7841 phone Model
CSCun30345	78xx :line Led behavior wrong if phone has incoming and hold revert call
CSCun35603	missed call number not increased accordingly
CSCun35740	78xx can't access VM when setting media using ipv6 prefer.
CSCun38492	Kate overlap the SK
CSCun45084	incoming call toast behavior not consentaneous
CSCun45099	extra cursor on 7861 when dial quick after cancel previous dialing
CSCun45165	Call is dropped unexpectedly after pressing resume softkey

Identifier	Description
CSCun45175	local/remote ipv6 addr under stream info error in webpage
CSCun45190	arabic/Hebrew:v6 gateway/v6 dns/tftp v6 address orientation is wrong
CSCun46787	7861:UI still display missed calls state if remote call in hold
CSCun46904	Line LED not changed to green for active call if remote hold there
CSCun47170	Icon shows wrong for share line testbed
CSCun47290	phone couldn't switch to another line if 2 remote hold call bubble there
CSCun47366	line key flashing too long time for broadcast huntgroup
CSCun47509	call bubble not show for huntgroup number
CSCun50430	phone EW alerting is abnormal after making an incoming call
CSCun50485	78xx Can not use the default gateway as SRST
CSCun51311	not support the 32-bit SRTCP
CSCun55006	Phone will send out a number automatically after offhook

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco IP Phones that use Firmware Release 10.1(1)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. 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 open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 5.

Table 3: Resolved Caveats for Firmware Release 10.1(1)SR1

Identifier	Headline
CSCuj70181	7861 can't indicate missed call correctly
CSCuj70644	7861 can't display prompt of missed call and new VM fluently
CSCuj82934	Idle URL screen can't display if 7861 phone has missed call notification

Identifier	Headline
CSCuj90768	JPN+KOR+CHS: 78xx: Multi-Byte Service name is corrupted **Note** The fix for this defect will be available with the next device pack.
CSCul09519	No alert info returns via cli command when power saving alert pop up
CSCul14019	78XX webpage shows ITL file not installed when it is installed
CSCul65321	making a new call when hoot&holler is active may lead to phone's crash
CSCul80224	ATA186/187 consumes Enhanced UCL After Device Pack 9.1.2.11013-1 install
CSCum11153	CTL file display not correct on 78XX phone
CSCum18214	7800 series phones do not prevent shared lines from being used if the lines have already hit maxcalls
CSCum42565	78xx: phone can't answer call on CME byspeaker/headset/handset
CSCum47662	can't answer call by speaker/headset/handset when MNC/BT set to 1/1
CSCum71019	BLF on 7841 phone appears blank on applying the Hebrew Locale. **Note** The fix for this defect will be available with the next device pack.
CSCun03177	7821 phones consume Enhanced UCL instead of Basic - in CUCM 9.x and 10.x. **Note** The fix for this defect will be available with the next device pack.
CSCun04706	Cancel button not working in 7841 Phones during transfer
CSCun06634	78xx : shareline line key flash wrongly
CSCun06643	78xx : missed call count disappear unexpectedly
CSCun09390	78xx: 7841 line icon stuck in ringin state after many incoming calls.
CSCun09496	78xx no "Call transferred successfully" after on-hook transfer
CSCun09667	7841 sw/pc port speed/duplex can't be updated from cucm.
CSCun17651	7861 send malformed "From" field in keepalive cause phone unregister
CSCun20005	78xx: new incoming call toast shows '0 incoming calls'
CSCun20057	CP78xx Park number is disappeared after OnHook
CSCun20060	78xx: can't answer incoming call when checking its detail.
CSCun20186	Park number is not displayed in 7841 phone model in second line

Identifier	Headline
CSCun23612	7841 Cannot join VLAN if broadcast over 30kbps
CSCun29884	78xx : not focus on the incoming call from call pickup
CSCun30490	7821/41 has no call toast when phone is off hook and new call comes in
CSCun32516	phone can't enter into energywise after incoming call
CSCun35676	7861:UI issues if make call between shared lines
CSCun37850	phone will dial out to the speed dial number after press CFA
CSCun46873	Park number is displayed a moment and disappeared sometimes

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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