



# Cisco IP Phone 7800 Series Release Notes for Firmware Release 11.5(1)

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**First Published:** 2016-06-03

**Last Modified:** 2016-10-13

## Cisco IP Phone 7800 Series Release Notes for Firmware Release 11.5(1)

These release notes support the Cisco IP Phones 7811, 7821, 7841, and 7861 running SIP Firmware Release 11.5(1).

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 7811, 7821, 7841, and 7861	SIP	Cisco Unified Communications Manager version 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
Cisco IP Phones 7811, 7821, 7841, and 7861	SIP	CME 10.0 (IOS load 15.3(3)M)
Cisco IP Phones 7811, 7821, 7841, and 7861		Cisco Expressway X8.7 or Cisco TelePresence Video Communication Server X8.7 (for Mobile and Remote Access)

## 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 call control system. 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>

## New and Changed Features

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

**Note**

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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.

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## Features Available with the Firmware Release

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

### Disable Recents Softkey

You can disable the Recents softkey in the Product Specific Configuration Layout portion of the Device Configuration window in Cisco Unified Communications Manager. This removes Recents from the phone and allows you to further customize your softkeys. Recents is enabled by default.

### Where to Find More Information

- *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager*

### Customized Dial Tone for SIP Phones

You can customize the phone dial tone on your SIP phones to distinguish between inside and outside calls. Depending upon your needs, you can choose from three different options:

- Default: The inside dial tone is used for inside calls. The outside dial tone is used for outside calls.
- Inside: The inside dial tone is used for all calls.

- Outside: The outside dial tone is used for all calls.

The inside dial tone is slightly quieter than the outside dial tone.

Dial tones are customized from the Service Parameter window, with Cisco CallManager selected as the service.

#### **Where to Find More Information**

- *Cisco IP Phone 7800 Series User Guide*
- *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager*

## **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](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html)

### **Postpone a Phone Upgrade**

Users can delay the phone firmware upgrade for 1 hour, up to 11 times.

#### **Where to Find More Information**

- *Cisco IP Phone 7800 Series User Guide*

### **Opus Audio Codec**

The phones now support the Opus audio codec, which offers an improved, higher-quality audio for voice calls. Opus is supported on Cisco Unified Communications Manager version 11.0(1) and later.

#### **Where to Find More Information**

- *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager*

### **FIPS 140-2 Level 1 Support**

The phones support Federal Information processing standard (FIPS) 140-2 level 1, which requires server certificates to be 2048 bits or greater. The certificates ensure secure communications between the Cisco Unified Communications Manager (Unified CM) and the phone.

Phones with certificates less than 2048 bits cannot register with Unified CM.

FIPS mode is enabled from the Product Specific Configuration Layout portion of the Device Configuration window in Cisco Unified Communications Manager.

#### **Where to Find More Information**

- *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager*

## Network Information

Use the information displayed on the Network Info screen to resolve connection issues on a phone. No configuration is required.

### Where to Find More Information

- *Cisco IP Phone 7800 Series Administration Guide*

## Actionable Incoming Call Alert

Show for All Incoming Calls is now the default setting for Actionable Incoming Call Alert.

### Where to Find More Information

- *Cisco IP Phone 7800 Series Administration Guide*

# Installation

## Installation Requirements

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

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

## Install the Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 11.5(1) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

**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 model.

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

**Step 5** In the Latest Releases folder, choose **11.5(1)**.

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

- cmterm-78xx.11-5-1-18.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.

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## Install the 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.11-5-1-18.zip
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**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 model.

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

**Step 5** In the Latest Releases folder, choose **11.5(1)**.

**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.

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## Limitations and Restrictions

### 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

### 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.

### On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

### Ringtone Limitation During Firmware Downgrade from Release 11.5(1)

When the phone downgrades from Firmware Release 11.5(1) to Firmware Release 11.0(1), the phone may not ring when there is an incoming call. The ringtone for the line has been deleted and must be manually set in the **Settings > Ringtone** menu.

## 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

**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=284883944&rls=11.5%281%29&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284883944&rls=11.5%281%29&sb=anfr&bt=custV)
- Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=284883944&rls=11.5%281%29&sb=afir&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284883944&rls=11.5%281%29&sb=afir&bt=custV)
- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=284883944&rls=11.5%281%29&sb=fr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284883944&rls=11.5%281%29&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**.

## 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 `cisco.com.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 <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.

## 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**

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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.

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

**Tip**

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

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## 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>

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.



