



Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 10.4(1)

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Introduction

These release notes support the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 10.4(1).

The following table lists the support and protocol compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility

Cisco IP Phone	Protocol	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	SIP	BroadSoft BroadWorks 21.0 Asterisk 13.1

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>

New and Changed Features

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

Monitor a Coworker's Line

You can set up a busy lamp field so that users can monitor a coworker's availability to receive a call. With this feature, colored LEDs show whether a coworker's line or monitored line is busy or free to take a call.

You can set up the busy lamp field feature from the Configuration Utility page at **Admin Login > Voice > Phone**.

You can also set up the busy lamp field feature on a Key Expansion Module from the Configuration Utility page at **Admin Login > Advanced > Voice > Unit**.

If you are using a BroadSoft server, you can set up the busy lamp field feature from the Configuration Utility page at **Admin Login > Advanced > Voice > Attendant Console**.

BroadSoft server users can also add the busy lamp field feature to several lines at once by modifying the BLF_List_URI parameter in the phone configuration file.

If this feature is configured on your phone, the following LED colors display on a line key:

- A green LED—Monitored line is available.
- A red LED—Monitored line is busy.
- A red fast blinking LED—A call is ringing to the monitored line.
- An amber LED—A configuration error occurred when this feature was being set up.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Park a Call

You can set up call park so that users can store a call and then retrieve it either from the user's phone or from another phone.

You set up call park in the Configuration Utility page at **Admin Login > Advanced > Voice > Phone**.

If you are using a BroadSoft server, you can set up call park on the Attendant Console from the Configuration Utility page. Navigate to **Admin Login > Advanced > Voice > Attendant Console**.

When call park is configured, the following LED colors displayed on the line key:

- Green LED—Call park is successfully configured.
- Amber LED—Call park is not configured.
- Red fast blinking LED—A call is parked.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Problem Report Tool

Your users can submit phone problem reports to you with the Problem Report Tool (PRT) on the phone. After the user submits the logs, you collect the problem report logs from the phone Configuration Utility page and send the logs to the Cisco Small Business Support Center to troubleshoot the problems.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Provisioning Authority

You can set up the phones in your network so that users can access their personalized phone settings from multiple phones. For example, people who work different shifts or who work at different desks during the week can share an extension, yet have their own personalized settings.

You set up this feature in the phone web user interface at **Admin Login > Advanced > Voice > Phone**.

A **Sign in** softkey appears on the phone when this feature is enabled. A user can either enter their username and password to access their personal phone settings, or ignore the sign-in and use the phone as a guest. After sign-in, users have access to their personal directory numbers on the phone. When a user signs out, the phone reverts to a basic profile with limited features.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Remote Customization

You can customize your users' phones remotely. You don't need to physically touch the phone and your users don't need to configure their phones. You can work with a sales engineer at order time to set up remote customization.

If you purchase your phones from a distributor, you need to contact Cisco Small Business Support Center to upload the phone MAC addresses to the Cisco Cloud server. For cloud provisioning feature, you need to select a correct RC SKU before you place an order and also you need to have a profile setup in Cisco Cloud server that contains the provisioning server information. When a user connects a new phone to the network for the first time, the phone tries the DHCP options (160,159,66,150) to get the provisioning and configuration information. If this information is not set up or available, the phone attempts to connect to the Cisco Cloud server to retrieve its profile and find its provisioning server. If the profile is set up correctly when the phones are ordered, the phone is able to register without any manual user intervention.

In the **System Status** tab, you find the current remote customization status. If the **System Status** tab shows Pending or Custom-Pending states and provisioning resynchronization is failing, the **Download Status** tab contains the status in the **Provisioning Status** section. The following is a brief description about the various remote customization states that are displayed on the web interface:

- Open—The phone has booted for the first time and is not configured.
- Aborted—Remote customization using DHCP options has aborted.
- Pending—The profile has been downloaded from the EDOS server.
- Custom-Pending—The phone has downloaded a redirect URL from the EDOS server.

- **Acquired**—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- **Unavailable**—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Speed-Dial Number on a Programmable Softkey

You can configure a speed-dial number on a programmable softkey. The speed-dial numbers can be either extensions (partial phone numbers) or complete phone numbers.

Like traditional speed-dial numbers, when a user presses a speed-dial programmable softkey, the phone dials an extension or phone number.

If the user incorrectly configures the programmable softkey list features on the phone, the key list on the phone LCD does not update. For example:

- If you enter `rdeial;newcall;cfwd` (redial has been misspelt), the key list is not updated and the user does not see any change on the LCD.
- If you enter `redial;newcall;cfwd;delchar`, the user sees a change on the LCD. However, the `delchar` softkey is not allowed in the **Idle Key List**. Hence, this is an incorrect configuration of the programmable softkey list.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Voice Quality Reporting Using SIP Publish

You can set up voice quality reporting using the SIP Publish feature to gather audio quality or Mean Opinion Score (MOS) for the entire call only including dialing tones, voice traffic and any hold music that might play during the call. The metrics gathered are compliant to RFC6035.

The phone generates the following types of reports:

- **Session**—Report is generated at the end of a call (mandatory).



Note

We recommend that you set the maximum duration of a call to 30 s. This gives the phone sufficient time to read the RTP packets and obtain the MOS value.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

Installation

Upgrade Firmware

The Cisco IP Phone 7800 Series Multiplatform Phones supports a single image upgrade by TFTP, HTTP, or HTTPS.

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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 **10.4(1)**.
- Step 6** Download the file `cp-78xx-sip.10-4-1OD-164-3PCC.zip`.
- Step 7** Unzip the files.
- Step 8** Put the files on the `tftp/http/https` download directory.
- Step 9** Configure the Upgrade Rule on the **Provisioning** tab in the web page with the valid URL. The format is:
`http://<phone_ip>/admin/upgrade?<schema>://<serv_ip[:port]>/filepath`
- The third-party call control can also upgrade via a URL in the web browser:
`http://<phone_ip>/admin/upgrade?<schema>://<serv_ip[:port]>/filepath`
- Note** The loads file is put in the file path of the above url. The zip file contains other file types also. Only loads file is used in the above URL.
After the firmware upgrade completes, the phone reboots automatically.
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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

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

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- 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**.
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Open Caveats

The following table lists defects that are open for Firmware Release 10.4(1).

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Search tool and entering the Identifier. 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 6.

Table 2: Open Caveats for Firmware Release 10.4(1)

Identifier	Headline
CSCva58570	key exposure

Identifier	Headline
CSCva78081	DSPG-3PCC: SD with alphanumeric characters fails to dial out.
CSCva92831	3PCC-MR-MS: BLF call pick SD does not work if full DN is configured
CSCvb03595	3pcc-88xx: Name is not displayed on DUT's LCD after call unpark
CSCux30558	3pcc-78xx:[DSPG-Reg1]DUT not able to handle Retry-After header
CSCux43854	3PCC-DSPG: 7811, No Cancel soft key on Call Waiting
CSCux74074	3PCC-DSPG: 7811 can not resume the other share call
CSCux77858	3pcc-78xx: Changing line key doesn't change the misscall/VM notification
CSCux88012	3PCC-DSPG: 7821 Register with SSLv3 failed while only SSLv3 on server
CSCux93039	3pcc-be: domain name not used for configuring proxy hostname only

Resolved Caveats

The following table lists defects that are resolved in Firmware Release 10.4(1).

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Search tool and entering the Identifier. 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 resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in [Access Cisco Bug Search, on page 6](#).

Table 3: Resolved Caveats for Firmware Release 10.4(1)

Identifier	Headline
CSCuu36153	3pcc-BE:ssh access comes back to default value after reboot
CSCuu36593	3pcc-8841 Search UI is disabled after disconnecting call - Broadsoft
CSCuv01859	3PCC-BigEasy: DNS SRV of ACK taking 6 seconds
CSCuv20524	88xx: INVITE is fragmented causing call failures
CSCuv20533	88xx: Multiline port separation broken
CSCuv33906	3PCC-BigEasy: G722.2 calls with BS Media Server fail setup

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.

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- 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.

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