



# Cisco IP Phone 8800 Series with Multiplatform Phones Release Notes for Firmware Release 11.3(7)

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## Release Notes

Use these release notes with the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 11.3(7).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	BroadSoft BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 16.0

## Related Documentation

Use the following sections to obtain related information.

### Cisco IP Phone 8800 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-8800-series-multiplatform-firmware/index.html>

## New and Changed Features

### Direct PLK Configuration

You can directly perform the Programmable Line Key (PLK) configuration on a line key when the extension of the line key is still enabled. Before the firmware release 11.3(7), you must disable the line key extension for the PLK configuration.

To enable this feature, configure the parameter **Enable Direct PLK Configuration** under the **Miscellaneous Line Key Settings** section from **Voice > Phone** on the phone web interface. Also, ensure that the **Proxy** and **User ID** from **Voice > Ext** are empty.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## HTTP Proxy Support

You can set up the phone to connect the Internet through a specified HTTP proxy server for security purposes. Your users can also set up a proxy server on the phone LCD UI. You can set up the proxy server by one of the proxy modes: Auto and Manual.

To enable this feature, you configure the parameters under the **HTTP Proxy Settings** section from **Voice > System** on the phone web interface.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## Inert Mode for PLK Configuration

You can set the Inert mode for a line key to completely shut it down. When set with the Inert mode, the line key doesn't provide any function for the users. You and your users can't use the line key for any purpose.

To use this feature, configure the parameter **Extended Function** of the disabled line key under the **Line Key (n)** section from **Voice > Phone** on the phone administration web page.

You can also apply this feature to the line keys on a key expansion module.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## LDAP Search Enhancement

You can enable the unified search in the LDAP directory. The search allows you to enter any value as filters. You can search with first name, last name, extension, or phone number. The phone transfers the request as a single search request.

To enable this feature from the phone administration web page, use the **Unified Search Enable** parameter under the **LDAP** section from **Voice > Phone**.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

## Login Credential for the Call Statistics Menu

Your phone has enhanced security for access to the **Call statistics** menu. If the user password is set, the users will be prompted to enter the password when they try to access the menu, in order to view the details of the recent calls.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

## Spam Indication of Incoming Calls on the Phones

This release supports the new technology standard Secure Telephony Identity Revisited (STIR) and Signature-based Handling of Asserted information using toKENs (SHAKEN) for the Webex call logs, local call logs, and local call sessions when the phone is in Webex environment. STIR/SHAKEN has been mandated by Federal Communications Commission (FCC). These standards define procedures to authenticate and verify caller identification for calls carried over the IP network. The STIR-SHAKEN framework is developed to provide the end user with a great degree of identification and control over the type of calls they receive. These sets of standards are intended to provide a basis for verifying calls, classifying calls, and facilitating the ability to trust caller identity end to end. Illegitimate callers can easily be identified.

When STIR/SHAKEN support is implemented on the Webex server, the phone displays an extra icon next to the caller ID based on the caller's STIR/SHAKEN verification result.

Based on the verification result, the phone displays three types of icons.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## Webex One Button to Join (OBTJ) in MPP Phones

Cisco IP Phone 8800 Series Multiplatform phones now supports the Webex feature, One button to join (OBTJ). When you enable OBTJ on the phone, user has the following benefits.

- User can check the list of meetings on the phone scheduled for next 24 hours by pressing the **Meetings** softkey.
- User can see a notification message on the phone five minutes before a scheduled meeting.
- User can press the **Join** button to join a Webex meeting.

### Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

## Upgrade the Firmware

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

### Procedure

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- 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 8800 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** On the next page that is displayed, select **11.3.7** in the **All Releases > MPPv11** folder.
- Step 5** (Optional) Place your mouse pointer on the file name to see the file details and checksum values.
- Step 6** Download the corresponding file.
- 8845 and 8865: `cmterm-8845_65.11.3.7MPP0001.272_REL.zip`
  - Other phones in 8800 series: `cmterm-88xx.11.3.7MPP0001.272_REL.zip`
- 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:
    - a. On the phone administration web page, go to **Admin Login > Advanced, Voice > Provisioning > Firmware Upgrade**.
    - b. 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
```

Examples:

    - 8845 and 8865:
      - `http://10.73.10.223/firmware/sip8845_65.11.3.7MPP0001.272.loads`
      - `https://server.domain.com/firmware/sip8845_65.11.3.7MPP0001.272.loads`
    - Other phones in 8800 series:
      - `http://10.73.10.223/firmware/sip88xx.11.3.7MPP0001.272.loads`
      - `https://server.domain.com/firmware/sip88xx.11.3.7MPP0001.272.loads`

c. 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
```

Examples:

- 8845 and 8865:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip8845_65.11.3.7MPP0001.272.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8845_65.11.3.7MPP0001.272.loads
```

- Other phones in 8800 series:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip88xx.11.3.7MPP0001.272.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip88xx.11.3.7MPP0001.272.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 audio 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

### 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

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- 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=286311392&rls=11.3\(7\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3(7)&sb=anfr&bt=custV)
  - To view open caveats that affect this release:  
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=286311392&rls=11.3\(7\)&sb=af&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3(7)&sb=af&bt=custV)
  - To view resolved caveats that affect this release:  
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=286311392&rls=11.3\(7\)&sb=fr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286311392&rls=11.3(7)&sb=fr&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 (*CSCxxxxnnnn*) in the **Search for** field, and press **Enter**.
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### Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 8800 Series Multiplatform Phones that use Firmware Release 11.3(7).

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 (*CSCxxxxnnnn*). 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*.

- CSCvw72979: Phone will show the call center softkey after answer executive or call forward call
- CSCvx18250: 8800 series IP Phones do not display "calling party number" for the inbound HUNT calls
- CSCvx44952: Phone showing Failed to download configurations even when it was successful while migrating to MPP
- CSCvx49825: Phone stuck at configuration check in progress during firmware migration if it was on WiFi before
- CSCvx78045: Add "PoE Power Required" parameter definitions to 8800 MPP administration guide
- CSCvy20491: Customer enhancement requests for 3PCC feature: View image of IP camera on MPP phone.
- CSCvy86354: MPP phones - 8845/8865 phones are randomly crashing

- CSCvz35920: SSRC changes for outgoing Re-INVITES
- CSCvz67625: License prompt is always displayed on GDS input screen if the phone is converted from On-Premises
- CSCwa70238: MPP should block sending CANCEL when Park button is pressed twice quickly
- CSCvx25552: MPP video phones - Allow users to convert calls from video to audio and vice-versa during a call
- CSCwb46008: Many PRTs with logs missing for around 5 seconds
- CSCwb84477: 8865: KEM Type is set to unsupported option, phone will not report kem "offline" status to cloud
- CSCwb85883: 88xx 88x5 the generated PRT toast content will overlap when a paging call is received
- CSCwb61351: The o-line IP address is not EXT\_IP in a NAT call

## Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 8800 Series Multiplatform Phones that use Firmware Release 11.3(7).

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 (*CSCxxxxxxx*). 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*.

- CSCwb71049: Video call may get stuck with Webex meeting and mute/unmute performed repeatedly
- CSCwb54978: CiscoIPPhoneStatus and CiscoIPPhoneStatusFile object is not mirrored in RTL mode
- CSCwb31031: Voicemail pin locked after unsuccessful login attempt by Hoteling Guest
- CSCwb23631: In German, department and email for directory are both displayed incorrectly
- CSCwa70835: When g722 is negotiated, the callee hears himself and the caller gets no audio
- CSCwa70820: MPP phones - Incorrect date and time in Recents page
- CSCwa95349: Cloud awareness: Phone will create new registration after reboot or for each refresh request

## Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see the [Cisco IP Phone Firmware Support Policy](#).

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- 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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