



Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(4)

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Release Notes

Use these release notes with the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 12.0(4).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 8800 Series Multiplatform Phones	Cisco BroadWorks RI MetaSphere CFS version 9.5 Asterisk 18.0

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

Administrator Sets Preferred Value

With the Firmware release 12.0(4), you can set preferred values for user with the attribute **user-pref** to provide them a seamless experience. Also, further changes made by the user using the phone or from the phone administration web page is preserved.

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Call Park Extension Enhancement

This feature lets admin to configure specific line keys (using extended function configuration) for monitoring Call Park Extension. As a result, only a single button is required to park/unpark a call.

To enable this feature from the phone administration web page, navigate to **Voice > Att Console > General** and set the **BLF Callpark On Line Key Enable** parameter to **Yes**.

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Control Video Layout for Hybrid Meeting

With this feature, user can change the video layout during an ongoing meeting. This release supports the following video layouts in the Cisco IP Phone 8845 and Cisco IP Phone 8865:

- Focus
- Overlay
- Stack
- Grid
- Prominent



Note If someone starts sharing any content during the meeting, the layout remains unchanged and also, the layout softkey is hidden.

For 8800:

- To display **layout** softkey in hybrid meeting, you need to add **layout** option in the **Connected Meeting Key List**, if the **Programmable Softkey Enable** is selected "Yes".
- **Layout** softkey is displayed in hybrid meeting by default, if the **Programmable Softkey Enable** is selected "No".

For 8875:

- **Layout** softkey is displayed in hybrid meeting by default.
-

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Headset 320 and 720 Support in MPP

Multiplatform phones Cisco IP Phone 8851, 8861 and 8865 now support Cisco headset 320 series and Cisco headset 720 series.

Cisco Headset 720 Series is a series of headsets that use Bluetooth and USB HD adapter enables an easy plug-and-play, wireless experience. The Cisco Headset 320 Series is the first Cisco headset to feature the

Webex button. Use the Webex button to bring the app window to the top of your desktop screen or join upcoming meetings. It offers easy plug-and-play integration with the Cisco IP Phones 8851, 8861 and 8865.

Where to Find More Information

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

LLDP X-SWITCH-INFO Support for E911

For enterprises that might use nomadic 911 capabilities, public and private IP addresses are not sufficient to identify a specific location. In such scenarios, it is recommended to utilize the network switching infrastructure to help determine the client's location. In this approach, customer can add relevant network switches and switch ports into the map for a location or sub-location, and need to probe for and report their respective switch ports when reporting network data, as part of the emergency call flow.

To enable this feature from the phone administration web page for both wired and wireless phones, choose the **X-SWITCH-INFO Support** parameter from the **Voice > System > Optional Network Configuration**.

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Support for One Call Per Line

With the Firmware release 12.0(4), you can configure a line to allow only one call at a time.

You can use the **Call Appearances Per Line** parameter in the phone administration web page from **Voice > Phone** to configure this feature.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Viewing Inline Call Session Information

With this feature, the active call window is minimized when you make or answer a call; and the call session information, such as caller/callee name, number, call duration, call state, and any special icons like secure call, call recording, etc. are displayed in the line label itself. This lets you to view status of various other lines, BLF/SD features, along with the current call information. During multiple calls, the line icon is switched between call counts and current call icon.

If Key Expansion Module is attached to your phone with a line configured on KEM line key, the call session information is displayed on the KEM line label itself during an active call.

To enable this feature from the phone administration web page, use the **Auto Collapse Into Line Key** parameter from the **Voice > User**.

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Upgrade 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 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 **12.0.4** in the **All Releases > MPPv12** 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_65.12-0-4MPP0001-195_REL.zip`
 - Other phones in 8800 series: `cmterm-88xx.12-0-4MPP0001-195_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_65.12-0-4MPP0001-195.loads
```

```
https://server.domain.com/firmware/sip8845_65.12-0-4MPP0001-195.loads
```
 - Other phones in 8800 series:


```
http://10.73.10.223/firmware/sip88xx.12-0-4MPP0001-195.loads
```

```
https://server.domain.com/firmware/sip88xx.12-0-4MPP0001-195.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_65.12-0-4MPP0001-195.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8845_65.12-0-4MPP0001-195.loads
```

- Other phones in 8800 series:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip88xx.12-0-4MPP0001-195.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip88xx.12-0-4MPP0001-195.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.

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, on page 5](#).

- CSCwf35777—Inbound caller ID issue.
- CSCwf82386—Expiring SUDI/MIC in MPP phones.
- CSCwh20086—MPP restarts randomly while idle.
- CSCwh73253—MPP Phone crashes and resulting in a registration loss [`spr_voip/siptcp`].
- CSCwh90262—Packet loss incorrectly reported to Control Hub Analytics.
- CSCwi21505—MPP phones doesn't show `ps_mem` output in "show memory".
- CSCwi58767—88xx 2 BLF's of 40 incorrectly displayed on KEM.
- CSCwi66404—'Mute' cannot be disabled on a call to a predefined emergency number.

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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- 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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