



Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(1)SR1

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Release Notes

Use these release notes with the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 11.3(1)SR1.

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 8800 Series Multiplatform Phones	BroadSoft BroadWorks 22.0 MetaSphere CFS version 9.5 Asterisk 11.0

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

This release is a maintenance release and doesn't contain any new or enhanced features.

To view the resolved and open caveats for this release, see [View Caveats, on page 3](#).

Upgrade the 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/286311392>

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 Under **Latest Release**, select **11.3.1 MSR1-3**.

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_65.11-3-1MSR1-3_REL.zip
- Other phones in 8800 series: cmterm-88xx.11-3-1MSR1-3_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_65.11-3-1MSR1-3.loads
https://server.domain.com/firmware/sip8845_65.11-3-1MSR1-3.loads
```
- Other phones in 8800 series:


```
http://10.73.10.223/firmware/sip88xx.11-3-1MSR1-3.loads
https://server.domain.com/firmware/sip88xx.11-3-1MSR1-3.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_65.11-3-1MSR1-3.loads`

`https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8845_65.11-3-1MSR1-3.loads`

- Other phones in 8800 series:

`https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip88xx.11-3-1MSR1-3.loads`

`https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip88xx.11-3-1MSR1-3.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

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

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&sb=anfr&bt=custV

- To view open caveats that affect this release:

<https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286311392&sb=anfr&sts=open&bt=custV>

- To view resolved caveats that affect this release:

<https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286311392&sb=anfr&sts=fd&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**.

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(1)SR1.

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 open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in [View Caveats, on page 3](#).

- CSCvs45109 Jabra headphones interoperability with CP-8851-3PCC
- CSCvs54502 CP-8851-3PCC phone restarts when an incoming call arrives at the second line
- CSCvs59424 Phone is not uploading the configuration when Report To Server is set to On Local Change

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(1)SR1.

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 [View Caveats, on page 3](#).

- CSCvr96094 VOIP phones should not accept CDP Broadcast
- CSCvs08547 Date format selection does not apply to phone screen saver
- CSCvs12586 6851 Not Getting Correct IP address on SG350X Switch
- CSCvr96058 CDP stack overflow in MPP
- CSCvs01888 CP-88xx-3PCC When Answer confirmation is set to ON there is one-way audio
- CSCvr76623 CP-7841-3PCC-K9= Conference URI not working
- CSCvs42512 phone crashes when GetStatusFile request is sent with no parameters

- CSCvs54500 3pcc-8800: error prompt in window Profile Account Setup and default input becomes alphanumeric

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

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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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