



Cisco IP Phone 6821 Multiplatform Phones Release Notes for Firmware Release 11.3(1)SR4

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Release Notes

This release contains only internal changes to optimize manufacturing process.

Use these release notes with the Cisco IP Phone 6821 Multiplatform Phones running SIP Firmware Release 11.3(1)SR4.

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 6821 Multiplatform Phones	Cisco BroadWorks 23.0 MetaSphere CFS version 9.5 Asterisk 11.0

New and Changed Features

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

Cisco IP Phone 6800 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/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

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/286318380>

On the **Software Download** web page that is displayed, ensure that **IP Phone 6800 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 **All Release**, select the **MPPv11** folder, then select the **11.3.1 MSR4-1** folder.
- Step 5** (Optional) Place your mouse pointer on the file name to see the file details and checksum values.
- Step 6** Download the file `cmterm-6821.11-3-1MSR4-1_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:

```
http://10.73.10.223/firmware/sip6821.11-3-1MSR4-1.loads
```

```
https://server.domain.com/firmware/sip6821.11-3-1MSR4-1.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:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip6821.11-3-1MSR4-1.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip6821.11-3-1MSR4-1.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, 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

This release doesn't contain any open or resolved caveats.

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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