

Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(5)

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Release Notes

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.3(5).

- Cisco IP Phone 6821 Multiplatform Phones
- Cisco IP Phone 6841 Multiplatform Phones
- Cisco IP Phone 6851 Multiplatform Phones
- Cisco IP Phone 6861 Multiplatform Phones
- Cisco IP Phone 6871 Multiplatform Phones



Note This document doesn't include the DECT phones.

The following table describes the individual phone requirements.

Phone	Support Servers
Cisco IP Phone 6800 Series Multiplatform Phones	Cisco BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 16.0

Related Documentation

Use the following sections to obtain related information.

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>

New and Changed Features

Keep Focus on the Active Call

You can set up the phone to ensure that the active call is still in focus on the phone screen when the phone receives an incoming call.

To enable this feature, use the **Keep Focus On Active Call** field under the **Supplementary Services** section from **Voice > User**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

MIC Certificate Renewal by SUDI Service

You can now renew the Manufacture Installed Certificate (MIC) by a Secure Unique Device Identifier (SUDI) renewal service. This is an easy way to provide encryption and to help secure the phone. The MIC certificate involves some features that are related to SSL/TLS protocol. If the MIC certificate expires, these features don't work until you renew the certificate.

When this feature is enabled, the phone automatically renews the MIC certificate. Therefore, there's no additional action required by the user or admin.

To enable this feature, use the parameters under the **MIC Cert Settings** section from **Voice > Provisioning**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

STIR/SHAKEN Visual Confirmation on the Phones

This release supports new technology standard Secure Telephony Identity Revisited (STIR) and Signature-based Handling of Asserted information using toKENs (SHAKEN). 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 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 6800 Series Multiplatform Phones Administration Guide*

Support for Cisco Headset 730

The phone now supports the Cisco Headset 730 with the following features:

- Users can connect the phone to the headset by a USB-C cable or a USB HD Adapter.
- Users can find details of the headset or the USB adapter, or both on the phone screen.
- You can configure the upgrade rule of the headset firmware by using the parameter **Cisco Headset Upgrade Rule** under the **Cisco Headset Upgrade Rule** section from **Voice > Provisioning** of the phone administration web page.

After you configure the firmware upgrade rule, users can upgrade the headset firmware by using the USB-C cable.

- You can check the details of the headset inventory by the server, if you set the **Peripheral Inventory Enable** to **Yes**. The parameter is under the **Peripheral** section from **Voice > SIP**.
- The phones can generate the problem reports that include the information about the Cisco Headset 730.
- The following basic call features are available when the users use the Cisco Headset 730:
 - Answer or end a call
 - Adjust the headset volume
 - Hold or resume a call
 - Reject a call
 - Handle multiple calls
 - Mute or unmute yourself

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

Support for Dialog-Based Shared Line Appearance

You can now enable dialog-based shared line appearance (SLA) so that the phones in the shared line can subscribe to the dialog event package. This feature supports the following functionalities:

- Incoming call
- Outgoing call
- Public/Private hold and resume
- Barge-in
- Call forward.

To enable this feature, use the **Share Line Event Package Type** parameter from **Voice > SIP > SIP Parameters** of the phone web interface.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Voicemail Subscription Service Control

You can enable the subscription to a specified voicemail server for an extension. After you configure the voicemail server correctly and enable the subscription to the voicemail server, your user can receive voicemail messages on the phone.

To enable the feature, use the **Voice Mail Enable** field under the **Call Feature Settings** section from **Voice > Ext (n)**.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

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** On the next page that is displayed, select **11.3.5** 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.
- 6821: `cmterm-6821.11-3-5MPP0001-276_REL.zip`
 - Other phones in 6800 series: `cmterm-68xx.11-3-5MPP0001-276_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:

- 6821:

```
https://10.73.10.223/firmware/sip6821.11-3-5MPP0001-276.loads
```

- Other phones in 6800 series:

```
https://10.73.10.223/firmware/sip68xx.11-3-5MPP0001-276.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:

- 6821:

```
https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip6821.11-3-5MPP0001-276.loads
```

- Other phones in 6800 series:

```
https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.11-3-5MPP0001-276.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

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

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=286318380&rls=11.3\(5\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(5)&sb=anfr&bt=custV)

- To view open caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3\(5\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(5)&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=286318380&rls=11.3\(5\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.3(5)&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 6800 Series Multiplatform Phones that use Firmware Release 11.3(5).

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 6](#).

- CSCvx05369 Add directories shortcut key to kem,it will work slowly after reboot
- CSCvw72979 Phone will show the call center softkey after answer executive or call forward call.
- CSCvy98097 Set all or part of cfw items to "na" and enable user mode, see the forward sk or cfw item in menu

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.3(5).

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, on page 6](#).

- CSCvy30979 MPP phones not honouring PAID update for caller ID in certain cases.
- CSCvv21588 6821/7811/7832: PSK labels for Extend PSK functionality feature are truncated
- CSCvy27737 No reorder tone and will not time out when network conference fail
- CSCvx69154 MPP Not Setting "Don't Fragment" (DF) Bit
- CSCvy36096 Unexpected 481 sent by phone when off/on-hook shared line quickly
- CSCvx44944 Short activation code taking a long time to get configurations
- CSCvs52371 MPP phone call focus on new incoming call

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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