Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(4)

First Published: 2024-01-30

Release Notes

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 12.0(4).

- 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 RI MetaSphere CFS version 9.5 Asterisk 18.0

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

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 Fine 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*

Headset 320 and 720 Support in MPP

Multiplatform phones Cisco IP Phone 6871 now supports 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 Phone 6871.

Where to Find More Information

- *Cisco IP Phone 6800 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 Fine More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

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 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 **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.

- 6821: `cmterm-6821.12-0-4MPP0001-195_REL.zip`
- Other phones in 6800 series: `cmterm-68xx.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:

- 6821:

  ```
  https://10.73.10.223/firmware/sip6821.12-0-4MPP0001-195.loads
  ```

- Other phones in 6800 series:

  ```
  https://10.73.10.223/firmware/sip68xx.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:

  - 6821:

    ```
    https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip6821.12-0-4MPP0001-195.loads
    ```

  - Other phones in 6800 series:

    ```
    https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.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, 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?pf=prdNm&sb=anf&bt=custV&prdNam=Cisco%20IP%20Phone%206800%20Series%20with%20Multiplatform%20Firmware
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?pf=prdNm&sb=afr&bt=custV&prdNam=Cisco%20IP%20Phone%206800%20Series%20with%20Multiplatform%20Firmware
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?pf=prdNm&sb=fr&bt=custV&prdNam=Cisco%20IP%20Phone%206800%20Series%20with%20Multiplatform%20Firmware

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 (*CSCxxnnnnn*) 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 12.0(4).

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 (*CSCxxnnnnn*). 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.

- CSCwb46008—Many PRTs with logs missing for around 5 seconds.
- CSCwf10956—Macro $SERVIP is not expanded in Log Request Msg in syslog
- CSCwi60009—MPP should retry call park resume in race condition scenario with incoming call

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 12.0(4).

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 (*CSCxxnnnnn*). 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.

- CSCwf29727—MPP Hard transfer button does not transfer.
- CSCwh14446—MPP is losing registration randomly.
- CSCwh85529—MPP 6821 reboots after connected PC Shutdown or reboot.
- 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.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- 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.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/c/en/us/about/legal/trademarks.html. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2024 Cisco Systems, Inc. All rights reserved.