



# Cisco IP Phone 7800 Release Notes for Firmware Release 14.0(1)SR2

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## Cisco IP Phone 7800 Release Notes for Firmware Release 14.0(1)SR2

These release notes support the Cisco IP Phones 7811, 7821, 7841, and 7861 running SIP Firmware Release 14.0(1)SR2.

The following table lists the support compatibility for the Cisco IP Phones.

**Table 1: Cisco IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility**

Cisco IP Phone	Cisco Unified Communications Manager
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Unified Communications Manager version 10.0 and later Cisco Unified Communications Manager DST Olsen version D or later SRST 8.0 (IOS load 15.1(1)T) and above
Cisco IP Phones 7811, 7821, 7841, and 7861	CME 10.0 (IOS load 15.3(3)M)
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Expressway X8.7 or Cisco TelePresence Video Communication Server X8.7 (for Mobile and Remote Access)

### Related Documentation

Use the following sections to obtain related information.

#### Cisco IP Phone 7800 Series Documentation

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/index.html>

#### Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

## New Hardware

### New Cisco IP Phone 7841 Hardware

The Cisco IP Phones 7841 hardware has been updated. The new hardware version is V18.

Phones manufactured with the new hardware updates must run Firmware Release 14.0(1)SR2 or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Firmware Release 14.0(1)SR2.

Cisco 7811/7821/7861 IP Phones hardware has not been updated.

This feature has no user impact.

## New and Changed Features

This release contains no new or changed features.

## Installation

### Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device package. After you install a device package on the Cisco Unified Communications Manager servers in the cluster, you need to reboot all the servers.



**Note** If your Cisco Unified Communications Manager doesn't have the required device package to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packages, see [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucom/compat/matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucom-device-package-compatibility-matrix.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucom/compat/matrix/CMDP_BK_CCBDA741_00_cucom-device-package-compatibility-matrix.html).

### Install the Firmware Release on Cisco Unified Communications Manager

You must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

#### Procedure

- Step 1** Go to the following URL:  
<https://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phone 7800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **14.0(1)SR2**.
- Step 6** Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts.

The firmware filename is cmterm-78xx.14-0-1-0201-169.k3.cop.sha512

**Note** If you added the firmware file to the cart, click the **Download All** link when you are ready to download the file.

- Step 7** Click the + next to the firmware file name in the File Information section to access additional information about this file. The hyperlink for the Readme file is in the Details section, which contains installation instructions for the corresponding firmware.
- Step 8** Follow the instructions in the Readme file to install the firmware.

## Install the Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following zip file is available to load the firmware: cmterm-78xx.14-0-1-0201-169.zip

### Procedure

- Step 1** Go to the following URL:  
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phones 7800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **14.0(1)SR2**.
- Step 6** Download the relevant zip files.
- Step 7** Unzip the files.
- Step 8** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

## 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

### Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

## On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

## Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)
- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2**  
**A B C**.

## Softkey Templates and Video Mode

You can't configure softkey templates for Video mode on the Cisco IP Phone 7800 Series phones. If a softkey appears on the phone, then it will not function correctly.

## Caveats

### View Caveats

You can search for caveats using the Cisco Bug Search Tool.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

### Before you begin

To view caveats, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

**Step 1** Perform one of the following actions:

- Use this URL for all caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1\),14.0\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1),14.0(1)&sb=anfr&svr=3nH&bt=custV)

- Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1\)&sb=af&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1)&sb=af&sts=open&svr=3nH&bt=custV)
- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1.\\*\),14.0\(1\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1.*),14.0(1)&sb=fr&svr=3nH&bt=custV)

- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) Enter the bug ID number in the Search for field, then press **Enter**.

## Resolved Caveats

The following list contains severity 1, 2, and 3 caveats that are resolved for the Cisco IP Phone 7800 Series for Firmware Release 14.0(1)SR2.

For more information about an individual caveat, access the Bug Search Tool and search for the caveat using the Identifier. You must be a registered Cisco.com user to access this online information.

Because bug status continually changes, the list reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of resolved caveats, access the Bug Tool as described in [View Caveats](#).

- CSCvx84334 Evaluation of 88x1/78x1/8832/7832 phone for OpenSSL March 2021 vulnerabilities
- CSCvx85820 Evaluation of 88x1/78x1/7832/8832 for debugsh read file escape
- CSCvy27416 Voicemail button does not go to VM pilot with delayed PLAR enabled
- CSCvy15256 7841 Built-in bridge audio level output is lower than original call
- CSCvy15834 Disturbed sound after 30minutes on MRA IP phones for video callback from Webex
- CSCvy16927 8845/65 Phones Over MRA won't refresh Token after power cycle
- CSCvw30093 Cisco IP Phone 8800 Series, CDP packets ignored if switch hostname starts with SEPCS
- Cvw45287 8851 phone over MRA phone stuck after loosing connectivity
- CSCvy11282 88xx Download daemon may hang after configuration file download
- CSCvy67835 Evaluation of 7800 for boot script replacement vulnerability

## Open Caveats

The following list contains a snapshot of severity 1, 2, and 3 caveats that are open for the Cisco IP Phone 7800 Series for Firmware Release 14.0(1)SR2.

For more information about an individual bug, access the Bug Search Tool and search for the caveat using the Identifier. You must be a registered Cisco.com user to access this online information.

Because caveat status continually changes, the list reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of open caveats, access the Bug Search Tool as described in [View Caveats, on page 4](#).

- CSCvs26183 78xx phone aux port upgrade 56x without headset need 22mins

## Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the `ciscocm.version3-keys.cop.sgn` to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

## Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP Phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access <https://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245>, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.




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**Note** The latest Locale Installer may not be immediately available; continue to check the website for updates.

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## Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.




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**Note** The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

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You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.




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**Tip** You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

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## 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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