



# Release Notes for Cisco SIP IP Phone 7940/7960 Release 6.2

---

June 22, 2004

## Contents

This document lists the known problems in Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Release 6.2 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that is not included in the most recent release of the phone documentation.

This document includes the following sections:

- [Contents, page 1](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Caveats, page 2](#)
- [Related Documentation, page 2](#)
- [Obtaining Documentation, page 3](#)
- [Obtaining Technical Assistance, page 4](#)



---

Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2001–2004. Cisco Systems, Inc. All rights reserved.

# New and Changed Information

## New Software Features in Release 6.2

No new software features are supported in Cisco IP Phone 7940/7960 Release 6.2.

## Installation Notes

For Cisco SIP IP phones, follow the instructions in the “Upgrading the Cisco SIP IP Phone Firmware” section at the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/addprot/sip/admin/ver6\\_0/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/sip/admin/ver6_0/index.htm)

For these instructions, use P0S3-06-2-00.bin as the image name for Release 6.2. You can find the current images at the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/sip-ip-phone7960>

## Caveats

### Open Caveats—Release 6.2

This section documents possible unexpected behavior by Cisco IP Phone 7940/7960 Release 6.2. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCed40056:** SIPPhone: DND config causes weird NTP behavior
- **CSCed48311:** Media takes 0.4 sec to be set up

### Resolved Caveats—Release 6.2

All caveats listed in this section are resolved in Cisco IP Phone 7940/7960 Release 6.2. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCed40049:** SIPPhone: CANCEL message not formatted properly after 180 received
- **CSCed47721:** Branch ID is not compliant to RFC3261
- **CSCed21171:** SIP IP Phone resets rtp session when it receives sip re-invite

## Related Documentation

- *Cisco SIP IP Phone Administrator Guide, Release 6.0*
- *Cisco IP Phone 7960/7940 Series - Quick Reference*
- *Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series*

- *Installing the Wall Mount Kit for the Cisco IP Phone*

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

### Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

### Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

---

This document is to be used in conjunction with the documents listed in the “Related Documentation” section on page 2.

CCIP, CCSP, the Cisco Arrow logo, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site 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. (0304R)

Copyright © 2001–2004  
Cisco Systems, Inc.  
All rights reserved.