



Cisco Unified IP Phone 7960G and 7940G (SIP) Release Notes for Firmware Release 8.11

February 12, 2009

Use these release notes with the Cisco Unified IP Phone 7960G and 7940G running SIP firmware release 8.11.

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Related Documentation

Cisco SIP IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2156/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html



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Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G (SIP), you must install the latest firmware. To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.
- Step 2** Choose **IP Telephony > IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 3** Choose either **Cisco Unified IP Phone 7960G** or **Cisco Unified IP Phone 7940G**.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** Under the **Latest Releases** folder, choose **8.11(0)**.
- Step 6** To download the firmware for the Cisco Unified IP Phone 7960G and 7940G (SIP), select the following file and follow the prompts:
POS3-08-11-00.zip
-

**Note**

The following files are automatically installed when you run the POS3-08-10-00.cop file: POS3-08-11-00.loads, P003-08-11-00.sbn, POS3-08-11-00.sb2, and P003-08-11-00.bin.

Caveats

This section includes these topics:

- [Using Bug Toolkit, page 2](#)
- [Open Caveats, page 3](#)
- [Resolved Caveats, page 3](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click **Go**.
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Open Caveats

There are no open caveats for firmware release 8.11.

Resolved Caveats

[Table 1](#) lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phone 7960G and 7940G (SIP) using firmware release 8.11.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 2](#).

Table 1 *Resolved Caveats for the Cisco Unified IP Phone 7960G and 7940G (SIP) for Firmware Release 8.11*

Identifier	Headline and Bug Toolkit Link
CSCsm96503	Cisco Unified IP Phone breaks voice if Serial Tunnel (STUN) packets are received during a call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm96503

Table 1 Resolved Caveats for the Cisco Unified IP Phone 7960G and 7940G (SIP) for Firmware Release 8.11

Identifier	Headline and Bug Toolkit Link
CSCsr81454	Headset sidetone does not sound loud enough http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr81454
CSCsu22285	Injected crafted Realtime Transport Protocol (RTP) packet causes the Cisco Unified IP Phone to reboot http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu22285

Documentation Updates

This section provides documentation changes that were unavailable when Cisco Unified IP Phone 7960G and 7940G (SIP) firmware release 8.11 was released.

Errors

This section contains these topics:

- [Cisco IP Phone 7960/7940 User Guide for SIP, page 4](#)
- [Cisco IP Phone 7960/40 Administrator Guide for SIP, Version 4.4, page 5](#)
- [Installing Cisco SIP IP Phones \(Versions 6.0 to 7.4\) Chapter, page 5](#)

Cisco IP Phone 7960/7940 User Guide for SIP

This section provides information about errors that are contained in the *Cisco IP Phone 7960/7940 User Guide for SIP*.

The Configuring Call Preferences chapter, Configuring Do Not Disturb section, contains the following errors:

-
- Step 1** Press the **settings** button.
 - Step 2** Press the **Scroll** key to highlight **Call Preferences**.
 - Step 3** Press the **Select** softkey.
 - Step 4** Press the **Scroll** key to highlight **Do Not Disturb** from the Call Preferences menu.
 - Step 5** To enable the Do Not Disturb feature, press the **Yes** softkey. To disable this feature, press the **No** softkey.
 - Step 6** Press the **Save** softkey to save your selection of this feature and displays the Settings menu.
 - Step 7** Press the Back softkey to display the main LCD screen. A **Do not disturb** message is displayed on the LCD screen.
-

Replace the previous steps with the following procedure:

-
- Step 1** Press the **more** softkey.
- Step 2** Press the **DND** softkey.
- Step 3** The screen will display *Do Not Disturb is Active*.
-

Cisco IP Phone 7960/40 Administrator Guide for SIP, Version 4.4

This section provides information about errors that are contained in the *Cisco IP Phone 7960/40 Administrator Guide for SIP, Version 4.4* documentation.

The “Configuring Network Parameters Using a DHCP Server ” section incorrectly states to use DHCP option 66 (TFTP server IP address). This is incorrect. Option 66 is the TFTP server name. Option 150 is the TFTP server address.

Installing Cisco SIP IP Phones (Versions 6.0 to 7.4) Chapter

This section provides information about errors that are contained in the *Cisco SIP IP Phone Administrator Guide, Versions 6.0 to 7.4*.

The Installing Cisco SIP IP Phones (Version 6.0 to 7.4) chapter, How to Create Dial Plans section, contains the following errors:

- The procedure, needs to be changed from
`Xab12cd34ef5678` to
`Xab12cd34ef5678%` (the % will be escaped in the SIP URIs)
- In step 5 of the procedure, remove the following from the Dial Tones table:
 - Bellcore-dr1
 - Bellcore-dr2
 - Bellcore-dr3
 - Bellcore-dr4
 - Bellcore-dr5
 - Bellcore-dr6

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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