



Cisco Unified IP Phone 7971G-GE and 7970G Release Notes for Firmware Release 8.3(1) (SCCP and SIP)

June 29, 2007

Use these release notes with a Cisco Unified IP Phone 7971G-GE and 7970G running SCCP or SIP firmware release 8.3(1).

The SCCP version of firmware release 8.3(1) is compatible with Cisco Unified Communications Manager releases 6.0, 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.3(1) is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.



Note

SIP firmware release 8.3(1) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.0. Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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Related Documentation

Cisco Unified 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/hw/phones/ps379/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

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

New and Changed Information

This section contains these topics:

- [Supported Features, page 2](#)
- [Configuring Peer Firmware Sharing, page 3](#)
- [Cisco Unified IP Phone Expansion Module 7914 Icons \(SCCP Only\), page 4](#)

Supported Features

[Table 1](#) contains information about supported features that are introduced in firmware release 8.3(1).

Table 1 *Firmware Release 8.3(1) Features*

Feature	Description	Reference for More Information
Wideband Settings	<p>Supports wideband codecs on handsets. Users of wideband handsets may experience improved audio sensitivity.</p> <p>Note For the availability of wideband handsets to accompany Cisco Unified IP Phones, please contact your Cisco representative or view product announcements on Cisco.com: http://www.cisco.com/en/US/products/sw/voicesw/index.html.</p>	Cisco Unified IP Phone Administration and User Guides
Peer Firmware Sharing	To optimize firmware upgrades, a root phone downloads the firmware image from the TFTP server and then transfers the firmware to other phones on the subnet using TCP connections.	<p>Cisco Unified IP Phone Administration Guides</p> <p>Cisco Unified Communications Manager Bulk Administration Guide</p> <p>Configuring Peer Firmware Sharing, page 3</p>
Hebrew language	Supports Hebrew locales on Cisco Unified Communications Manager user interfaces and Hebrew text on phone screens.	—

Configuring Peer Firmware Sharing

By default, Peer Firmware Sharing is not enabled. To enable peer firmware sharing for a few phones, enable Peer Firmware Sharing settings, from Cisco Unified Communications Manager, choose **Device > Phone > Add New**. Then, from the Phone Configuration window, choose Peer Firmware Sharing from Product Specific Configuration.

To configure Peer Firmware Sharing for many phones at once:

- For Cisco Unified Communications Manager 5.0 and later, enable Peer Firmware Settings in the Phone Template window of the Bulk Administration Tool.
- For Cisco Unified Communications Manager 4.1(3), 4.2(3) and 4.3(1), download an AXL script.
 - Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
 - Download ccmppid.exe and ccmppid readme.
 - Install ccmppid.exe according to the readme file instructions.

Cisco Unified IP Phone Expansion Module 7914 Icons (SCCP Only)

The Cisco Unified IP Phone Expansion Module 7914 is supported on Cisco Unified IP Phone 7971G-GE and 7970G running SCCP.

Firmware release 5.0(3) adds new icons for Cisco Unified IP Phone Expansion Module 7914 for the following features:

- Intercom
- Do Not Disturb (DND)
- Mobility
- Programmable Line Button—Hold, Transfer, and Conference

For more information about these features and icons, refer to the [Cisco Unified IP Phone Guide](#) for your phone.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(1\) for SCCP, page 4](#)
- [Installing Firmware Release 8.3\(1\) for SIP, page 6](#)

Installing Firmware Release 8.3(1) for SCCP

This section describes how to install firmware release 8.3(1) for SCCP.

Firmware Upgrade Issues for SCCP

Note the following firmware upgrade issues:

- If you are currently running firmware earlier than 6.0(2) on a Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), you must first install an intervening 7.0(x) load to prevent upgrade failure. Cisco recommends using the most recent 7.0(3) load as the intervening load to avoid lengthy upgrade times.
- If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.

Cisco Unified IP Phone Expansion Module 7914

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000300** before using the phone to support relevant 8.3(1) features on your expansion module.

To download and install the firmware, follow these steps:

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified Communications Manager 5.0 and later:
cmterm-7914-sccp.5-0-3.cop
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7914-sccp.5-0-3.readme
-

Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7971G-GE and 7970G with Cisco Unified Communications Manager release 3.3 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Before You Begin

If you are upgrading from an earlier firmware version, see the [“Firmware Upgrade Issues for SCCP” section on page 4](#).

To download and install the firmware, follow these steps:

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for Cisco Unified IP Phone 7971G-GE and 7970G, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7970_7971-sccp.8-3-1.exe
 - For Cisco Unified Communications Manager 5.0 and later:
cmterm-7970_7971-sccp.8-3-1.cop
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7970_7971-sccp.8-3-1-readme.htm

Step 4 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.3(1) for SIP

This section describes how to install firmware release 8.3(1) for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.

Firmware Upgrade Issues for SIP

If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), be aware that upgrading will take up to twice as long to complete as usual.

Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7971G-GE and 7970G with Cisco Unified Communications Manager 5.0 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** Double-click the following hyperlink, and follow the prompts to download the firmware:
cmterm-7970_7971-sip.8-3-1.cop
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7970_7971-sip.8-3-1-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
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Caveats

This section contains these topics:

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 9](#)

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

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- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl . |
| Step 2 | Log on with your Cisco.com user ID and password. |
| Step 3 | Click the Launch Bug Toolkit hyperlink. |
| Step 4 | To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click Search . |
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Open Caveats

This section contains these topics:

- [Open SCCP and SIP Caveats, page 7](#)
- [Open SIP Caveats, page 8](#)

Open SCCP and SIP Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.3(1).

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 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on [page 7](#).

Table 2 Open SCCP and SIP Caveats for Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit
CSCsh04509	SIP or SCCP Supervisor endpoint displays codec type for packets not transmitted http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh04509
CSCsh46932	Do Not Disturb (DND) in active display not shown when DND key pressed with new missed call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh46932
CSCsh69036	Voice Quality(VQ) metrics are not updated in a scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh69036
CSCsi03041	Call goes through speaker in a scenario with speaker or headset disabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi03041
CSCsi11604	Callback sometimes displays incorrect called party http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11604
CSCsi29512	During Peer Firmware Sharing, Cisco Unified IP Phone tries repeatedly to become parent, even though a child Cisco Unified IP Phone has received the download file http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi29512
CSCsi31712	With silence suppression enabled, host sends SID frame with incorrect value of '0' http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi31712
CSCsi54092	Match list may overflow the display on RTL locale Cisco Unified IP Phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi54092
CSCsj31568	Cisco Unified IP Phone remains on Java screen http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj31568

Open SIP Caveats

Table 3 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7970G and 7971G-GE using the SIP version of firmware release 8.3(1).

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 3 reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 7.

Table 3 Open SIP Caveats for Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit
CSCsg42714	Cisco Unified IP Phone (SIP) is disabled and prints ‘Cannot allocate memory’ on display http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg42714
CSCsh85006	Cisco Unified IP Phone (SIP) does not log call park numbers In placed calls directory http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh85006

Table 3 Open SIP Caveats for Cisco Unified IP Phone 7971G-GE and 7970G (continued)

Identifier	Headline and Bug Toolkit
CSCsi11523	Cisco Unified IP Phone sends SIP 500 response to a mismatched request http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11523
CSCsi25843	Cisco Unified IP Phone (SIP) shared line duration is limited to less than 65,535 seconds http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi25843
CSCsi27597	SIP INVITE—Regular and Brief header name; Parser change http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi27597
CSCsi47399	Under some race conditions, the CANCEL/ACK message may be missing the ‘to’ field http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi47399
CSCsi52016	Cisco Unified IP Phone (SIP) fallback to SRST could be delayed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi52016
CSCsj34543	Cisco Unified IP Phone (SIP) does not register properly after reset http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj34543

Resolved Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7970G and 7971G-GE using the SCCP and SIP versions of firmware release 8.3(1).

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 4](#) 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 7](#).

Table 4 Resolved SCCP and SIP Caveats for Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit
CSCsi81313	Directory number for primary line is in intercom history http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi81313
CSCsi93019	Cisco Unified IP Phone does not re-register properly coming out of SRST http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi93019
CSCsj02046	Ringback is not heard from SIP caller http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj02046

Documentation Updates

The following update applies to the “UI Configuration Menu Setting” section in the “Configuring Settings on the Cisco Unified IP Phone” chapter in *Cisco Unified IP Phone 7970G/7971G-GE Administration Guide for Cisco Unified Communications Manager 6.0*.

The instructions for the “To Change” option should say the following:

From Cisco Unified Communications Manager, choose **Device > Phone > Add New**. Then, from the Phone Configuration window, choose Peer Firmware Sharing from Product Specific Configuration.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

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