



Cisco Unified IP Phone Release Notes for Firmware Release 8.3(5) (SCCP and SIP)

7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7931G (SCCP only), 7911G, and 7906G

Updated June, 2008

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.3(5).

The SCCP version of firmware release 8.3(5) is compatible with Cisco Unified Communications Manager releases 6.1 and 6.0, Cisco Unified CallManager releases 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and Cisco CallManager release 3.3.

The SIP version of firmware release 8.3(5) is compatible with Cisco Unified Communications Manager releases 6.1, 6.0, and Cisco Unified CallManager releases 5.1 and 5.0.



Note

SIP firmware release 8.3(5) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.1. 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.

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

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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

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(5\) for SCCP, page 2](#)
- [Installing Firmware Release 8.3\(5\) for SIP except 7931G, page 5](#)

Installing Firmware Release 8.3(5) for SCCP

This section describes how to install firmware release 8.3(5) for SCCP.

Firmware Upgrade Issues for SCCP

The following sections describe the firmware upgrade issues for SCCP:

- [All Cisco Unified IP Phones Except 7931G, page 2](#)
- [Cisco Unified IP Phone 7931G, page 3](#)

All Cisco Unified IP Phones Except 7931G

**Note**

This section does not apply to Cisco Unified IP Phone 7931G.

The following upgrade issues apply:

- If you are currently running firmware earlier than 6.0(2) on a Cisco Unified IP Phone 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 and want to upgrade to 8.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.
- Device packs are required to enable IP Phones in the Cisco Unified Communications Manager database. For Cisco Unified CallManager 4.2 and earlier, these device packs are required. For Cisco Unified CallManager 4.3 and Cisco Unified Communications Manager 6.0 and later, you must run the device pack and reboot the Cisco Unified Communications Manager server. To access the device packs, go to the following URL, <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>.

Cisco Unified IP Phone 7931G

There are no upgrade issues for the Cisco Unified IP Phone 7931G.

Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914



Note

The following Cisco Unified IP Phone models do not support the Cisco Unified IP Phone Expansion Module 7914: 7941G-GE, 7941G, 7931G, 7911G, and 7906G.

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(5) features on your expansion module.

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** 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 CallManager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7914-sccp.5-0-3.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7914-sccp.5-0-3.cop.sgn
- 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.htm
-

Installing Firmware for the Cisco Unified IP Phone 7931G (SCCP only)

Before using the Cisco Unified IP Phone 7931G with Cisco Unified Communications Manager release 6.0 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** To download the firmware for Cisco Unified IP Phone 7931G, click the following file and follow the prompts.
 For Cisco Unified Communications Manager 6.0 and later:
cmterm-7931-sccp.8-3-5.cop.sgn
- 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-7931-sccp.8-3-5-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
-

Installing Firmware for the Cisco Unified IP Phone (SCCP) except 7931G



Note

This section does not apply to Cisco Unified IP Phone 7931G.

Before using the Cisco Unified IP Phone with Cisco CallManager 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 2](#).

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** To download the SCCP firmware for Cisco Unified IP Phone, click one of the hyperlinks from the URL in Step 1 and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7970_7971-sccp.8-3-5.exe
cmterm-7941_7961-sccp.8-3-5.exe
cmterm-7911_7906-sccp.8-3-5.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7970_7971-sccp.8-3-5.cop
cmterm-7941_7961-sccp.8-3-5.cop

cmterm-7911_7906-sccp.8-3-5.cop

- For Cisco Unified CallManager 5.0(4) and higher:

cmterm-7970_7971-sccp.8-3-5.cop.sgn

cmterm-7941_7961-sccp.8-3-5.cop.sgn

cmterm-7911_7906-sccp.8-3-5.cop.sgn

- 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.8-3-5-readme.htm

cmterm-7941_7961-sccp.8-3-5-readme.htm

cmterm-7911_7906-sccp.8-3-5-readme.htm

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

Installing Firmware Release 8.3(5) for SIP except 7931G



Note

This section does not apply to Cisco Unified IP Phone 7931G.

This section describes how to install firmware release 8.3(5) for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 6.1, 6.0 and Cisco Unified CallManager releases 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 and want to upgrade to 8.x(x), be aware that upgrading will take up to twice as long to complete as usual.

Installing Firmware for SIP

Before using the Cisco Unified IP Phone with Cisco Unified CallManager 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** To download the SIP firmware for Cisco Unified IP Phone, click one of the hyperlinks from the URL in Step 1 and follow the prompts:
- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
- cmterm-7970_7971-sip.8-3-5.cop**
- cmterm-7941_7961-sip.8-3-5.cop**

cmterm-7911_7906-sip.8-3-5.cop

- For Cisco Unified CallManager 5.0(4) and higher:

cmterm-7970_7971-sip.8-3-5.cop.sgn

cmterm-7941_7961-sip.8-3-5.cop.sgn

cmterm-7911_7906-sip.8-3-5.cop.sgn

- 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.8-3-5-readme.htm

cmterm-7941_7961-sip.8-3-5-readme.htm

cmterm-7911_7906-sip.8-3-5-readme.htm

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

Important Notes

This section contains these topics:

- [Cisco Catalyst Port Security and LLDP-MED, page 6](#)
- [Intercom History Option Removal, page 6](#)
- [Cisco Unified IP Phone Displays XML Error with Extension Mobility, page 7](#)
- [Daisy Chaining Cisco Unified IP Phones, page 7](#)
- [Support for 2008 Australia Summertime Change, page 7](#)

Cisco Catalyst Port Security and LLDP-MED

Cisco Unified IP Phone firmware release 8.3(3) and later, provides support for the LLDP-MED Link Layer protocol. LLDP is a protocol similar to CDP and used for device discovery between a LAN switch and an endpoint. Some Catalyst switches running IOS earlier than 12.2(44)SE, may not support LLDP and indicate that an extra device has been connected to the switch port.

If the Catalyst switch is using Port Security to count the number of devices connected, the appearance of an LLDP packet may cause the port count to increase, and cause the switch to disable the port. Please verify that your Catalyst switch supports LLDP, or increase the port count, before deploying this firmware.

Intercom History Option Removal

The Intercom History option has been removed from the Directories menu on the Cisco Unified IP Phones for firmware release 8.3(5). For more information, refer to [CSCsk99117](#).

Cisco Unified IP Phone Displays XML Error with Extension Mobility

When you use firmware release 8.3(5) with Cisco Unified Communications Manager 6.x, you must use Cisco Unified Communications Manager engineering special release. If this is not used, you will receive an XML parse error when you login or logout of a Cisco Unified IP Phone. Contact your Cisco support representative to obtain the engineering special software. For more information, refer to [CSCsj79645](#).

Daisy Chaining Cisco Unified IP Phones

Cisco does not support connecting an IP Phone to another IP Phone through the PC port. Each IP Phone should directly connect to a switch port. If IP Phones are connected together in a line (daisy chaining by using the PC port), the IP Phones will not work.

Support for 2008 Australia Summertime Change

Cisco Unified IP Phone firmware release 8.3(5) includes support for 2008 Australian Summertime. For more information, refer to [CSCsl16521](#).

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 8](#)
- [Resolved Caveats, page 12](#)

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**.

Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 8](#)
- [Open SCCP and SIP Caveats, page 9](#)
- [Open SIP Caveats, page 11](#)

Open SCCP Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP version of firmware release 8.3(5).

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 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 1 *Open SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5)*

Identifier	Headline and Bug Toolkit Link
CSCsI74124	Cisco Unified IP Phone 7931G stops displaying the timer counter of a held call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI74124
CSCsm27862	Cisco Unified IP Phone 7931G is stuck in boot mode while changing locale from French to Chinese http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm27862
CSCsm93615	Idle softkeys disappear on Cisco Unified IP Phone 7931G with Cisco Unified Communications Manager Express (CME) overlay line http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm93615
CSCso41717	Cisco Unified IP Phone 7931G freezes intermittently and hardware buttons stop working http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso41717
CSCso54446	Can not invoke Cisco Unified IP Phone 7931G setting menu after failover to Survivable Remote Site Telephony (SRST) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso54446

Table 1 Open SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5) (continued)

Identifier	Headline and Bug Toolkit Link
CSCso64227	Cisco Unified IP Phone 7931G cannot answer incoming call when it displays speed dial menu http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso64227
CSCso74700	Cisco Unified IP Phone 7931G call focus for connected call is lost during multiple ringing calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso74700

Open SCCP and SIP Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.3(5).

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 the Cisco Unified IP Phone for Firmware Release 8.3(5)

Identifier	Headline and Bug Toolkit Link
CSCsj14759	Incorrect display of input Arabic and English letters http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14759
CSCsj41419	In Arabic locale, Cisco Unified IP Phone displays character 'i' the same as 'l' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj41419
CSCsk63880	Cisco Unified IP Phone 7970G is stuck after long duration high Link Layer Discovery Protocol) LLDP traffic test http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk63880
CSCsm13939	Second line gets focus when Busy Lamp Field (BLF) with a button is pressed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm13939
CSCsm51731	Quickly pressing ‘?’ gets help content in English but not in local language http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm51731
CSCsm54499	Cisco Unified IP Phone cannot display all numbers http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm54499

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5) (continued)

Identifier	Headline and Bug Toolkit Link (continued)
CSCso00832	Able to create an IB partition with invalid P_Key 80:00 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso00832
CSCso02945	Cisco Unified IP Phone 7961G-GE is inoperable when button template is not received http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso02945
CSCso18592	Delay in display update on Cisco IP Manager Assistant (IPMA) manager Cisco Unified IP Phone after intercepting call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso18592
CSCso22536	Compressor Limiter Expander does not use handset table on Cisco Unified IP Phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso22536
CSCso23744	Cisco Unified IP Phone does not always advertise G.722 capability http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso23744
CSCso26500	Failure to blind transfer a call during a conference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso26500
CSCso28683	Cisco Unified IP Phone TCP stack reuses ports too soon http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso28683
CSCso34957	Active barge context does not get focus http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso34957
CSCso37421	The letter 'T' in 'Transfer' menu is too close to menu frame http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso37421
CSCso43647	No narrowband filter is applied to narrowband headsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso43647
CSCso54322	Cisco Unified IP Phone firmware locks up upon Cisco Unified Communications Manager Express (CME) registration reject http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso54322
CSCso56144	Receive Loudness Rating (RLR) and frequency mask is incorrect on retrofit wideband handsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56144

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5) (continued)

Identifier	Headline and Bug Toolkit Link (continued)
CSCso56206	Noise reduction introduces watery-sounding noise http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56206
CSCso57234	Alerting name is inconsistent on screen display and placed call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso57234
CSCso60181	Manager Cisco Unified IP Phone plays the alerting tone twice after call gets intercepted http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso60181
CSCso60968	Sidetone level is not set correctly on headsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso60968
CSCso71668	Users experience discomfort with wideband handset sidetone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso71668
CSCso73387	Cisco Unified IP Phone cannot make a call with Key Expansion Module configured http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso73387

Open SIP Caveats

Table 3 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SIP version of firmware release 8.3(5).

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 the Cisco Unified IP Phone for Firmware Release 8.3(5)

Identifier	Headline and Bug Toolkit Link
CSCso23874	‘Keep Conference’ does not work on SIP Cisco Unified IP Phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso23874
CSCso49790	SIP Cisco Unified IP Phone alert name is not in placed calls history http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso49790

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 12](#)
- [Resolved SCCP and SIP Caveats, page 12](#)
- [Resolved SIP Caveats Except 7931G, page 14](#)

Resolved SCCP Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP version of firmware release 8.3(5).

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 Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5)*

Identifier	Headline
CSCsk44273	Cisco Unified IP Phone 7931G ‘CGI/ModeInfo’ webpage is unavailable in certain scenario
CSCsl23568	Cisco Unified IP Phone 7931G displays incorrect softkeys when the shared line peer barges in
CSCsl69595	Cisco Unified IP Phone 7931G does not display the entire label configured in line page
CSCsl88522	Cisco Unified IP Phone has a problem with SCCP messages while in Survivable Remote Site Telephony (SRST) mode
CSCsl92614	Call focus of Cisco Unified IP Phone 7931G mismatches softkeys when shared line is on hold
CSCsl94138	Java exception during Cisco Unified IP Phone (SCCP) fallback from SRST mode
CSCsm37767	Cisco Unified IP Phone 7971G-GE and 7970G (SCCP) mute button is not turned on during whisper intercom
CSCso31485	Cisco Unified IP Phone 7931G speed dial under Directory are displayed in incorrect sort order
CSCso33900	Invalid SCCP message on Cisco Unified IP Phone

Resolved SCCP and SIP Caveats

[Table 5](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.3(5).

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 5](#) 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 5 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5)*

Identifier	Headline
CSCsk01478	Call is put on hold while transferring a parked call in a scenario
CSCsk36196	Broadcast traffic from traffic generator causes Cisco Unified IP Phone 7961G-GE and 7941G to crash or freeze
CSCsk57733	Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, and 7941G-GE have 'CiscoIPPhoneText' issue
CSCsl33042	Cisco Unified IP Phone running Cisco Interoperability and Collaboration System (IPICS) multicast application changes to Voice Activity Detection (VAD)
CSCsl37865	Cisco Unified IP Phone gets stuck updating locale when upgrading firmware
CSCsl46387	Cisco Unified IP Phone gives up too early on HTTP POST authentication attempt
CSCsl52227	Cisco Unified IP Phone validation of eXtensible Markup Language (XML) URL tags need to be changed
CSCsl54857	Cisco Unified Video Advantage (CVTA) connection to Cisco Unified IP Phone takes a long time
CSCsl68189	802.1X re-authorization breaks Cisco Unified IP Phone connectivity
CSCsl75154	Placed call does not contain alerting name when using translation pattern
CSCsl76090	Busy Lamp Feature (BLF) audible alerting tone with Cisco Unified IP Phone idle is not played clearly
CSCsl90471	A rule is violated in static analysis
CSCsl97954	Help menu is stuck after pressing the '5' button multiple times
CSCsm09357	Cisco Unified IP Phone does not send untagged packets after Cisco Discovery Protocol (CDP) timeout
CSCsm16299	Voice VLAN enabled is always 'NO' in Cisco Unified IP Phone setting menu
CSCsm22800	Mute button changes from red to off during an intercom call
CSCsm27527	RTPRx command handling defect
CSCsm27770	Cisco Unified IP Phone displays '???' when posting EditDial XML object
CSCsm32477	After upgrade, link state is not detected and 'EAPOL-LOGOFF' is not sent
CSCsm37201	Unable to exit corporate directory when incoming call arrives
CSCsm49188	Cisco Unified IP Phone responds successfully when the IP Phone has not executed the request
CSCsm70272	Cisco Unified IP Phone does not understand URL
CSCsm74994	XML prolog with single quotes causes Java 'StringIndexOutOfBoundsException' error
CSCsm80816	Services menu stays in the background when a barge call is picked up
CSCsm82585	Notify URL is not working on a Cisco Unified IP Phone 7970G and Cisco Unified IP Phone 7975G
CSCsm84734	Java Cisco Unified IP Phone RTPRx stream is dropped when call rings and not answered
CSCsm85880	Handsfree volume resets
CSCsm97575	Call bubble is not displayed for second line when a call is on first line
CSCso09294	Cisco Unified IP Phone 7961G-GE does not ring if there is an active call on shared line
CSCso21630	Cisco Unified IP Phone cannot answer the first incoming call after fallback

Resolved SIP Caveats Except 7931G

Table 6 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SIP version of firmware release 8.3(5).



Note

This section does not apply to the Cisco Unified IP Phone 7931G.

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 6 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 6 Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.3(5)

Identifier	Headline
CSCsk18033	Cisco Unified IP Phone (SIP) does not fallback from second Cisco Unified Communications Manager server after receiving ‘File Not Found’ error
CSCsk86731	Cisco Unified IP Phone (SIP) one-way voice with talkback feature when Real-Time Conferencing Program (RTCP) is enabled

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>

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