



Cisco Unified IP Phone Release Notes for Firmware Release 8.4(1)SR2 (SCCP and SIP)

7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7931G, 7911G, and 7906G

October 31, 2008

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.4(1)SR2.

The SCCP version of firmware release 8.4(1)SR2 is compatible with Cisco Unified Communications Manager releases 7.0, 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 8.4(1)SR2 is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager releases 5.1 and 5.0.



Note

SIP firmware release 8.4(1)SR2 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.0. 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.

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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

There is no new or changed information for firmware release 8.4(1) SR2.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(1\)SR2 for SCCP, page 2](#)
- [Installing Firmware Release 8.4\(1\)SR2 for SIP, page 4](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914, page 6](#)

Installing Firmware Release 8.4(1)SR2 for SCCP

This section describes how to install firmware release 8.4(1)SR2 for SCCP.

Firmware Upgrade Issues for SCCP



Note

There are no upgrade issues for the 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, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.
-

Installing Firmware for the Cisco Unified IP Phone (SCCP)

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, page 2](#).



Note

The Cisco Unified IP Phone 7931G is supported in Cisco Unified Communications Manager 6.0 and later.

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** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 5** Choose your phone type.

Step 6 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.8-4-1sr2.exe
cmterm-7941_7961-sccp.8-4-1sr2.exe
cmterm-7911_7906-sccp.8-4-1sr2.exe
- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7970_7971-sccp.8-4-1sr2.cop
cmterm-7941_7961-sccp.8-4-1sr2.cop
cmterm-7911_7906-sccp.8-4-1sr2.cop
- For Cisco Unified CallManager 5.0(4) and later:
cmterm-7970_7971-sccp.8-4-1sr2.cop.sgn
cmterm-7941_7961-sccp.8-4-1sr2.cop.sgn
cmterm-7911_7906-sccp.8-4-1sr2.cop.sgn
- For Cisco Unified Communications Manager 6.0 and later:
cmterm-7931-sccp.8-4-1sr2.cop.sgn

Step 7 Double-click one of the downloadable files in [Step 6](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:

cmterm-7970_7971-sccp.8-4-1sr2-readme.htm
cmterm-7941_7961-sccp.8-4-1sr2-readme.htm
cmterm-7911_7906-sccp.8-4-1sr2-readme.htm
cmterm-7931-sccp.8-4-1sr2-readme.htm

Step 8 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.4(1)SR2 for SIP

This section describes how to install firmware release 8.4(1)SR2 for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0 and Cisco Unified CallManager releases 5.1 and 5.0.

Firmware Upgrade Issues for SIP



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

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 the Cisco Unified IP Phone (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.



Note The Cisco Unified IP Phone 7931G is supported in Cisco Unified Communications Manager 6.0 and later.



Note The Cisco Unified IP Phone 7931G only supports SIP in Cisco Unified Communications Manager 7.0(1).

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 the **IP Telephony** folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 4** Choose your phone type.
- Step 5** 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.8-4-1sr2.cop
cmterm-7941_7961-sip.8-4-1sr2.cop
cmterm-7911_7906-sip.8-4-1sr2.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7970_7971-sip.8-4-1sr2.cop.sgn
cmterm-7941_7961-sip.8-4-1sr2.cop.sgn
cmterm-7911_7906-sip.8-4-1sr2.cop.sgn
 - For Cisco Unified Communications Manager 7.0(1):
cmterm-7931-sip.8-4-1sr2.cop.sgn
- Step 6** Double-click one of the downloadable files in [Step 5](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
- cmterm-7970_7971-sip.8-4-1sr2-readme.htm**
cmterm-7941_7961-sip.8-4-1sr2-readme.htm
cmterm-7911_7906-sip.8-4-1sr2-readme.htm
cmterm-7931-sip.8-4-1sr2-readme.htm
- Step 7** Follow the instructions in the Readme file to install the firmware.
-

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 8.4(1)SR2 features on your expansion module.

**Note**

The filename for Cisco Unified IP Phone Expansion Module 7914 uses SCCP, however, it supports both SCCP and SIP. This applies to IP Phones using Cisco Unified Communications Manager 7.0.

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 the **IP Telephony** folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone Expansion Module 7914 > Skinny Client Control Protocol (SCCP) Software**.
- Step 4** 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 5** Double-click one of the downloadable files in [Step 4](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
cmterm-7914-sccp.5-0-3-readme.htm
-

Important Notes

The initial startup time for Cisco Unified IP Phones in the 8.4(1) firmware will be slightly longer than with previous releases. As more features are introduced with the 8.4(1) firmware, more time is needed to initialize the internal processes. This increase in startup time is only applicable to power cycles and resets of the phone.

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

-
- | | |
|---------------|--|
| 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 7](#)
- [Open SCCP and SIP Caveats, page 8](#)
- [Open SIP Caveats, page 9](#)

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 8.4(1)SR2.

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 8.4(1)SR2*

Identifier	Headline and Bug Toolkit
CSCsr24859	Cisco Unified IP Phones (SCCP) show incorrect codec information http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr24859

Open SCCP and SIP Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(1)SR2.

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 8.4(1)SR2*

Identifier	Headline and Bug Toolkit
CSCsj34885	Audible flag is ineffective in the case of SendDigits push http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj34885
CSCso00832	Multi-tap bubble does not display characters properly with THAI locale http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso00832
CSCso56206	Noise reduction introduces watery-sounding noise http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56206
CSCsu92126	Cisco Unified IP Phone 7911G sends incorrect jitter statistics http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu92126
CSCsv00292	Extensible Authentication Protocol over LAN (EAPOL) not allowed to traverse Cisco Unified IP Phone for more than one device http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv00292

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 8.4(1)SR2.

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 8.4(1)SR2**

Identifier	Headline and BugToolkit
CSCso49790	Cisco Unified IP Phone (SIP) has no alert name in placed Calls History http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso49790
CSCsr70882	Cisco Unified IP Phone 79xx (SIP) occasionally has garbled speech path with G.729 codec http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr70882

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 9](#)
- [Resolved SCCP and SIP Caveats, page 9](#)
- [Resolved SIP Caveats, page 10](#)

Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.4(1)SR2.

Resolved SCCP and SIP Caveats

[Table 4](#) 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 8.4(1)SR2.

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 the Cisco Unified IP Phone for Firmware Release 8.4(1)SR2

Identifier	Headline
CSCsm65836	Cisco Unified IP Phone 7961G-GE multicast has slow throughput; disable flow control on BCM phones
CSCsr55945	Cisco Unified IP Phone queries primary TFTP server 12 times before failing over to secondary
CSCsr96183	Cisco Unified IP Phone stops receiving multicast audio after few times
CSCsu23948	Assistant Cisco Unified IP Phone is hung while making intercom call to two different managers
CSCsu38132	Computer Telephony Interface (CTI) controlled Cisco Unified IP Phone generates incorrect DTMF
CSCsu43219	En-bloc feature causes non-dialable characters to be dialed
CSCsu47079	Cisco Unified IP Phone 7931G and 7911G may unregister due to Cisco Discovery Protocol (CDP) hold timer expiration
CSCsu93940	Cisco Unified IP Phone fails to register to Windows Unified CM while working in mixed mode
CSCsv04751	DTMF is not squelched on Cisco Unified IP Phones, causing duplicate DTMF

Resolved SIP Caveats

There are no resolved SIP caveats for firmware release 8.4(1)SR2.

Documentation Updates



Note

The following update applies to the Cisco Unified IP Phone 7911G and 7906G.

Custom Background Images for Large Font Locales for the Cisco Unified IP Phone 7911G and 7906G

Phone background images may not display properly when large font locales such as Chinese, Japanese, and Korean are used. To modify a background image for proper display, follow these guidelines:

Use the following file sizes when creating PNG files for the Japanese locale:

- 95x28 (full size image)
- 23x8 (thumbnail image)

Upload the image files to `%TFTPPATH%\Desktops\95x28x1`.

Modify or create the List.xml file in the `%TFTPPATH%\Desktops\95x28x1` folder to include the following lines, where image.png is the name of your image file:

```
<CiscoIPPhoneImageList>
  <ImageItem Image="TFTP:Desktops/95x28x1/image.png"
    URL="TFTP:Desktops/95x28x1/image.png" />
</CiscoIPPhoneImageList>
```

For more information, see the "Creating Custom Background Images" section in the *Cisco Unified IP Phone 7906G and 7911G for Cisco Unified Communications Manager Administration Guide*.

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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