



Cisco Unified IP Phone Release Notes for Firmware Release 8.4(2) (SCCP and SIP)

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

Revised: October 15, 2009

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.4(2).

The SCCP version of firmware release 8.4(2) 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(2) 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(2) 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.

Contents

These release notes provide the following information

- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 5](#)
- [Important Notes, page 9](#)
- [Caveats, page 10](#)
- [Documentation Updates, page 16](#)
- [Obtaining Documentation and Submitting a Service Request, page 17](#)



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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

The following sections contain information on features introduced in firmware release 8.4(2).

- [Hold Status, page 2](#)
- [Missed Calls, page 3](#)
- [Restrict Unconfigured Phone Registration, page 4](#)

Hold Status

Cisco Unified Communications Manager 6.1(3) and firmware release 8.4(2) introduce the following enhancements to hold status:

- The Hold Status feature allows phones with a shared line to distinguish whether the local user placed the call on hold, or a remote (shared line) user placed the call on hold.
- If two phone users share a line and one user places a call on hold, that user's phone displays the local hold icon while the other user's phone displays the remote hold icon. In addition, on the Cisco Unified IP Phone 7906G and 7911G, the hold button is solid red on the local and remote phone. On all other supported phones, the local phone LED flashes green and the remote phone user's LED flashes green.



Note

The minimum Unified CM version for this feature is 6.1(3).

The hold status enhancement is supported on the following SCCP and SIP phones:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G

- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G
- Cisco Unified Expansion Module 7916
- Cisco Unified Expansion Module 7915
- Cisco Unified Expansion Module 7914

Where to Find More Information

- *Cisco Unified IP Phone Guide*
- *Cisco Unified IP Phone Administration Guide*

Missed Calls

The missed calls feature allows the phone administrator to specify whether missed calls will be logged in the missed calls directory for a given line appearance. This feature is supported in Cisco Unified Communications Manager 6.1(3) and later. The following information applies to the missed calls feature:

- The line can be a directory number or shared line. The default behavior is to log all missed calls on all lines.
- Missed call logging operates on a line basis. The line can be a directory number or a shared line.
- If the phone administrator configures a line appearance (share or non-shared), so that missed calls are not logged, then calls to that line are never logged in the missed call log directory, even if the calls were eventually forwarded due to no answer.
- If more than one line key gets configured on a phone, logging missed calls is dependent on the missed call log setting for each line.
- Missed call logging is controlled by an on/off configuration parameter that is sent to the phone in the configuration file.
- The Missed Calls Log configuration does not affect any existing or previous call log items.
- Calls on lines that are not logged do not affect the New Missed Call status message.
- If the phone administrator turns off the missed calls feature on the configured line appearance, the missed calls are not listed in the missed call history on that line appearance.

The following information applies to *all* calls:

- All calls received on a phone appear in the Received Calls log, regardless of the line on which they were received.
- All calls made from a phone appear in the Placed Calls log, regardless of whether they were placed from a shared or primary line.

The missed calls feature is supported on the following SCCP and SIP phones:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Where to Find More Information

- *Cisco Unified IP Phone Guide*
- *Cisco Unified IP Phone Administration Guide*

Restrict Unconfigured Phone Registration

Prior to Cisco Unified Communications Manager 6.1(3) and firmware release 8.4(2), if a Cisco Unified IP Phone had not been added to the Cisco Unified Communications Manager database and did not have auto-registration enabled, the phone would repeatedly attempt to register (unsuccessfully) with Cisco Unified Communications Manager, thus continually notifying Cisco Unified Communications Manager with these repeated registration requests.

With Cisco Unified Communications Manager 6.1(3) and firmware release 8.4(2), if auto-registration is not enabled, and the phone has not been added to the Cisco Unified Communications Manager database, the phone will not attempt to register with Cisco Unified Communications Manager. The phone will continue to display the “Configuring IP” message until auto-registration has been enabled, or until the phone has been added to the Cisco Unified Communications Manager database.



Note

The minimum Unified CM version for this feature is 6.1(3).

The registration behavior is supported on the following SCCP and SIP IP phones and devices:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G

- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G
- Cisco Analog Telephone Adapter
- VG248 Gateways

Where to Find More Information

- *Cisco Unified IP Phone Administration Guide*
- *Cisco Unified Communications Manager Administration Guide*

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(2\) for SCCP, page 5](#)
- [Installing Firmware Release 8.4\(2\) for SIP, page 7](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914, page 9](#)

Installing Firmware Release 8.4(2) for SCCP

This section describes how to install firmware release 8.4(2) 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 5](#).



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.8-4-2.exe

cmterm-7941_7961-sccp.8-4-2.exe

cmterm-7911_7906-sccp.8-4-2.exe

- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):

cmterm-7970_7971-sccp.8-4-2.cop

cmterm-7941_7961-sccp.8-4-2.cop

cmterm-7911_7906-sccp.8-4-2.cop

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

cmterm-7970_7971-sccp.8-4-2.cop.sgn

cmterm-7941_7961-sccp.8-4-2.cop.sgn

cmterm-7911_7906-sccp.8-4-2.cop.sgn

- For Cisco Unified Communications Manager 6.0 and later:

cmterm-7931-sccp.8-4-2.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.8-4-2-readme.htm

cmterm-7941_7961-sccp.8-4-2-readme.htm

cmterm-7911_7906-sccp.8-4-2-readme.htm

cmterm-7931-sccp.8-4-2-readme.htm

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

Installing Firmware Release 8.4(2) for SIP

This section describes how to install firmware release 8.4(2) 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.8-4-2.cop
cmterm-7941_7961-sip.8-4-2.cop
cmterm-7911_7906-sip.8-4-2.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7970_7971-sip.8-4-2.cop.sgn
cmterm-7941_7961-sip.8-4-2.cop.sgn
cmterm-7911_7906-sip.8-4-2.cop.sgn
 - For Cisco Unified Communications Manager 7.0(1):
cmterm-7931-sip.8-4-2.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.8-4-2-readme.htm**
cmterm-7941_7961-sip.8-4-2-readme.htm
cmterm-7911_7906-sip.8-4-2-readme.htm
cmterm-7931-sip.8-4-2-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 **S00105000400** before using the phone to support relevant 8.4(2) 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.5-0-4.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7914-sccp.5-0-4.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7914-sccp.5-0-4.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.5-0-4-readme.htm**
-

Important Notes

This section contains these topics:

- [Initial Startup Time for the Cisco Unified IP Phones](#), page 10
- [Geometric TCP](#), page 10

Initial Startup Time for the Cisco Unified IP Phones

The initial startup time for Cisco Unified IP Phones in the 8.4(2) firmware will be slightly longer than with previous releases. As more features are introduced with the 8.4(2) 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.

Geometric TCP

The Cisco Unified IP Phone firmware 7.2(1) introduced a Geometric TCP mechanism to permit IP Phones to measure the round-trip delay between the IP Phone and Unified CM, then adapt the keepalive timeout value. This provided a very accurate failover mechanism when the network delay is consistent.

However, if the network delay is inconsistent, this mechanism may cause the IP Phones to inaccurately attempt failover. The Cisco Unified IP Phone firmware 8.4(2) introduces the ability for the Network Administrator to disable this behavior, if necessary, through the **Detect Unified CM Connection Failure** parameter defined on the IP Phone device configuration. The default value is **Normal**; this Geometric TCP mechanism can be disabled if the parameter is set to **Delayed**.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 11](#)
- [Resolved Caveats, page 14](#)

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 11](#)
- [Open SCCP and SIP Caveats, page 11](#)
- [Open SIP Caveats, page 13](#)

Open SCCP Caveats

There are no open SCCP caveats for firmware release 8.4(2).

Open SCCP and SIP Caveats

[Table 1](#) 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(2).

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 10](#).

Table 1 *Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2)*

Identifier	Headline and Bug Toolkit
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
CSCsq80613	User Interface (UI) does not display the last line in Unified CM configuration http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq80613
CSCsr43681	CallBack does not work properly when directory or messages are on focus http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr43681

Table 1 **Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2) (continued)**

Identifier	Headline and Bug Toolkit
CSCsu77742	Changing TFTP server after unlocking control files do not reset Cisco Unified IP Phone to new TFTP server http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu77742
CSCsu92126	Cisco Unified IP Phone 7911G sends incorrect jitter statistics http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu92126
CSCsu99115	Cisco Unified IP Phone 7971G-GE does not change VLAN priority of DSCP for phone configuration http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu99115
CSCsv01316	Cisco Unified IP Phone can only place or answer a call using a softkey http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv01316
CSCsv04267	Cisco Unified IP Phone 7911G Hold LED does not blink or stop blinking in conference hold http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv04267
CSCsv29397	Main buttons of Cisco Unified IP Phone 7931G lose basic function when it is in Survivable Remote Site Telephony (SRST)status http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv29397
CSCsv32103	Cisco Unified IP Phone (SIP) does not send INVITE(hold) message on BiB call with silent monitoring http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv32103
CSCsv36246	Callback UI with incorrect icon does not get cleared after directory number is dialed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv36246
CSCsv41894	Cisco Unified IP Phone mediaStream receive volume and basic call mixing bug http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv41894
CSCsv42063	‘Call back’ message is incorrect when Java is configured under message context http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv42063
CSCsv42210	‘Call back’ notification will not come to front http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv42210
CSCsv48350	Cisco Unified IP Phone cannot register to Unified CM after changing Cisco Discovery Protocol (CDP) setting on network port http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv48350

Table 1 **Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2) (continued)**

Identifier	Headline and Bug Toolkit
CSCsv48456	Transfer from Cisco Unified IP Phone 7961G PC port to PC assumes priority c/ the other direction http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv48456
CSCsv50978	Call Back 'Dial' softkey does not work when speaker is disabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv50978
CSCsv51230	Press '<<' allows the 'Save' softkey to be active while setting 802.1x password http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv51230
CSCsv54006	Service page exits automatically when call is made from Fastdial http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv54006
CSCsv54188	Two Cisco Unified IP Phones ccharge in shared line at the same time, one fails http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv54188
CSCsv58277	The location of intercom call is incorrect on the Cisco Unified IP Phone 7970G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv58277
CSCsv58992	Directory service partly fails when failover occurs http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv58992
CSCsv61474	Cisco Unified IP Phone does not take subscriber as standby Unified CM when fallback from subscriber to publisher http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv61474
CSCsv63782	Light status is incorrect when configuration 'Auto answer' is on shared line http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv63782
CSCsv63858	Phone log out Personal Directory when dialing a Fastdial directory number http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv63858
CSCsv66401	Virtual Player is not supported if service vendor is Cisco Systems, Inc. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv66401

Open SIP Caveats

Table 2 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(2).

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 10](#).

Table 2 *Open SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2)*

Identifier	Headline and BugToolkit
CSCsr70882	Cisco Unified IP Phone (SIP) occasionally has garbled speech path with G.729 codec http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr70882
CSCsv06030	Cisco Unified IP Phone 7971G-GE and 7970G (SIP) gets UI error when placing fast dial call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv06030

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 14](#)
- [Resolved SCCP and SIP Caveats, page 14](#)
- [Resolved SIP Caveats, page 16](#)

Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.4(2).

Resolved SCCP and SIP Caveats

[Table 3](#) 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(2).

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 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 10](#).

Table 3 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2)*

Identifier	Headline
CSCsk83382	Cisco Unified IP Phone update needed for Venezuela time zone change
CSCs174124	Cisco Unified IP Phone 7931G stops displaying the timer counter of a held call
CSCsm13939	Second line gets focus when Busy Lamp Field (BLF) with button is pressed.

Table 3 **Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2) (continued)**

Identifier	Headline
CSCsm35191	Cisco Unified IP Phone 7961G-GE and 7941G-GE PLK issue, Do Not Disturb (DND) shows ‘???’ on display
CSCsm56180	JAI interaction with conference feature fails to complete conference
CSCsm65836	Cisco Unified IP Phone 7961G-GE multicast slow throughput—disable flow control on BCM phones
CSCso26500	Failed to blind transfer a call during a conference
CSCsq58044	Inconsistency between alerting name and placed call on screen display
CSCsq62805	Cisco Unified IP Phone 7961x and 7941x flickers with Cisco Unified IP Phone 7911G backward compatibility flicker fix
CSCsq83332	Cisco Unified IP Phone 7961G-GE, 7962G, 7942G, and 7941G UI does not refresh the soft key clearly
CSCsq85593	Cisco Unified IP Phone 7971G and 7971G-GE do not respond to resets while at maximum number of registered devices
CSCsq86253	Cisco Unified IP Phone sends incorrect Unified CM name when DHCP Domain Name Servers (DNS) have 63 entries
CSCsq88576	Cisco Unified IP Phone incorrectly pads frames less than 64 bytes
CSCsq96330	Cisco Unified IP Phone 7911G cannot switch to call UI when it is in placed call screen
CSCsq96346	Cisco Unified IP Phone 7911G offhook should not dial out when call comes in at SD screen
CSCsr07269	Call through H.323 ICT, holds call, resumes, and drops call
CSCsr14566	Hash table enumerator when using IPPM gives error
CSCsr22771	Double DHCP request send out by Cisco Unified IP Phone
CSCsr39509	Memory leak in font support code detected
CSCsr55945	Cisco Unified IP Phone queries the primary TFTP server twelve times before failing over to secondary
CSCsr69637	Intercom call will be dropped when there is a pre-dial number
CSCsr73685	Cannot end barge call when ‘EndCall’ softkey is not in first page
CSCsr96183	Cisco Unified IP Phone stops receiving mulitcast audio after few times
CSCsu07181	Cannot dial from Directories menu after exiting from ‘EditDial’
CSCsu11357	Third generation Cisco Unified IP Phones do not take Argentina time zone
CSCsu18154	Cisco Unified IP Phone prompts as ‘line in use’ but all lines are in idle state
CSCsu33043	Disabling the speakerphone does not take effect after Cisco Unified IP Phone fallback
CSCsu38132	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
CSCsu47935	‘HTTP GET’ with ‘ACCEPT’ header over 300 characters causes ‘400 Bad Request’ message
CSCsu52580	Cisco Unified IP Phone does not set ‘secs’ field in ‘DHCPDiscover’ message
CSCsu67742	Intercom call timer reset to ‘0’ when settings menu is accessed during active call

Table 3 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2) (continued)

Identifier	Headline
CSCsu93940	Cisco Unified IP Phone fails to register to Windows Unified CM working in mixed mode
CSCsv01132	Cisco Unified IP Phone resets when barging into conference
CSCsv04751	DTMF is not squelched on Cisco Unified IP Phones, causing duplicate DTMF
CSCsv11576	Incorrect softkey is displayed in 'Call Details' when speaker is disabled

Resolved SIP Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SIP versions of firmware release 8.4(2).

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 10](#).

Table 4 Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(2)

Identifier	Headline and Bug Toolkit Link
CSCsr01092	No way to place a call on secondary line of Cisco Unified IP Phone (SIP)
CSCsv06030	Cisco Unified IP Phone 7971G-GE and 7971G (SIP) gets UI error when placing fast dial call

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 `%TFTPATH%\Desktops\95x28x1`.

Modify or create the List.xml file in the `%TFTPATH%\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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