



# Cisco Unified IP Phone Release Notes for Firmware Release 8.4(3) (SCCP and SIP)

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

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**January 13, 2009**

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.4(3).

The SCCP version of firmware release 8.4(3) 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(3) 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**

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SIP firmware release 8.4(3) 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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## Contents

These release notes provide the following information

- [Related Documentation, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 6](#)
- [Caveats, page 6](#)
- [Documentation Updates, page 14](#)
- [Obtaining Documentation and Submitting a Service Request, page 15](#)



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

## Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(3\) for SCCP, page 2](#)
- [Installing Firmware Release 8.4\(3\) for SIP, page 4](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914, page 5](#)

## Installing Firmware Release 8.4(3) for SCCP

This section describes how to install firmware release 8.4(3) for SCCP.

### Firmware Upgrade Issues for SCCP



#### Note

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

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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

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- 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)**.
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## 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.

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To download and install the firmware, follow these steps:

#### Procedure

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- 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** Choose either **Session Initiation Protocol (SIP)** or **Sk Skinny Client Control Protocol (SCCP)**.
- Step 7** Choose **8.4(3)** under the **Latest Releases** folder.
- Step 8** To download the SCCP firmware for Cisco Unified IP Phone, click one of the hyperlinks from the URL in Step1 and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:  
**cmterm-7970\_7971-sccp.8-4-3.exe**

**cmterm-7941\_7961-sccp.8-4-3.exe**

**cmterm-7911\_7906-sccp.8-4-3.exe**

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

**cmterm-7970\_7971-sccp.8-4-3.cop**

**cmterm-7941\_7961-sccp.8-4-3.cop**

**cmterm-7911\_7906-sccp.8-4-3.cop**

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

**cmterm-7970\_7971-sccp.8-4-3.cop.sgn**

**cmterm-7941\_7961-sccp.8-4-3.cop.sgn**

**cmterm-7911\_7906-sccp.8-4-3.cop.sgn**

- For Cisco Unified Communications Manager 6.0 and later:

**cmterm-7931-sccp.8-4-3.cop.sgn**

**Step 9** Double-click one of the downloadable files in [Step 8](#), and click the Readme hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware:

**cmterm-7970\_7971-sccp.8-4-3-readme.html**

**cmterm-7941\_7961-sccp.8-4-3-readme.html**

**cmterm-7911\_7906-sccp.8-4-3-readme.html**

**cmterm-7931-sccp.8-4-3-readme.html**

**Step 10** Follow the instructions in the Readme file to install the firmware.

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## Installing Firmware Release 8.4(3) for SIP

This section describes how to install firmware release 8.4(3) 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.

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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. 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.8-4-3.cop**  
**cmterm-7941\_7961-sip.8-4-3.cop**  
**cmterm-7911\_7906-sip.8-4-3.cop**
  - For Cisco Unified CallManager 5.0(4) and later:  
**cmterm-7970\_7971-sip.8-4-3.cop.sgn**  
**cmterm-7941\_7961-sip.8-4-3.cop.sgn**  
**cmterm-7911\_7906-sip.8-4-3.cop.sgn**
  - For Cisco Unified Communications Manager 7.0(1):  
**cmterm-7931-sip.8-4-3.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.8-4-3-readme.htm**
  - cmterm-7941\_7961-sip.8-4-3-readme.htm**
  - cmterm-7911\_7906-sip.8-4-3-readme.htm**
  - cmterm-7931-sip.8-4-3-readme.htm**
- Step 7** Follow the instructions in the Readme file to install the firmware.
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## 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(3) 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**
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## Important Notes

The initial startup time for Cisco Unified IP Phones in the 8.4(3) firmware will be slightly longer than with previous releases. As more features are introduced with the 8.4(3) 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 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

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

This section contains these topics:

- [Open SCCP Caveats, page 7](#)
- [Open SCCP and SIP Caveats, page 8](#)
- [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 8.4(3).

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(3)**

Headline	Headline and Bug Toolkit
<a href="#">CSCsv78707</a>	Cisco Unified IP Phone 7970G cannot prompt callback message when directory is opened <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv78707">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv78707</a>
<a href="#">CSCsw16056</a>	Cisco Unified IP Phone (SCCP) cannot access Personal Directory or Corporate Directory after shutdown switchport of primary server <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw16056">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw16056</a>

## 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(3).

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(3)**

Identifier	Headline and Bug Toolkit
<a href="#">CSCso00832</a>	Multi-tap Bubble does not display characters properly with THAI locale <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso00832">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso00832</a>
<a href="#">CSCso56206</a>	Noise reduction introduces watery-sounding noise <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso56206">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso56206</a>
<a href="#">CSCsq80613</a>	User Interface (UI) does not display the last line in Unified CM configuration <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq80613">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq80613</a>
<a href="#">CSCsr43681</a>	CallBack does not work properly when directory or messages are on focus <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr43681">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr43681</a>
<a href="#">CSCsu99115</a>	Cisco Unified IP Phone 7971G does not change VLAN priority of DSCP for phone configuration <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu99115">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu99115</a>
<a href="#">CSCsv29397</a>	Main buttons of Cisco Unified IP Phone 7931G lose basic function when it is in Survivable Remote Site Telephony (SRST) status <a href="http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv29397">http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv29397</a>

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

Identifier	Headline and Bug Toolkit
CSCsv42210	Call back notification will not come to front <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv42210">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv42210</a>
CSCsv44772	Touching hyperlink appearance immediately invokes associated action <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44772">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44772</a>
CSCsv44974	Long string is not shown properly on Cisco Unified IP Phone screen <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44974">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44974</a>
CSCsv47837	Cisco Unified IP Phone registers incorrect Directory Number (DN) with SRST <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv47837">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv47837</a>
CSCsv48350	Cisco Unified IP Phone cannot register to Unified CM after changing Cisco Discovery Setting (CDP) setting on network port <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv48350">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv48350</a>
CSCsv51230	Pressing << allows <b>Save</b> to be pressed in 802.1x password set <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv51230">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv51230</a>
CSCsv53005	'Image.getRGB()' field returns zero values <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv53005">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv53005</a>
CSCsv54006	Service page exits automatically when call is made from Fast Dials <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54006">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54006</a>
CSCsv54183	Cisco Unified IP Phone 7961G/G-GE responds slowly, then core dumps when running XML <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54183">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54183</a>
CSCsv58137	Blue block covers the entire Form title <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv58137">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv58137</a>
CSCsv58277	The location of intercom call is incorrect on Cisco Unified IP Phone 7970G <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv58277">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv58277</a>
CSCsv61474	Cisco Unified IP Phone does not take subscriber as standby Unified CM when fallback from subscriber to publisher <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv61474">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv61474</a>

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

Identifier	Headline and Bug Toolkit
CSCsv63858	Cisco Unified IP Phone logs out of Personal Directory when dialing a Fast Dial DN out <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv63858">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv63858</a>
CSCsv69814	Cannot dial numbers prefixed with a + <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv69814">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv69814</a>
CSCsv72585	There is no cursor in the text box <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv72585">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv72585</a>
CSCsv73297	Pressing 1,2, and 3 cannot move focus to relative date in off-the-form editor <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv73297">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv73297</a>
CSCsv75677	Cisco Unified IP Phone prompts 'To Unknown Number' when pressing digits, then holds call <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv75677">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv75677</a>
CSCsv77807	Cisco Unified IP Phone gets incorrect prompt in status line of EditDial <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv77807">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv77807</a>
CSCsv78688	Cisco Unified IP Phone loses Call History records after reset if phone logs out from Extension Mobility (EM) <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv78688">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv78688</a>
CSCsv79038	Cisco Unified IP Phone cannot stop playing long callback tone when dialing out <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv79038">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv79038</a>
CSCsv81268	'Select' is no longer displayed after selecting a non-existing service <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv81268">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv81268</a>
CSCsv81371	Offhook cannot dial the selected number in directory Speed Dial <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv81371">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv81371</a>
CSCsv84358	Ending a call placed to Cisco Unified IP Phone causes scrambled information on the User Interface (UI) <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv84358">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv84358</a>
CSCsv84614	Cisco Unified IP Phones cannot start up successfully after hard factory reset <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv84614">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv84614</a>

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

Identifier	Headline and Bug Toolkit
<a href="#">CSCsv86654</a>	Handle current call menu is limited to primary line on Cisco Unified IP Phone <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv86654">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv86654</a>
<a href="#">CSCsv90621</a>	Cisco Unified IP Phone displays a blank EM page when trying to select EM quickly <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv90621">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv90621</a>
<a href="#">CSCsv96578</a>	Repeated softkey presses makes exclusive choice-group item become invisible <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv96578">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv96578</a>
<a href="#">CSCsv97219</a>	CallBack notification cannot be displayed when directory is on focus <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv97219">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv97219</a>
<a href="#">CSCsw18969</a>	Idle URL opens when user performs some operations <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw18969">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw18969</a>
<a href="#">CSCsw20965</a>	Idle URL will prompt when Settings or Directories is opened <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw20965">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw20965</a>
<a href="#">CSCsw21438</a>	Cisco Unified IP Phone does not DHCP again after deleting control file <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw21438">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw21438</a>
<a href="#">CSCsw24232</a>	Visual Voicemail is not accessible again after exiting from call back notification <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw24232">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw24232</a>
<a href="#">CSCsw92547</a>	Screen focus cannot switch to intercom call plane from the application plane <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw92547">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw92547</a>

## 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(3).

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(3)

Identifier	Headline and BugToolkit
<a href="#">CSCsr70882</a>	Cisco Unified IP Phone (SIP) occasionally has garbled speech path with G.729 codec <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr70882">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr70882</a>
<a href="#">CSCsw15419</a>	Cisco Unified IP Phone (SIP) shows registered with SRST even all services are down <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw15419">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw15419</a>
<a href="#">CSCsw16022</a>	Cisco Unified IP Phone (SIP) cannot access Personal Directory or Corporate Directory after shutdown of primary server Unified CM service <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw16022">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw16022</a>

## Resolved Caveats

This section contains these topics:

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

## Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.4(3).

## 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(3).

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(3)

Identifier	Headline
<a href="#">CSCsk83382</a>	Cisco Unified IP Phone update needed for Venezuela time zone change
<a href="#">CSCsm80194</a>	Programmable Line Key (PLK) icon does not display correctly
<a href="#">CSCso26500</a>	Failed to blind transfer a call during a conference
<a href="#">CSCso51090</a>	Cisco Unified IP Phone 7911G gets stuck at speed dial screen
<a href="#">CSCsq07205</a>	‘Strace’ sometimes stops outputting syslogs

**Table 4**      **Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(3) (continued)**

<b>Identifier</b>	<b>Headline</b>
CSCsq26986	SendDigits URI is not working
CSCsq59013	SECD Application Programming Interface (API) addition to support SecurityInfo and Certificate interface
CSCsq83494	Cisco Unified IP Phone keeps playing busy tone after a certain procedure
CSCsq96346	Cisco Unified IP Phone 7911G offhook should not dial out when call comes in at SD screen
CSCsq98235	Extension Mobility login or logout does not exit the login or logout screen
CSCsr09164	Recording and BiB interactions are not working properly in Unified CM
CSCsr14566	Hash table enumerator when using IPPM gives error
CSCsr22771	Double DHCP request send out by Cisco Unified IP Phone
CSCsr55945	Cisco Unified IP Phone queries the primary TFTP server twelve times before failing over to secondary
CSCsr73685	Cannot end barge call when 'EndCall' softkey is not in first page
CSCsr94431	Services display is inconsistent with Messages and Directories display
CSCsr96183	Cisco Unified IP Phone stops receiving mulitcast audio after few times
CSCsu07181	Cannot dial from Directories menu after exiting from 'EditDial'
CSCsu18154	Cisco Unified IP Phone prompts as 'line in use' but all lines are in idle state
CSCsu27965	Phone ring is not terminated when the call is picked up
CSCsu30367	Cisco Unified IP Phone downloads the same image which is already in it
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
CSCsu93940	Cisco Unified IP Phone fails to register to Windows Unified CM working in mixed mode
CSCsu96743	The 'OK' button in the middle of the navigator keypad does not work in 802.1x UI
CSCsv01132	Cisco Unified IP Phone resets when barging into conference
CSCsv01316	Cisco Unified IP Phone can only place or answer a call using the softkey
CSCsv01347	Cannot reset Cisco Unified IP Phone using #
CSCsv03350	Fast dial menu will not disappear on Cisco Unified IP Phones
CSCsv04267	Cisco Unified IP Phone 7911G Hold LED does not blink or stop blinking while in conference hold
CSCsv04751	DTMF is not squelched on Cisco Unified IP Phones, causing duplicate DTMF
CSCsv06835	Disabling speaker or headset does not take effect after Cisco Unified IP Phone fallback
CSCsv11576	Incorrect softkey is displayed in 'Call Details' when speaker is disabled
CSCsv39786	Cisco Unified IP Phone 7911G is stuck after exiting from speed dial

**Table 4** Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(3) (continued)

Identifier	Headline
<a href="#">CSCsv51074</a>	Headset cannot be invoked on Cisco Unified IP Phones
<a href="#">CSCsv82384</a>	Touch screen does not work under Directories
<a href="#">CSCsv97404</a>	Cisco Unified IP Phone 7970G loses line appearances after login or logout from EM several times

## Resolved SIP Caveats

[Table 5](#) 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(3).

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 SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(3)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsu08148</a>	Cisco Unified IP Phone (SIP) Abbrdial call to busy number shows AbbrDial as called number
<a href="#">CSCsv06030</a>	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 `%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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