Cisco Unified IP Phone Release Notes for Firmware Release 8.5(2) (SCCP and SIP)

7975G, 7971G-GE, 7970G, 7965G, 7962G, 7961G-GE, 7961G, 7945G, 7942G, 7941G-GE, 7941G, 7931G, 7911G, and 7906G

Updated: July 16, 2009

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.5(2).The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones.

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G	SCCP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1, 4.3, 4.2, and 4.1
Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G	SIP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1
Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7911G, and 7906G	SCCP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and Cisco CallManager 3.3
Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7911G, and 7906G	SIP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1 and 5.0
Cisco Unified IP Phone 7931G	SCCP	Cisco Unified Communications Manager 7.1, 7.0, 6.0 and 6.1
Cisco Unified IP Phone 7931G	SIP	Cisco Unified Communications Manager 7.0 and later
Cisco Unified Expansion Module 7916	SCCP and SIP	Cisco Unified Communications Manager 6.1 and later

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Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified Expansion Module 7915	SCCP and SIP	Cisco Unified Communications Manager 6.1 and later
Cisco Unified Expansion Module 7914	SCCP and SIP	Cisco Unified Communications Manager 7.1 and earlier

Note SIP firmware release 8.5(2) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.1. 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.

Contents

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

Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

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

New and Changed Information

This section contains information on features introduced in firmware release 8.5(2).

Secure Icon

Beginning with Cisco Unified Communications Manager Release 7.1(2), Cisco Unified Communications Manager will use a different method of calculating which Security icon to send to Cisco Unified IP Phones. Prior to this release, the type of Security icon that Cisco Unified Communications Manager sent to Unified IP Phones was based solely on the audio stream involved in a call or conference. However, in Cisco Unified Communications Manager Release 7.1(2), both the video stream (if applicable) and the audio stream are involved in the calculation that Cisco Unified Communications Manager makes to determine which Security icon the phones should display.

All media involved in the call must be secure in order for the Lock (Encrypted) icon to display on the phone. For example, if the audio is encrypted but the video is not encrypted, the Security icon displayed will not be the Lock (Encrypted) icon because the call as a whole is not encrypted. Instead, the Shield (Authenticated) icon, if one exists for the given phone model, displays on the phone. For phones that do not support Shield icons, these phones will not display any Security icon for an Authenticated call or conference.

For a table which shows which type of security icon to expect for various call scenarios, see the *Cisco Unified Communications Manager Security Guide,* "Security Icons" section.

New Behavior for Security-Tone Feature

In releases prior to Cisco Unified Communications Manager Release 7.1(2), a security tone would play to indicate that a call was "protected," which meant that two phones on a call were configured for Protected mode and that the phones were receiving and transmitting encrypted audio. Beginning with Cisco Unified Communications Manager Release 7.1(2), if a video stream is also involved in the call, the security tone will play only if both phones are receiving and transmitting encrypted video as well as encrypted audio.

For More Information

See the following documentation:

- *Cisco Unified IP Phone Administration Guide* for your phone model—This manual provides information on the Security icons that your phone supports as well as general information about what each icon represents.
- *Cisco Unified Communications Manager Security Guide*—This manual includes provides detailed information about encrypted, protected and authenticated calls. This manual also provides a matrix for when various types of calls and conferences are considered encrypted, protected or authenticated.

802.1x EAP-FAST and EAP-TLS Authentication

Firmware release 8.5(2) introduces the EAP-FAST and EAP-TLS authentication mechanisms to authenticate a phone to the network. In addition, this feature allows the system administrator to control the 802.1x status of the phone from the Cisco Unified Communications Manager phone administration page, or allows the user to control the status from the phone configuration window.

The user can control the 802.1x phone status using the UI menu **Settings > Security Configuration > 802.1X Authentication > Device Authentication**.

If the system administrator sets the status from the Unified CM Phone Configuration window to **Enabled** or **Disabled**, it cannot be changed using the phone UI. If the system administrator selects the **User Controlled** (default) option from the Unified CM phone administration page, the user can control the 802.1x status on the phone.

Note The EAP-FAST and EAP-TLS authentication protocols should be used with Access Control Server (ACS) version 4.2 or later.

Note The ACS 4.2 feature, EAP-FAST Authorization Bypass, should be used if minimal provisioning is desired.

The 802.1x EAP-FAST and EAP-TLS features are supported on the following SIP and SCCP phones:

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

Where to Find More Information

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

IPv6 Support

IPv6 supports Cisco Unified IP Phones (SCCP only) for firmware release 8.5(2).

IPv6 Ready Certification

Cisco Systems, Inc. received UNH Phase 1 IPv6 Certification in firmware release 8.5(2).

Off-Hook Abbreviated Dialing

Cisco Unified Communications Manager release 7.1(2) introduces Off-Hook Abbreviated Dialing. The user can initiate Off-Hook Abbreviated Dialing while conferencing a call, while transferring a call, or while placing a new call after putting a call on hold.

Note The phone must be assigned a softkey set that includes the **AbbrDial** softkey before it can be used. The softkey can be assigned by using the Softkey Template Configuration for the following states—Offhook, Offhook with Feature, and Digits After First.

The following Cisco Unified IP Phones (SCCP and SIP) support Off-Hook Abbreviated Dialing:

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

Where to Find More Information

- *Cisco Unified IP Phone Guide*

- *Cisco Unified IP Phone Administration Guide*

Test Tone

Cisco Unified IP Phones support a "test tone," which allows administrators to troubleshoot echo on a call as well as to test lost plan volume levels.

Supported Cisco Unified IP Phones

The following Cisco Unified IP Phones support test tone:

- 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

Procedure for Creating a Test Tone

Note When measuring echo, make sure you first set the input and output levels to 0 dB gain/attenuation on the trunk. This is set for the gateway (in Cisco Unified Communications Manager for MGCP) or under IOS CLI for H.323 or SIP.

Step 1 Place a call.

Step 2 Once the call is established, press the Help button twice, or press **Settings > Status > Call Statistics**.

The Call Statistics screen and Tone softkey should appear.

Step 3 Press the **Tone** softkey.

The phone generates a 1004 Hz tone at -15 dBm. For a good network connection, the tone sounds at the call destination only. For a bad network connection, the phone generating the tone may receive echo from the destination phone.

Step 4 To stop the tone, end the call.

For information on interpreting the results of test tone for volume and echo, refer to the following document:

http://www.cisco.com/en/US/docs/ios/solutions_docs/voip_solutions/EA_ISD.html

Installation Notes

This section contains these topics:

Installing Firmware Release 8.5(2) for SCCP

This section describes how to install firmware release 8.5(2) for SCCP.

Firmware Upgrade Issues for SCCP

Note This section applies to the Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7911G, and 7906G.

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 Software page.

Step 3 Choose the **IP Telephony** folder by clicking **+**.

Step 4 Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.

Step 5 Choose your Cisco Unified Communications Manager version.

Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager release, 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 7.

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 Software 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 **Skinny Client Control Protocol (SCCP) Software**.

Step 7 Choose **8.5(2)** under the **Latest Releases** folder.

Step 8 To download the SCCP firmware for the Cisco Unified IP Phone, click one of the hyperlinks and follow the prompts:

- For Cisco Unified CallManager 4.2 and earlier (firmware files only):

  cmterm-7975-sccp.8-5-2.zip

  cmterm-7970_7971-sccp.8-5-2.zip

  cmterm-7945_7965-sccp.8-5-2.zip

  cmterm-7942_7962-sccp.8-5-2.zip

  cmterm-7941_7961-sccp.8-5-2.zip

  cmterm-7911_7906-sccp.8-5-2.zip

- For Cisco Unified CallManager 4.3 and earlier:

  cmterm-7975-sccp.8-5-2.exe

  cmterm-7970_7971-sccp.8-5-2.exe

  cmterm-7945_7965-sccp.8-5-2.exe

  cmterm-7942_7962-sccp.8-5-2.exe

  cmterm-7941_7961-sccp.8-5-2.exe

  cmterm-7911_7906-sccp.8-5-2.exe

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

  cmterm-7970_7971-sccp.8-5-2.cop

  cmterm-7941_7961-sccp.8-5-2.cop

  cmterm-7911_7906-sccp.8-5-2.cop

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

  cmterm-7975-sccp.8-5-2.cop.sgn

  cmterm-7970_7971-sccp.8-5-2.cop.sgn

  cmterm-7945_7965-sccp.8-5-2.cop.sgn

  cmterm-7942_7962-sccp.8-5-2.cop.sgn

  cmterm-7941_7961-sccp.8-5-2.cop.sgn

  cmterm-7911_7906-sccp.8-5-2.cop.sgn

- For Cisco Unified Communications Manager 6.0 and later:

  cmterm-7931-sccp.8-5-2.cop.sgn

Step 9 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-7975-sccp.8-5-2-readme.html

cmterm-7970_7971-sccp.8-5-2-readme.html

cmterm-7945_7965-sccp.8-5-2-readme.html

cmterm-7942_7962-sccp.8-5-2-readme.html

cmterm-7941_7961-sccp.8-5-2-readme.html

cmterm-7911_7906-sccp.8-5-2-readme.html

cmterm-7931-sccp.8-5-2-readme.html

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

Installing Firmware Release 8.5(2) for SIP

This section describes how to install firmware release 8.5(2) for SIP.

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.

Firmware Installation Procedure 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://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 **Session Initiation Protocol (SIP) Software**.

Step 7 Choose **8.5(2)** under the **Latest Releases** folder.

Step 8 To download the SIP firmware for the Cisco Unified IP Phone, click one of the hyperlinks and follow the prompts:

- For Cisco Unified CallManager 5.0 and later: (firmware files only)

  cmterm-7975-sip.8-5-2.zip

  cmterm-7970_7971-sip.8-5-2.zip

  cmterm-7945_7965-sip.8-5-2.zip

  cmterm-7942_7962-sip.8-5-2.zip

  cmterm-7941_7961-sip.8-5-2.zip

  cmterm-7911_7906-sip.8-5-2.zip

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

  cmterm-7975-sip.8-5-2.cop

  cmterm-7970_7971-sip.8-5-2.cop

  cmterm-7945_7965-sip.8-5-2.cop

  cmterm-7942_7962-sip.8-5-2.cop

  cmterm-7941_7961-sip.8-5-2.cop

- **cmterm-7911_7906-sip.8-5-2.cop**

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

  cmterm-7975-sip.8-5-2.cop.sgn

  cmterm-7970_7971-sip.8-5-2.cop.sgn

  cmterm-7945_7965-sip.8-5-2.cop.sgn

  cmterm-7942_7962-sip.8-5-2.cop.sgn

  cmterm-7941_7961-sip.8-5-2.cop.sgn

  cmterm-7911_7906-sip.8-5-2.cop.sgn

Step 9 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-7975-sip.8-5-2-readme.html

cmterm-7970_7971-sip.8-5-2-readme.html

cmterm-7945_7965-sip.8-5-2-readme.html

cmterm-7942_7962-sip.8-5-2-readme.html

cmterm-7911_7906-sip.8-5-2-readme.html

cmterm-7931-sip.8-5-2-readme.html

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

Installing Firmware for the Cisco Unified IP Phone Expansion Module

This section contains these topics:

Installing 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/G-GE, 7931G, 7911G, and 7906G.

Note You can add a maximum of two Expansion Modules to the Cisco Unified IP Phone 7975G, 7965G, and 7962G.

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.

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 8.5(2) features on your expansion module.

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 **Cisco Unified IP Phone Expansion Module 7914**.

Step 6 Choose **Skinny Client Control Protocol (SCCP) Software**.

Step 7 Choose **5.0(4)** under the **Latest Releases** folder.

Step 8 To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:

- For Cisco Unified Communications Manager 4.3 and earlier:

  cmterm-7914-sccp.5-0-4.exe

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

  cmterm-7914-sccp.5-0-4.cop

- For Cisco Unified Communications Manager 5.0(4) and later:

cmterm-7914-sccp.5-0-4.cop.sgn

Step 9 Click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

cmterm-7914-sccp.5-0-4.readme.html

Installing the Cisco Unified IP Phone Expansion Module 7916 and 7915

Before you use the Cisco Unified IP Phone Expansion Module 7916 or Cisco Unified IP Phone Expansion Module 7915, you must load the expansion module with firmware release **B016-1-0-3** before using the phone to support relevant 8.5(2) features on your expansion module.

Note The Cisco Unified IP Phones 7975G, 7965G, and 7962G support the Cisco Unified IP Phone Expansion Module 7915 and Cisco Unified IP Phone Expansion Module 7916. You can add a maximum of two expansion modules to these phones.

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 **Cisco Unified IP Expansion Module 7916** or **Cisco Unified IP Expansion Module 7915**.

Step 5 Choose **1.0(3)** under the **Latest Releases** folder.

Step 6 To download the firmware for Cisco Unified IP Phone Expansion Module 7916 or Cisco Unified IP Phone Expansion Module 7915, click one of the following hyperlinks and follow the prompts:

For Cisco Unified CallManager 4.3 and 4.2 (SCCP firmware files only):

- **cmterm-7915.1-0-3.zip**
- **cmterm-7916.1-0-3.zip**

For Cisco Unified Communications Manager 5.1 and later:

- **cmterm-7915.1-0-3.cop.sgn**
- **cmterm-7916.1-0-3.cop.sgn**

For Cisco Unified CallManager 4.3 and 4.2 (SCCP only):

- **cmterm-7915.1-0-3.exe**
- **cmterm-7916.1-0-3.exe**

Step 7 Click one of the downloadable files in Step 6, and click the Readme hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware:

cmterm-7915_7916.1-0-3-readme.html

Caveats

This section contains these topics:

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

There are no open SCCP caveats for firmware release 8.5(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 8.5(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 13.

Table 1 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2)

Identifier	Headline and Bug Toolkit
CSCsq80613	User interface (UI) does not display the bottom line in Cisco Unified Communications Manager (Unified CM) configuration
CSCsq99216	Survivable Remote Site Telephony (SRST)subject name is not displayed in the trust list
CSCsu96404	Cisco Unified IP Phone resets during stress testing
CSCsu99115	Cisco 7971G-GE does not change VLAN priority of Differentiated Services Code Point (DSCP) for phone configuration
CSCsv54006	Service page exits automatically when call is made from Fastdials
CSCsv72585	There is no cursor in text box
CSCsx50822	Font size of displayed text changes intermittently
CSCsy20255	Cisco Unified IP Phone 7965G is too sensitive to background sound
CSCsy33132	Cisco Unified IP Phone has VQ noise suppression fading effects
CSCsy65956	Call back message does not show on Cisco Unified IP Phone 7931G UI
CSCsy66574	Cisco Unified IP Phone resets while input '..#..' in the text box
CSCsy83671	Barge and cBarge works sporadically for Cisco Unified IP Phone 7931G
CSCsy99819	Cisco Unified IP Phone 7961G/G-GE LSC update fails and requires a manual power cycle on bulk phones
CSCsz21776	Cisco Unified IP Phone 7962G fails attempt to re-register after MAC is changed in Unified CM
CSCsz30959	'Requesting...' message remains if Extension Mobility (EM) SURL is pressed
CSCsz38201	Add Real Time Protocol (RTP) fix to Cisco Unified IP Phone
CSCsz46050	Cisco Unified IP Phone is stuck on Cisco logo display
CSCsz68389	Noise reduction causes saturated speech on handsfree send

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 8.5(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 13.

Table 2 Open SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2)

Identifier	Headline and Bug Toolkit
CSCsy50272	Cisco Unified IP Phone (SIP) shows incorrect softkey set when Speed Dial button is pressed

Resolved Caveats

This section contains these topics:

Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.5(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 8.5(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 13.

Table 3 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2)

Identifier	Headline and Bug Toolkit
CSCso00832	Multi-tap bubble does not display characters properly in Thai locale
CSCso47272	Not able to download many of the locales on Cisco Unified IP Phone
CSCsq80613	UI does not display the bottom line in Unified CM configuration
CSCsr50587	Hear dial tone when using dial URI with 'audiblefeedback=0'
CSCsu96371	Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G do not strip tag configured in PC VLAN
CSCsv48209	Cisco Unified IP Phone may lose ringer volume adjustment during ringing status
CSCsv58137	A blue block covers the entire form title
CSCsv61474	Cisco Unified IP Phone does not take subscriber as standby Unified CM server on fallback from subscriber to publisher
CSCsv73297	Pressing the 1, 2, and 3 buttons cannot move focus to relative date in off-the-form editor

Table 3 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2) (continued)

Identifier	Headline and Bug Toolkit
CSCsv78688	Cisco Unified IP Phone loses call history records after reset if logout from EM
CSCsv91112	No ring back tone when resuming, after calling party initiates a blind transfer
CSCsv96578	Repeated softkey presses makes exclusive choice group item become invisible
CSCsw21438	Cisco Unified IP Phone does not re-DHCP after deleting Control (CTL) file
CSCsw21610	Cisco Unified IP Phone stops sending LLDP after unplugging or plugging in ethernet cable
CSCsw41937	Cisco Unified IP Phone has inconsistent behavior if TFTP6 or TFTP4 server is down
CSCsw53481	Cisco Unified IP Phone 7911G and 7931G do not show contrast background picture
CSCsw54967	En-bloc dialing for Forced Authorization Codes (FAC) is not working
CSCsw68718	Cisco Unified IP Phone 7971G-GE is not able to operate properly after over 10 minutes of Link Layer Discovery Protocol (LLDP) traffic attack
CSCsw70772	UI is different between SIP and SCCP Cisco Unified IP Phone when ‘Disable Speakerphone’ is active
CSCsw78125	Callback fails after an operation in directory
CSCsw92197	Cisco Unified IP Phone cannot pickup sidetone parameter after applying the configuration on Unified CM
CSCsw92547	Screen focus cannot switch to intercom call plane from application plane
CSCsw94545	DHCP options are not getting updated after IP renewal
CSCsw99711	Cannot use the emulator for development on Cisco Unified IP Phone
CSCsx02046	Receive DC offset may trigger idle tones on Cisco Unified IP Phone 7975G, 7965G, 7962, 7945G, and, 7942G
CSCsx09480	Cisco Unified IP Phone sends SIP 501 message instead of 405 message
CSCsx13295	After setting menu is unlocked, no ‘edit’ softkey on TFTP item
CSCsx17351	Cisco Unified IP Phone gets incorrect remote-in-use UI in personal directory
CSCsx23561	Cisco Unified IP Phone reports inaccurate K-Factor scores for G.729
CSCsx32772	Cisco Unified IP Phone 7965G, 7961G-GE, 7945G, and 7941G-GE French Locale corporate directory search menu is in English
CSCsx37253	Unable to distinguish between a RTP stop triggered by application and user
CSCsx40571	Setting, Directory, and Service UI does not get focus after upper layer is closed
CSCsx50793	Text displayed in font style italic appears cut at the end
CSCsx52963	Push registry dynamic connection does not work for incoming UDP Datagram
CSCsx57707	Cisco Unified IP Phone loses Virtual VLAN information when connect under the same switch port with IP Communicator
CSCsx64088	Cisco Unifed IP Phone cannot dial directory number from Directory after call back
CSCsx65625	Cisco Unified IP Phone 7931G mute button is not working although light is on if handset is onhook
CSCsx72441	En-bloc dialing does not work when pressing line button to dial
CSCsx72587	Cisco Unified IP Phone 7975G call bubbles are incorrect after three calls
CSCsx74525	En-bloc dialing parses dial URI incorrectly
CSCsx77873	Call duration timer is incorrect

Table 3 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2) (continued)

Identifier	Headline and Bug Toolkit
CSCsx78437	Cisco Unified IP Phone 7975G, 7965G, 7962G, 7954G, and 7942G has high amplitude; clipped calls are distorted
CSCsx81844	Cisco Unified IP Phone is stuck in reset loop after upgrade
CSCsx82484	Cisco Unified IP Phone 7971G-GE, 7970G, 7961G/G-GE, 7941G/G-GE, 7931G, 7911G, and 7906G cannot upgrade firmware load.
CSCsx93839	Display idle timeout does not follow after using phone buttons
CSCsx99067	Cisco Unified IP Phone registers to incorrect Unified CM if subscribed to a service with host name
CSCsy05390	TextBox string does not display when constraint is changed
CSCsy10900	Cisco Unified IP Phone 7970G does not hunt to 'SEPcnf.xml' upon TFTP error code 0
CSCsy16998	Cisco Unified IP Phone sticks when in Settings operation
CSCsy17782	Fatal Error results when trying to open CVM as a shared library
CSCsy19354	Audible tone disappears when numerical keys are pressed
CSCsy20255	Cisco Unified IP Phone 7965G is sensitive to background sound
CSCsy23733	Cisco Unified IP Phone freezes when receiving a call
CSCsy25882	Error signing in Visual Voicemail with a manually configured IPv6 address
CSCsy33790	Speed dial in Cisco Unified IP Phone 7911G and 7906G is not the same as other phones
CSCsy34687	Cisco Unified IP Phone 'Span to PC port' configuration is lost if it fails to reach TFTP
CSCsy70398	Cisco Unified IP Phone configures time zone US Eastern Standard Time (EST) without Daylight Savings TIme (DST), displays the time with DST
CSCsy73121	Active call is dropped, unexpectedly, while answering call on second line
CSCsy78650	Error message appears while pressing the personal directory or corporate directory key, twice, via Secure URL
CSCsy79204	Cisco Unified IP Phone loses call history records after resetting if phone logs out from Extension Mobility
CSCsy83709	ouch screen does not work anymore if service interaction with call back
CSCsy86882	Cisco Unified IP Phone resets if you update item value in 'CustomItem sizeChanged()' method
CSCsz00565	Cisco Unified IP Phone core dumps while testing 'hping2 TCP SYN' flood to port 80
CSCsz03113	Cisco Unified IP Phone ARP cache is not updated by gratuitous ARP requests
CSCsz08601	Cisco Unified IP Phone 7931G does not return to application menu from call UI after call ends
CSCsz16726	Empty pop-up choice group displays a white square between navigation arrows
CSCsz19974	Speaker is disabled and messages application does not work together properly

Resolved SIP Caveats

Table 4 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SIP version of firmware release 8.5(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 13.

Table 4 Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(2)

Identifier	Headline and Bug Toolkit
CSCso40588	Cisco Unified IP Phone 7941G/G-GE (SIP) cannot sync to NTP server
CSCsw29857	Cisco Unified IP Phone (SIP) cannot monitor shared line after failover or fallback
CSCsx60672	Cisco Unifed IP Phone (SIP) UI is incorrect after failover
CSCsx65956	Cisco Unified IP Phone (SIP) fails to join after specific operating sequence
CSCsx72478	Feature Off-hook Abbreviated Dial (SIP) does not work
CSCsx78392	Cisco Unified IP Phone (SIP) cannot dial the second directory number from directory
CSCsy16422	Cisco Unified IP Phone (SIP) disconnects the call after two hours

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:

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