



Cisco Unified SIP Phone 3951 and 3911 Release Notes for Firmware Release 8.1(2)

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Use these release notes with the Cisco Unified SIP Phone 3951 and 3911, running firmware release 8.1(2).



Note

The Cisco Unified SIP Phone 3951 is available only in Asia Pacific and Latin American countries.

Firmware release 8.1(2) is supported by Cisco Unified Communications Manager releases 6.1, 6.0, and 5.1.



Note

Firmware release 8.1(2) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager releases 6.1, 6.0, and 5.1. Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

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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/ps7193/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

Important Notes

This section contains these topics:

- [Shared Line Support, page 2](#)
- [DTMF Support on Cisco Unified SIP Phone 3951 and 3911, page 2](#)

Shared Line Support

Shared lines are not supported on Cisco Unified SIP Phone 3951 and 3911. The following guides erroneously state that shared lines are supported:

- *Cisco Unified SIP Phone 3951 Administration Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3951 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3911 Administration Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*

DTMF Support on Cisco Unified SIP Phone 3951 and 3911

Cisco Unified SIP Phone 3951 and 3911 require the use of gateways with media termination point (MTP) transcoders that support RFC 2833, such as the Cisco 3825 Router in order to support dual tone multi-frequency (DTMF). You can configure the system to support DTMF by either configuring the MTP

on a transcoding device that supports RFC 2833 or by checking the Require DTMF Reception check box for each registered Cisco Unified SIP Phone 3951 and 3911 in Cisco Unified Communications Manager Administration, Phone Administration window.

Installation Notes

This section contains information on installing firmware release 8.1(2).

Installing Firmware Release 8.1(2) on Cisco Unified Communications Manager

This section describes how to install firmware release 8.1(2) on Cisco Unified Communications Manager.

Firmware Installation Procedure

Before using the Cisco Unified SIP Phone 3951 and 3911 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



Note

For Cisco Unified Communications Manager 5.0 and earlier, you need to install a device pack or upgrade your version of Cisco Unified Communications Manager to 5.1 or later. Refer to the readme file in [Step 3](#) for more information on this procedure.

To download and install the firmware, follow these steps:

Procedure

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- Step 1** To access the firmware files, go to this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-3900ser>
- Step 2** On that website, click the following hyperlink, and follow the prompts to download the firmware:
For Cisco Unified Communications Manager release 6.1, 6.0, and 5.1:
cmterm-3911_3951-sip.8-1-2.cop.sgn
- Step 3** Go back to the URL shown in Step 1, click the following hyperlink and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-3911_3951-sip.8-1-2-Readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
-

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 4](#)

- [Resolved Caveats, page 5](#)

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**.
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Open Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified SIP Phone 3951 and 3911 firmware release 8.1(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, page 4](#).

Table 1 *Open Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(2)*

Identifier	Headline and Bug Toolkit Link
CSCsm16260	Cisco Unified SIP Phone 3911 only supports up to a maximum of 50 characters of Cisco Unified Communications Manager Fully Qualified Domain Name (CCM FQDN) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm16260

Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified SIP Phone 3951 and 3911 firmware release 8.1(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 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, page 4](#).

Table 2 Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(2)

Identifier	Headline and Bug Toolkit Link
CSCsj50639	Cisco Unified SIP Phone 3911 should use the first Cisco Unified Communications Manager (CUCM) server with highest priority http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj50639
CSCsj66332	Cisco Unified SIP Phone 3911 should register to TFTP server when Cisco Unified Communications Manager is invalid http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj66332
CSCsj66346	Cisco Unified SIP Phone 3911 should not use element to register http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj66346
CSCsj75913	Cisco Unified SIP Phone 3911 displays more information than it gets from UPDATE message http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj75913
CSCsk24961	Cisco Unified SIP Phone 3911 does not play reorder tone correctly http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk24961
CSCsk34162	Cisco Unified SIP Phone 3911 should use the first Cisco Unified Communications Manager (CUCM) server with highest priority http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk34162
CSCsk36371	Cisco Unified SIP Phone 3911 does not play ringback tone during transfer scenario http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk36371
CSCsk45930	Cisco Unified SIP Phone 3911 gets echo after mute is disabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk45930
CSCsk99891	Cisco Unified SIP Phone 3911 does not play reorder tone correctly in Spanish network locale http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk99891

Table 2 Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(2) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsI02017	The inside dial-tone of the Cisco Unified SIP Phone 3911 Brazilian network locale is not correct http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI02017
CSCsI03746	Cisco Unified SIP Phone 3911 reorder tone of Romanian network locale is not correct http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI03746
CSCsI05583	Cisco Unified SIP Phone 3911 inside dialtone of Finnish network locale is not correct http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05583
CSCsI05604	T2 of re-sending REGISTER request is not four seconds http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05604
CSCsI05614	No 'Max Forwards' header field in BYE request http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05614
CSCsI05615	Response to the second BYE request is '200 OK' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05615
CSCsI05648	Cisco Unified SIP Phone sends '400' instead of '481' to unmatched BYE request http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05648
CSCsI05658	Session does not terminate after 64*T1 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI05658
CSCsI07792	Cisco Unified SIP Phone 3911 CLI command shows incorrect network locale information http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI07792
CSCsI22719	Cisco Unified SIP Phone tries to register several times a second http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI22719
CSCsI62681	Cisco Unified SIP Phone 3911 sends incorrect DTMF digit when pressing # or * http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI62681
CSCsI62697	Cisco Unified SIP Phone 3911 displays incorrect caller ID while pressing digits and accessing the menu http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI62697
CSCsI96548	Cisco Unified SIP Phone 3911 does not do a resolution with option 66 with domain name http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsI96548

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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