



# Cisco Unified SIP Phone 3951 and 3911 Release Notes for Firmware Release 8.1(3)

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**March 27, 2009**

Use these release notes with the Cisco Unified SIP Phone 3951 and 3911, running firmware release 8.1(3).



**Note**

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

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Firmware release 8.1(3) is supported by Cisco Unified Communications Manager (Unified CM) releases 7.0, 6.1, 6.0, and 5.1.



**Note**

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Firmware release 8.1(3) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager releases 7.0, 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](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](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)

## New and Changed Information

There is no new or changed information for firmware release 8.1(3).

## Installation Notes

This section contains information on installing firmware release 8.1(3).

## Installing Firmware Release 8.1(3) on Cisco Unified Communications Manager

This section describes how to install firmware release 8.1(3) 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.

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://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 SIP Phones 3900 Series**.
- Step 5** Choose your phone type.
- Step 6** Choose **Session Initiation Protocol (SIP)**.
- Step 7** Under the **Latest Releases** folder, choose **8.1(3)**.
- Step 8** On that website, click the following hyperlink, and follow the prompts to download the firmware:  
**cmterm-3911\_3951-sip.8-1-3.cop.sgn**
- Step 9** Under the Additional Information section, which contains installation instructions for the corresponding firmware, click the Readme file hyperlink:  
**cmterm-3911\_3951-sip.8-1-3-Readme.html**
- Step 10** Follow the instructions in the Readme file to install the firmware.
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## Important Notes

This section contains important notes for firmware release 8.1(3).

## DTMF Support on Cisco Unified SIP Phone 3951 and 3911

In order to support dual tone multi-frequency (DTMF), 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. 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 Configuration window.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 3](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 4](#)

## 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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- 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

There are no open caveats for firmware release 8.1(3).

## Resolved Caveats

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

**Table 1** *Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(3)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsm77599</a>	Cisco Unified SIP Phone 3911 does not support enough dial plan rules <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsm77599">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsm77599</a>
<a href="#">CSCso93303</a>	Cisco Unified SIP Phone 3911 locks up intermittently after choosing Directories <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso93303">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso93303</a>
<a href="#">CSCsq55314</a>	Cisco Unified SIP Phone registration fails and is stuck after Unified CM restart <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq55314">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq55314</a>

**Table 1** Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(3) (continued)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsr06325</a>	Cisco Unified SIP Phone 39x1 cannot return to idle when onhook <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr06325">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr06325</a>
<a href="#">CSCsw43014</a>	Session progress messages after alerting on Cisco Unified SIP Phone 3951 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw43014">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw43014</a>
<a href="#">CSCsw89858</a>	Brazil is changing the start date for Daylight Savings Time (DST) in 2008 to 19 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq89858">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq89858</a>

## Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Unified SIP Phone documentation was released.

## 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*

## Mute Button Reference

In the “Understanding Buttons and Hardware” section of the *Cisco Unified SIP Phone 3951 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1* and *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*, there is an erroneous reference to the “Using the Handset and Speakerphone” section for the Mute Button. The correct reference is the “Using Mute” section.

# 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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