



Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Release Notes for Firmware Release 9.2(1) (SCCP)

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The information in this release note applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961.

Use these release notes with Cisco Unified IP Phone 6921, 6941, 6945, and 6961 running firmware release 9.2(1). This version of firmware is compatible with Cisco Unified Communications Manager 7.1.3 and later.

Contents

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

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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/ps10326/tsd_products_support_series_home.html



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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

Cisco Unified Communications Manager Express Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html

New and Changed Information

This section contains these topics:

- [Classic Ringtones, page 2](#)
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Classic Ringtones

The Classic Ringtones feature supports 29 ring tones: 2 embedded in the phone firmware and 27 downloaded from the Cisco Unified Communications Manager. The feature makes the available ring tones common with other Cisco Unified IP Phones.

The following Cisco Unified IP Phone (SCCP) models support the Classic Ringtones feature:

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

EnergyWise

Cisco EnergyWise program promotes company-wide sustainability by monitoring, reporting, and reducing energy consumption across an entire corporate infrastructure. In the Cisco Unified IP Phone firmware, the EnergyWise feature allows phones to participate in an EnergyWise-enabled system. The phones can report power usage to the EnergyWise domain to allow the tracking and control of power within the customer premise.

In the Cisco Unified IP Phones, the EnergyWise feature enables the phone to sleep (power down) and wake (power up). A sleeping phone reduces energy consumption, typically into the 0 to 1 watt range. The administrator sets a working schedule of days, power up times, and power down times for each phone. At the scheduled power down time, the phone automatically powers down, and at the scheduled power up time, the phone automatically powers up.

The following Cisco Unified IP Phones (SCCP) support EnergyWise in this release:

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Cisco IOS support

In order for the phones to receive the power down and power up messages, the switch must also support the EnergyWise feature. The following table shows the versions of the Cisco switches that support EnergyWise.

Network Device	Cisco IOS release	EnergyWise Phase	EnergyWise Engineering Version	EnergyWise capable phone support
Cisco Catalyst 2000/3000 Series Switches	12.2 (50) SE	1.0	0.6n	No
	12.2 (52) SE	2.0	(rel2)	No
	12.2 (53) SE	2.0	(rel2_25)	No
	12.2 (53) SE1	2.0	(rel2_5)	No
	12.2 (53) SE2	2.0	(rel2_5)	No
	12.2 (55) SE	2.0	(rel2_6)	No
	12.2 (58) SE	2.5	(rel2_7)	Yes
Cisco Catalyst 4500 and 4900 Series Switches	15.0(2) SG	2.0	(rel2_6)	Yes
	3.2.0 SG	2.0	(rel2_6)	Yes
Cisco Catalyst 6000 Series Switches	12.2(33) SXI4	2.0	(rel2)	No
	12.2(33) SXJ	2.0	(rel2_6)	Yes

Limitations

For phones with EnergyWise support, the Cisco Unified CM release 7.1, 8.0 and 8.5 require device pack installation. The EnergyWise is included in Cisco Unified CM release 8.6.

Enhanced Call Forward Notification

The Enhanced Call Forward Notification feature provides additional call information to display in the notification window when a call forwards. This additional information includes the name or number of phone that forwarded the call. The type of information displayed is set by the system administrator.

The Enhanced Call Forward Notification feature is supported on the following phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

HTTP Download

The HTTP Download feature enhances the file download process to the phone. By default, the phone uses HTTP. If the HTTP download fails, the phone reverts to using the TFTP download.

This feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

IPv6 Support

The Internet Protocol version 6 (IPv6) is an updated version of the current Internet Protocol, IPv4. IPv6 uses a 128-bit address and provides end-to-end security capabilities, enhanced Quality of Service (QoS), and increased number of available IP addresses. Cisco Unified IP Phones support the use of IPv6 only with the Skinny Call Control Protocol (SCCP).

This feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Missed Call Logs

The Missed Call Logs feature allows a user to specify whether missed calls are logged in the missed calls directory for a given line appearance.

This feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945

- Cisco Unified IP Phone 6961

Multiple Calls per Line Appearance

The Multiple Calls Per Line feature supports multiple calls for each line. By default, your phone supports two active calls per line, and a maximum of six active calls per line. Your system administrator can adjust this number of active calls (not exceeding six calls) according to your need. Only one call can be connected at any time; other calls are automatically placed on hold.

This feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Limitations

The system supports up to a maximum of 6 calls per line.

For phones with SCCP, the Cisco Unified Communications Manager must be running Release 8.6 or later to support the feature.

SSH Access

The SSH Access settings option allows the administrator to enable or disable the SSH port on the phone using Cisco Unified CM Administration. When enabled, it allows the phone to accept the SSH connections. Disabling the SSH server functionality of the phone blocks the SSH access to the phone. This setting is disabled by default.

This feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Limitations

For phones with SSH access, the Cisco Unified CM release 7.1, 8.0 and 8.5 require device pack installation. The SSH is included in Cisco Unified CM release 8.6.

UCR 2008 Support

The Unified Capabilities Requirements (UCR) 2008 feature provides the following functions:

- Support for Federal Information Processing Standard (FIPS) 104-2 Level 1—The phone requires the following functions:
 - Power On Self Testing—To ensure that the appropriate encryption algorithms are available. If the phone does not have the correct modules in the firmware, the phone will fail to boot.
 - Cisco Unified Communications Manager to be set up for FIPS compliance (for example, disabling 802.1x EAP-MD5).

- Support of IPv4 and IPv6 addressing
- Support of 80-bit SRTCP Tagging—The phone handles both 32-bit and 80-bit SRTCP tags.
- DSCP tagging for network management traffic
- Multilevel Precedence and Preemption (MLPP)—When placing a call, users can select a precedence level and have the call preempt an existing call of a lower priority.

The UCR 2008 feature is supported on the following Cisco Unified IP Phones (SCCP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Limitations

For UCR 2008 support, the Cisco Unified CM release 7.1, 8.0 and 8.5 require device pack installation. The UCR 2008 is included in Cisco Unified CM release 8.6.

Installation Notes

This section contains these sections:

- [Installation Upgrade Notes, page 6](#)
- [Installing Cisco Unified Communications Manager, page 7](#)
- [Installing Cisco Unified Communications Manager Express, page 7](#)
- [Installing Firmware Release 9.2\(1\) for Cisco Unified IP Phone 6921, 6941, and 6961 \(SCCP\), page 8](#)
- [Installing Firmware Release 9.2\(1\) for Cisco Unified IP Phone 6945 \(SCCP\), page 8](#)

Installation Upgrade Notes

Direct upgrades, using unsigned load files, are supported to firmware releases 8.5, 9.x. You can use the following firmware release file for these direct upgrades. For Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP):

- 8.5 - **cmterm-69xx-sccp.9-2-1-0-uns.cop.sgn**
- 9.x - **cmterm-69xx-sccp.9-2-1-0.cop.sgn**



Note

Converting SIP to previous 9.1(1) SCCP does not work due to a known issue CSCtj89983. The workaround is to perform factory reset after upgrade completes.



Note

Converting previous 9.1(1) SCCP to SIP does not support Auto-Registration due to a known issue CSCth26499.

**Note**

A direct upgrade from firmware release 9.0(x) to 9.2(1) is supported. After you upgrade from an earlier firmware release to 9.2(1) and for subsequent firmware releases, you can upgrade or downgrade only to signed firmware releases.

Before You Begin

If you are using unsigned load and want to upgrade Cisco Unified Communication Manager to release 8.5 and later then manually install unsigned load to upgrade because phone load upgrade will fail due to signed load in Cisco Unified Communication Manager by default.

Installing Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone 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 Cisco Unified Communications Manager version, 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 **Products > Voice and Unified Communications > IP Telephony**.
- Step 3** Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.
- Step 4** Choose your Cisco Unified Communications Manager version.
-

Installing Cisco Unified Communications Manager Express

To download and install the Cisco Unified Communications Manager Express version, 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 **Products > Voice and Unified Communications > IP Telephony**.
- Step 3** Choose **Call Control > Cisco Unified Communications Manager Express**.
- Step 4** Choose your Cisco Unified Communications Manager Express version from the *Select a File to Download* section.
-

Installing Firmware Release 9.2(1) for Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP)

To download and install the phone firmware, follow these steps:

Procedure


- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>
- Step 2** Log in to the **Products > Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 6900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Skinny Client Control Protocol (SCCP) Software**.
- Step 5** Choose **9.2(1)** under the **Latest Releases** folder.
- Step 6** To download the SCCP firmware for the Cisco Unified IP Phone, choose one of the following firmware releases. Click the **Download Now** or **Add to cart** button and follow the prompts:
- **cmterm-69xx-sccp.9-2-1-0.cop.sgn**
 - **cmterm-69xx-sccp.9-2-1-0-uns.cop.sgn**
-  **Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
-
- Step 7** Click the **+** next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme files is in the Additional Information section, which contains installation instructions for the corresponding firmware:
- **cmterm-6921_6941_6961-sccp.9-2-1-0-readme.html**
 - **cmterm-6921_6941_6961-sccp.9-2-1-0-uns-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
-

Installing Firmware Release 9.2(1) for Cisco Unified IP Phone 6945 (SCCP)

To download and install the phone firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>
- Step 2** Log in to the **Products > Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 6900 Series**.
- Step 3** Choose **Cisco Unified IP Phone 6945**.
- Step 4** Choose **Skinny Client Control Protocol (SCCP) Software**.

- Step 5** Choose **9.2(1)** under the **Latest Releases** folder.
- Step 6** To download the SCCP firmware for the Cisco Unified IP Phone, choose one of the following firmware releases. Click the **Download Now** or **Add to cart** button and follow the prompt:
- **cmterm-6945-sccp.9-2-1-0.cop.sgn**
-  **Note** If you added the firmware file to the cart, click the Download Cart link when you are ready to download the file.
- Step 7** Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme files is in the Additional Information section, which contains installation instructions for the corresponding firmware:
- **cmterm-6945-sccp.9-2-1-0-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
-

Important Notes

The following section contains important information that applies to Cisco Unified IP Phone 6921, 6941, 6945, and 6961.

Queuing and Notification Limitation

The Cisco Unified IP Phone 6921, 6941, 6945, and 6961 does not support the queuing and notification architecture to ensure serialization for XSI objects. Between each XML service item, the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 will wait 3 seconds for each command to finish process. For more information, refer to [CSCtn62201](#) using the Software Bug Toolkit.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 9](#)
- [Open Caveats, page 10](#)
- [Resolved Caveats, page 10](#)

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

[Table 1](#) lists open caveats for SCCP firmware release 9.2(1).

Table 1 *Open Caveats for the Cisco Unified IP Phone 6921, 6941, 6945 and 6961 for SCCP Firmware Release 9.2(1)*

Identifier	Headline
CSCtq11545	The Cisco Unified IP Phone 6921 and 6941 not showing “Call History” for Unknown numbers
CSCtq45335	Off-hook dialing failed when maximum numbers call is set to 2

Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 6921, 6941, and 6945 using SCCP firmware release 9.2(1).

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”](#) section on page 9.

Table 2 *Resolved Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(1)*

Identifier	Headline
CSCtj38017	SSRC field in RTP Stream Packet is always zero
CSCtI21054	The Cisco Unified IP Phone 6941 (SCCP) cannot play DTMF tone locally when talk to SCCP phone
CSCtI44834	French locale for Cisco Unified IP Phone 6921 does not translate the word FOR
CSCtn40216	Wrong power allocated for Cisco Unified IP Phone 6941 phone due to incorrect power negotiation
CSCtn80214	The Cisco Unified IP Phone 6900 Series in hunt group are not showing alerting name of hunt pilot
CSCto11099	CiscoIPPhoneIconMenu Problem on Cisco Unified IP Phone 6941
CSCto29810	Dejitter buffer issues with Cisco Unified IP Phone 6921
CSCto31256	The Cisco Unified IP Phone 6900 Series are unable to upgrade over WAN when the total download time takes longer than 10 minutes
CSCto35575	DSCP is not set in sccp message when Cisco Unified IP Phone 6921 (SCCP) is changed to encrypted mode
CSCto45233	Recording Tone options on phone page do not work for Cisco Unified IP Phone 6900 Series
CSCto64448	The Cisco Unified IP Phone 6941 EM Username and pin display are not on same page
CSCtk14885	The Cisco Unified IP Phone 6921 returns XML Error[4] when processing the raw file with “audio/basic” MIME type
CSCtk18587	The Cisco Unified IP Phone 6900 series freezes for certain call flows

Table 3 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 6945 using SCCP firmware release 9.2(1).

Table 3 *Resolved Caveats for the Cisco Unified IP Phone 6945 for Firmware Release 9.2(1)*

Identifier	Headline
CSCtI82286	The Cisco Unified IP Phone 6945 does not play multicast audio broadcasts

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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