



# Cisco Unified IP Phone 6921, 6941, and 6961 Release Notes for Firmware Release 9.2(4) (SCCP and SIP)

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The information in these release notes apply to the Cisco Unified IP Phone 6921, 6941, and 6961.

Use these release notes with Cisco Unified IP Phone 6921, 6941, and 6961 running Firmware Release 9.2(4) (SCCP and SIP). This version of firmware is compatible with Cisco Unified Communications Manager 7.1(5) and later.

## Contents

These release notes provide the following information:

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## New and changed features

There are no new or changed features for this release.



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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/partner/products/sw/voicesw/products.html#N41AA25>

### 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 Business Edition 5000 Documentation

Refer to the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 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)

### Cisco Business Edition 3000 Documentation

Refer to the *Cisco Business Edition 3000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/ps11370/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11370/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](http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html)

## Installation notes

This section contains the following information:

- [Installation upgrade notes, page 2](#)
- [Install Cisco Unified Communications Manager, page 3](#)
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- [Install Firmware Release 9.2\(4\) for Cisco Unified IP Phone 6921, 6941, and 6961 \(SIP\), page 3](#)
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## Installation upgrade notes

Direct upgrades, using signed load files, are supported from Firmware Release 9.x to 9.2(4). You can use the following firmware release file for these direct upgrades.

For Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP and SIP):

**cmterm-69xx-sccp.9-2-4-3.cop.sgn**



**Note** You cannot convert SIP to previous 9.1(2) SCCP. Instead, perform a factory reset after the upgrade completes.



**Note** If you convert 9.1(2) SCCP to SIP, Auto-Registration is not supported. This is a known issue (CSCth26499).



**Note** A direct upgrade from Firmware Release 9.0(x) to 9.2(4) is supported. After you upgrade from an earlier firmware release to 9.2(4) and for subsequent firmware releases, you can upgrade or downgrade only to signed firmware releases.

## Install Cisco Unified Communications Manager

For instructions on installing Cisco Unified Communications Manager, see the version of *Installing Cisco Unified Communications Manager* specific to your release at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html)

You must install Cisco Unified Communications Manager 7.1(5) or later for Firmware Release 9.2(4) (SCCP and SIP) to function.

## Install Cisco Unified Communications Manager Express

For instructions on installing Cisco Unified Communications Manager Express, see the version of *Cisco Unified Communications Manager Express System Administration Guide* specific to your release at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps4625/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps4625/prod_installation_guides_list.html)

## Install Firmware Release 9.2(4) for Cisco Unified IP Phone 6921, 6941, and 6961 (SIP)

Follow these steps to download and install the phone firmware:

### 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 **Session Initiation Protocol (SIP) Software**.
- Step 5** Choose **9.2(4)** in the **Latest Releases** folder.

- Step 6** To download the SIP firmware for the Cisco Unified IP Phone, choose the following firmware release file. Click the **Download Now** or **Add to cart** button and follow the prompts:

**cmterm-69xx-sip.9-2-4-3.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 filename 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-sip.9-2-4-3-readme.html**

- Step 8** Follow the instructions in the readme file to install the firmware.

## Install Firmware Release 9.2(4) for Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP)

Follow these steps to download and install the phone firmware:

### 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(4)** in the **Latest Releases** folder.
- Step 6** To download the SCCP firmware for the Cisco Unified IP Phone, choose the following firmware release file. Click the **Download Now** or **Add to cart** button and follow the prompts:

**cmterm-69xx-sccp.9-2-4-3.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** To access the readme file for this firmware then click the + next to the firmware filename in the Download Cart section. The hyperlink for the readme files is in the “Additional Information” section and it contains installation instructions for the corresponding firmware:

**cmterm-6921\_6941\_6961-sccp.9-2-4-3-readme.html**

- Step 8** Follow the instructions in the readme file to install the firmware.

# Caveats

This section contains these topics:

- [Use the Bug Toolkit, page 5](#)
- [Open caveats, page 5](#)
- [Resolved caveats, page 6](#)

## Use the Bug Toolkit

Known problems (bugs) are graded according to severity level. This publication contains descriptions of:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems with the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use the Software Bug Toolkit:

### Procedure

- 
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in 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 Cisco Unified IP Phone 6921, 6941, and 6961 using Firmware Release 9.2(4).

For more information about an individual defect, you can click the Identifier or go to the URL shown. You must be a registered Cisco.com user to access this online information.

These tables are a snapshot of the defects that were open at publication time. For an updated view of open defects, access Bug Toolkit as described in the [“Use the Bug Toolkit” section on page 5](#).

**Table 1** *Open caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(4) SCCP and SIP*

Identifier	Headline
<a href="#">CSCtu09371</a>	When Speaker is enabled, low audio observed when both the parties speak
<a href="#">CSCty32822</a>	6900 Series Phone Does Not Pass DTMF When IPPA Screen is Displayed
<a href="#">CSCty78785</a>	6961 - Going off hook on two phones at same time causes strange behavior
<a href="#">CSCty78955</a>	69xx Unable to stop blinking LINE LED after receiving calls
<a href="#">CSCty78977</a>	6961 freeze when receiving multiple calls simultaneously
<a href="#">CSCty84518</a>	GPickup: 6961 switch from call A to Call B after going in handset mode
<a href="#">CSCty90462</a>	“Call Transfer Successful” appear on shareline if Transfer Onhook enable
<a href="#">CSCty47732</a>	The off-dial or speaker dial do not work in Phone Directory

## Resolved caveats

[Table 2](#) lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phone 6921, 6941, and 6961 using SIP Firmware Release 9.2(4). [Table 3](#) lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phone 6921, 6941, and 6961 using SCCP Firmware Release 9.2(4).

For more information about an individual defect, you can click the Identifier or go to the URL shown. You must be a registered Cisco.com user to access this online information.

These tables are a snapshot of the defects that were open at publication time. For an updated view of open defects, access Bug Toolkit as described in the [“Use the Bug Toolkit”](#) section on page 5.

**Table 2** *Resolved caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(4) SIP*

Identifier	Headline
<a href="#">CSCtx60073</a>	69xx phones non standard Not Enough Bandwidth message absent
<a href="#">CSCty26962</a>	"Not enough bandwidth" message shown on 69xx phones after call ends
<a href="#">CSCty42109</a>	6921 SiP: phone freeze when clear status message
<a href="#">CSCtr97656</a>	Default ringtones for 6961 phones not working in version 9-2-1-0
<a href="#">CSCtr64203</a>	69xx phones display "call ended" after services message is sent
<a href="#">CSCtt99696</a>	6941 Unable to disable corporate directory
<a href="#">CSCtt19954</a>	Reset network configuration and set Admin Vlan it does not take effect
<a href="#">CSCtu40868</a>	69XX unable to show conference details
<a href="#">CSCtw93646</a>	6941 / 6961 phones may freeze after many successive calls
<a href="#">CSCtw50013</a>	RTPRx sent to 6941 phone, but no sound is heard
<a href="#">CSCtt38347</a>	CME 6961 - Cannot Tell Which Line has Message Waiting
<a href="#">CSCtw85062</a>	69XX phone fails to play Multicast MoH, user hears Tone on Hold instead
<a href="#">CSCtw79504</a>	Service menu down when Publisher goes down - 6941

**Table 2** *Resolved caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(4) SIP*

Identifier	Headline
CSCtw91562	Phone go to SRST when DNS server down and no ipv6 address
CSCtw66416	69XX Hebrew words/characters are reversed when XML is parsed
CSCtx02578	EM does not work with service provisioning set to both
CSCtx32637	CiscoIPPhoneInput backspace key broken if URL is longer than 171 characters
CSCtx02301	The Digit dialed when an incoming number pops up are ignored
CSCto07800	Apply TX limiter to limit sending peak level under PSTN Mode
CSCtx18328	CP-6921 RTPMTx sets TTL of sent multicast packets to 1
CSCtx44638	Blind Transfer caused the line to "lock up" on phone
CSCtx60073	69xx phones non standard Not Enough Bandwidth message absent
CSCtx69723	6961 Active call timer resets to 0 in shared line configuration-the active call timer may reset
CSCtx76428	6961 freezes after many successive calls to it while a call is on hold
CSCtx99625	Hold button stops working on 6961
CSCtx96913	Switching from speaker to handset doesn't work on 6961
CSCty05588	Going off hook activates new call on idle line instead of answering call
CSCty30553	6921 will not go into SRST if default GW is set as SRST reference in DP
CSCty34541	Unable to dial external phone numbers from their personal directory

**Table 3** *Resolved caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(4) SCCP*

Identifier	Headline
CSCtr97656	Default ringtones for 6961 phones not working in version 9-2-1-0
CSCtt19954	Reset network configuration and set Admin Vlan it does not take effect
CSCtw93646	6941 / 6961 phones may freeze after many successive call
CSCtu40868	69XX unable to show conference details
CSCtw50013	RTPRx sent to 6941 phone, but no sound is heard
CSCtr64203	69xx phones display "call ended" after services message is sent
CSCtt38347	CME 6961 - Cannot Tell Which Line has Message Waiting
CSCtw91562	Phone go to SRST when DNS server down and no ipv6 address
CSCtw85011	69XX phone fails to join multicast stream for paging audio
CSCtw85062	69XX phone fails to play Multicast MoH, user hears Tone on Hold instead
CSCto07800	Apply TX limiter to limit sending peak level under PSTN Mode
CSCtw66416	69XX Hebrew words/characters are reversed when XML is parsed
CSCtt99696	6941 Unable to disable corporate directory
CSCtw71667	69XX phone fails to access to the custom personal or corporate directory

**Table 3** Resolved caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(4) SCCP

Identifier	Headline
<a href="#">CSCtx02578</a>	EM does not work with service provisioning set to both
<a href="#">CSCtw79504</a>	Service menu down when Publisher goes down - 6941
<a href="#">CSCtx18328</a>	CP-6921 RTPMTx sets TTL of sent multicast packets to 1
<a href="#">CSCtx32637</a>	CiscoIPPhoneInput backspace key broken if URL is longer than 171 characters
<a href="#">CSCtx02301</a>	The Digit dialed when an incoming number pops up are ignored
<a href="#">CSCtx69723</a>	6961 Active call timer resets to 0 in shared line configuration
<a href="#">CSCtw92161</a>	6921 SCCP: Phone send CDP when disable cdp with ipv6 and encrypt
<a href="#">CSCtx68386</a>	6961 can lock up when answering shared line
<a href="#">CSCtx16386</a>	6921 SCCP:phone can't sync to 80bits when it is local disabled
<a href="#">CSCty34541</a>	Unable to dial external phone numbers from their personal directory
<a href="#">CSCtx99625</a>	Hold button stops working on 6961
<a href="#">CSCty30553</a>	6921 will not go into SRST if default GW is set as SRST reference in DP
<a href="#">CSCty30720</a>	Phone should display "Resume" and "New Call" but only displays "New Call"
<a href="#">CSCtx76428</a>	6961 freezes after many successive calls to it while a call is on hold
<a href="#">CSCtx99625</a>	Hold button stops working on 6961
<a href="#">CSCtx96913</a>	Switching from speaker to handset doesn't work on 6961
<a href="#">CSCty05588</a>	Going off hook activates new call on idle line instead of answering call

## Obtain 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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