



Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.0(10) (SCCP)

October 21, 2008

Use these release notes with the Cisco Unified IP Phone 7960G and 7940G running SCCP firmware release 8.0(10).

This firmware release is compatible with Cisco Unified Communications Manager releases 7.0, 6.1 and 6.0, Cisco Unified CallManager releases 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and Cisco CallManager release 3.3.

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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/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



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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

Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G with Cisco Unified Communications Manager release 7.0 or earlier, 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** 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 the **IP Phones** folder.
- Step 5** Choose the **Cisco Unified IP Phones 7900 Series** folder.
- Step 6** Choose the **Cisco Unified IP Phone 7960G** link or the **Cisco Unified IP Phone 7940G** link.
- Step 7** Choose the **Skiny Client Control Protocol (SCCP) Software**.
- Step 8** To download the firmware for the Cisco Unified IP Phone 7960G and 7940G, select one of the following files and follow the prompts:
- For Cisco CallManager 4.3 and earlier:
cmterm-7960-7940-sccp.8-0-10.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7960-7940-sccp.8-0-10.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7960-7940-sccp.8-0-10.sgn
- Step 9** To download the Readme file, which contains installation instructions for the corresponding firmware, go back to the URL shown in [Step 1](#) and select this file:
cmterm-7960-7940-sccp.8-0-10-readme.htm
- Follow the instructions in the Readme file to install the firmware.
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Caveats

This section contains these topics:

- [Using Bug Toolkit, page 3](#)
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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 8.0(10).

Resolved Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7960G and 7940G using the SCCP version of firmware release 8.0(10).

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” section on page 3](#).

Table 1 Resolved SCCP Caveats for the Cisco Unified IP Phone 7960G and 7940G

| Identifier | Headline and Bug Toolkit Link |
|------------|---|
| CSCso47340 | Headset sidetone does not sound loud enough http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso47340 |
| CSCso83057 | If Do Not Disturb (DND) is active when a call is received, feedback is heard http://tools.cisco.com/Support/BugToolkit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso83057 |

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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