



# Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.1(2) SR1 (SCCP)

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Use these release notes with the Cisco Unified IP Phone 7960G and 7940G running SCCP firmware release 8.1(2)SR1.

This firmware release is compatible with Cisco Unified Communications Manager releases 8.x, 7.1, 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 Unified CallManager release 3.3.

## Contents

These release notes provide the following information:

- [Related Documentation, page 1](#)
- [Installation Notes, page 2](#)
- [Caveats, page 3](#)
- [Obtaining Documentation and Submitting a Service Request, page 4](#)

## 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](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](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](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(2)SR1.

## Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G with Cisco Unified Communications Manager release 7.1 or earlier, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

**Note**

You cannot upgrade to firmware release 8.1(2)SR1 directly from firmware release 8.0(5) or an earlier release. Upgrade to firmware release 8.1(1) first, then upgrade from release 8.1(1) to release 8.1(2)SR1.

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 **Skinny Client Control Protocol (SCCP) Software**.
- Step 8** Choose **8.1(2) SR1** from the **Latest Releases** folder.
- Step 9** 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-7940-7960-sccp.8-1-2SR1.exe**
  - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):  
**cmterm-7940-7960-sccp.8-1-2SR1.cop**
  - For Cisco Unified CallManager 5.0(4) and later:  
**cmterm-7940-7960-sccp.8-1-2SR1.cop.sgn**

- Step 10** Double-click one of the downloadable files in [Step 1](#) and click the Readme hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware: **cmterm-7940-7960-sccp.8-1-2SR1-readme.html**

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](#)
- [Open Caveats, page 3](#)
- [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

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7960G and 7940G using the SCCP version of firmware release 8.1(2)SR1.

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 3](#)

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

Identifier	Headline
<a href="#">CSCtc10759</a>	Phone stops receiving mulitcast audio after few times
<a href="#">CSCte45981</a>	Answering call with headset button when DND is set causes feedback in the Cisco Unifed IP Phone 7960
<a href="#">CSCtg55059</a>	User hears dial tone during a connected call in the Cisco Unifed IP Phones 7940 and 7960

## Resolved Caveats

[Table 2](#) 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 8.1(2) SR1.

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 3](#).

**Table 2** Resolved SCCP Caveats for the Cisco Unified IP Phone 7960G and 7940G

Identifier	Headline
<a href="#">CSCtn69362</a>	RTP sequence number gaps result in one way audio on Cisco Unified IP Phone 7960 Series

## 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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