



Cisco Unified IP Phone 8941 and 8945 Release Notes for Firmware Release 9.4(2)SR2

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Introduction

These release notes support the Cisco Unified IP Phones 8941 and 8945 running Firmware Release 9.4(2)SR2.

The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones.

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phones 8941 and 8945	SIP and SCCP	Cisco Unified Communications Manager Release 7.1(5) and later

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 8900 Series 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/c/en/us/support/collaboration-endpoints/unified-ip-phone-8900-series/tsd-products-support-series-home.html>

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

Cisco Business Edition 5000 Documentation

See 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/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html>

New and Changed Features

This release contains no new or changed features.

Installation

Install Firmware On Cisco Unified Communication Manager

Before using Cisco Unified IP Phone Firmware Release 9.4(2)SR2 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



Note The Cisco Unified IP Phone 8941 and 8945 support the “secure by default” feature. All phones with Release 9.3(1) or later require that Cisco Unified Communications Manager has Device Pack 8.0.3(24049), 8.5.1(14070), 8.6.2(22030) or later installed. If the correct device pack is not installed first, the phones cannot successfully register to Cisco Unified Communications Manager.



Note Release 9.4(2)SR2 can only be upgraded from 9.3(4) and later. Releases prior to 9.3(4) have to be upgraded to 9.3(4) first.

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>
- Step 2** Choose your phone model.
- Step 3** Choose one of the following firmware types:
- **Skiny Client Control Protocol (SCCP) Software**
 - **Session Initiation Protocol (SIP) Software**

Step 4 In the Latest Releases folder, choose **9.4(2)SR2**.

Step 5 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:

- cmterm-894x-sccp.9-4-2SR2-2.k3.cop.sgn (SCCP firmware file)
- cmterm-894x-sip.9-4-2SR2-2.k3.cop.sgn (SIP firmware file)

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 6 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 file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

- cmterm-894x-sccp.9-4-2SR2-2-readme.html
- cmterm-894x-sip.9-4-2SR2-2-readme.html

Step 7 Follow the instructions in the readme file to install the firmware.

Install Firmware Zip files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware:

- cmterm-894x-sccp.9-4-2SR2-2.zip
- cmterm-894x-sip.9-4-2SR2-2.zip

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.



Note Release 9.4(2)SR2 can only be upgraded from 9.3(4) and later. Releases prior to 9.3(4) have to be upgraded to 9.3(4) first.

Step 1 Go to the following URL:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

- **Skiny Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

- Step 4** In the Latest Releases folder, choose **9.4(2)SR2**.
- Step 5** Download the relevant zip files.
- Step 6** Unzip the files.
- Step 7** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.
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Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access <http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245>, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

**Note**

The latest Locale Installer may not be immediately available; continue to check the website for updates.

Caveats

This section describes the open and resolved caveats for the release, and how to access caveat information.

Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

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

You can search for problems by using the Cisco Bug Search.

Before You Begin

To access Cisco Bug Search, you need the following items:

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

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- Step 1** To access the Cisco Bug Search, go to:
<https://tools.cisco.com/bugsearch>
- 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 field, then press **Enter**.
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Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phone 8941 and 8945 for Firmware Release 9.4(2)SR2.

Because defect status continually changes, the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, perform a bug search as described in [Access Cisco Bug Search](#), on page 5.

Table 1: Open Caveats for Firmware Release 9.4(2)SR2

Identifier	Headline
CSCtj58630	8945 SCCP: Phone Scroll time between active calls is 180ms
CSCty66252	8945 SIP: Video window displays incorrect after swap with MCU video conf

Identifier	Headline
CSCtz33988	8945 SIP:PIP window shouldn't jump to w360 rem video window from interop
CSCub47606	8945 SIP: Video resume time is 1248ms over vpn(encrypted)
CSCub49641	8945 SCCP: Scroll time between active calls is 248ms over vpn(encrypted)
CSCub49650	8945 SCCP: Scroll time between active calls is 230ms over vpn(non secu)
CSCub71691	8945 SCCP:Sometimes lip-sync<-30 VGA and CIF@15fps RTCP_disabled
CSCub73847	8945 SIP:lip-sync<-30@VGA_15fps_RTCP_disabled and RTCP_Enabled
CSCuc15618	8945 SCCP:BT does not work temporarily after redial
CSCuc18395	8945 SIP:Resume response time is about 1240ms for encrypted phone
CSCug93627	8945 SIP:2 seconds audio missed after resume on 8941 when CAST enabled
CSCul12526	8945 SIP:phone black screen when received reinvite to downgrade BW
CSCum27479	8945 SIP:no HUD pop up when try to escalate to video call
CSCup38976	8945 got stuck when got IP conflict
CSCup58985	wrong DecTime/IncTime of re-invite during dynamic bw adapt with 99xx
CSCup65892	8945 SCCP: VVM pilot call failed
CSCuq01347	8945 SCCP:Ringtone of line 1 can't be synced with line 2 by "ApplyToAll"
CSCuq05927	The 8945 phone restarted by itself from idle status.
CSCuq44476	8945 SIP: can not find CDP neighbor information in phone's web page
CSCuq91720	8945 SCCP:PALS don't work properly after power cycle the phone.
CSCuq91750	8945 SIP:PALS don't work properly after power cycle the phone.

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phone 8941 and 8945 for Firmware Release 9.4(2)SR2.

Because defect status continually changes, the table 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 [Access Cisco Bug Search](#), on page 5.

Table 2: Resolved Caveats for Firmware Release 9.4(2)SR2

Identifier	Headline
CSCur51091	89xx phones are unable to support video below 64kbps
CSCus71613	8945 24 digit limitations
CSCus75821	8945 Phone not playing audio when sent RTP stream
CSCut21008	8945 IP phone unable to use VVM when shared line in use
CSCut33736	SIP: Maximum number of calls for this line has been reached
CSCut38983	cmterm-894x-sip.9-4-2SR1-2.zip unusable contains unsigned bin files.
CSCut57965	EHS causes 894x phone delays or freeze
CSCut57968	894x phone memory leak causes the phone to become delayed or freeze
CSCut59584	EM PIN shown in IP Phone logs
CSCut64136	8945 duplex mismatch with 6509 switches
CSCut67984	894X Phones SIP signaling Delayed in SIP SRST
CSCut70733	8945 SCCP:no audio call sometimes when idle url host not found
CSCuu31642	8945 BLFSD audible alerting does not work
CSCuu40788	8941/8945 Phone freezes with Adhoc Conferencing option enabled.
CSCuu91154	Self View/Video drops on 8945 phone over SIP trunk after a while
CSCuv23679	8945 dot1x authentication fails with fatal alert for protocol version
CSCuv25870	Low voice quality g722 codec on 8945 phones made to PSTN via gateway
CSCuv29880	8945 does not recognize LLDP vlan identifier
CSCuv43837	Delay in accessing PAB on 8945 phones
CSCuv79040	894x IP Phone unregisters with six parties in ad-hoc conference

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3

cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the `ciscoconf.version3-keys.cop.sgn` to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html>.

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

**Note**

The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

Administrators and users should check the Cisco website for updated user guides and download the PDF files. Administrators can also make the files available to the users on their company website.

**Tip**

Administrators may want to bookmark the web pages for the phone models that are deployed in their company and send these URLs to their users.

Documentation, Service Requests, and Additional Information

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/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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