



Cisco Unified IP Phone 8941 and 8945 (SCCP/SIP) Release Notes for Firmware Release 9.2(3)

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The information in these release notes applies to the Cisco Unified IP Phones 8941 and 8945.

Use these release notes with Cisco Unified IP Phones 8941 and 8945 running Firmware Release 9.2(3) SCCP/SIP. This version of firmware is compatible with Cisco Unified Communications Manager 7.1(5) and later.

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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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Introduction

The Cisco Unified IP Phones 8941 and 8945 are easy-to-use IP Phones that provide high-quality voice services over IP. The phones offer a variety of features including:

- Integrated Camera
- Color Graphics Display
- Full Duplex Speakerphone



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- Rich Media Support
- Power over Ethernet (PoE)—IEEE 802.3af Class 1 (Cisco Unified IP Phone 8941) and IEEE 802.3af Class 2 (Cisco Unified IP Phone 8945)
- Built-in Gigabit Ethernet Switch (Cisco Unified IP Phone 8945 only)
- Bluetooth Headset (Cisco Unified IP Phone 8945 only)

Related Documentation

Cisco Unified IP Phones 8941 and 8945 Documentation

See 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/ps10451/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

See 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

See 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

New and Changed Information

The following sections describe the new and changed information in this release:

- [Assisted Directed Call Park \(SIP Only\), page 3](#)
- [Bluetooth Handsfree Profile \(Cisco Unified IP Phone 8945 Only\), page 3](#)
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- [SRST Notification](#), page 11
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Assisted Directed Call Park (SIP Only)

The Assisted Directed Call Park feature enables users to park a call by pressing only one button using the Direct Park feature. This feature requires administrators to configure a status-line Assisted Directed Call Park button. When users press an idle status-line Assisted Directed Call Park button for an active call, the active call is parked at the Direct Park slot that is associated with the Assisted Directed Call Park button.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Where to Find More Information

See the *Cisco Unified Communications Manager Features and Services Guide*, [Configuring Directed Call Park](#) section.

Bluetooth Handsfree Profile (Cisco Unified IP Phone 8945 Only)

The Bluetooth Handsfree Profile feature offers enhanced call-processing services (such as redial, reject, callerID, 3-way calling) while the user is connected to the Bluetooth application on the Cisco Unified IP Phone 8945.

In this release, the existing Headset profile has been replaced with the Handsfree profile.

In addition to the Bluetooth qualified interoperability requirements, the high-level call control, device management, and media service applications on the phone have been enhanced to support the Handsfree profile.

This feature is supported on the following Cisco Unified IP Phone (SCCP and SIP):

- Cisco Unified IP Phone 8945

Handsfree Profile

Your Cisco Unified IP Phone 8945 supports various Handsfree Profile features that enable you to use handsfree devices (such as Bluetooth headsets) to perform certain tasks without having to handle the phone. For example, instead of pressing Redial on the phone, users can redial a number from their Bluetooth headset according to instructions from the headset manufacturer.

The following handsfree features apply to Bluetooth headsets that are used with the Cisco Unified IP Phone 8945:

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID

- Reject
- Resume a held call

Handsfree devices may differ in how features are activated. Device manufacturers may also use different terms when referring to the same feature.

For more information, see the manufacturer documentation.

Adding a Bluetooth Headset to the Phone

You can enable your bluetooth headset on the Cisco Unified IP Phone 8945 by following these steps:

Procedure

- Step 1** In Cisco Unified Communications Manager Administration, choose **Device > Phone**, locate the phone you want to modify, and go to the Phone Configuration window for that phone.
- Step 2** In the Phone Configuration window, select **Enable** for the Bluetooth setting.
- Step 3** Save your changes.
-

After you enable the Bluetooth headset through Cisco Unified Communications Manager Administration, you must add the headset as an accessory to the phone. For more information, see *Cisco Unified IP Phone User Guide for Cisco Unified Communications Manager 8.5 (SCCP and SIP)*.

Call Forward Notification

Call Forward Notification allows you to configure the information that the user sees when receiving a forwarded call.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945



Note

Call Forward Notification affects the displayed information for both call forward and call pick up.

Setting Up Call Forward Notification

You set up the information that the user sees from the Cisco Unified Communications Manager Administration in the **Device > Phone > Phone Configuration** window. The following table describes the Call Forward Notification fields.

Table 1-1 Call Forward Notification Fields

Field	Description
Caller Name	When this check box is checked, the caller name is displayed in the notification window. By default, this check box is checked.
Caller Number	When this check box is checked, the caller number is displayed in the notification window. By default, this check box is unchecked.
Redirected Number	When this check box is checked, the information about the caller who last forwarded the call is displayed in the notification window. Example: If Caller A calls B, but B has forwarded all calls to C and C has forwarded all calls to D, then the notification box that D sees contains the phone information for Caller C. By default, this check box is unchecked.
Dialed Number	When this check box is checked, the information about the original recipient of the call is displayed in the notification window. Example: If Caller A calls B, but B has forwarded all calls to C and C has forwarded all calls to D, then the notification box that D sees contains the phone information for Caller B. By default, this check box is checked.

Calling Party Normalization

The Cisco Unified IP Phones 8941 and 8945 now support Calling Party Normalization, which globalizes or localizes the incoming calling party number so that the appropriate calling number presentation is displayed on the phone. This feature supports the international escape character, +.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Where to Find More Information

See the [“Calling Party Normalization”](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

Classic Ringtones

The Classic Ringtones feature supports 29 ringtones: two embedded in the phone firmware and 27 downloaded from the Cisco Unified Communications Manager. The supported ringtones are the same as those supported by other Cisco Unified IP Phones.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Where to Find More Information

See:

- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.6(1)*
- *Cisco Unified IP Phone User Guide for Cisco Unified Communications Manager 8.6(1)*

Client Matter Codes and Forced Authorization Codes (SIP Only)

Client Matter Codes (CMC) and Forced Authorization Codes (FAC) are now supported on the following phones (SIP only):

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

The system administrator can set up a phone to request that the user enter a CMC or FAC after they dial a phone number. The CMC can be used for accounting or billing codes, and the FAC controls access to phone numbers.

Where to Find More Information

See the *Cisco Unified Communications Manager Features and Services Guide*, [“Client Matter Codes and Forced Authorization Codes.”](#)

Custom Background Images

You can provide users with a choice of background images (or *wallpaper*) for the LCD screen on their phones. Users can select a background image by choosing **Applications > Preferences > Wallpaper** on the phone.

The image choices that users see come from PNG or JPG images and an XML file (called List.xml) that are stored on the TFTP server used by the phone. By storing your own image files and editing the XML file on the TFTP server, you can designate the background images from which users can choose. In this way, you can provide custom images, such as your company logo.

To allow user access to the background image setting, you must enable the access using Cisco Unified CM Administration. If you disable user access, the wallpaper menu is not available to the user. In this case, you can specify a wallpaper for the phone in either the common phone profile or phone configuration settings.

The following sections describe how you can customize the background images that are available at your site by creating your own image files and editing the List.xml file:

- [List.xml File Format Requirements, page 7](#)

- [File Requirements for Custom Background Images, page 7](#)
- [Configuring a Custom Background Image, page 8](#)

List.xml File Format Requirements

The List.xml file defines an XML object that contains a list of background images. The List.xml file is stored in the following subdirectory on the TFTP server:

Desktops/640x480x24



Tip

If you are manually creating the directory structure and the List.xml file, you must ensure that the directories and files can be accessed by the user\CCMSservice, which is used by the TFTP service.

For more information, see the “[Software Upgrades](#)” chapter in *Cisco Unified Communications Operating System Administration Guide*.

The List.xml file can include up to 50 background images. The images are in the order that they appear in the Background Images menu on the phone. For each image, the List.xml file contains one element type, called ImageItem. The ImageItem element includes these two attributes:

- **Image**—Uniform resource identifier (URI) that specifies where the phone obtains the thumbnail image that appears on the Background Images menu on a phone.
- **URL**—URI that specifies where the phone obtains the full-size image.

The following example shows a List.xml file that defines two images. You must include the required Image and URL attributes for each image. The TFTP URI that is shown in the example is the only supported method for linking to full-size and thumbnail images. HTTP URL support is not provided.

List.xml Example

```
<CiscoIPPhoneImageList>
<ImageItem Image="TFTP:Desktops/640x480x24/TN-Fountain.png"
URL="TFTP:Desktops/640x480x24/Fountain.png" />
<ImageItem Image="TFTP:Desktops/640x480x24/TN-FullMoon.png"
URL="TFTP:Desktops/640x480x24/FullMoon.png" />
</CiscoIPPhoneImageList>
```



Note

By default, the phone uses HTTP rather than TFTP to download the image files. If the HTTP download fails, the phone reverts to using TFTP for the download. For both HTTP and TFTP, the phone uses the specified TFTP Server to make the request.

The Cisco Unified IP Phone firmware includes a default background image. This image is not defined in the List.xml file. The default image is always the first image that appears in the Background Images menu on the phone.

File Requirements for Custom Background Images

Each background image requires two files:

- **Full-size image**—Version that appears on the on the phone.
- **Thumbnail image**—Version that is displayed on the Background Images screen from which users can select an image. Must be 25% of the size of the full-size image.

**Tip**

Many graphics programs provide a feature that resizes a graphic. An easy way to create a thumbnail image is to first create and save the full-size image, and then use the sizing feature in the graphics program to create a version of that image that is 25% of the original size. Save the thumbnail version by using a different name.

The background image files must meet the following requirements for proper display on the Cisco Unified IP Phone:

- Full-size image—640 pixels (width) x 480 pixels (height)
- Thumbnail image—123 pixels (width) x 111 pixels (height)

**Tip**

If you are using a graphics program that supports a posterize feature for gray scale, set the number of tonal levels per channel to 16, and the image posterizes to 16 shades of gray scale.

Configuring a Custom Background Image

To create custom background images for the Cisco Unified IP Phone, follow these steps:

Procedure

Step 1 Create two files for each image (a full-size version and a thumbnail version). Ensure the image files comply with the format guidelines that are listed in the [“File Requirements for Custom Background Images” section on page 7](#).

Step 2 Upload the new image files that you created to the following subdirectory in the TFTP server for the Cisco Unified Communications Manager:

Desktops/640x480x24

**Note**

The file name and subdirectory parameters are case sensitive. Be sure to use the forward slash “/” when you specify the subdirectory path.

To upload the files, choose **Software Upgrades > Upload TFTP Server File** in Cisco Unified Communications Operating System Administration. For more information, see the [“Software Upgrades” chapter in *Cisco Unified Communications Operating System Administration Guide*](#).

**Note**

If the folder does not exist, the folder gets created and the files get uploaded to the folder.

Step 3 You must also copy the customized images and files to the other TFTP servers that the phone may contact to obtain these files.

**Note**

Cisco recommends that you also store backup copies of custom image files in another location. You can use these backup copies if the customized files are overwritten when you upgrade Cisco Unified Communications Manager.

Step 4 Use a text editor to edit the List.xml file. See the [“List.xml File Format Requirements” section on page 7](#) for the location of this file, formatting requirements, and a sample file.

Step 5 Save your modifications and close the List.xml file.



Note When you upgrade Cisco Unified Communications Manager, a default List.xml file replaces your customized List.xml file. After you customize the List.xml file, make a copy of the file and store it in another location. After upgrading Cisco Unified Communications Manager, replace the default List.xml file with your stored copy.

Step 6 To cache the new List.xml file, stop and start the TFTP service by using Cisco Unified Serviceability or disable and reenable the Enable Caching of Constant and Bin Files at Startup TFTP service parameter (located in the Advanced Service Parameters).

Enhanced Version Negotiation with Unified CME (SIP Only)

The Enhanced Version Negotiation with Unified CME feature allows the phone to identify the version of Unified CME with which it is operating so that the phone can enable the correct set of supported features. This feature is supported with the following phones (SCCP and SIP):

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

No configuration is required for this feature.

HTTP Download

The HTTP Download feature enhances the file download process to the phone. By default, the phone now uses HTTP rather than TFTP for the download process for both phone image and configuration files. If the HTTP download fails, the phone reverts to using the TFTP download.

For both HTTP and TFTP, the specified TFTP Server address is used to make the request.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

No configuration is required for this feature.

Incoming Call Toast Timer

You can now set the time during which the Incoming Call Toast (incoming call notification window) is displayed on the user's phone. You set up the feature from one of the following Cisco Unified Communications Manager windows:

- **System > Enterprise Phone Configuration**
- **Device > Device Settings > Common Phone Profile**
- **Device > Phone > Phone Configuration**

The following table describes the Incoming Toast Timer field.

Table 1-2 Incoming Call Toast Timer Field

Field	Description
Incoming Call Toast Timer	Gives the time, in seconds, that the toast is displayed. The time includes the fade-in and fade-out times for the window. The possible values are 3, 4, 5, 6, 7, 8, 9, 10, 15, 30, and 60. The default is 5.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Maximum CTL File Size

With Firmware Release 9.2(3), the maximum Certificate Trust List (CTL) file size is increased to 64KB.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

For more information about CTL files, see *Cisco Unified Communications Manager Security Guide*, “[Configuring the CTL Client](#).”

Programmable Feature Buttons as Softkeys

With Firmware Release 9.2(3), you can configure certain features as either softkeys or programmable feature buttons. The supported features are:

- Malicious Caller ID
- Mobile Connect
- Quality Reporting Tool
- cBarge
- Do Not Disturb

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Where to Find More Information

See:

- *Cisco Unified Communications Manager System Guide*, “[Cisco Unified IP Phone](#)” chapter
- *Cisco Unified Communications Manager Administration Guide*, “[Phone Button Template Configuration](#)” chapter
- *Cisco Unified Communications Manager Administration Guide*, “[Softkey Template Configuration](#)” chapter

SSH Access

The SSH Access option allows the administrator to enable or disable the SSH Access setting on the phone using Cisco Unified CM Administration. When you enable SSH access, the phone can accept SSH connections. When you disable SSH access, SSH connections to the phone are blocked.

By default, SSH access is disabled.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Enabling and Disabling SSH

You can enable or disable SSH access to the phone through port 22. When port 22 is open, the phone is vulnerable to Denial of Service (DoS) attacks. By default, the SSH access is disabled.

Use the following table to enable or disable SSH from the **Device > Device Settings > Common Phone Profile** window or **Device > Phone** window in Cisco Unified Communications Manager.

Table 1-3 **SSH Access Field**

Field	Description
SSH Access	Select Enabled to allow SSH access to the phone. Select Disabled to disallow SSH access to the phone. The default is Disabled.

SRST Notification

The Survivable Remote Site Telephony (SRST) feature maintains a basic level of telephony functionality when the phone cannot communicate with the Cisco Unified Communications Manager cluster. The SRST Notification feature informs the user when the phone cannot communicate with the Cisco Unified Communications Manager.

When communication is lost, the phone displays the message "Service interruption". The message informs the user that the phone is in CM Fallback Service. When communications with the Cisco Unified Communications Manager are restored, the message does not appear.

While communication is lost, some phone features cannot be used because they rely on the Cisco Unified Communications Manager.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

Widescreen Video Enhancement (SIP Only)

The Widescreen Video Enhancement feature provides support for the w360p video resolution. During video calls with a Cisco Camera, the phones negotiate the video resolution. The video window dimensions adjust according to the remote video resolution.

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

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

No configuration is required for this feature.

Installation Notes

This section contains the following information:

- [Installing Cisco Unified Communications Manager, page 13](#)
- [Installing Firmware Release 9.2\(3\), page 13](#)

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, refer to the [install and upgrade guides](#) for Cisco Unified Communications Manager.

Installing Firmware Release 9.2(3)

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** Sign in with your Cisco.com user ID and password.
- Step 3** Navigate to the Tools & Resources > Download Software page.
- Step 4** Choose the **IP Telephony** folder.
- Step 5** Choose the **IP Phones** folder.
- Step 6** Choose **Cisco Unified IP Phones 8900 Series**.
- Step 7** Choose your phone type.
- Step 8** Choose one of the following firmware types:
- **Skippy Client Control Protocol (SCCP) Software**
 - **Session Initiation Protocol (SIP) Software**
- Step 9** In the Latest Releases folder, choose **9.2(3)**.
- Step 10** Select one of the following files, click the **Download Now** or **Add to Cart** button, and follow the prompts:
- **cmterm-894x-sccp.9-2-3-5.cop.sgn** (SCCP firmware file)
 - **cmterm-894x-sip.9-2-3-5.cop.sgn** (SIP firmware file)



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

Step 11 Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The Additional Information section contains the hyperlinks for the following readme files, which contain installation instructions for the firmware:

- [cmterm-894x-sccp.9-2-3-5-readme.html](#) (SCCP readme)
- [cmterm-894x-sip.9-2-3-5-readme.html](#) (SIP readme)

Step 12 Follow the instructions in the readme file to install the firmware.

**Note**

If you are upgrading the Cisco Unified IP Phones 8941 and 8945 from Release 9.1(2) to Release 9.2(3), be sure to connect a power supply to the phone. Otherwise, the phone could fail to boot up during power loss due to [CSCtn62843](#). No such limitation exists if you are upgrading to Release 9.2(3) from Release 9.1(2)SR1 and later.

Installing Firmware Zip Files

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

- [cmterm-894x-sccp.9-2-3-5.zip](#) (for SCCP firmware)
- [cmterm-894x-sip.9-2-3-5.zip](#) (for SIP firmware)

Go to [Step 1](#) of the preceding procedure and follow the first nine steps.

After you unzip the files, you must manually copy them to the directory on the TFTP server. Refer to the [Cisco Unified Communications Operating System Administration Guide](#) for information about how to manually copy the firmware files to the server.

**Note**

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.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 14](#)
- [Open Caveats, page 15](#)
- [Resolved Caveats, page 16](#)

Using Bug Toolkit

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

- 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** Sign 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, and then click **Go**.
-

Open Caveats

Table 4 lists severity 1, 2, and 3 defects that are open for Firmware Release 9.2(3).

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 4 reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 14.

Table 4 *Open Caveats for the Cisco Unified IP Phones 8941 and 8945 for Firmware Release 9.2(3)*

Identifier	Headline
CSCtj70239	Video cutthrough time is 1120-1200ms
CSCtq93843	8945 SIP: sometimes some mosaic shown in video call especially @15fps
CSCtr93490	8945 SCCP: switch from speaker to handset take more than 1.5 sec with VM
CSCts39366	8945 SIP:Video CutThrough time is 6s if HDX4000 place video call to 894x
CSCts39478	8945 SIP:The remote party can't make outgoing call after DND turn on
CSCtw74629	8945 SIP: Can't pick up call if there is call in dialing
CSCtw93723	8945 SCCP: Not try 2nd tftp svr to download wallpaper if 1st svr down
CSCtw93727	8945 SIP: Not try 2nd tftp svr to download wallpaper if 1st svr down
CSCtx12347	8945 SIP: Phone not able to transfer to a SD number after barge ended.

Resolved Caveats

Table 5 lists severity 1, 2, and 3 defects that are resolved for Firmware Release 9.2(3).

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 5 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 14.

Table 5 Resolved Caveats for the Cisco Unified IP Phones 8941 and 8945 for Firmware Release 9.2(3)

Identifier	Headline
CSCt173175	8945 SCCP: Sometimes, phone doesn't update time in header.
CSCtr96519	8945 cuts off beginning part of a multicast audio
CSCts60154	8941 phone SDK version incorrectly states 6.0.1
CSCtu10623	89xx phone cancels RTPRx or RTPMRx command and plays a dial tone
CSCtu06531	8945 SCCP: Voice clipping in initial part for an incoming call
CSCtu07231	894x ignores + when dialing from corp directory by lifting handset
CSCtw55101	8941 Registration Failure in EM login
CSCtw53661	8941: No response for StationPortRequest

Obtaining Documentation and Submitting a Service Request

For information about 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>

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