



# Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.4(2)SR4

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## Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.4(2)SR4

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running Firmware Release 9.4(2)SR4.

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 8961, 9951, and 9971	SIP	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:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8900-series/tsd-products-support-series-home.html>

#### Cisco Unified IP Phone 9900 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:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phones-9900-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:

<https://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:

<https://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html>

## Cisco Virtualization Experience Client Documentation

Refer to publications that are specific to your language. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-6000-series/tsd-products-support-series-home.html>

## New and Changed Features

This release contains no new or changed features.

## Installation

### Upgrade Notes

Direct upgrades, using signed load files, are supported from 9.x to Firmware Release 9.4(2)SR4. You can use the following firmware release file for these direct upgrades.

- cmterm-8961.9-4-2SR3-1.k4.cop.sgn
- cmterm-9951.9-4-2SR3-1.k4.cop.sgn
- cmterm-9971.9-4-2SR3-1.k4.cop.sgn

## Install the Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(2)SR4 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

### Procedure

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- Step 1** Go to the following URL:  
<https://software.cisco.com/download/navigator.html?mdfid=282677102>
- Step 2** Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **9.4(2)SR4**.

**Step 6** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:

- cmterm-8961.9-4-2SR4-1.k3.cop.sgn
- cmterm-9951.9-4-2SR4-1.k3.cop.sgn
- cmterm-9971.9-4-2SR4-1.k3.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 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- 8961.9-4-2SR4-1-readme.html
- cmterm- 9951.9-4-2SR4-1-readme.html
- cmterm- 9971.9-4-2SR4-1-readme.html

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

## Install the Firmware Zip Files

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

- cmterm- 8961.9-4-2SR4-1\_REL.zip
- cmterm- 9951.9-4-2SR4-1\_REL.zip
- cmterm- 9971.9-4-2SR4-1\_REL.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.

### Procedure

**Step 1** Go to the following URL:

<https://software.cisco.com/download/navigator.html?mdfid=282677102>

**Step 2** Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.

**Step 3** Choose your phone type.

**Step 4** Choose **Session Initiation Protocol (SIP) Software**.

**Step 5** In the Latest Releases folder, choose **9.4(2)SR43**.

**Step 6** Download the relevant zip files.

**Step 7** Unzip the files.

- Step 8** 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

### DTMF During On-Hook Dialing

On-hook dialing can result in users hearing the DTMF from the key press in the handset. The tones are heard if the handset is picked up while the last digit is pressed. If users pick up the handset after pressing the last digit, they will normally not hear any DTMF.

### Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC cannot connect to the Voice VLAN.

### Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961
- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

### Phone Behavior During Times of Network Congestion

- 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.

## Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)
- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2**  
**A B C**.

## Called Party Name Display Limitation in ICT or H323 Calls

For ICT or H323 calls, the details of the called party are not stored in the call history after the call is completed. This issue is observed in phones running on Cisco Unified Communications Manager Release 11.5 or later. The workaround for this issue is to use a SIP trunk instead of an H323 trunk.

Since Cisco Unified Communications Manager Release 11.5 sends x-cisco-original-called tag, the phone takes its display name from that tag. If the name is missing, the Call History displays **Unknown**.

## Phone NTP Reference for Time

Phones running firmware versions 9.1(1) and later will not synchronize their time with an external NTP server. The ability to use an NTP reference for time has been turned off on 89XX and 99XX phones. For more information, see <https://bst.cloudapps.cisco.com/bugsearch/bug/CSCu133490>.

## Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

## 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 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

**Procedure**

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- Step 1** To access 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 list contains severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones 8961, 9951, and 9971 for Firmware Release 9.4(2)SR4.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

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

- CSCUh59516 USB Headset: Adjust volume for active call can't be work
- CSCuq23382 9971 lost connection with the server
- CSCuq25819 Phone reports buffer error during SSH connection
- CSCuq34821 The archived logs on 9971 phone web are not correctly
- CSCuq65279 UI freeze after network is switched to Ethernet
- CSCuq65326 Phone reset during actions on menu
- CSCuq69052 The volume heard in BT headset doesn't increase or decrease averagely
- CSCuq69071 A 9951/9971/8961 volume change issue with BT headset
- CSCuq82776 Cannot initiate conference after hold key is pressed rapidly
- CSCuq87055 UI freeze during reset on phone
- CSCuq89182 Session bubble not be completely cleared during stress test
- CSCuq96017 A 9971 exited the conference automaically
- CSCuq97823 The volume on 99xx is differernt when BT headset is connected or not

- CSCur06412 99xx 9-4-1 phone load CLI output not proper - xfer and abdial scenarios
- CSCur69358 Can't display application window only display soft keys

## Resolved Caveats

The following list contains severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 8961, 9951, and 9971 for Firmware Release 9.4(2)SR4.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list 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](#).

- CSCuz91388 Shared line call rejected due to incorrect BT count - two session keys be pressed at the same time
- CSCva77759 8961 phone sending incorrect codec on Call Recording
- CSCva90292 No video after 15 minutes when jabber is in desk phone mode on 9971
- CSCvb48702 Evaluation of fourth-gen-phones for Openssl September 2016
- CSCvd62719 Issues with multiple HTTP requests on Cisco 99xx phones
- CSCvd66630 CVE vulnerabilities on CP-9951 phones because of the SSL v2 and v3 used.
- CSCve02608 99XX/89XX Dot1x failure with LSC if earlier session failed with MIC cert
- CSCve14078 Sennheser USB headsets missing a proper incoming ring notification provided by Cisco 99XX phone
- CSCvf39489 9971 the call session is not cleared after the call is ended
- CSCvf51128 Phones displaying wrong Network Mask (Prefix) of /128 with Stateful DHCPv6

## 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 `ciscoem.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.

## 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 <https://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.




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

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## 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.




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**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.

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




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**Tip** You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

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## Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

## 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>

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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- 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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