



Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.0(1)

Published: November 24, 2009

Use these release notes with a Cisco Unified IP Phone running SIP firmware release 9.0(1). This version of firmware release 9.0(1) is compatible with Cisco Unified Communications Manager 7.1(3).

Contents

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 Phone 8961, 9951, and 9971 (SIP) are new, easy-to-use IP Phones that provide high-quality voice services over IP. The phones offer a variety of features including:

- Color Graphics Display
- Built-in Gigabit Ethernet switch
- Full Duplex Speakerphone
- Rich Media Support
- Bluetooth and USB Headset
- Wi-Fi (Cisco Unified IP Phone 9971 only)
- Touchscreen (Cisco Unified IP Phone 9971 only)



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- Bluetooth Device Support
- Cisco Unified IP Color Key Expansion Module

Related Documentation

Cisco Unified IP Phone 9951 and 9971 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/ps10453/tsd_products_support_series_home.html

Cisco Unified IP Phone 8961 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/ps10451/tsd_products_support_maintain_and_operate.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

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

New and Changed Information

This section contains new information for the Cisco Unified IP Phone 8961, 9951, and 9971 (SIP).

User Experience Differences Between Cisco Unified IP Phone 8961, 9951, 9971 (SIP) and Cisco Unified IP Phone 7900 Series Phones

This table describes the difference between the way some features are implemented on the Cisco Unified IP Phone 8961, 9951, 9971 (SIP) from the way they are implemented on the Cisco Unified IP Phone 7900 series.

Table 1 **Feature Differences**

Feature	Cisco Unified IP Phones 8961, 9951, 9971 (SIP)	Cisco Unified IP Phones 7900 Series
Busy Lamp Field (BLF)	Called Line Status.	Called BLF.
Call Forward All	Displays Forward All icon in line label.	Displays “Forwarded to XXXX”
Call Park	Available as a programmable feature button and a softkey.	Available as softkey.
Call Pickup	Available as a programmable feature button and softkey.	Available as softkey.
Conference	Available as a dedicated feature button and a softkey.	Available as softkey.
Divert	Softkey is labeled Divert.	Softkey labeled iDivert.
Do Not Disturb (DND)	Available as a programmable feature button.	Available as a softkey.
Hold	Available as a dedicated feature button. Not used as a toggle. Press the button to hold; press the Resume softkey to resume.	Available as softkey. Used as a toggle. Press the Hold softkey to hold; press the softkey again to resume.
Hunt Group	Available as a programmable feature button.	Available as a softkey (HLog).
Intercom	Available as a programmable feature button.	Available as a softkey.
Malicious Caller ID (MCID)	Available as a programmable feature button.	Available as a softkey.
Meet Me	Available as a programmable feature button.	Available as a softkey.
Mobile Connect	Available as a programmable feature button.	Available as a softkey.
Mute	Phone remains muted when a different transducer is selected (i.e. headset, speakerphone)	Phone is un-muted when a different transducer is selected.
Privacy	Available as a programmable feature button.	Available as a softkey.
Programmable Buttons	Called Programmable Feature Buttons.	Called Programmable Line Buttons and/or Programmable Line Keys (PLKs).
Quality Reporting Tool (QRT)	Available as a programmable feature button.	Available as a softkey.
Speed Dials	Speed Dial includes Abbreviated Dial.	Both Abbreviated Dial and Speed Dial are used.
Transfer	Available as a dedicated feature button and a softkey.	Available as softkey.

Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 4](#)
- [Installing Firmware Release 9.0\(1\) for SIP, page 4](#)

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.



Note

You can install Cisco Unified Communications Manager 7.1(3) or 7.1(3a). After you install one of these releases, you must install Cisco Unified Communications Manager 7.1(3a)su1.

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 9.0(1) for SIP

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** Log in to the Tools and Resources Download Software page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose the **IP Phones** folder by clicking +.
- Step 5** Choose **Cisco Unified IP Phones 9900 Series** or **Cisco Unified IP Phones 8900 Series**.
- Step 6** Choose **Session Initiation Protocol (SIP) Software**.
- Step 7** Choose **9.0(1)** under the **Latest Releases** folder.
- Step 8** To download the SIP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts.
- **cmterm-8961-sip.9-0-1-0.cop.sgn**
 - **cmterm-9951-sip.9-0-1-0.cop.sgn**
 - **cmterm-9971-sip.9-0-1-0.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 9** 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-sip.9-0-1-0-readme.html](#)
- [cmterm-9951-sip.9-0-1-0-readme.html](#)
- [cmterm-9971-sip.9-0-1-0-readme.html](#)

Step 10 Follow the instructions in the Readme file to install the firmware.

**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.

**Note**

The firmware for the Cisco Unified IP Color Key Expansion Module is bundled with phone firmware 9.0(1). Once you load the firmware file for the Cisco Unified IP Phone, the expansion module is ready to support the relevant 9.0(1) features.

Important Notes

This section contains these topics:

- [Tracking the Cisco Unified IP Phone 9971 using Cisco Emergency Responder, page 5](#)
- [Web Access Disabled by Default, page 5](#)

Tracking the Cisco Unified IP Phone 9971 using Cisco Emergency Responder

You can use the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you need to configure Cisco Emergency Responder appropriately for tracking wireless IP Phones. For more information, refer to the Cisco Emergency Responder Administration Guide.

Web Access Disabled by Default

Access to all web services, such as HTTP and SSH, are disabled by default on the Cisco Unified IP Phone 8961, 9951, and 9971 (SIP). Your administrator can enable this feature.

**Note**

Enabling web services may cause security problems. Contact your administrator for more information.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 8](#)

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 2](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.0(1).

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 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 6](#).

Table 2 *Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(1)*

Identifier	Headline and Bug Toolkit
CSCsy75029	Transient notifications must be displayed for a minimum of two seconds
CSCsz11965	Accessory power number does not show the real power usage
CSCsz95107	Call state icon update is delayed in Hold or Resume with scroll bar
CSCta19038	Cisco Unified IP Phone with no configuration change always restarts after applying the configuration
CSCta27190	Improve image download time over wireless LAN interface

Table 2 *Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(1) (continued)*

Identifier	Headline and Bug Toolkit
CSCta42929	When USB port 2 (the side USB port) is disabled, the Cisco Unified IP Color Key Expansion Module support is also disabled.
CSCtb02125	DTMF is heard on next onhook dialing after 'AbbrDial' to an unconfigured number
CSCtb34569	Cisco Unified IP Phone fails to reinstall Java application which has 'PushRegistry' permission
CSCtb39893	Ringer volume is maxed after offhook dial screen is canceled
CSCtb44787	When connecting bluetooth, you get a unnecessary volume HUD on a Cisco Unified IP Phone 9971
CSCtb53531	Hold Reversion swap interaction - UI issues
CSCtb55754	Dialing voice mail when call history is open plays a short ring after connected
CSCtb55981	Default USB class states shows all classes selected but only one enabled
CSCtb56020	Preferences > Ringtone displays inactive lines on the Cisco Unified IP Color Key Expansion Module
CSCtb63505	Flick scroll in Session UI is extremely slow with many calls
CSCtb74400	Background picture of host Cisco Unified IP Phone is displayed incorrectly
CSCtb78953	Call history open, end call and begin dialing. The new call screen is hidden by another display
CSCtb87534	Call history missed call list is not updated if two missed calls arrive
CSCtb88064	Session bubble does not show the last invalid digit in mixed mode
CSCtb91050	Going offhook on EditDial screen and then regaining focus does not make the call
CSCtb92464	GUI does not show check mark when headset inserted with Accessory menu displayed
CSCtb99617	Back hard key does not work if delete is cancelled on Call Details screen
CSCtc03448	Connected conference shows OnHook icon with Survivable Remote Site Telephony (SRST)
CSCtc05978	Parked or retrieved entry shows incorrect caller id information in the call history
CSCtc13250	Directed Park cancels feature in OffHook or ringout state
CSCtc18071	Pressing the right navigation key twice causes the next pressed digit not to register
CSCtc18234	Error message is truncated when maximum participants is reached in a conference
CSCtc33221	Shared line interaction with two phones causes audio path LED to turn off
CSCtc33370	Voicemail button pressed during swap causes two held segments
CSCtc33504	With bluetooth connected, the path of disable and enable bluetooth radio clears bluetooth devices
CSCtc37753	Intercom session key does not work after you press Hold, Transfer or Conference key
CSCtc38834	Transfer button should be blocked in 'RingOut' state on SRST
CSCtc41068	Initial volume is not set by media server when a headset is plugged in
CSCtc41583	A softkey with no action can get stuck in a pressed state on the Cisco Unified IP Phone 9971
CSCtc41699	Multiple reverting calls can be put in connected state using Park
CSCtc66387	Pressing a disabled session key during the one-second window shifts focus
CSCtc73743	Dial tone and ring back tone stops working from handset, speakerphone, and headset
CSCtc73783	Display is not active
CSCtc75686	Subscribe to Java application need one more manual phone reset
CSCtc75764	Backspace does not work while dialing from 'EditDial' with partial digits

Table 2 Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(1) (continued)

Identifier	Headline and Bug Toolkit
CSCtc95574	Barge with maximum participants works incorrectly
CSCtd07204	Cisco Unified IP Color Key Expansion Module cannot get power when providing Power over Ethernet (PoE) to it with the Cisco Unified IP Phone 9951
CSCtd10896	USB headset loses audio during a call
CSCtd12913	Redial should not dial previously dialled non existing number
CSCtd15926	Not able to make a call using Dial Uniform Resource Identifier (URI) when video call is present

Resolved Caveats

There are no resolved caveats for firmware release 9.0(1).

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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