Cisco Unified IP Phones 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.2(2)SR1

Published: October 31, 2011

Use these release notes with a Cisco Unified IP Phone running SIP Firmware Release 9.2(2)SR1. This version of Firmware Release 9.2(2)SR1 is compatible with Cisco Unified Communications Manager (Unified CM) 7.1(5) and later.

Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

Related Documentation

Cisco Unified IP Phones 9951 and 9971 Documentation

See the 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

See the 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

---

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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

Installation Notes

This section contains these sections:

- Installing Cisco Unified Communications Manager, page 2
- Installing Firmware Release 9.2(2)SR1 for SIP, page 3
- Cisco Unified IP Phones 8900 and 9900 Series Compatibility with Cisco Unified Communications Manager, page 2

Installing Cisco Unified Communications Manager

Cisco Unified Communications Manager (Unified CM) 7.1(5) or later is required for use with the Cisco Unified IP Phones 8900 and 9900 Series. Before using one of these Cisco Unified IP Phones with Unified CM, you must install Unified CM 7.1(5) or later on all Unified CM servers in the cluster.

To download and install the latest firmware version, see the installation and upgrade guides for Cisco Unified Communications Manager.

Cisco Unified IP Phones 8900 and 9900 Series Compatibility with Cisco Unified Communications Manager

You can research Cisco Unified IP Phones 8900 and 9900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the firmware release and then search the compatibility tool window to find a specific Cisco Unified IP Phone, including the following:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Installing Firmware Release 9.2(2)SR1 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 Sign in to the **Tools & Resources > Download Software** page.

Step 3 Click **+** and choose the **IP Telephony** folder.

Step 4 Click **+** and choose the **IP Phones** folder.

Step 5 Choose **Cisco Unified IP Phones 9900 Series** or **Cisco Unified IP Phones 8900 Series**.

Step 6 Choose your phone type.

Step 7 In the **Latest Releases** folder, choose **9.2(2)SR1**.

Step 8 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:

- **cmterm-8961.9-2-2SR1.cop.sgn**
- **cmterm-9951.9-2-2SR1.cop.sgn**
- **cmterm-9971.9-2-2SR1.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-8961.9-2-2SR1-readme.html**
- **cmterm-9951.9-2-2SR1-readme.html**
- **cmterm-9971.9-2-2SR1-readme.html**

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

Installing 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. Go to Step 1 and follow the first seven steps.

- cmterm-8961.9-2-2SR1.zip
- cmterm-9951.9-2-2SR1.zip
- cmterm-9971.9-2-2SR1.zip

After you unzip the files, you must manually copy them 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.

> ✎
> **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.

Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Cisco Unified Communications Manager Versions 7.1(5) and later.

Important Notes

This section contains these topics:

Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961

The Plantronics Audio 615M headset is not compatible with the Cisco Unified IP Phone 8961. You must use an alternate headset type for this IP phone. For more information, see CSCth71104.

Using the Plantronics CS50 USB Headset with the Cisco Unified IP Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from the switch even though the headset is self-powered. If a second device such as a camera or expansion module is also connected and active on the phone, the power budget may be exceeded and the switch could reject the power request for the headset. In this case, the headset cannot be used.

One-Way Video Calls for the Cisco Unified IP Phone

Due to limitations in the H.264 video signaling standards, Cisco Unified IP Phones 9951 and 9971 may not correctly display video that is received from devices supporting resolutions greater than 640 x 480. In this case, the user will see a black video screen.

To ensure that video from such devices is properly displayed on the IP phone, the best solution is to configure high-definition phones and Cisco Unified IP Phones 8961, 9951, and 9971 into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

Cisco Unified IP Phones 9951 and 9971 Power Negotiation when Using a Video Camera

An issue (CSCtf09186) with some 802.3af switches results in the Cisco Unified IP Phones 9951 and 9971 being unable to negotiate for the additional power required to operate the IP phone camera. To power the camera, use the Cisco Unified IP Phones 9951 and 9971 Power Negotiation (Enabled/Disabled) parameter to disable the IP phone power negotiation. To disable the Power Negotiation parameter, access the Product Specific Configuration of Cisco Unified Communications Manager 8.5 and later releases. A device pack must be installed to add the configuration parameter to the database for Cisco Unified Communications Manager releases earlier than 8.5. Disabling power negotiation enables the IP phone to power up the camera and to use up to 15.4 watts (the AF maximum) without the need to negotiate with the switch. You must use this workaround until the switch software is updated.

Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder

You must configure the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you must configure Cisco Emergency Responder appropriately for tracking wireless IP phones. For more information, see *Cisco Emergency Responder Administration Guide 8.6*.

Cisco Virtualization Experience Client (VXC) 2100

The Cisco Virtualization Experience Client (VXC) 2100 Series are zero clients designed to deliver a user desktop from a centralized host server, providing access to desktop applications as if they were available locally. The Cisco VXC 2100 series attaches to the Cisco Unified IP Phones 8961, 9951, and 9971 through a spine connector cable. For more information, see *http://www.cisco.com/en/US/products/ps11499/tsd_products_support_series_home.html*.

Caveats

This section contains these topics:

Using Bug Toolkit

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 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, then click **Go**.

Open Caveats

Table 1 lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones that use Firmware Release 9.2(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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, Table 1 is a snapshot of the defects that were open at the publication date. For an updated view of open defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 5.

Table 1   Open Caveats for Firmware Release 9.2.(2)SR1

Identifier	Headline
CSCtt45092	9.9951 - phone resetting during DHCP rebinding
CSCti79116	Memory leak during SIP Codenomicon run
CSCtj03643	Wrong display time length of toast for maximum number calls alert
CSCtl80032	VID: Video jumps when stream resolution changes
CSCtn45922	BT: Can't get the hold reversion call by Jawbone Icon
CSCtn89145	Joggling fullscreen selview during VGA video call to CSF softphone
CSCto03918	Mute then unmute via CLI, on peer side it is still muted video
CSCtq47498	After SSO, RT phones with KEMs reboot
CSCtq86918	RT phone fails to power up the accessories
CSCtr13418	Phone keep alive timer issue in 9.2.(2) phone load
CSCtr23945	RT 89XX 99XX phones should cache 'span to pc port' configuration
CSCtr51513	ETSGJ-CH: Conference message is showing in ENGLISH instead of JAPANESE
CSCts01615	99xx become abnormal or crash after long period of network impairments

Table 1   Open Caveats for Firmware Release 9.2.(2)SR1 (continued)

CSCts12389	Feedback audio heard but digit lost after transfer / dial very quickly
CSCts14609	Phone stuck after switching auth. method between UserPass and CertOnly
CSCts18141	Enable Headset on 8961 and Disable Speaker Phone and Headset on 8961
CSCts35138	9971 Phone Softkey "Cancel" button not working
CSCts37494	Phone should ignore speakerphone event at unregister state
CSCts43852	Unable to reset phone with PLAR if pressed PickUp/Other PickUp
CSCts49800	Phone does not log the call in call history when no answer timer is out
CSCts55214	Phone end remote-parke-reversion call when answer new call
CSCts63656	WVGA video image jumps & grey lines appear on the left of the screen
CSCts63720	UI incorrect when Intercom interact with new call
CSCts72157	Call History All Calls - Clear List Softkey Grayed Out
CSCts77700	9971 phone software fails to parse SIP presence message
CSCts86054	Feature Control Policy not applied if using master TFTP Server
CSCtt02980	9971 with Jawbone Icon auto selects headset when not desired
CSCtt05778	No UI feedback when dialing external speed dial using softkey in onhook
CSCtt06199	Digit dropped when handset lift and rapid digit dial with app running
CSCtt11778	CUCME Roundtable phones fail to initiate mute when conference initiator
CSCtt14528	99xx DTMF tone is missing or lagging behind finger
CSCtt14860	Pushing a picture for CiscoIPPhoneStatus Display via XML slows phone
CSCtt18467	Phone syslogs show NOT level always + other problems
CSCtt45602	Transfer works incorrectly during call routing
CSCtt45648	No indication for password input when VPN login canceled
CSCtt45666	Phone does not retry VPN connect after login timer expires
CSCtt25172	Digit re-injection happened after the former digits have been dialed out
CSCtu03205	Lack of UI feedback - using speed dial to cell phone in offhook/transfer

Resolved Caveats

Table 2 lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones using Firmware Release 9.2(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, Table 2 is a snapshot of the defects that were open at the publication date. For an updated view of resolved defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 5.

Table 2   Resolved Caveats for Firmware Release 9.2.(2)SR1

Identifier	Headline
CSCts14936	Focus of display should move to line after interdigit timer has expired
CSCtr51587	89xx 99xx phones drop dialed digits in certain scenarios
CSCts83522	Unsupported phone service category prevents device registration
CSCts69998	Java error prevents VPN login from being presented on phone
CSCtt40028	Phone fails to register to CUCM when Upgrade/downgrade with VPN image
CSCtt37270	Provide UI feedback based on completion of dialing as recognized by CUCM
CSCtt40028	Phone fails to register to CUCM when Upgrade/downgrade with VPN image

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.