



Cisco Unified IP Phone Release Notes for Firmware Release 8.4(1) (SCCP and SIP)

7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7931G, 7911G, and 7906G

August 25, 2008

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.4(1).

The SCCP version of firmware release 8.4(1) is compatible with Cisco Unified Communications Manager releases 7.0, 6.1 and 6.0, Cisco Unified CallManager releases 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and Cisco CallManager release 3.3.

The SIP version of firmware release 8.4(1) is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager releases 5.1 and 5.0.



Note

SIP firmware release 8.4(1) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.0. Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

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Related Documentation

Cisco Unified IP Phone 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/hw/phones/ps379/tsd_products_support_series_home.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

The following sections contain information on topics introduced in firmware release 8.4(1):

- [En-bloc Dialing for SCCP Cisco Unified IP Phones, page 2](#)
- [Enhanced Services Provisioning, page 3](#)
- [Host Movement Detection, page 3](#)
- [Phone Screen Appearance, page 4](#)
- [Phone Menu Changes, page 6](#)
- [Secure Indication Tone, page 7](#)

En-bloc Dialing for SCCP Cisco Unified IP Phones

In previous IP Phone firmware versions, when dialing a number on-hook, from a call record (missed, placed or received), or from directories, the Cisco Unified IP Phone would play out each digit sequentially. This introduced a dialing delay. If the keypad was pressed during dialing, the digits could be inserted into the dial string incorrectly.

This has been resolved by sending all of the digits dialed on-hook, or from a call record in a single dial string (En-bloc Dialing), similar to cell phone dialing. The user will no longer hear each digit dialed sequentially.

**Note**

En-bloc dialing behavior is not configurable.

Enhanced Services Provisioning

The Enhanced Services Provisioning enhancement allows Cisco Unified Communications Manager (Cisco Unified CM) administrators to offer a wider variety of phone services on Cisco Unified IP Phones. Administrators can configure these services as default features, or allow phone users to subscribe or unsubscribe to the services by using Cisco Unified CM User Options.

The changes from the user point of view are as follows:

- There may be additional services that users can subscribe to, depending on the configuration.
- The services can be assigned to a variety of buttons.

The following SIP and SCCP phones support Enhanced Services Provisioning:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Where to Find More Information

- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Communications Manager Administration Guide*

Host Movement Detection

The Host Movement Detection enhancement extends Cisco Discovery Protocol (CDP) to include a Second Port Status Type, Length, Value (TLV) that informs a network switch of the presence or absence of devices connected to a Cisco Unified IP Phone. This enhancement ensures that the IP Phone port is closed when a device is removed, so the port cannot be accessed by plugging in another unauthorized device.

This CDP enhancement is included in Cisco Unified IP Phone firmware 8.4(1) or higher, and requires connection to a switch running a Cisco IOS software release that supports the Host Movement Detection feature. See the documentation for your switch for more information.

Background

Network Access Control is a set of protocols that verify the identity of end devices connected to a network switch, either directly or through a Cisco Unified IP Phone. When a device is connected directly to the switch, a Link Up event notifies the switch of the presence of the device. The device is authenticated and the switch applies the appropriate access control policies. When the device is disconnected, a Link Down event is sent to remove network access policies from the port.

This Link Down event was not sent when a connected device was removed from Cisco Unified IP Phones running firmware 8.4(0) or earlier. Since no Link Down event was sent, the port could potentially be accessed by unauthorized devices if plugged into the Cisco Unified IP Phone. The Host Movement Detection enhancement removes this potential security issue.

The following SIP and SCCP phones support Host Movement Detection:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Phone Screen Appearance

Cisco Unified IP Phone firmware release 8.4(1) introduces three significant appearance changes to the phones:

- Dynamic call window—Minimizes the amount of screen space obscured when an active call is present. See location 1 in [Figure 1 on page 5](#).
- Transparent line label—Minimizes the amount of screen space obscured when a line button has been provisioned with a text label. See location 2 in [Figure 1 on page 5](#).
- Transparent status message line—Minimizes the amount of screen space obscured by the phone status messages by changing from using a shaded background to shadowed text. See location 3 in [Figure 1 on page 5](#).

For more information, refer to the user guide for the specific phone model at this URL:
http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html.



Note

These changes to the phone screen appearance are not configurable.

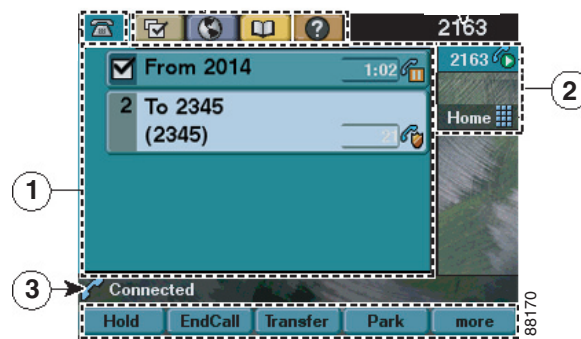
The following SIP and SCCP phones support these changes:

- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE

Figure 1 Cisco Unified IP Phone Screen Changes with Firmware Release 8.4(1)



Figure 2 Cisco Unified IP Phone Screen with Firmware Release 8.3(5) and Earlier



Where to Find More Information

- *Cisco Unified IP Phone Guide*
- *Cisco Unified IP Phone Administration Guide*

Phone Menu Changes

The following Cisco Unified IP Phone menus have changed to include the name Cisco Unified CM (replaces Cisco CallManager).

- Device Configuration Menu
- Unified CM Menu (formerly Cisco CallManager menu)
- Trust List menu (SIP phones only)
- Network Configuration Menu
- Line Settings Menu (proxy address and proxy port changes)
- CTL File Menu
- SIP General Configuration Menu (proxy address and proxy mode changes). The following fields were removed:
 - Backup Proxy
 - Backup Proxy Port
 - Emergency Proxy
 - Emergency Proxy Port
 - Outbound Proxy
 - Outbound Proxy Port
- Various phone startup messages are updated to Unified CM.

The following SIP and SCCP phones support Phone Menu changes:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Where to Find More Information

Cisco Unified IP Phone Administration Guide

Secure Indication Tone

Cisco Unified IP Phones now support protected calling, which plays a security tone at the beginning of a call to indicate the connection is secure (encrypted) on both ends, providing integrity and privacy to the call. Some features, such as conference calling, shared lines, Extension Mobility, and Join across Lines are not available when protected calling is configured. Protected calls are not authenticated.

The following information applies to protected calling:

- When a Cisco Unified IP Phone displays the lock icon, the phone is configured for secure (encrypted) calls, but this does not necessarily mean the connected phone is also protected.
- When a Cisco Unified IP Phone is configured for protected calling, a security tone plays at the beginning of the call to indicate the call is protected on both ends of the connection.
- If the call is connected to a non-protected phone, then the security tone is not played.
- Protected calling is supported for voice calls only. Video calls are not supported.

Features Disabled When Protected Calling is Configured

The following Cisco Unified IP Phone features are automatically changed when the protected call feature is enabled in Cisco Unified Communications Manager:

- Shared lines are disabled
- Maximum calls and busy trigger are set to **1**
- Extension Mobility is disabled
- Join across Lines is set to **OFF**

The following SIP and SCCP phones support Secure Indication Tone:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Where to Find More Information

- *Cisco Unified IP Phone Guide*
- *Cisco Unified IP Phone Administration Guide*

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(1\) for SCCP, page 8](#)
- [Installing Firmware Release 8.4\(1\) for SIP, page 10](#)

Installing Firmware Release 8.4(1) for SCCP

This section describes how to install firmware release 8.4(1) for SCCP.

Firmware Upgrade Issues for SCCP

**Note**

There are no upgrade issues for the Cisco Unified IP Phone 7931G.

The following upgrade issues apply:

- If you are currently running firmware earlier than 6.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), you must first install an intervening 7.0(x) load to prevent upgrade failure. Cisco recommends using the most recent 7.0(3) load as the intervening load to avoid lengthy upgrade times.
- If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.
- Device packs are required to enable IP Phones in the Cisco Unified Communications Manager database. For Cisco Unified CallManager 4.2 and earlier, these device packs are required. For Cisco Unified CallManager 4.3 and Cisco Unified Communications Manager 6.0 and later, you must run the device pack and reboot the Cisco Unified Communications Manager server. To access the device packs, go to the following URL:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>

Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914

**Note**

The following Cisco Unified IP Phone models do not support the Cisco Unified IP Phone Expansion Module 7914: 7941G-GE, 7941G, 7931G, 7911G, and 7906G.

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000300** before using the phone to support relevant 8.4(1) features on your expansion module.

**Note**

The filename for Cisco Unified IP Phone Expansion Module 7914 uses SCCP, however, it supports both SCCP and SIP. This applies to IP Phones using Cisco Unified Communications Manager 7.0.

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7914-sccp.5-0-3.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7914-sccp.5-0-3.cop.sgn
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7914-sccp.5-0-3-readme.htm
-

Installing Firmware for the Cisco Unified IP Phone (SCCP)

Before using the Cisco Unified IP Phone with Cisco CallManager release 3.3 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Before You Begin

If you are upgrading from an earlier firmware version, see the [Firmware Upgrade Issues for SCCP](#), page 8.



Note

The Cisco Unified IP Phone 7931G is supported in Cisco Unified Communications Manager 6.0 and later.

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the SCCP firmware for Cisco Unified IP Phone, click one of the hyperlinks from the URL in Step1 and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7970_7971-sccp.8-4-1.exe
cmterm-7941_7961-sccp.8-4-1.exe
cmterm-7911_7906-sccp.8-4-1.exe

- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7970_7971-sccp.8-4-1.cop
cmterm-7941_7961-sccp.8-4-1.cop
cmterm-7911_7906-sccp.8-4-1.cop
- For Cisco Unified CallManager 5.0(4) and higher:
cmterm-7970_7971-sccp.8-4-1.cop.sgn
cmterm-7941_7961-sccp.8-4-1.cop.sgn
cmterm-7911_7906-sccp.8-4-1.cop.sgn
- For Cisco Unified Communications Manager 6.0 and later:
cmterm-7931-sccp.8-4-1.cop.sgn

Step 3 Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

cmterm-7970_7971-sccp.8-4-1-readme.htm
cmterm-7941_7961-sccp.8-4-1-readme.htm
cmterm-7911_7906-sccp.8-4-1-readme.htm
cmterm-7931-sccp.8-4-1-readme.htm

Step 4 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.4(1) for SIP

This section describes how to install firmware release 8.4(1) for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0 and Cisco Unified CallManager releases 5.1 and 5.0.

Firmware Upgrade Issues for SIP



Note

There are no upgrade issues for the Cisco Unified IP Phone 7931G.

If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), be aware that upgrading will take up to twice as long to complete as usual.

Installing Firmware for the Cisco Unified IP Phone (SIP)

Before using the Cisco Unified IP Phone with Cisco Unified CallManager 5.0 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



Note

The Cisco Unified IP Phone 7931G is supported in Cisco Unified Communications Manager 6.0 and later.

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the SIP firmware for Cisco Unified IP Phone, click one of the hyperlinks from the URL in Step 1 and follow the prompts:
- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7970_7971-sip.8-4-1.cop
cmterm-7941_7961-sip.8-4-1.cop
cmterm-7911_7906-sip.8-4-1.cop
 - For Cisco Unified CallManager 5.0(4) and higher:
cmterm-7970_7971-sip.8-4-1.cop.sgn
cmterm-7941_7961-sip.8-4-1.cop.sgn
cmterm-7911_7906-sip.8-4-1.cop.sgn
 - For Cisco Unified Communications Manager 6.0 and later:
cmterm-7931-sip.8-4-1.cop.sgn
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
- cmterm-7970_7971-sip.8-4-1-readme.htm**
 - cmterm-7941_7961-sip.8-4-1-readme.htm**
 - cmterm-7911_7906-sip.8-4-1-readme.htm**
 - cmterm-7931-sip.8-4-1-readme.htm**
- Step 4** Follow the instructions in the Readme file to install the firmware.
-

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 11](#)
- [Open Caveats, page 12](#)
- [Resolved Caveats, page 14](#)

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

-
- 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**.
-

Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 12](#)
- [Open SCCP and SIP Caveats, page 13](#)
- [Open SIP Caveats, page 14](#)

Open SCCP Caveats

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP version of firmware release 8.4(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 1** 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 11](#).

Table 1 *Open SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)*

Identifier	Headline and Bug Toolkit Link
CSCsm05736	Full window pane occurs first in Survivable Remote Site Telephony (SRST) mode to receive first incoming call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm05736

Open SCCP and SIP Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(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 11.

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)

Identifier	Headline and Bug Toolkit Link
CSCsm65836	Cisco Unified IP Phone 7961G-GE has slow multicast throughput http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm65836
CSCso00832	Multi-tap bubble does not display characters properly with Thai locale http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso00832
CSCso56206	Noise reduction introduces watery-sounding noise http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56206
CSCsq32503	Cisco Unified IP Phone does not clear service pane on restart http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq32503
CSCsq64911	When the volume is adjusted the remote end hears some distortion http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq64911
CSCsq97953	Call history should show correct Caller ID when calling speech connect number http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq97953
CSCsr07269	Call through H.323 ICT is held, resumed, then dropped http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr07269
CSCsr09164	Recording and Barge, Intercom, Monitoring (BiB) interactions do not work properly with Cisco Unified Communications Manager http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr09164
CSCsr14566	Receive hashtable enumerator when using IP Phone Messenger (IPPM) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr14566

Open SIP Caveats

Table 3 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SIP version of firmware release 8.4(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 3 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 11.

Table 3 Open SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)

Identifier	Headline and Bug Toolkit Link
CSCso26500	Failed to blind transfer the call during a conference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso26500
CSCso49790	Cisco Unified IP Phone (SIP) alert name is not added to the Placed Calls history http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso49790

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 14](#)
- [Resolved SCCP and SIP Caveats, page 15](#)
- [Resolved SIP Caveats, page 16](#)

Resolved SCCP Caveats

Table 4 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP version of firmware release 8.4(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 4 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 11.

Table 4 Resolved SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)

Identifier	Headline
CSCsj67215	Cisco Unified IP Phone 7931G focus or selection fails to return to active call
CSCsm95075	Cisco Unified IP Phone (SCCP) unregisters and does not register to Cisco Unified Communications Manager

Table 4 Resolved SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1) (continued)

Identifier	Headline
CSCso64227	Cisco Unified IP Phone 7931G cannot answer incoming call when it displays the speed dial menu
CSCso65335	Speed dials menu is missing under Directories menu for Cisco Unified IP Phone 7931G

Resolved SCCP and SIP Caveats

[Table 5](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(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 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 11](#).

Table 5 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)

Identifier	Headline
CSCsc86723	Cisco Unified IP Phone 7970G accepts HTTPS URL during Extension Mobility (EM) login
CSCsh75656	Cisco Unified IP Phone 7911G cannot come back after PC VLAN field is changed
CSCsh94358	Cisco Unified IP Phone cannot return line button online help information when in connected state
CSCsh94930	Softkeys display incorrectly under special condition
CSCsi34305	Cisco Unified IP Phone does not reset on input ‘#’ from settings in a scenario
CSCsi34328	Cisco Unified IP Phone idle timeout does not wait before display is turned off
CSCsj25069	Send invalid HTTP POST to Cisco Unified IP Phone causes the phone to reboot
CSCsl49373	Cisco Unified IP Phone still displays the called number although it is restricted on Cisco Unified CM
CSCsl80593	Secure tone has eight segments more than definition for Secure Warning Tone (SWT) feature
CSCsm13939	Second line gets focus when Busy Line Feature (BLF) with button is pressed
CSCsm21285	Cisco Unified IP Phone 794x displays incorrect character in the line row
CSCsm43549	Display incorrect message on phone status message line
CSCsm74158	Cisco Unified IP Phone is not able to update time zone
CSCsm80194	Programmable Line Key (PLK) icon does not display correctly
CSCso06095	The personal directory cannot be used in Cisco Unified CM
CSCso07068	‘CAPFServer’ information is retained in flash after upgrading to latest firmware
CSCso25159	Cisco Unified IP Phone 7911G cannot access Settings menu after settings access is changed to Y
CSCso43647	Narrowband filter is not applied to narrowband headsets
CSCso51090	Cisco Unified IP Phone 7911G gets stuck at speed dial screen
CSCso54322	Previous Cisco Unified IP Phone firmware locks up upon Cisco Unified CM Express registration reject
CSCso60181	Manager Cisco Unified IP Phone plays twice the alerting tone after call gets intercepted

Table 5 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1) (continued)*

Identifier	Headline
CSCso83052	Cisco Unified IP Phone stores malformed LLDP packet
CSCso92805	Cisco Unified IP Phone 7961G/G-GE and 7941G/G-GE have low sidetone
CSCsq00839	Join Across Lines (JAL) interaction with conference feature fails to complete conference
CSCsq14002	Cisco Unified IP Phone 7970G may crash when attempting 802.1X MD5 authentication
CSCsq22425	Connection timed out error on socket connect
CSCsq26986	SendDigits Uniform Resource Identifiers (URI) not working
CSCsq32473	Cisco Unified IP Phone gives up refreshing idle URL when the web server is unresponsive
CSCsq42993	Touch screen does not work for services
CSCsq58044	Inconsistency between alerting name and placed call on screen display
CSCsq59810	Narrowband Headset used for compliance is hotter than wideband
CSCsq67246	Cannot turn off "Days Display Not Active" on Cisco Unified IP Phone 7971G-GE
CSCsq77180	Only one sidetone gain is used for both handset and headset
CSCsq85593	Cisco Unified IP Phone 7971G-GE and 7970G do not respond to resets while at maximum number of registered devices
CSCsq96330	Cisco Unified IP Phone 7911G can not switch to call user interface (UI) when it is in placed call screen
CSCsq96346	Cisco Unified IP Phone 7911G offhook should not dial out when call comes in at speed dial (SD) screen

Resolved SIP Caveats

[Table 6](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SIP version of firmware release 8.4(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 6](#) 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 11.

Table 6 *Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)*

Identifier	Headline
CSCsk89828	Cisco Unified IP Phone (SIP) XML parser issue on duplicate or invalid data
CSCso23874	‘Keep-conf’ does not work on Cisco Unified IP Phone (SIP)
CSCso64035	Cisco Unified IP Phone (SIP) primary line does not ring when in active call state
CSCsq46172	Join feature on Cisco Unified IP Phone (SIP) with latest firmware is not compatible with earlier Cisco Unified CM release
CSCsq47836	Cisco Unified IP Phone displays ‘To Unknown Number’ in pickup scenario

Table 6 Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1) (continued)

Identifier	Headline
CSCsq79761	Cisco Unified IP Phone 7961 and 7941 SIP load resets under certain conditions and keypad sequence
CSCsq98235	Extension Mobility login and logout does not exit the screen

Documentation Updates

The following update applies to the Cisco Unified IP Phone 7911G and 7906G.

Custom Background Images for Large Font Locales

Phone background images may not display properly when large font locales such as Chinese, Japanese, and Korean are used. To modify a background image for proper display, follow these guidelines:

Use the following file sizes when creating PNG files for the Japanese locale:

- 95x28 (full size image)
- 23x8 (thumbnail image)

Upload the image files to `%TFTPPATH%\Desktops\95x28x1`.

Modify or create the List.xml file in the `%TFTPPATH%\Desktops\95x28x1` folder to include the following lines, where image.png is the name of your image file:

```
<CiscoIPPhoneImageList>
  <ImageItem Image="TFTP:Desktops/95x28x1/image.png"
    URL="TFTP:Desktops/95x28x1/image.png" />
</CiscoIPPhoneImageList>
```

For more information, see the "Creating Custom Background Images" section in the *Cisco Unified IP Phone 7906G and 7911G for Cisco Unified Communications Manager Administration Guide*.

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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