



# Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G and 7942G Release Notes for Firmware Release 8.4(1)SR2 (SCCP and SIP)

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## October 31, 2008

Use these release notes with a Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G or 7942G running SCCP or SIP firmware release 8.4(1)SR2.

The SCCP version of firmware release 8.4(1)SR2 is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1.

The SIP version of firmware release 8.4(1)SR2 is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager release 5.1.



### Note

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SIP firmware release 8.4(1)SR2 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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## 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, page 2](#)
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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](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](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](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

There is no new or changed information for firmware release 8.4(1)SR2.

## Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(1\)SR2 for SCCP, page 2](#)
- [Installing Firmware Release 8.4\(1\)SR2 for SIP, page 4](#)
- [Installing Firmware Release for the Cisco Unified IP Phone Expansion Module, page 5](#)

## Installing Firmware Release 8.4(1)SR2 for SCCP

This section describes how to install firmware release 8.4(1)SR2 for SCCP.


### **Firmware Installation Procedure for SCCP**

Before using the Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, or 7942G with Cisco Unified CallManager release 4.1 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

### Procedure

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- Step 1** Go to the following URL:  
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 5** Choose your phone type.
- Step 6** To download the firmware for Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, or 7942G click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.3, 4.2, and 4.1:  
Cisco Unified IP Phone 7975G:  
**cmterm-7975-sccp.8-4-1sr2.exe**  
Cisco Unified IP Phone 7965G and 7945G:  
**cmterm-7945\_7965-sccp.8-4-1sr2.exe**  
Cisco Unified IP Phone 7962G and 7942G:  
**cmterm-7942\_7962-sccp.8-4-1sr2.exe**
  - For Cisco Unified CallManager 5.1(1b) and later:  
Cisco Unified IP Phone 7975G:  
**cmterm-7975-sccp.8-4-1sr2.cop.sgn**  
Cisco Unified IP Phone 7965G and 7945G:  
**cmterm-7945\_7965-sccp.8-4-1sr2.cop.sgn**  
Cisco Unified IP Phone 7962G and 7942G:  
**cmterm-7942\_7962-sccp.8-4-1sr2.cop.sgn**
-  **Note** Cisco Unified CallManager versions 5.1(1b) and later require signed cop files.
- Step 7** Double-click one of the downloadable files in [Step 6](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
- Cisco Unified IP Phone 7975G:  
**cmterm-7975-sccp.8-4-1sr2-readme.htm**
  - Cisco Unified IP Phone 7965G and 7945G:  
**cmterm-7945\_7965-sccp.8-4-1sr2-readme.htm**
  - Cisco Unified IP Phone 7962 and 7942G:  
**cmterm-7942\_7962-sccp.8-4-1sr2-readme.htm**
- Step 8** Follow the instructions in the Readme file to install the firmware.
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# Installing Firmware Release 8.4(1)SR2 for SIP

This section describes how to install firmware release 8.4(1)SR2 for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager release 5.1.


## Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G or 7942G with Cisco Unified CallManager 5.1 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

### Procedure

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- Step 1** Go to the following URL:  
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Choose the **IP Telephony** folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 4** Choose your phone type.
- Step 5** Double-click the following hyperlink, and follow the prompts to download the appropriate firmware for the phone model:
- Cisco Unified IP Phone 7975G:  
**cmterm-7975-sip.8-4-1sr2.cop.sgn**
  - Cisco Unified IP Phone 7965G and 7945G:  
**cmterm-7945\_7965-sip.8-4-1sr2.cop.sgn**
  - Cisco Unified IP Phone 7962G and 7942G:  
**cmterm-7942\_7962-sip.8-4-1sr2.cop.sgn**
-  **Note** Cisco Unified CallManager versions 5.1(1b) and later require signed cop files.
- Step 6** Double-click one of the downloadable files in [Step 5](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
- Cisco Unified IP Phone 7975G:  
**cmterm-7975-sip.8-4-1sr2-readme.htm**
  - Cisco Unified IP Phone 7965G and 7945G:  
**cmterm-7945\_7965-sip.8-4-1sr2-readme.htm**
  - Cisco Unified IP Phone 7962G and 7942G:  
**cmterm-7942\_7962-sip.8-4-1sr2-readme.htm**
- Step 7** Follow the instructions in the Readme file to install the firmware.
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# Installing Firmware Release for the Cisco Unified IP Phone Expansion Module

This section describes how to install a firmware release for the Cisco Unified IP Phone Expansion Module 7916, 7915, or 7914.

## Cisco Unified IP Phone Expansion Module 7916 and Cisco Unified IP Phone Expansion Module 7915

Before you use the Cisco Unified IP Phone Expansion Module 7916 or Cisco Unified IP Phone Expansion Module 7915, you must load the expansion module with firmware release **B016-1-0-2SR1** or **B015-1-0-2**, respectively, before using the phone to support relevant 8.4(1)SR2 features on your expansion module.



### Note

The Cisco Unified IP Phones 7975G, 7965G, and 7962G support the Cisco Unified IP Phone Expansion Module 7915 and Cisco Unified IP Phone Expansion Module 7916. You can add a maximum of two expansion modules to these phones.



### Note

The Cisco Unified IP Phone Expansion Module 7916 and 7915 only support SIP devices in Cisco Unified Communications Manager release 7.0(1).

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** Choose the **IP Telephony** folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 4** Choose your expansion module type.
- Step 5** To download the firmware for Cisco Unified IP Phone Expansion Module 7915 or Cisco Unified IP Phone Expansion Module 7916, click one of the following hyperlinks and follow the prompts:  
For Cisco Unified Communications Manager 6.1(x) and 5.1:
  - **cmterm-7915.1-0-2.cop.sgn**
  - **cmterm-7916.1-0-2SR1.cop.sgn**For Cisco Unified CallManager 4.3 and 4.2:
  - **cmterm-7915.1-0-2.exe**
  - **cmterm-7916.1-0-2SR1.exe**
- Step 6** Double-click one of the downloadable files in [Step 5](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
  - **cmterm-7915\_7916.1-0-2-readme.htm**
  - **cmterm-7916.1-0-2SR1-readme.htm**

**Note**

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The readme file, **cmterm-7916.1-0-2SR1-readme.htm**, contains updated information for the Cisco Unified IP Phone Expansion Module 7916. You can use **cmterm-7915\_7916.1-0-2-readme.htm** to access installation information for the Cisco Unified IP Phone Expansion Module 7915.

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## Cisco Unified IP Phone Expansion Module 7914

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)SR2 features on your expansion module.

**Note**

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The Cisco Unified IP Phones 7975G, 7965G, and 7962G support the Cisco Unified IP Phone Expansion Module 7914. You can add a maximum of two Expansion Modules to these phones.

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**Note**

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

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To download and install the firmware, follow these steps:

### Procedure

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- Step 1** Go to the following URL:  
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Choose the **IP Telephony** folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone Expansion Module 7914 > Skinny Client Control Protocol (SCCP) Software**.
- Step 4** 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 5.1(1b) and later:  
**cmterm-7914-sccp.5-0-3.cop.sgn**
- Step 5** Double-click one of the downloadable files in [Step 4](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:  
**cmterm-7914-sccp.5-0-3-readme.htm**
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# Important Notes

The initial startup time for Cisco Unified IP Phones in the 8.4(1) firmware will be slightly longer than with previous releases. As more features are introduced with the 8.4(1) firmware, more time is needed to initialize the internal processes. This increase in startup time is only applicable to power cycles and resets of the phone.

# Caveats

This section contains these topics:

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 9](#)

# 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

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs">http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs</a> . |
| <b>Step 2</b> | Log on with your Cisco.com user ID and password.   |
| <b>Step 3</b> | To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click <b>Go</b> .   |
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# Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 8](#)
- [Open SCCP and SIP Caveats, page 8](#)

- [Open SIP Caveats, page 9](#)

## 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)SR2.

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 7](#).

**Table 1** *Open SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR2*

| Identifier                 | Headline and Bug Toolkit   |
|----------------------------|--|
| <a href="#">CSCsr24859</a> | Cisco Unified IP Phones (SCCP) show incorrect codec information<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr24859">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr24859</a> |

## Open SCCP and SIP Caveats

**Table 2** lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(1)SR2.

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 7](#).

**Table 2** *Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR2*

| Identifier                 | Headline and Bug Toolkit  |
|----------------------------|---|
| <a href="#">CSCsj34885</a> | Audible flag is ineffective in the case of SendDigits push<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj34885">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj34885</a>             |
| <a href="#">CSCso00832</a> | Multi-tap bubble does not display characters properly with THAI locale<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso00832">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso00832</a> |



**Table 2**      *Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR2 (continued)*

| Identifier                 | Headline and Bug Toolkit   |
|----------------------------|--|
| <a href="#">CSCso56206</a> | Noise reduction introduces watery-sounding noise<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso56206">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso56206</a>  |
| <a href="#">CSCsv00292</a> | Extensible Authentication Protocol over LAN (EAPOL) not allowed to traverse Cisco Unified IP Phone for more than one device<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv00292">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv00292</a> |

## 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)SR2.

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 7](#).

**Table 3**      *Open SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR2*

| Identifier                 | Headline and Bug Toolkit   |
|----------------------------|--|
| <a href="#">CSCso49790</a> | Cisco Unified IP Phone (SIP) has no alert name in placed Calls History<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso49790">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso49790</a>                  |
| <a href="#">CSCsr70882</a> | Cisco Unified IP Phone 79xx (SIP) occasionally has garbled speech path with G.729 codec<br><a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr70882">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr70882</a> |

## Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 9](#)
- [Resolved SCCP and SIP Caveats, page 10](#)
- [Resolved SIP Caveats, page 10](#)

## Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.4(1)SR2.

## Resolved SCCP and SIP Caveats

Table 4 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)SR2.

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 7.

**Table 4** Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.4(1)SR2

| Identifier                 | Headline  |
|----------------------------|---|
| <a href="#">CSCsr55945</a> | Cisco Unified IP Phone queries primary TFTP server 12 times before failing over to secondary  |
| <a href="#">CSCsr96183</a> | Cisco Unified IP Phone stops receiving multicast audio after few times                        |
| <a href="#">CSCsu23948</a> | Assistant Cisco Unified IP Phone is hung while making intercom call to two different managers |
| <a href="#">CSCsu38132</a> | Computer Telephony Interface (CTI) controlled Cisco Unified IP Phone generates incorrect DTMF |
| <a href="#">CSCsu43219</a> | En-bloc feature causes non-dialable characters to be dialed                                   |
| <a href="#">CSCsu93940</a> | Cisco Unified IP Phone fails to register to Windows Unified CM while working in mixed mode    |
| <a href="#">CSCsv04751</a> | DTMF is not squelched on Cisco Unified IP Phones, causing duplicate DTMF                      |

## Resolved SIP Caveats

There are no resolved SIP caveats for firmware release 8.4(1)SR2.

# 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>

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