



# Cisco Unified IP Phone Release Notes for Firmware Release 8.4(4) (SCCP and SIP)

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

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**March 12, 2009**

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 8.4(4).

The SCCP version of firmware release 8.4(4) 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(4) 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**

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SIP firmware release 8.4(4) 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](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

The following sections contain information on features introduced in firmware release 8.4(4).

- [Adaptive Link Layer Discovery Protocol-Media Endpoint Device, page 2](#)
- [Configurable Sidetone, page 3](#)
- [Ringer Volume Control, page 4](#)
- [Memory Status, page 5](#)

## Adaptive Link Layer Discovery Protocol-Media Endpoint Device

The Adaptive Link Layer Discovery Protocol–Media Endpoint Device (Adaptive LLDP-MED) feature delays transmitting LLDP packets at IP Phone startup until the system verifies that LLDP messaging is supported. During this period, the voice-VLAN phone configuration is available through valid Cisco Discovery Protocol (CDP) messaging. The duration of the verification is typically about 6 to 30 seconds.

The Adaptive implementation was added to the LLDP-MED feature that was introduced with the 8.3(3) firmware release for two reasons:

- Some customers enable Cisco Catalyst Port Security features on the Cisco Catalyst switches that do not support LLDP-MED, which may cause switch ports to shut down and the IP Phones to be disabled when port security is enabled.
- Some legacy Cisco IOS switches do not recognize the LLDP multicast address, which may cause connectivity problems with the IP Phones.

The feature affects only the network (switch) port-state machine of the IP Phone.

After both CDP and LLDP packets have been received on the switchport, LLDP becomes the preferred protocol. (Even with the Adaptive implementation, some exceptions may cause a port to shut down.)

If the customer's network configuration does not support LLDP messaging, it is recommended that LLDP be disabled permanently in the Cisco Unified Communication Manager (Unified CM) Administration application in the Phone Configuration window. Failing to disable LLDP when it is not supported may cause issues for customers that are using older or legacy switches with port security enabled.



**Note**

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To disable LLDP in the Unified CM application, choose **Device > Phone**, select the appropriate IP Phones, and scroll to the Product Specific Configuration Layout pane.

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The Adaptive LLDP-MED feature is supported on these SCCP and SIP phones. For the Cisco Unified IP Phone 7931G, firmware release 8.4(4) supports SIP only for Unified CM releases 7.0 and later:

- 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-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7931G—For this phone, firmware release 8.4(4) supports SIP only for Unified CM releases 7.0 and later.
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to Find More Information**

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

## Configurable Sidetone

The Configurable Sidetone feature enables administrators to configure a higher sidetone level for user headsets on these Cisco Unified IP Phones—7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, and 7941G. Sidetone lets users hear their voices played back in the headset and provides assurance that the phone is working.

A new parameter, Headset Sidetone Level, was added to the Unified CM application in the Phone Configuration window. These are the parameter options:

- Use Phone Default—Maintains the existing voice level played back in the headset
- High—Increases the voice level played back in the headset, which encourages a lower speaking voice and is desirable in environments such as call centers



**Note**

To configure the parameter, choose **Device > Phone**, select the appropriate IP Phones, and scroll to the Product Specific Configuration Layout pane.

While some users prefer the higher voice level in the headset, other users may find the level to be uncomfortable or they may hear an echo. In this case, administrators should return the setting to the **Use Phone Default** setting.

Typically, only call center users should use the **High** setting with the higher voice level played back in the headset.

This feature is supported on these SCCP and SIP phones:

- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7941G

**Where to Find More Information**

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

## Ringer Volume Control

The Ringer Volume Control feature enables the system administrator to control the minimum ringer-volume setting and adjust the minimum volume level for the ringer. Individual users cannot make the changes to the minimum ringer-volume setting. As a result, no screens were added or updated on the phones.

A new parameter, Minimum Ring Volume, was added in the Unified CM Administration application in the Phone Configuration window. The administrator can select a minimum ring volume from **0** (displays as Silent) to **15** in a drop-down menu. To configure the parameter, choose **Device > Phone**, select the appropriate IP Phones, and scroll to the Product Specific Configuration Layout pane.

When a user presses the minus (–) side of the Volume button to reduce the ringer volume in an on-hook state, the volume decreases only to the configured minimum volume-level setting. When the minimum volume level is reached, no status message appears.

After a system restart, the minimum ringer volume resets to the minimum ringer-volume setting that is received from the configuration file. If the system administrator configured a new minimum volume level since the last startup and the end user had previously set the minimum ringer volume lower, the ringer volume will be set to the minimum value from the configuration file, not to the user's setting.

This feature does not apply to handset, speaker, and headset volumes during calls.

The Ringer Volume Control feature is supported on these SCCP and SIP phones. For the Cisco Unified IP Phone 7931G, firmware release 8.4(4) supports SIP only for Unified CM releases 7.0 and later:

- 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-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7931G—For this phone, firmware release 8.4(4) supports SIP only for Unified CM releases 7.0 and later.
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

#### **Where to Find More Information**

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

## **Memory Status**

The Memory Status feature enables administrators and third-party developers to analyze Cisco Unified IP Phone memory use and also prevent memory-related issues before they launch applications.

Administrators can use the Memory Status feature to identify the root cause of insufficient memory-related crashes even after the IP Phone is reset. Third-party developers can also use the Memory Status feature to determine how much memory specific applications use, such as XSI.

The Memory Status feature can be accessed from the phone web page and users can view the following memory-related information from the Device Information window:

- System Free Memory
- Java Heap Free Memory
- Java Pool Free Memory

The memory status is displayed when the free system memory is below 1MB. The system displays the memory status on any subsequent memory request. Log messages are stored in the system log and administrators can access it from the phone web page.

# Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(4\) for SCCP, page 6](#)
- [Installing Firmware Release 8.4\(4\) for SIP, page 8](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module 7914, page 9](#)

## Installing Firmware Release 8.4(4) for SCCP

This section describes how to install firmware release 8.4(4) for SCCP.

### Firmware Upgrade Issues for SCCP



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**Note**

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

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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, 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 **Call Control > Cisco Unified Communications Manager (CallManager)**.
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## 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 6.



### 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

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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** Choose **Skiny Client Control Protocol (SCCP)**.
- Step 7** Choose **8.4(4)** under the **Latest Releases** folder.
- Step 8** To download the SCCP 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 4.3 and earlier:  
**cmterm-7970\_7971-sccp.8-4-4.exe**  
**cmterm-7941\_7961-sccp.8-4-4.exe**  
**cmterm-7911\_7906-sccp.8-4-4.exe**
  - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):  
**cmterm-7970\_7971-sccp.8-4-4.cop**  
**cmterm-7941\_7961-sccp.8-4-4.cop**  
**cmterm-7911\_7906-sccp.8-4-4.cop**
  - For Cisco Unified CallManager 5.0(4) and later:  
**cmterm-7970\_7971-sccp.8-4-4.cop.sgn**  
**cmterm-7941\_7961-sccp.8-4-4.cop.sgn**  
**cmterm-7911\_7906-sccp.8-4-4.cop.sgn**
  - For Cisco Unified Communications Manager 6.0 and later:  
**cmterm-7931-sccp.8-4-4.cop.sgn**
- Step 9** Double-click one of the downloadable files in [Step 8](#), and click the Readme hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware:
- cmterm-7970\_7971-sccp.8-4-4-readme.html**  
**cmterm-7941\_7961-sccp.8-4-4-readme.html**  
**cmterm-7911\_7906-sccp.8-4-4-readme.html**

**cmterm-7931-sccp.8-4-4-readme.html**

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

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## Installing Firmware Release 8.4(4) for SIP

This section describes how to install firmware release 8.4(4) 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.

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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. The Cisco Unified IP Phone 7931G only supports SIP in Cisco Unified Communications Manager 7.0(1).

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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**.
- Step 4** Choose your phone type.
- Step 5** 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.8-4-4.cop**  
**cmterm-7941\_7961-sip.8-4-4.cop**  
**cmterm-7911\_7906-sip.8-4-4.cop**
  - For Cisco Unified CallManager 5.0(4) and later:



**cmterm-7970\_7971-sip.8-4-4.cop.sgn**

**cmterm-7941\_7961-sip.8-4-4.cop.sgn**

**cmterm-7911\_7906-sip.8-4-4.cop.sgn**

- For Cisco Unified Communications Manager 7.0(1):

**cmterm-7931-sip.8-4-4.cop.sgn**

**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-7970\_7971-sip.8-4-4-readme.htm**

**cmterm-7941\_7961-sip.8-4-4-readme.htm**

**cmterm-7911\_7906-sip.8-4-4-readme.htm**

**cmterm-7931-sip.8-4-4-readme.htm**

**Step 7** Follow the instructions in the Readme file to install the firmware.

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## 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.

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If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000400** before using the phone to support relevant 8.4(4) 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.

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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.5-0-4.exe**

- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):

**cmterm-7914-sccp.5-0-4.cop**

- For Cisco Unified CallManager 5.0(4) and later:

**cmterm-7914-sccp.5-0-4.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.5-0-4-readme.htm**

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## Important Notes

This section contains these topics:

- [Cisco Unified IP Phone Connected to Switchport Goes Into Error Disable, page 10](#)
- [Cisco Unified IP Phone Does Not Send Link Layer Discovery Protocol When Connected to a Switchport, page 10](#)

### Cisco Unified IP Phone Connected to Switchport Goes Into Error Disable

If you enable 802.1x on a Cisco Unified IP Phone that is connected to a switch, then disable 802.1x on the switchport that the phone is connected to, the switchport will go error disable if the phone is directly connected to the switchport. You should change the port security on the switchport to **3** to avoid this condition. For more information, refer to [CSCsw59831](#) using the BugToolkit.

If you enable 802.1x on a Cisco Unified IP Phone that is connected to a switch, then incorrectly set the phone 802.1x password on the switchport, when you connect the phone to the switchport and enter the correct password, the phone authentication fails. For more information, refer to [CSCsw50327](#) using the BugToolkit.

### Cisco Unified IP Phone Does Not Send Link Layer Discovery Protocol When Connected to a Switchport

When a Cisco Unified IP Phone is connected to a switchport with Link Layer Discovery Protocol (LLDP) and Cisco Discovery Protocol (CDP) enabled, disable LLDP on the phone and CDP on the switchport. The switchport will timeout and will send LLDP without the Virtual VLAN information (VVLAN). You must disable CDP on the phone or disable VVLAN on the switchport. For more information, refer to [CSCsw53207](#) using the Bug Toolkit.

Once the phone has detected a VVLAN assignment from CDP, it will not initiate the Link Layer Discovery Protocol Media Endpoint Discovery (LLDP-MED) fast start procedure. This condition will continue as long as the VVLAN is present in the CDP message or the phone receives LLDP-MED from the switch. If the CDP hold time is violated or the incoming CDP message no longer contains a VVLAN, the phone will initiate the LLDP-MED fast start procedure in an attempt to configure from LLDP-MED.

# Caveats

This section contains these topics:

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

- 
- |               |  |
|---------------|--|
| <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> .   |
- 

## Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 11](#)
- [Open SCCP and SIP Caveats, page 12](#)
- [Open SIP Caveats, page 13](#)

## Open SCCP Caveats

There are no open SCCP caveats for firmware release 8.4(4).

## Open SCCP and SIP Caveats

Table 1 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(4).

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 and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4)

Identifier	Headline and Bug Toolkit
<a href="#">CSCsq99216</a>	SRST subject name is not displayed in the trust list <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq99216">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq99216</a>
<a href="#">CSCsr50587</a>	Hear dial tone when using Dial Uniform Resource (URI) with ‘audiblefeedback=0’ <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr50587">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr50587</a>
<a href="#">CSCsu99115</a>	Cisco Unified IP Phone 7971G-GE does not change VLAN priority of DHCP for phone configuration <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu99115">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu99115</a>
<a href="#">CSCsv44772</a>	Touching hyperlink appearance immediately invokes associated action <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44772">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44772</a>
<a href="#">CSCsv44974</a>	Long string is not shown properly on phone screen <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44974">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv44974</a>
<a href="#">CSCsv54006</a>	Service page exits automatically when a call is made from Fast Dials <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54006">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv54006</a>
<a href="#">CSCsv72585</a>	There is no cursor in the text box <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv72585">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv72585</a>
<a href="#">CSCsw21438</a>	Cisco Unified IP Phone does not re-DHCP after deleting CTL file <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw21438">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw21438</a>
<a href="#">CSCsw41937</a>	Cisco Unified IP Phone has inconsistent behavior if TFTP6 or TFTP4 server is down <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw41937">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw41937</a>
<a href="#">CSCsw80362</a>	Resuming a held call on customer Cisco Unified IP Phone fails during recording <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw80362">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw80362</a>

**Table 1**      **Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4) (continued)**

Identifier	Headline and Bug Toolkit
<a href="#">CSCsx02948</a>	HTTP error pops up while filling the idle URL with server name <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx02948">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx02948</a>
<a href="#">CSCsx09005</a>	Support header is not added by the Cisco Unified IP Phone in Invite message <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx09005">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx09005</a>
<a href="#">CSCsx11761</a>	Cisco Unified IP Phone cannot get IP address after changing software port CDP status <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx11761">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx11761</a>
<a href="#">CSCsx11792</a>	Display issue after changing switch port access VLAN ID <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx11792">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx11792</a>
<a href="#">CSCsx38296</a>	Sender reports are missing from RTP Control Protocol (RTCP) packets <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx38296">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx38296</a>
<a href="#">CSCsx65625</a>	Cisco Unified IP Phone 7931G mute button does not work but light is on with handset onhook <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx65625">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx65625</a>
<a href="#">CSCsx97230</a>	Call history display is delayed <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx97230">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx97230</a>
<a href="#">CSCsx99056</a>	Cisco Unified IP Phone core dumps when launching Visual Voice Mail (VVM) on an Arabic locale phone <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx99056">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx99056</a>

## Open SIP Caveats

[Table 2](#) 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(4).

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 SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4)*

Identifier	Headline and BugToolkit
<a href="#">CSCso49790</a>	Cisco Unified IP Phone (SIP) has no alert name in Placed Calls history <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="#">CSCsx55048</a>	No 'Log Missed Calls' field in the Cisco Unified IP Phone 7931G (SIP) line configuration page <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx55048">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx55048</a>
<a href="#">CSCsx65956</a>	Cisco Unified IP Phone (SIP) fails to join after specific operating sequence <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx65956">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx65956</a>

## 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 3](#) 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(4).

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 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 3** *Resolved SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4)*

Identifier	Headline
<a href="#">CSCsv75703</a>	Cisco Unified IP Phone (SCCP) displays two "'Save' softkeys, one of which should be 'Cancel'
<a href="#">CSCsv88344</a>	Cisco Unified IP Phone (SCCP) in IPv4-only mode fails registration when Domain Name Server (DNS) is down
<a href="#">CSCsv97404</a>	Cisco Unified IP Phone 7970G loses line appearances after login or logout of Extension Mobility (EM) several times
<a href="#">CSCsw16056</a>	Cisco Unified IP Phone (SCCP) cannot access Personal Directory and Corporate Directory after shutdown switchport of PRI server

## 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(4).

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 and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4)

Identifier	Headline
<a href="#">CSCsk83382</a>	Cisco Unified IP Phone update needed for Venezuela time zone change
<a href="#">CSCso56206</a>	Noise reduction introduces watery-sounding noise
<a href="#">CSCsq07205</a>	Strace stops outputting syslogs sometimes
<a href="#">CSCsr09164</a>	Recording and BiB interactions are not working properly in Unified CM
<a href="#">CSCsr43681</a>	CallBack does not work properly when directory or messages are on focus
<a href="#">CSCsv01316</a>	Cisco Unified IP Phone can only place or answer a call using the softkey
<a href="#">CSCsv06030</a>	Cisco Unified IP Phone 7971G-GE and 7970G SIP phone gets User Interface (UI) error when placing fast dial call
<a href="#">CSCsv08816</a>	Cisco Unified IP Phone records the re-ordered Directory Number (DN) in redial for Call Forward All (CFA)
<a href="#">CSCsv31889</a>	Cisco Unified IP Phone crashes when setting URL length to 63 characters
<a href="#">CSCsv38521</a>	Idle URL is not refreshed automatically
<a href="#">CSCsv39786</a>	Cisco Unified IP Phone 7911G is stuck after exiting from speed dial
<a href="#">CSCsv41175</a>	Cisco Unified IP Phone 7970G core dumps after it executes XML object
<a href="#">CSCsv41894</a>	Cisco Unified IP Phone ‘mediaStream’ receives volume and basic call mixing error
<a href="#">CSCsv44904</a>	Chinese phrases cannot be localized properly
<a href="#">CSCsv45645</a>	Cisco Unified IP Phone sends untagged packets when administrative VLAN is configured and Cisco Discovery Protocol (CDP) is disabled
<a href="#">CSCsv47837</a>	Cisco Unified IP Phone registers an incorrect DN with Survivable Remote Site Telephony (SRST)
<a href="#">CSCsv48350</a>	Cisco Unified IP Phone cannot register to Cisco Unified Communications Manager after changing CDP setting on a network port
<a href="#">CSCsv51230</a>	New password will be appended to older password
<a href="#">CSCsv57744</a>	There are no < or > softkeys in the editor for TIME and DATE
<a href="#">CSCsv62215</a>	Cisco Unified IP Phone downloads Java Application Descriptor (JAD) file two times whenever user launches application
<a href="#">CSCsv67598</a>	XSI hard keys, ‘KeyItem’ element cannot work properly
<a href="#">CSCsv69814</a>	Cannot dial numbers prefixed with a ‘+’ sign
<a href="#">CSCsv71991</a>	Cisco Unified IP Phone cannot dial from directory after the call is transferred by Directory by the caller

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

Identifier	Headline
<a href="#">CSCsv75677</a>	Cisco Unified IP Phone prompts ‘To Unknown Number’ when pressing digits then holding call
<a href="#">CSCsv77807</a>	Cisco Unified IP Phone gets incorrect prompt in status line of ‘EditDial’
<a href="#">CSCsv78388</a>	‘AM’ and ‘PM’ in Chinese locale on off screen time editor is not correct
<a href="#">CSCsv79163</a>	Cisco Unified IP Phone 7911G speed dial from Directories does not work properly
<a href="#">CSCsv81268</a>	‘Select’ is no longer displayed after selecting a nonexistent service
<a href="#">CSCsv81371</a>	Offhook cannot dial the selected number in speed dial directory
<a href="#">CSCsv82384</a>	Touch screen does not work under Directories menu
<a href="#">CSCsv84614</a>	Cisco Unified IP Phone cannot start up successfully after hard factory reset
<a href="#">CSCsw18969</a>	Idle URL opens anyway when user performs some operations
<a href="#">CSCsw20965</a>	Idle URL will prompt when Settings or Directories is opened
<a href="#">CSCsw24232</a>	Visual Voice Mail (VVM) application cannot be accessed again when exiting from call back notification
<a href="#">CSCsx93839</a>	‘Display Idle Timeout’ does not appear after using phone buttons
<a href="#">CSCsx99067</a>	Cisco Unified IP Phone registers to incorrect Cisco Unified Communications Manager if subscribed to a service with host name

## Resolved SIP Caveats

[Table 5](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SIP versions of firmware release 8.4(4).

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 SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsu08148</a>	Cisco Unified IP Phone (SIP) Abbrdial call to busy number shows AbbrDial as called number
<a href="#">CSCsv11469</a>	Cisco Unified IP Phone (SIP) drops itself when the line is in use
<a href="#">CSCsv24518</a>	Computer Telephony Interface (CTI) ‘CallInitiateReq’ and ‘CallAnswerReq’ fails for SIP with headset enabled
<a href="#">CSCsv35859</a>	Cisco Unified IP Phone (SIP) records busy intercom DN
<a href="#">CSCsv43889</a>	Cisco Unified IP Phone (SIP) misses the first abbreviated dial call record in its call history
<a href="#">CSCsv72370</a>	Cisco Unified IP Phone (SIP) always records display name in the Placed Calls history
<a href="#">CSCsv84705</a>	Cisco Unified IP Phone fails to transfer the call during the conference
<a href="#">CSCsw17543</a>	Cisco Unified IP Phone (SIP) log of ‘Received Calls’ display is confusing when using the Busy Lamp Field (BLF) or Speed Dial (SD) button



**Table 5** Resolved SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(4) (continued)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsw28222</a>	Cisco Unified IP Phone (SIP) does not respond to call forward status update
<a href="#">CSCsw28265</a>	Cisco Unified IP Phone (SIP) resets with unexpected REFER message
<a href="#">CSCsw34188</a>	Call cannot be placed from call logs
<a href="#">CSCsw39582</a>	Cisco Unified IP Phone does not use Virtual VLAN (VVLAN) information right after it receives CDP from switch
<a href="#">CSCsw79792</a>	Cisco Unified IP Phone 7911G —An invalid Directory Number (DN) cannot be dialed out from Speed Dial directory
<a href="#">CSCsw96355</a>	Cisco Unified IP Phone is stuck on Cisco Systems, Inc. logo
<a href="#">CSCsx19401</a>	Crackling or static noise induced by Cisco Unified IP Phone when Built in Bridge (BIB) is invoked
<a href="#">CSCsx20956</a>	HTTPS login issue at Evelocity
<a href="#">CSCsx64088</a>	Cisco Unified IP Phone cannot dial DN out from Directory after call back
<a href="#">CSCsx82484</a>	Add support for enhanced image authentication

## Documentation Updates



**Note**

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

## Custom Background Images for Large Font Locales for the Cisco Unified IP Phone 7911G and 7906G

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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