



## Cisco Unified IP Phone Release Notes for Firmware Release 9.0(2)SR1 (SCCP and SIP)

**Published: February 16, 2010**

The information in this release note applies to the Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, 7962G, 7961G/G-GE, 7945G, 7942G, 7941G/G-GE, 7931G, 7911G, and 7906G.

Use these release notes with a Cisco Unified IP Phone running SCCP or SIP firmware release 9.0(2)SR1. The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G	SCCP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1, 4.3, 4.2, and 4.1
Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G	SIP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1
Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7911G, and 7906G	SCCP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and Cisco CallManager 3.3
Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7911G, and 7906G	SIP	Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1 and 5.0
Cisco Unified IP Phone 7931G	SCCP	Cisco Unified Communications Manager 7.1, 7.0, 6.0 and 6.1
Cisco Unified IP Phone 7931G	SIP	Cisco Unified Communications Manager 7.0 and later
Cisco Unified IP Phone Expansion Module 7916	SCCP and SIP	Cisco Unified Communications Manager 6.1 and later



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Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phone Expansion Module 7915	SCCP and SIP	Cisco Unified Communications Manager 6.1 and later
Cisco Unified IP Phone Expansion Module 7914	SCCP and SIP	Cisco Unified Communications Manager 7.1 and earlier



**Note**

SIP firmware release 9.0(2)SR1 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.1. 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.

## Contents

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

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## 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

This section contains these topics:

- [Call Chaperone, page 3](#)
- [Cisco Extension Mobility Cross Cluster, page 4](#)
- [Default Web Access Setting, page 4](#)
- [Extension Mobility Change PIN, page 6](#)
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## Call Chaperone

The Call Chaperone feature allows an authorized Chaperone user to supervise and record a call.

The Call Chaperone user intercepts and answers the call from the calling party, manually creates a conference to the called party, and remains on the conference to supervise and record the call.

This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to find more information:**

*Cisco Unified Communications Manager Features and Services Guide*

## Cisco Extension Mobility Cross Cluster

Cisco Extension Mobility (EM) works on Cisco Unified IP Phones within a single Cisco Unified Communications Manager cluster only. A user configured in one cluster cannot log into a Cisco Unified IP Phone of another cluster with the EM feature.

Cisco Extension Mobility Cross Cluster (EMCC) enables a user configured in one cluster to log into a Cisco Unified IP Phone in another cluster. Users from a home cluster log into a Cisco Unified IP Phone at a visiting cluster.

**Note**

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Configure Cisco Extension Mobility on Cisco Unified IP Phones before configuring EMCC.

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This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to Find More Information**

- *Cisco Unified Communications Manager Features and Services Guide*, Cisco Extension Mobility Cross Cluster
- *Cisco Unified IP Phone Administration Guide*

## Default Web Access Setting

Prior to Cisco Unified Communications Manager 8.0, the default setting for web access to the phone was set to enabled. In Cisco Unified Communications Manager 8.0, the default setting for Web Access to the phone is set to disabled.

**Note**

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The web access settings for phones that are already in the Cisco Unified Communications Manager database do not change. This only affects phones that are added to the Cisco Unified Communications Manager database after installation of Release 8.0.(1).

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The administrator can enable web access to all phones on the system, a group of phones, or to individual phones.

- To enable web access to all phones on the system, choose **System > Enterprise Phone Configurations**, check the Override Common Settings checkbox, and select **Enabled** from the drop-down box for the Web Access parameter.
- To enable web access for a group of phones on the system, choose **Device > Device Settings > Common Phone Profile**, check the Override Common Settings checkbox, and select **Enabled** from the drop-down box for the Web Access parameter. When you configure the phone, you will need to select the appropriate common phone profile.
- To enable web access for an individual phone on the system, choose **Device > Phone**, search for the phone, and in Phone Configuration, check the Override Common Settings checkbox, and select **Enabled** from the drop-down box for the Web Access parameter.


**Note**

If you set the parameters at the three configuration windows, the setting takes precedence in the following order:

- Phone Configuration window
- Common Phone Profile window
- Enterprise Phone Configuration window

This feature is supported on the following phones:

- 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
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to Find More Information**

*Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.0*

## Extension Mobility Change PIN

Cisco Unified IP Phone services prompt users for a user ID and PIN for authentication. A PIN is a numeric passcode with which users can access Cisco Unified IP Phone services, such as Cisco Extension Mobility.

The Extension Mobility Change PIN feature allows users to change their PIN from their Cisco Unified IP Phone.

Users can change their PIN by:

- Using the Change Credentials Cisco Unified IP Phone service subscribed on a phone
- Using the ChangePIN softkey on the Extension Mobility (EM) logout screen

This feature is supported on the following phones:

- 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 7945G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

### Where to Find More Information

*Cisco Unified Communications Manager Features and Services Guide*, “Cisco Extension Mobility” chapter

## Extension Mobility HTTPS Support

Cisco Unified IP Phone services ensure that all communication is done using the HTTPS protocol, making all information exchanged between a Cisco Unified IP Phone service and other applications secure.

Cisco Unified IP Phone users provide authentication information to log into Cisco Unified Communications Manager applications. User credentials are encrypted after the change of the communication protocol to HTTPS. This change provides additional security to user credentials.

Web applications with both HTTP and HTTPS support have two URLs configured. Cisco Unified IP Phones that support HTTPS select the HTTPS URL, and those that support HTTP select the HTTP URL.

This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to Find More Information**

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



## Hunt Group Display

Hunt Group provides load sharing for calls to a main directory number. A hunt group contains a series of directory numbers that can answer the incoming calls. When an incoming call is offered to a directory number that is part of the hunt group, this feature displays the main directory number in addition to the calling party.

This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

## Monitoring and Recording

Cisco Unified Communications Manager allows a supervisor to monitor and record active calls. When a call is secure, the security status of the call is displayed as a lock icon . When a call is authenticated, the security status of the call is displayed as a shield icon .

To enable secure monitoring, a Cisco Unified Communications Manager administrator creates a Security profile for the phone type of a supervisor's phone. The administrator then sets the Device Security Mode in the security profile to Encrypted.

To enable secure recording, a Cisco Unified Communications Manager administrator creates a Secure SIP Trunk Profile in which the Device Security Mode is set to Encrypted. The administrator checks the Transmit Security Status checkbox in the Secure SIP Trunk Profile to enable a supervisor to transmit the overall security status to the recorder.

This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

### Where to Find More Information

- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.0(1)*

## Time Zone Update

Cisco Unified Communications Manager updates Cisco Unified IP Phones with time zone changes. It also helps the administrator to handle the time zone updates.

This feature is supported on the following phones that are running SCCP or SIP:

- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 7971G
- Cisco Unified IP Phone 7971GE
- Cisco Unified IP Phone 7970G



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

## Trust Verification Service and Security by Default

To support secure connections with other components of the system, a Cisco Unified IP Phone authenticates the certificates of the components by validating the certificates with corresponding entries in the Certificate Trust List (CTL) file. The CTL file for all Cisco Unified IP Phones has a maximum limit of 32 entries.

The Trust Verification Service (TVS) allows the phone to authenticate other components without the need to add the corresponding entry to the CTL file. Adding new components or services does not require the CTL file to be updated on all the phones.

The Security by Default feature removes the restriction that requires the user to create the CTL file by using eTokens to provide and enable security features. The signed file is automatically enabled by default.

This feature is supported on the following phones that are running SCCP or SIP:

- 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
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

**Where to Find More Information**

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

## VPN Client

The VPN Client feature establishes a virtual private network (VPN) connection on your phone using the Secure Sockets Layer (SSL). The VPN connection is used for situations in which a phone is located outside a trusted network or when network traffic between the phone and Cisco Unified Communications Manager must cross untrusted networks.

After the system administrator determines if your phone should be configured with VPN functionality and enables the VPN feature, you can enter credentials as follows:

- If your phone is located outside the corporate network—You are prompted at login to enter your credentials based on the authentication method that your system administrator configured on your phone.
- If your phone is located inside the corporate network:
  - If Auto Network Detection is disabled, you are prompted for credentials, and a VPN connection is possible.
  - If Auto Network Detection is enabled, you cannot connect through VPN so you are not prompted.

You can enable or disable the VPN Client mode on your phone.

This feature is supported on the following phones that are running SCCP:

- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7942G

**Where to Find More Information**

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

## Installation Notes

This section contains these topics:

- [Installing Firmware Release 9.0\(2\)SR1 for SCCP, page 11](#)
- [Installing Firmware Release 9.0\(2\)SR1 for SIP, page 13](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module, page 15](#)

## Installing Firmware Release 9.0(2)SR1 for SCCP

This section describes how to install firmware release 9.0(2)SR1 for SCCP, and includes these topics:

- [Firmware Upgrade Issues for SCCP, page 11](#)
- [Firmware Installation Procedure for SCCP, page 12](#)

### Firmware Upgrade Issues for SCCP



#### Note

For all SCCP firmware upgrades from firmware release versions earlier than 8.3(3) to version 9.0(2)SR1 or greater, you must first upgrade your firmware to version 8.3(3). Once you have upgraded to version 8.3(3), you can upgrade your IP Phone to version 9.0(2)SR1 or later.



#### Note

This section applies to the Cisco Unified IP Phone 7971G-GE, 7970G, 7961G-GE, 7961G, 7941G-GE, 7941G, 7931G, 7911G, and 7906G.

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

- 
- 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 Software page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.
- Step 5** Choose your Cisco Unified Communications Manager version.
- Step 6** Choose **Cisco Unified Communications Manager > CallManager Device Packages**.
- Step 7** Choose the device package.
-

## Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager release, 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 11.

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** Log in to the Tools and Resources Download Software 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 **Skinny Client Control Protocol (SCCP) Software**.
- Step 7** Choose **9.0(2)SR1** under the **Latest Releases** folder.
- Step 8** To download the SCCP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts:
- For Cisco Unified CallManager 4.2 and earlier (firmware files only):
    - cmterm-7975-sccp.9-0-2SR1.zip**
    - cmterm-7970\_7971-sccp.9-0-2SR1.zip**
    - cmterm-7945\_7965-sccp.9-0-2SR1.zip**
    - cmterm-7942\_7962-sccp.9-0-2SR1.zip**
    - cmterm-7941\_7961-sccp.9-0-2SR1.zip**
    - cmterm-7911\_7906-sccp.9-0-2SR1.zip**
  - For Cisco Unified CallManager 4.3 and earlier:
    - cmterm-7975-sccp.9-0-2SR1.exe**
    - cmterm-7970\_7971-sccp.9-0-2SR1.exe**
    - cmterm-7945\_7965-sccp.9-0-2SR1.exe**
    - cmterm-7942\_7962-sccp.9-0-2SR1.exe**
    - cmterm-7941\_7961-sccp.9-0-2SR1.exe**
    - cmterm-7911\_7906-sccp.9-0-2SR1.exe**
  - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
    - cmterm-7970\_7971-sccp.9-0-2SR1.cop**
    - cmterm-7941\_7961-sccp.9-0-2SR1.cop**
    - cmterm-7911\_7906-sccp.9-0-2SR1.cop**

- For Cisco Unified CallManager 5.0(4) and later:
  - `cmterm-7975-sccp.9-0-2SR1.cop.sgn`
  - `cmterm-7970_7971-sccp.9-0-2SR1.cop.sgn`
  - `cmterm-7945_7965-sccp.9-0-2SR1.cop.sgn`
  - `cmterm-7942_7962-sccp.9-0-2SR1.cop.sgn`
  - `cmterm-7941_7961-sccp.9-0-2SR1.cop.sgn`
  - `cmterm-7911_7906-sccp.9-0-2SR1.cop.sgn`
- For Cisco Unified Communications Manager 6.0 and later:
  - `cmterm-7931-sccp.9-0-2SR1.cop.sgn`

**Note**

If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

**Step 9**

Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

- `cmterm-7975-sccp.9-0-2SR1-readme.html`
- `cmterm-7970_7971-sccp.9-0-2SR1-readme.html`
- `cmterm-7945_7965-sccp.9-0-2SR1-readme.html`
- `cmterm-7942_7962-sccp.9-0-2SR1-readme.html`
- `cmterm-7941_7961-sccp.9-0-2SR1-readme.html`
- `cmterm-7911_7906-sccp.9-0-2SR1-readme.html`
- `cmterm-7931-sccp.9-0-2SR1-readme.html`

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

## Installing Firmware Release 9.0(2)SR1 for SIP

This section describes how to install firmware release 9.0(2)SR1 for SIP, and includes these topics:

- [Firmware Upgrade Issues for SIP, page 13](#)
- [Firmware Installation Procedure for SIP, page 14](#)

### Firmware Upgrade Issues for SIP

**Note**

For all SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 9.0(2)SR1 or greater, you must first upgrade your firmware to version 8.3(3). Once you have upgraded to version 8.3(3), you can upgrade your IP Phone to version 9.0(2)SR1 or later.

The following upgrade issues apply:

- 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.
- 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

- 
- 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 Software page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.
- Step 5** Choose your Cisco Unified Communications Manager version.
- Step 6** Choose **Cisco Unified Communications Manager > CallManager Device Packages**.
- Step 7** Choose the device package.
- 

## Firmware Installation Procedure for 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.

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** 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 **Session Initiation Protocol (SIP) Software**.
- Step 7** Choose **9.0(2)SR1** under the **Latest Releases** folder.
- Step 8** To download the SIP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts:
- For Cisco Unified CallManager 5.0 and later: (firmware files only)  
**cmterm-7975-sip.9-0-2SR1.zip**

**cmterm-7970\_7971-sip.9-0-2SR1.zip**

**cmterm-7945\_7965-sip.9-0-2SR1.zip**

**cmterm-7942\_7962-sip.9-0-2SR1.zip**

**cmterm-7941\_7961-sip.9-0-2SR1.zip**

**cmterm-7911\_7906-sip.9-0-2SR1.zip**

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

**cmterm-7975-sip.9-0-2SR1.cop**

**cmterm-7970\_7971-sip.9-0-2SR1.cop**

**cmterm-7945\_7965-sip.9-0-2SR1.cop**

**cmterm-7942\_7962-sip.9-0-2SR1.cop**

**cmterm-7941\_7961-sip.9-0-2SR1.cop**

- **cmterm-7911\_7906-sip.9-0-2SR1.cop**

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

**cmterm-7975-sip.9-0-2SR1.cop.sgn**

**cmterm-7970\_7971-sip.9-0-2SR1.cop.sgn**

**cmterm-7945\_7965-sip.9-0-2SR1.cop.sgn**

**cmterm-7942\_7962-sip.9-0-2SR1.cop.sgn**

**cmterm-7941\_7961-sip.9-0-2SR1.cop.sgn**

**cmterm-7911\_7906-sip.9-0-2SR1.cop.sgn**



**Note**

If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

**Step 9**

Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

**cmterm-7975-sip.9-0-2SR1-readme.html**

**cmterm-7970\_7971-sip.9-0-2SR1-readme.html**

**cmterm-7945\_7965-sip.9-0-2SR1-readme.html**

**cmterm-7942\_7962-sip.9-0-2SR1-readme.html**

**cmterm-7911\_7906-sip.9-0-2SR1-readme.html**

**cmterm-7931-sip.9-0-2SR1-readme.html**

**Step 10**

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

## Installing Firmware for the Cisco Unified IP Phone Expansion Module

This section contains these topics:

- [Installing the Cisco Unified IP Phone Expansion Module 7914, page 16](#)

- [Installing the Cisco Unified IP Phone Expansion Module 7916 and 7915, page 17](#)

## Installing the Cisco Unified IP Phone Expansion Module 7914

This section describes how to install firmware release 9.0(2)SR1 for SIP, and includes these topics:

- [Firmware Upgrade Issues for the Cisco Unified IP Phone Expansion Module 7914](#)
- [Firmware Installation Procedure for the Cisco Unified IP Phone Expansion Module 7914](#)

### Firmware Upgrade Issues for the Cisco Unified IP Phone Expansion Module 7914

- The following Cisco Unified IP Phones do not support the Cisco Unified IP Phone Expansion Module 7914: 7941G/G-GE, 7931G, 7911G, and 7906G.
- You can add a maximum of two Expansion Modules to the Cisco Unified IP Phone 7975G, 7965G, and 7962G.
- 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.
- 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 9.0(2)SR1 features on your expansion module.

### Firmware Installation Procedure for the Cisco Unified IP Phone Expansion Module 7914

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** 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 **Cisco Unified IP Phone Expansion Module 7914**.
- Step 6** Choose **Skiny Client Control Protocol (SCCP) Software**.
- Step 7** Choose **5.0(4)** under the **Latest Releases** folder.
- Step 8** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click the **Download Now** or **Add to cart** button and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:  
**cmterm-7914-sccp.5-0-4.exe**
  - For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):  
**cmterm-7914-sccp.5-0-4.cop**
  - For Cisco Unified Communications Manager 5.0(4) and later:  
**cmterm-7914-sccp.5-0-4.cop.sgn**



**Note**

If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

**Step 9**

Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

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

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

This section describes how to install firmware release 9.0(2)SR1 and includes these topics:

- [Firmware Upgrade Issues for the Cisco Unified IP Phone Expansion Module 7916 and 7915](#)
- [Firmware Installation Procedure for the Cisco Unified IP Phone Expansion Module 7916 and 7915](#)

### Firmware Upgrade Issues for the Cisco Unified IP Phone Expansion Module 7916 and 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 **B016-1-0-4** before using the phone to support relevant 9.0(2)SR1 features on your expansion module.
- 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.

### Firmware Installation Procedure for the Cisco Unified IP Phone Expansion Module 7916 and 7915

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 **Cisco Unified IP Expansion Module 7916** or **Cisco Unified IP Expansion Module 7915**.

**Step 5**

Choose **1.0(4)** under the **Latest Releases** folder.

**Step 6**

To download the SIP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts:

For Cisco Unified CallManager 4.3 and 4.2 (SCCP firmware files only):

- **cmterm-7915.1-0-4.zip**
- **cmterm-7916.1-0-4.zip**

For Cisco Unified Communications Manager 5.1 and later:

- **cmterm-7915.1-0-4.cop.sgn**

- **cmterm-7916.1-0-4.cop.sgn**

For Cisco Unified CallManager 4.3 and 4.2 (SCCP only):

- **cmterm-7915.1-0-4.exe**
- **cmterm-7916.1-0-4.exe**



**Note**

If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

**Step 7**

Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

**cmterm-7915\_7916.1-0-4-readme.html**

## Important Notes

This section contains important information about firmware release 9.0(2)SR1.

- [Web Access Disabled by Default, page 18](#)
- [Maximum File Size for Downloads to the Cisco Unified IP Phone, page 18](#)

## Web Access Disabled by Default

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



**Note**

Enabling web services may cause security problems.

## Maximum File Size for Downloads to the Cisco Unified IP Phone

In firmware release 9.0(2)SR1, the maximum file size is 6MB for downloading files to the Cisco Unified IP Phone. Downloading files larger than 6 MB will result in a reset of the phone. For more information, refer to [CSCtc09700](#) using the Bug Toolkit.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 19](#)
- [Open Caveats, page 19](#)
- [Resolved Caveats, page 19](#)

## 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

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.0(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, 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 19](#).

**Table 1** Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(2)SR1

Identifier	Headline and Bug Toolkit
<a href="#">CSCte78378</a>	Cisco Unified IP Phone 6941 does not respect DHCP option 51

## Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.0(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) 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 19.

**Table 2** Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(2)SR1

Identifier	Headline and Bug Toolkit
<a href="#">CSCta57880</a>	In the Japanese locale, the string ‘Phone Not Registered’ appears in English
<a href="#">CSCtc43647</a>	Power over Ethernet (PoE) stops working with some Cisco Unified IP Phones after upgrade to firmware release 9.0(2)
<a href="#">CSCtd48103</a>	Cisco Unified IP Phone ignores ‘CallParkDisplayTime’ value
<a href="#">CSCtd68393</a>	Held call should be protected if swapped during a consultation/transfer call
<a href="#">CSCtd86937</a>	Busy Lamp Field (BLF) speed dial display issue on Cisco Unified IP Phone 6921
<a href="#">CSCtd87007</a>	Cisco Unified IP Phone does not play multicast audio during phone calls

## Documentation Updates

This section describes recent documentation changes that were made available after the last Cisco Unified IP Phone Administration Guide was released.

### Cisco Unified IP Phone Administration Guide

This section provides information about changes to the *Cisco Unified IP Phone 7906G and 7911G Administration Guide for Cisco Unified Communications Manager 7.1(SCCP and SIP)*.

### Protocol Support for Busy Lamp Field Call Lists and Busy Lamp Field Speed Dial

In the *Feature Support by Protocol for Cisco Unified IP Phone 7906G and 7911G* section, the protocol support in Table B-1 for Busy Lamp Field (BLF) Call Lists and BLF Speed Dial is listed as **Supported**.

The correct protocol support in Table B-1 for these two features should be **Not Supported**.

## 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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