



Cisco Unified IP Phone Release Notes for Firmware Release 9.0(3) (SCCP and SIP)

Revised: July 12, 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(3). [Table 1](#) lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones.

Table 1 *Cisco Unified Communications Manager and Firmware Release Compatibility*

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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Table 1 Cisco Unified Communications Manager and Firmware Release Compatibility (continued)

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(3) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.1(5). 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

This section provides links to related documentation.

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

New and Changed Information

This section contains these topics:

- [Assisted Directed Call Park, page 3](#)
- [Mute Softkey, page 4](#)
- [Secure and Nonsecure Indication Tone, page 4](#)

Assisted Directed Call Park

The Assisted Directed Call Park feature enables users to park a call by pressing only one button using the Direct Park feature. This requires administrators to configure a Busy Lamp Field (BLF) Assisted Directed Call Park button. When users press an idle BLF Assisted Directed Call Park button for an active call, the active call is parked at the Direct Park slot associated with the Assisted Directed Call Park button.

This feature is supported on the following Cisco Unified IP Phones (SIP) for Cisco Unified CM 7.1(5) 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
- 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

Where to Find More Information

[Cisco Unified Communications Manager Features and Services Guide](#)

Mute Softkey

As of the firmware release 9.0(3) and Unified CM 6.1(5) or later, the Mute softkey can be used to mute and unmute active calls in off-hook, ringing, or connected state.

When users select Mute/Unmute, the following occurs:

- They receive an audible alert and a “Microphone Mute On” visual alert.
- When they press the softkey again, the softkey changes to Unmute, they receive an audible alert and a “Microphone Unmute Off” visual alert.

For the Mute softkey to be displayed in the phone:

- Cisco Unified CM 8.0 and later—Check the Enable Mute Feature check box in the Phone Configuration menu or Common Phone Profile Configuration window or Enterprise Phone Configuration menu in Cisco Unified CM Administration.
- Earlier versions of Cisco Unified CM—Check the Enable Mute Feature check box in the Phone Configuration menu in Cisco Unified CM Administration.

This feature is supported on the following IP phones running the SCCP and SIP protocol:

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

Where to Find More Information

- Cisco Unified IP Phone 7906G and 7911G Phone Guide for Cisco Unified Communications Manager
- Cisco Unified IP Phone 7906G and 7911G Administration Guide for Cisco Unified Communications Manager

Secure and Nonsecure Indication Tone

With firmware release 9.0(3), the secure indication tone functionality was updated, and the nonsecure indication tone was added to the Secure and Nonsecure Indication Tone feature for the Cisco Unified IP Phones. The 8.0(3) release of Cisco Unified Communications Manager (Unified CM) is a requirement for these changes to function.

If phone is configured as secure (encrypted and trusted) in Unified CM, it can be given a “protected” status (which is separate from the status a call). After that if desired, the protected phone can be configured to play an indication tone at the beginning of a call:

- Protected Device—To change the status of a secure phone to protected, check the “Protected Device” check box in Cisco Unified Communications Manager Administration > Device > Phone > Phone Configuration.
- Play Secure Indication Tone—To enable the protected phone to play a secure or nonsecure indication tone, set the “Play Secure Indication Tone” to True. (The default is False.) You set this option in Cisco Unified Communications Manager Administration > System > Service Parameters. Select the server and then the Unified CM service. In the Service Parameter Configuration window, select the option in the Feature - Secure Tone area. (The default is False.)

Only protected phones hear secure or nonsecure indication tones. (Nonprotected phones never hear tones.) Because the condition for playing the secure indication tone is now based on the overall secure status of the call end to end and not the protected status of the phone, users hear a tone between a protected phone and a nonprotected phone if the Secure Real-Time Transfer Protocol (SRTP) or Real-Time Protocol (RTP) is established.

If the overall call status changes during the call, the indication tone changes accordingly. At that time, the protected phone plays the appropriate tone.

A protected phone plays a tone or not under these circumstances:

- When the option to play a tone, “Play Secure Indication Tone,” is enabled (True):
 - When end-to-end secure media is established through the Secure Real-Time Transfer Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).
 - When end-to-end nonsecure media is established through the Real-Time Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses). (This capability is a change with this release.)
- When the Play Secure Indication Tone option is disabled (False), no tone is played.

These changes were also made with this release:

- Users can invoke supplementary services, such as Transfer or Conference, from protected phones without a software limitation.
- In the past if calls were transferred from a protected phone to another protected phone with RTP established, the call would be dropped. Now users hear a secure or nonsecure indication tone instead of the call being dropped.

The Secure and Nonsecure Indication Tone feature is supported on these IP phones running the SCCP and SIP protocol:

- 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

Installation Notes

This section contains these topics:

- [Installing Firmware Release 9.0\(3\) for SCCP, page 6](#)
- [Installing Firmware Release 9.0\(3\) for SIP, page 8](#)
- [Installing Firmware for the Cisco Unified IP Phone Expansion Module, page 11](#)

Installing Firmware Release 9.0(3) for SCCP

This section describes how to install firmware release 9.0(3) for SCCP, and includes these topics:

- [Firmware Upgrade Issues for SCCP, page 6](#)
- [Firmware Installation Procedure for SCCP, page 7](#)

Firmware Upgrade Issues for SCCP



Note

For all SCCP firmware upgrades from firmware release versions earlier than 8.3(3) to version 9.0(3) 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(3) or later.



Note

This section applies to the Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, 7962G, 7961G-GE, 7961G, 7945G, 7942G, 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 6](#).

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(3)** 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.9-0-3.zip**
 - cmterm-7970_7971-sccp.9-0-3.zip**
 - cmterm-7945_7965-sccp.9-0-3.zip**
 - cmterm-7942_7962-sccp.9-0-3.zip**
 - cmterm-7941_7961-sccp.9-0-3.zip**
 - cmterm-7911_7906-sccp.9-0-3.zip**
 - For Cisco Unified CallManager 4.3 and earlier:
 - cmterm-7975-sccp.9-0-3.exe**
 - cmterm-7970_7971-sccp.9-0-3.exe**
 - cmterm-7945_7965-sccp.9-0-3.exe**
 - cmterm-7942_7962-sccp.9-0-3.exe**

cmterm-7941_7961-sccp.9-0-3.exe

cmterm-7911_7906-sccp.9-0-3.exe

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

cmterm-7970_7971-sccp.9-0-3.cop

cmterm-7941_7961-sccp.9-0-3.cop

cmterm-7911_7906-sccp.9-0-3.cop

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

cmterm-7975-sccp.9-0-3.cop.sgn

cmterm-7970_7971-sccp.9-0-3.cop.sgn

cmterm-7945_7965-sccp.9-0-3.cop.sgn

cmterm-7942_7962-sccp.9-0-3.cop.sgn

cmterm-7941_7961-sccp.9-0-3.cop.sgn

cmterm-7911_7906-sccp.9-0-3.cop.sgn

- For Cisco Unified Communications Manager 6.0 and later:

cmterm-7931-sccp.9-0-3.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.9-0-3-readme.html

cmterm-7970_7971-sccp.9-0-3-readme.html

cmterm-7945_7965-sccp.9-0-3-readme.html

cmterm-7942_7962-sccp.9-0-3-readme.html

cmterm-7941_7961-sccp.9-0-3-readme.html

cmterm-7911_7906-sccp.9-0-3-readme.html

cmterm-7931-sccp.9-0-3-readme.html

Step 10

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

Installing Firmware Release 9.0(3) for SIP

This section describes how to install firmware release 9.0(3) for SIP, and includes these topics:

- [Firmware Upgrade Issues for SIP, page 9](#)
- [Firmware Installation Procedure for SIP, page 9](#)

Firmware Upgrade Issues for SIP



Note

For all SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 9.0(3) 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(3) 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(3)** 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.9-0-3.zip

cmterm-7970_7971-sip.9-0-3.zip

cmterm-7945_7965-sip.9-0-3.zip

cmterm-7942_7962-sip.9-0-3.zip

cmterm-7941_7961-sip.9-0-3.zip

cmterm-7911_7906-sip.9-0-3.zip

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

cmterm-7975-sip.9-0-3.cop

cmterm-7970_7971-sip.9-0-3.cop

cmterm-7945_7965-sip.9-0-3.cop

cmterm-7942_7962-sip.9-0-3.cop

cmterm-7941_7961-sip.9-0-3.cop

- **cmterm-7911_7906-sip.9-0-3.cop**

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

cmterm-7975-sip.9-0-3.cop.sgn

cmterm-7970_7971-sip.9-0-3.cop.sgn

cmterm-7945_7965-sip.9-0-3.cop.sgn

cmterm-7942_7962-sip.9-0-3.cop.sgn

cmterm-7941_7961-sip.9-0-3.cop.sgn

cmterm-7911_7906-sip.9-0-3.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.9-0-3-readme.html

cmterm-7970_7971-sip.9-0-3-readme.html

cmterm-7945_7965-sip.9-0-3-readme.html

cmterm-7942_7962-sip.9-0-3-readme.html

cmterm-7911_7906-sip.9-0-3-readme.html

cmterm-7931-sip.9-0-3-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 11
- [Installing the Cisco Unified IP Phone Expansion Module 7916 and 7915](#), page 12

Installing the Cisco Unified IP Phone Expansion Module 7914

This section describes how to install firmware release 9.0(3) 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: 7945G, 7942G, 7941G/G-GE, 7931G, 7911G, and 7906G.
- You can add a maximum of two Expansion Modules to the Cisco Unified IP Phone 7975G, 7971G, 7970G, 7965G, 7962G, 7961G-GE, and 7961G.
- 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(3) 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(3) 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(3) 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 these topics about firmware release 9.0(3):

- [Mute and Unmute Softkey Displays Different Locale, page 13](#)
- [Maximum File Size for Downloads to the Cisco Unified IP Phone, page 13](#)

Mute and Unmute Softkey Displays Different Locale

The Cisco Unified IP Phone 7911G and 7906G use a softkey for the Mute and Unmute feature. If the phone is configured with firmware release 9.0(3) and a non-English locale is configured, the Mute and Unmute softkey will display in the English locale. For more information, see [CSCtc61523](#) using the Software Bug Toolkit.

Maximum File Size for Downloads to the Cisco Unified IP Phone

In firmware release 9.0(3), 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 14](#)
- [Open Caveats, page 14](#)
- [Resolved Caveats, page 15](#)

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

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 14](#).

Table 2 *Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(3)*

Identifier	Headline and Bug Toolkit
CSCsx57060	Secure IP phone against potential exploits from default accounts
CSCsy82318	MIDP mutable image is not displayed on a Cisco Unified IP Phone 7941G or 7941G-GE
CSCtb09526	After the Unified CM is updated, it takes long time to re-register the SCCP IP phone
CSCte41296	The “Drop” softkey on the Cisco Unified IP Phone 7961G or 7961G-GE is not clearly displayed in Japanese locale
CSCte48042	SIP IP phone beeps four times when one user exits a conference call

Table 2 *Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(3) (continued)*

Identifier	Headline and Bug Toolkit
CSCtf07426	Protect IP phone against potential exploits from default account
CSCtf93504	Inactive IP phone does not wake the display when text broadcasts are received
CSCtf93770	“Shownet” command shows 0.0.0.0 as IP address
CSCtg00867	IP phone cannot register to SRST after network recovery
CSCtg06896	Secure RTP Control Protocol (SRTCP) authentication tag must be 80 bits
CSCtg19044	PIN change errors are not displayed properly on Cisco Unified IP Phone 7911G
CSCtg21901	Pressing the "Headset" button rapidly causes the "Speaker" button to beep, unexpectedly
CSCtg23786	IP Phone is unable to recover its TFTP server
CSCtg42562	The caller ID still shows on the IP phone UI after the call is end
CSCtg46399	Shared line indicates busy state and cannot be barged during automation testing
CSCtg55207	IP phone fails to decrypt configuration file when moved between clusters
CSCtg71021	Alternate TFTP address cannot be erased in particular IPv6 scenario
CSCtg73357	Mute softkey displays incorrectly after switching locale from Chinese to English
CSCtg89332	Inconsistency with Unified CM and IP phone for handset or headset monitor parameter
CSCtg91425	Extension Mobility Cross Cluster (EMCC) shows "Host Not Found" error after resetting the IP phone

Resolved Caveats

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

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 14.

Table 3 *Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(3)*

Identifier	Headline and Bug Toolkit
CSCtd32967	SIP IP Phone User Interface (UI) does not change if an inbound call disconnects before it is answered
CSCtd44181	Cisco Unified IP Phone 7975G loses user settings and call history after fourth Extension Mobility (EM) login
CSCtd58961	Resetting IP phones causes switchport security violations
CSCte58139	Call focus does not display the correct call on Cisco Unified IP Phone 7961G and 7945G

Table 3 Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(3)

Identifier	Headline and Bug Toolkit
CSCtf49980	ARP process causes Realtime Transport Protocol (RTP) clip on IP phones
CSCtf70080	SIP IP phone SIP replies with “500 internal server” error to Key Press Markup Language (KPML), subscribed from Unified CM
CSCtf72061	Invalid SCCP “StartMulticastMediaTransmission” message triggers IP phone Digital Signal Processor (DSP) crash
CSCtf77008	IP phone beam memory leads to multicast media reception failure
CSCtg56620	IP Phone 802.1X, EAP-TLS using Media Interface Connector (MIC) over Locally Significant Certificate (LSC)

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 Administration Guide for Cisco Unified Communications Manager 8.0 (SCCP and SIP)*.

Saving Credentials When Using VPN Client

When using VPN Client, credentials are saved under some circumstances. The Release 8.0 user guides stated that credentials were not saved when the phone was reset or when it experienced a power loss, as follows:

**Note**

If power is lost or the phone is reset, all stored credentials are removed.

However, the following is the corrected information:

**Note**

When the power is lost and in some scenarios when the phone is reset, all stored credentials are removed.

This change applies to the Cisco Unified IP Phones that support VPN Client:

- 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

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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