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

**Revised: July 12, 2010**


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**

<table>
<thead>
<tr>
<th>Cisco Unified IP Phone</th>
<th>Protocol</th>
<th>Cisco Unified Communications Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G</td>
<td>SCCP</td>
<td>Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1, 4.3, 4.2, and 4.1</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, and 7942G</td>
<td>SIP</td>
<td>Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1 and later</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7971G-GE, 7970G, 7961G/G-GE, 7941G, 7911G, and 7906G</td>
<td>SCCP</td>
<td>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</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7971G-GE, 7970G, 7961G/G-GE, 7941G, 7911G, and 7906G</td>
<td>SIP</td>
<td>Cisco Unified Communications Manager 6.0 and later, Cisco Unified CallManager 5.1 and 5.0</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7931G</td>
<td>SCCP</td>
<td>Cisco Unified Communications Manager 7.1, 7.0, 6.0 and 6.1</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7931G</td>
<td>SIP</td>
<td>Cisco Unified Communications Manager 7.0 and later</td>
</tr>
<tr>
<td>Cisco Unified IP Phone Expansion Module 7916</td>
<td>SCCP and SIP</td>
<td>Cisco Unified Communications Manager 6.1 and later</td>
</tr>
</tbody>
</table>
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.

## 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:


### 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:

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:

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


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:

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:
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

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:

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:

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-7941_7961-sip.9-0-3-readme.html
  - cmterm-7911_7906-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 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:

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 Skinny 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
Installation Notes

• 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

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**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:


**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
Important Notes

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**

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

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

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

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


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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