Cisco Unified IP Phone Release Notes for Firmware Release 9.1(1)SR1 (SCCP and SIP)

Published: December 22, 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 9.1(1)SR1. 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

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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 CallManager Version 3.1(2c) or later

Note SIP firmware release 9.1(1)SR1 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.

Note Firmware Release 9.1(1) is supported on Cisco Unified Communications Manager 7.x and earlier.

Contents

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

Related Documentation

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:

Automatic Port Synchronization

When the Cisco Unified Communication Manager administrator uses the Remote Port Configuration feature to set the speed and duplex function of an IP phone remotely, loss of packets can occur, if one port is slower than the other.

The Automatic Port Synchronization feature synchronizes the ports to the lowest speed among the two ports, which eliminates packet loss. When automatic port synchronization is enabled, it is recommended that both ports be configured for autonegotiate. If one port is enabled for autonegotiate and the other is at a fixed speed, the phone synchronizes to the fixed port speed.

Note If both the ports are configured for fixed speed, the Automatic Port Synchronization feature is ineffective.

Note The Remote Port Configuration and Automatic Port Synchronization features are compatible only with IEEE 802.3AF Power of Ethernet (PoE) switches.

Note Switches that support only Cisco Inline Power are not compatible. Enabling this feature on phones that are connected to these types of switches could result in loss of connectivity to Cisco Unified CM, if the phone is powered by PoE.

Device Un-registration

The phone implements a new alarm that is sent in at the time of registration reporting diagnostic information related to the current and previous registration events, as well as, the previous deregistration event. Once the new alarm is implemented the phones, utilizing SCCP, should discontinue sending the StationAlarm message that was previously sent at the time of registration. For reference this is the alarm

that includes the “Last=” string. Since this alarm is sent prior to protocol version negotiation it is understood that the newer versions of phone software always sends the newly defined StationEnhancedAlarmMessage. The older versions of the Cisco Unified Communication Manager ignores and discard the new alarm.

Plus Dialing

In this release, users can now press and hold the “*” key for 1 second to add a plus “+” sign as the first digit in a phone number for international dialing.

After the phone number includes the + sign, users can go into directories, such as received calls and call history, and select and dial the entry with the + sign without having to add digits for international calls.

These Cisco Unified IP Phones (SIP) support this feature:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G
- Cisco Unified IP Phone 7975G

Whisper Coaching

Silent call monitoring is a feature that allows a supervisor to discreetly listen to a conversation between an agent and a customer without allowing the agent to detect the monitoring session. Whisper coaching is an enhancement to silent call monitoring feature that allows supervisors to talk to agents during a monitoring session. This feature provides applications the ability to change the current monitoring mode of a monitoring call from Silent Monitoring to Whisper Coaching and vice versa.

To enable Whisper Coaching in the Cisco Unified Communications Manager Administration application, choose **Device > Phone**, locate the Cisco Unified IP Phone that you want to configure. Scroll to the Device Information Layout pane and set Built-in Bridge to **On** or **Default**. If Built-in Bridge is set to Default, in the Cisco Unified Communications Manager Administration application, choose **System > Service Parameter** and select the appropriate Server and Service. Scroll to the Clusterwide Parameters (**Device - Phone**) pane and set Built-in Bridge Enable to **On**..

XSI Screen Width Enhancement

The XSI Screen Width Enhancement feature, on Cisco Unified IP Phones, enhances the viewability of the Messages, Directories, and Services screens. These screens may appear in Normal mode or in Wide mode depending on how the phone is set up.

The Screen Width Enhancement feature is supported on the following phones that are running SCCP or SIP:

- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

Installation Notes

This section contains these topics:

Note Firmware 9.1(1)SR1 is only compatible with Cisco Unified Communications Manager 7.x or earlier. It is not compatible with Cisco Unified Communications Manager 8.x or later.

Installing Firmware Release 9.1(1)SR1 for SCCP

This section describes how to install firmware release 9.1(1)SR1 for SCCP, and includes these topics:

Firmware Upgrade Issues for SCCP

Note For all SCCP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(2)SR1 or greater, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your IP Phone to version 9.1(1)SR1 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 **9.1(1)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.9-1-1SR1.zip

  cmterm-7970_7971-sccp.9-1-1SR1.zip

  cmterm-7945_7965-sccp.9-1-1SR1.zip

  cmterm-7942_7962-sccp.9-1-1SR1.zip

  cmterm-7941_7961-sccp.9-1-1SR1.zip

  cmterm-7911_7906-sccp.9-1-1SR1.zip

- For Cisco Unified CallManager 4.3 and earlier:

  cmterm-7975-sccp.9-1-1SR1.exe

  cmterm-7970_7971-sccp.9-1-1SR1.exe

  cmterm-7945_7965-sccp.9-1-1SR1.exe

  cmterm-7942_7962-sccp.9-1-1SR1.exe

  cmterm-7941_7961-sccp.9-1-1SR1.exe

  cmterm-7911_7906-sccp.9-1-1SR1.exe

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

  cmterm-7970_7971-sccp.9-1-1SR1.cop

  cmterm-7941_7961-sccp.9-1-1SR1.cop

  cmterm-7911_7906-sccp.9-1-1SR1.cop

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

  cmterm-7975-sccp.9-1-1SR1.cop.sgn

  cmterm-7970_7971-sccp.9-1-1SR1.cop.sgn

  cmterm-7945_7965-sccp.9-1-1SR1.cop.sgn

  cmterm-7942_7962-sccp.9-1-1SR1.cop.sgn

  cmterm-7941_7961-sccp.9-1-1SR1.cop.sgn

  cmterm-7911_7906-sccp.9-1-1SR1.cop.sgn

- For Cisco Unified Communications Manager 6.0 and later:

cmterm-7931-sccp.9-1-1SR1.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.9-1-1SR1-readme.html

cmterm-7970_7971-sccp.9-1-1SR1-readme.html

cmterm-7945_7965-sccp.9-1-1SR1-readme.html

cmterm-7942_7962-sccp.9-1-1SR1-readme.html

cmterm-7941_7961-sccp.9-1-1SR1-readme.html

cmterm-7911_7906-sccp.9-1-1SR1-readme.html

cmterm-7931-sccp.9-1-1SR1-readme.html

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

Installing Firmware Release 9.1(1)SR1 for SIP

This section describes how to install firmware release 9.1(1)SR1 for SIP, and includes these topics:

- Firmware Upgrade Issues for SIP, page 8
- 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 9.1(1)SR1 or greater, you must first upgrade your firmware to an intermediate version (8.3(3) - 8.5(2)) then upgrade to 9.1(1)SR1.

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 **9.1(1) 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.9-1-1SR1.zip

  cmterm-7970_7971-sip.9-1-1SR1.zip

  cmterm-7945_7965-sip.9-1-1SR1.zip

  cmterm-7942_7962-sip.9-1-1SR1.zip

  cmterm-7941_7961-sip.9-1-1SR1.zip

  cmterm-7911_7906-sip.9-1-1SR1.zip

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

  cmterm-7975-sip.9-1-1SR1.cop

  cmterm-7970_7971-sip.9-1-1SR1.cop

  cmterm-7945_7965-sip.9-1-1SR1.cop

  cmterm-7942_7962-sip.9-1-1SR1.cop

  cmterm-7941_7961-sip.9-1-1SR1.cop
- **cmterm-7911_7906-sip.9-1-1SR1.cop**
- For Cisco Unified CallManager 5.0(4) and later:

  cmterm-7975-sip.9-1-1SR1.cop.sgn

  cmterm-7970_7971-sip.9-1-1SR1.cop.sgn

  cmterm-7945_7965-sip.9-1-1SR1.cop.sgn

  cmterm-7942_7962-sip.9-1-1SR1.cop.sgn

  cmterm-7941_7961-sip.9-1-1SR1.cop.sgn

  cmterm-7911_7906-sip.9-1-1SR1.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.9-1-1SR1-readme.html

cmterm-7970_7971-sip.9-1-1SR1-readme.html

cmterm-7945_7965-sip.9-1-1SR1-readme.html

cmterm-7942_7962-sip.9-1-1SR1-readme.html

cmterm-7911_7906-sip.9-1-1SR1-readme.html

cmterm-7931-sip.9-1-1SR1-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

This section describes how to install firmware release 9.1(1)SR1 for SIP, and includes these topics:

- 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 9.1(1)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 **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

- 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 9.1(1)SR1 and includes these topics:

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 9.1(1)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 these topics about firmware release 9.1(1)SR1:

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 9.1(1)SR1 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 9.1(1)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

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 9.1(1)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 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 13.

Table 2 Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.1(1)SR1

Identifier	Headline and Bug Toolkit
CSCtj92330	IP phone continues to send RTCP packets after the call is ended
CSCtj90285	IP phone sends LLDP-MED after it receives CDP and not LLDP in holding time
CSCtj86254	SIP stack does not work after applying configuration and restarting IP phone from Cisco Unified Communications Manager (Unified CM)
CSCtj85689	Unified CM rejects IP phone log server IP address xxx.xxx.xxx.2x
CSCtj79853	IP Phone memory leak leads to kernel panic and IP phone reboots
CSCtj73680	Call is created when answered from CTI and the IP phone same time
CSCtj61369	IP phone is stuck during PFS upgrading or downgrading
CSCtj20604	IP phone could not parse correct XML after one incorrect XML request is made
CSCtj15374	SIP displays "Forwarded For" when Retain Forward Information is set to False
CSCtj02981	IP phone does not dial out with enbloc dialing method for the second call

Table 2 Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.1(1)SR1 (continued)

Identifier	Headline and Bug Toolkit
CSCti97492	IP phone failover to V-SRST instead of logging out of Extension Mobility Cross Cluster (EMCC) when the intercluster link is down
CSCti95055	VPN Authentication Failed should be hid when switched to another UI
CSCti83423	No reorder tone when Offhook to First Digit Timer expires on a SIP Phone
CSCti57356	Algorithm that determines RTCP is using 80-bit or 32-bit may not work
CSCti01059	SIP phone freeze when CTI application calls on 2nd line before media is established
CSCtj76712	Call is auto dialed when pressing speaker button of an idle phone
CSCth66183	Sender Codec is not None in Phone Call Statistics page while no Tx
CSCti24482	IP phone 7975 reboots while launching the visual voice mail service
CSCti24961	Phone has no dial tone after two monitor call sessions are setup
CSCti77951	No statistics for intercom call when it is the second call on the phone
CSCtj13838	Encrypted IP phone uses MIC over LSC to verify configuration
CSCti87857	IP phone fails to login into Extension Mobility Cross Cluster (EMCC) when EMCC URL is the idle url
CSCti95341	LED of line 24 is always on after IP phone 7931EMCC with other types of Device Profiles
CSCti99770	Cannot display secure lock icon for ITL file in certain conditions
CSCtj01353	QRT is disabled on SIP phone when speaker phone is disabled
CSCtg96408	Third-gen phone (7911/41, etc) fails to boot after PFS upgrade

Resolved Caveats

Table 3 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.1(1)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 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 13.

Table 3 Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.1(1)SR1

Identifier	Headline and Bug Toolkit
CSCtj59284	Cisco Unified IP Phone 7941/7961/7970/7971 with 2 Mb/s multicast stream loses virtual VLAN
CSCtj56971	RTCP port on IP phone is closed when RTP is redirected during a call
CSCtj37739	IP phone in security mode fails to register with Unified CM

Table 3 Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.1(1)SR1 (continued)

Identifier	Headline and Bug Toolkit
CSCtj29883	Traditional call to CVP call has one-way audio for 10 seconds after mid-call codec negotiation
CSCtj28653	Call histories still display on toggle down
CSCtj28569	Automatic line select side effect causes unexpected XSI busy
CSCtj22367	SIP IP phone does not display the “Forward Info” during alteration
CSCtj15255	Built in Bridge fails on 7906/11/41/42/45/61/62/65/70/71/75 - SCCP Phones when SSRC id changes
CSCti49760	Incoming call is not answered the first time by using offhook
CSCth75427	Cisco Unified IP phones intermittently sends duplicate DTMF digits after key press
CSCth67536	PC port still connects after disable from Unified CM
CSCth66183	Codec information in IP phone call statistics page
CSCth61454	Personal Directory does not disappear after placing a call
CSCth54261	IP Phones product specific configuration default does not match
CSCth33597	Attandant IP phone hangs intermittently after upgrade from 6.1.3 to 7.1.3
CSCth30228	Cisco Unified IP Phone 7941/7961/7970/7971 cause VLAN throttle on switch if multicast traffic more than 12 MB
CSCtg91425	EMCC shows “Host Not Found” error after re-setting phone
CSCtg46399	Shared line shows busy and cannot be barged during automation testing
CSCtf93770	“Shownet” command shows 0.0.0.0 as IP address
CSCti47310	Headset/Handset monitor parameter works after audio is set up
CSCti47494	Headset/Handset monitor parameter works only after audio is set up
CSCth49432	IP phone is stuck after modifying its device security profile
CSCth44847	Cisco Unified IP Phone 7962 SCCP is stuck after restart from CUCM
CSCth57117	IP phone cannot fallback to publisher CUCM
CSCth92246	IP phone sometimes stuck while running MIDP compliance test
CSCth92272	Null Pointer Exception while running MIDP compliance test
CSCth57352	Change Max Version Length for BKEM load
CSCti03867	SIP phones stuck at restarting loop after EMCC logs in
CSCti17645	Clusters both on Mixed Mode and SIP phone cannot EMCC login
CSCtj03441	IP phone crashes when user pushes Register to register alarm

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.