



# Cisco Unified SIP Phone 3951 and 3911 Release Notes for Firmware Release 8.1(2)SR1

---

**September 30, 2008**

Use these release notes with the Cisco Unified SIP Phone 3951 and 3911, running firmware release 8.1(2)SR1.



**Note**

---

The Cisco Unified SIP Phone 3951 is available only in Asia Pacific and Latin American countries.

---

Firmware release 8.1(2)SR1 is supported by Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and 5.1.



**Note**

---

Firmware release 8.1(2)SR1 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and 5.1. Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

---

## Contents

These release notes provide the following information:

- [Related Documentation, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 3](#)
- [Obtaining Documentation, page 5](#)
- [Obtaining Documentation and Submitting a Service Request, page 6](#)



---

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

© 2008 Cisco Systems, Inc. All rights reserved.

## 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/ps7193/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7193/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/voicew/sw556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicew/sw556/tsd_products_support_series_home.html)

### Cisco Unified Communications Manager Business Edition Documentation

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

[http://www.cisco.com/en/US/products/ps7273/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## Installation Notes

This section contains information on installing firmware release 8.1(2)SR1.

## Installing Firmware Release 8.1(2)SR1 on Cisco Unified Communications Manager

This section describes how to install firmware release 8.1(2)SR1 on Cisco Unified Communications Manager.

### Firmware Installation Procedure

Before using the Cisco Unified SIP Phone 3951 and 3911 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



#### Note

For Cisco Unified Communications Manager 5.0 and earlier, you need to install a device pack or upgrade your version of Cisco Unified Communications Manager to 5.1 or later. Refer to the readme file in [Step 3](#) for more information on this procedure.

To download and install the firmware, follow these steps:

#### Procedure

**Step 1** To access the firmware files, go to this URL:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.

- Step 2** On that website, click the following hyperlink, and follow the prompts to download the firmware:  
For Cisco Unified Communications Manager release 7.0, 6.1, 6.0, and 5.1:  
**cmterm-3911\_3951-sip.8-1-2SR1.cop.sgn**
- Step 3** Go back to the URL shown in [Step 1](#), click the following hyperlink and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:  
**cmterm-3911\_3951-sip.8-1-2SR1-Readme.htm**
- Step 4** Follow the instructions in the Readme file to install the firmware.
- 

## Important Notes

This section contains these topics:

- [Public Key ID \(PKID\) Support, page 3](#)
- [Special Characters in the Speed Dial String, page 3](#)
- [Shared Line Support, page 3](#)
- [DTMF Support on Cisco Unified SIP Phone 3951 and 3911, page 4](#)

## Public Key ID (PKID) Support

Firmware release 8.1(2)SR1 adds support for PKID for the Cisco Unified SIP Phone 3951 and 3911. For more information, use the [“Using Bug Toolkit” procedure on page 4](#) to reference [CSCsr06015](#).

## Special Characters in the Speed Dial String

The Cisco Unified SIP Phone 3951 and 3911 support special characters in the speed dial string. For more information, use the [“Using Bug Toolkit” procedure on page 4](#) to reference [CSCsq88590](#).

## Shared Line Support

Shared lines are not supported on Cisco Unified SIP Phone 3951 and 3911. The following guides erroneously state that shared lines are supported:

- *Cisco Unified SIP Phone 3951 Administration Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3951 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3911 Administration Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*

## DTMF Support on Cisco Unified SIP Phone 3951 and 3911

Cisco Unified SIP Phone 3951 and 3911 require the use of gateways with media termination point (MTP) transcoders that support RFC 2833, such as the Cisco 3825 Router in order to support dual tone multi-frequency (DTMF). You can configure the system to support DTMF by either configuring the MTP on a transcoding device that supports RFC 2833 or by checking the Require DTMF Reception check box for each registered Cisco Unified SIP Phone 3951 and 3911 in Cisco Unified Communications Manager Administration, Phone Configuration window.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 5](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs">http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs</a> . |
| <b>Step 2</b> | Log on with your Cisco.com user ID and password.   |
| <b>Step 3</b> | To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click <b>Go</b> .   |
- 

## Open Caveats

There are no open caveats for firmware release 8.1(2)SR1.

## Resolved Caveats

Table 1 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified SIP Phone 3951 and 3911 firmware release 8.1(2)SR1.

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

Because defect status continually changes, be aware that Table 1 reflects a snapshot of the defects that were 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, page 4](#).

**Table 1** Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(2)SR1

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsm77599</a>	Cisco Unified SIP Phone 3911 does not support enough dial plan rules <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsm77599">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsm77599</a>
<a href="#">CSCso93303</a>	Cisco Unified SIP Phone 3911 locks up intermittently after choosing <i>Missed Calls</i> from the 'Directories' menu <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso93303">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso93303</a>
<a href="#">CSCsq55314</a>	Cisco Unified SIP Phone registration fails and is stuck after Unified CM restart <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq55314">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsq55314</a>
<a href="#">CSCsr06325</a>	Cisco Unified SIP Phone cannot return to idle when on-hook <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr06325">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr06325</a>

## Obtaining Documentation

This section provides documentation changes that were unavailable when the Cisco Unified SIP Phone documentation was released.

## Mute Button Reference

In the “Understanding Buttons and Hardware” section of the *Cisco Unified SIP Phone 3951 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1* and *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*, there is an erroneous reference to the “Using the Handset and Speakerphone” section for the Mute Button. The correct reference is the “Using Mute” section.

# 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.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0809R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2008 Cisco Systems, Inc. All rights reserved.