



Cisco Unified SIP Phone 3951 and 3911 Release Notes for Firmware Release 8.1(4a)

Updated: April 1, 2015

Use these release notes with the Cisco Unified SIP Phone 3951 and 3911, running firmware release 8.1(4a).



Note

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

Firmware release 8.1(4a) is supported by Cisco Unified Communications Manager (Unified CM) releases 7.1, 7.0, 6.1, 6.0, and 5.1.



Note

Firmware release 8.1(4a) is designed and tested to interoperate with Cisco call control, most notably Unified CM releases 7.1, 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.

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Related Documentation

Cisco Unified IP Phone Documentation

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

http://www.cisco.com/en/US/products/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/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 information on features introduced in firmware release 8.1(4a).

- [Daylight Savings Time Calculation Algorithm, page 2](#)
- [Maximum Length of Authentication Name, page 3](#)



Note

Both of these new features require a minimum Cisco Unified Communications Manager version of 7.1(3).

Daylight Savings Time Calculation Algorithm

Firmware release 8.1(4a) introduces the Daylight Savings Time (DST) Calculation Algorithm to provide a mechanism to handle time zone updates on the Unified CM server without requiring an update for the phone firmware.

When countries change or shift their time zone for DST, it requires additional resources to track and resolve these changes. Defects are opened to track and resolve each DST change; the total number of outstanding defects can increase significantly during certain times of the year when the time zone changes occur very close together.

This feature allows the IP Phone firmware update for each DST change to be completed using a cop file. This cop file contains the required updates for the Unified CM without requiring an a new load for the IP Phone or the Unified CM server.

Maximum Length of Authentication Name

The length of the SIP digest authentication name has been increased to 128 characters for the Cisco Unified SIP Phone 3951 and 3911.

The authentication name is only used if the Enable Digest Authentication checkbox is checked in the Phone Security Profile Configuration window. The authentication name is derived from the User ID of the end user assigned to the phone.

Where to find more information

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

Installation Notes

This section contains information on installing firmware release 8.1(4a).

Installing Firmware Release 8.1(4a) on Cisco Unified Communications Manager

This section describes how to install firmware release 8.1(4a) 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.

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** 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 SIP Phones 3900 Series**.
 - Step 5** Choose your phone type.
 - Step 6** Choose **Session Initiation Protocol (SIP)**.
 - Step 7** Under the **Latest Releases** folder, choose **8.1(4a)**.
 - 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.
cmterm-3911_3951-sip.8-1-4a.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-3911_3951-sip.8-1-4a-Readme.html

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

Important Notes

This section contains important notes for firmware release 8.1(4a).

DTMF Support on Cisco Unified SIP Phone 3951 and 3911

In order to support dual tone multi-frequency (DTMF), 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. 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.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

Caveats

This section contains these topics:

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

-
- 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**.
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Open Caveats

There are no open caveats for firmware release 8.1(4a).

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(4a).

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 5](#).

Table 1 *Resolved Caveats for the Cisco Unified SIP Phone 3951 and 3911 Firmware Release 8.1(4a)*

Identifier	Headline and Bug Toolkit Link
CSCtb50626	Cisco Unified IP Phone 3951 and 3911 intermittently unregister from Unified CM; a power cycle is required to recover

Documentation Updates

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

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*

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.

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