



# Cisco Unified IP Phone Release Notes for Firmware Release 8.5(2) (SCCP) 6921, 6941, and 6961

---

**Published: August 21, 2009**

Use these release notes with a Cisco Unified IP Phone running SCCP firmware release 8.5(2). This version of firmware release 8.5(2) is compatible with Cisco Unified Communications Manager 7.1.

## Contents

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

- [Introduction, page 1](#)
- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 4](#)
- [Caveats, page 5](#)
- [Obtaining Documentation and Submitting a Service Request, page 6](#)

## Introduction

The Cisco Unified IP Phone 6921, 6941, and 6961 are new, easy-to-use, cost effective IP Phones that provide high-quality voice services over IP. The phones offer a variety of features including:

- Fixed keys for Directory, Settings, Transfer, Conference, Hold, and Messages for improved productivity
- Easy-to-read monochrome, anti-glare LCD optimizes viewing under a variety of lighting conditions
- Single call per line appearance simplifies user interaction with traditional telephony-like experience



---

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

© 2009 Cisco Systems, Inc. All rights reserved.

- Display capable of right-to-left language presentation supports global deployments

## 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/ps10326/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps10326/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](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](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

This section contains new or changed information on features introduced in firmware release 8.5(2).

- [Enterprise Phone Configuration Screen, page 2](#)
- [Join and Direct Transfer Policy Configuration Parameter, page 2](#)
- [Off-Hook Abbreviated Dialing, page 3](#)
- [User Experience Differences Between Cisco Unified IP Phones 6921, 6941, 6961 and 7900 Series Phones, page 3](#)

## Enterprise Phone Configuration Screen

The Enterprise Phone Configuration Screen (**System > Enterprise Phone Configuration**) for Cisco Unified Communications Manager Release 7.1(2) supports only the Cisco Unified IP Phones 6921, 6941, and 6961, and only the Join and Direct Transfer Policy parameter is supported.

For more information about the Join and Direct Transfer Policy parameter, see the [Join and Direct Transfer Policy Configuration Parameter](#) section.

## Join and Direct Transfer Policy Configuration Parameter

Cisco Unified IP Phone firmware release 8.5(2) allows you to disable the Join and Direct Transfer Policy parameter in Cisco Unified Communications Manager Administration for the following IP Phones:

- Cisco Unified IP Phone 6921

- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6961

Some JTAPI and TAPI applications are not compatible with the join and direct transfer features. Therefore, for these applications to control and monitor the Cisco Unified IP Phones 6921, 6941, and 6961, you may need to disable join or direct transfer on the same line and possibly across lines. Refer to the documentation of the JTAPI or TAPI application(s) you are running.

#### Where To Find More Information

- *Cisco Unified IP Phone 6921, 6941, and 6961 Administration Guide for Cisco Unified Communications Manager 7.1 (SCCP)*, chapter “Configuring Features, Templates, Services, and Users”
- *Cisco Unified Communications Manager Administration Guide, Release 7.1(2)*
- *Cisco Unified JTAPI Developers Guide for Cisco Unified Communications Manager Release 7.1(2)*
- *Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager Release 7.1(2)*

## Off-Hook Abbreviated Dialing

Cisco Unified IP Phone firmware release 8.5(2) introduces Off-Hook Abbreviated Dialing. The user can initiate Off-Hook Abbreviated Dialing while conferencing a call, while transferring a call, or while placing a new call after putting a call on hold.



#### Note

The phone must be assigned a softkey set that includes the **AbbrDial** softkey before it can be used. The softkey can be assigned by using the Softkey Template Configuration for the following states—Offhook, Offhook with Feature, and Digits After First.

Abbreviated Dialing is supported on the following IP Phones:

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6961

#### Where to Find More Information

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

## User Experience Differences Between Cisco Unified IP Phones 6921, 6941, 6961 and 7900 Series Phones

This table describes the difference between the way some features are implemented on the Cisco Unified IP Phone 6921, 6941, 6961 and the Cisco Unified IP Phone 7900 Series.

**Table 1**      **Feature Differences**

Feature	Cisco Unified IP Phone 6921, 6941, 6961	Cisco Unified IP Phone 7900 Series
Busy Lamp Field (BLF)	Called Line Status.	Called BLF.
Call Forward All	Displays <b>Forwarding On</b>	Displays <b>Forwarded to</b> <i>phone-number</i> on Cisco Unified IP Phone 6921 and 6961 only.  Displays <b>To</b> <i>phone number</i> on Cisco Unified IP Phone 6941 only.
Conference	Available as a dedicated feature button and a softkey.	Available as softkey.
Divert	Softkey is labeled <b>Divert</b> .	Softkey labeled <b>iDivert</b> .
Do Not Disturb (DND)	Available as a programmable feature button.	Available as a softkey.
Malicious Caller ID (MCID)	Available as a programmable feature button.	Available as a softkey.
Hold	Available as a dedicated feature button.  Not used as a toggle. Press the button to hold; press the <b>Resume</b> softkey to resume.	Available as softkey.  Used as a toggle. Press the <b>Hold</b> softkey to hold; press the softkey again to resume.
Hunt Group	Available as a programmable feature button.	Available as a softkey ( <b>HLog</b> ).
Number of Calls Per Line	One call per line, but can be configured for calls to roll over to a second line.	Multiple calls per line.
Privacy	Available as a programmable feature button.	Available as a softkey.
Programmable Buttons	Called Programmable Feature Buttons.	Called Programmable Line Buttons and/or Programmable Line Keys (PLKs).
Speed Dials	Speed Dial includes Abbreviated Dial.	Both Abbreviated Dial and Speed Dial are used.

## Installation Notes

This section describes how to install firmware release 8.5(2) for SCCP.

### Installing Firmware Release 8.5(2) for SCCP

Before using the Cisco Unified IP Phone 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 Cisco Unified Communications Manager version, 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.
- 

## Firmware Installation Procedure

To download and install the phone firmware, follow these steps:

### Procedure

---

- Step 1** Go to the following URL:  
<http://tools.cisco.com/support/downloads/go/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 6900 Series**.
- Step 5** Choose your phone type.
- Step 6** Choose **Skinny Client Control Protocol (SCCP) Software**.
- Step 7** Choose **8.5(2)** under the **Latest Releases** folder.
- Step 8** To download the SCCP firmware for the Cisco Unified IP Phone, click the hyperlink and follow the prompts:  
**cmterm-6921\_6941\_6961-sccp.8-5-2-0.cop.sgn**
- Step 9** Click the downloadable file in [Step 8](#), and click the **Readme** hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware:  
**cmterm-6921\_6941\_6961-sccp.8-5-2-0-readme.html**
- Step 10** Follow the instructions in the Readme file to install the firmware.
- 

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 6](#)

## 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

There are no open caveats for firmware release 8.5(2).

## Resolved Caveats

There are no resolved caveats for firmware release 8.5(2).

# 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, CCSI, Cisco Eos, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flip Video, Flip Video (Design), Flipshare (Design), Flip Ultra, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Store, and Flip Gift Card 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. (0907R)

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.

© 2009 Cisco Systems, Inc. All rights reserved.

