



Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP) 6921, 6941, and 6961

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Use these release notes with a Cisco Unified IP Phone running SCCP firmware release 8.5(3). This version of firmware release 8.5(3) 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.

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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/ps10326/tsd_products_support_series_home.html



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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 Express Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/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

Firmware release 8.5(3) introduces support for Cisco Unified Communications Manager Express (CME) and Secure Remote Site Telephony (SRST) for Cisco Unified IP Phones 6921, 6941, and 6961 (SCCP). For more information, refer to the *Cisco Unified Communications Manager Express System Administrator Guide*.

Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 2](#)
- [Installing Cisco Unified Communications Manager Express, page 3](#)
- [Installing Firmware Release 8.5\(3\) for SCCP, page 3](#)

Installing Cisco Unified Communications Manager

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

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- 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.
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Installing Cisco Unified Communications Manager Express

To download and install the Cisco Unified Communications Manager Express 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 Express**.
 - Step 5** Choose your Cisco Unified Communications Manager Express version from the *Select a File to Download* section.
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Installing Firmware Release 8.5(3) for SCCP

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 your phone type.
- Step 5** Choose **8.5(3)** under the **Latest Releases** folder.
- Step 6** To download the SCCP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts:

cmterm-6921_6941_6961-sccp.8-5-3-0.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 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-6921_6941_6961-sccp.8-5-3-0-readme.html

Step 8 Follow the instructions in the Readme file to install the firmware.

Important Notes

This section contains important information about firmware release 8.5(3).

User Experience Differences Between Cisco Unified IP Phone 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 Forwarding On	Displays Forwarded to <i>phone-number</i> on Cisco Unified IP Phone 6921 and 6961 only. Displays To <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 Divert .	Softkey labeled iDivert .
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 Resume softkey to resume.	Available as softkey. Used as a toggle. Press the Hold softkey to hold; press the softkey again to resume.
Hunt Group	Available as a programmable feature button.	Available as a softkey (HLog).
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.

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 8.5(3).

Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 8.5(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 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 5](#).

Table 2 Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(3)

Identifier	Headline and Bug Toolkit
CSCsy50126	User Interface (UI) and User Experience (UE) Programmable Line Key (PLK) for Mobility does not display
CSCsy75536	Cisco Unified IP Phone fails as conference initiator when doing adhoc hardware conference
CSCsz25322	Speaker is on after IP Phone with shared line answers the call automatically
CSCsz25628	Auto line selection is not disabled for Cisco Unified IP Phones
CSCsz30847	No ring for Cisco Unified IP Phone during transfer recall
CSCsz52583	Busy Lamp Field (BLF) status needs to be ignored in call history list
CSCsz55621	Station Offhook, stimulus message should be used to setup a call
CSCsz65762	When speed dial is pressed for call forward all, the digits dial out
CSCsz65936	Directory entry selection when entering ‘call forward all’ digits fail
CSCsz70750	Speakerphone is turned off when a held call is resumed
CSCsz70791	Exit softkey does not exit out of the after hour login screen on Cisco Unified IP Phone
CSCsz82124	Cisco Unified IP Phone cannot boot up using firmware release 8.5(2)
CSCsz91342	Intercom does not work on Cisco Unified Communications Manager
CSCsz97288	HTTP expires header handling and Exit softkey behavior
CSCta07117	With no auto line configured, pressing speaker or headset button does not disable mode
CSCta07133	Cisco Unified IP Phone can use headset auto-answer on speakerphone
CSCta19037	Cisco Unified IP Phone locks up after extended period of toast message
CSCta65241	Call Ended message for more than two conference participants
CSCtb09781	Cisco Unified IP Phone registration error messages should follow UE specification
CSCtb09791	Need to display connected party failure status on Cisco Unified IP Phone
CSCtb15655	Softkeys that are not applicable should be removed instead of grayed out
CSCtb41411	The date format in the call list is incorrect

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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