



# Cisco Unified IP Phone Release Notes for Firmware Release 8.5(4) (SCCP) 6921, 6941, and 6961

---

**Revised: December 08, 2009**

Use these release notes with a Cisco Unified IP Phone running SCCP firmware release 8.5(4). This version of firmware release 8.5(4) 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.

- [Related Documentation, page 1](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Caveats, page 4](#)
- [Documentation Updates, page 6](#)
- [Obtaining Documentation and Submitting a Service Request, page 8](#)

## 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)



---

**Americas Headquarters:**

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

© 2009 Cisco Systems, Inc. All rights reserved.

**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 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](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](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

The following information is new for Cisco Unified IP Phone 6921, 6941, and 6961 running firmware release 8.5(4) (SCCP).

## Silent Monitoring and Recording

The Silent Monitoring and Recording feature allows you to monitor and record calls, if desired. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of calls on a per-call basis.

Users may hear notification tones during call monitoring and recording. By default, the person who monitors and records the call (if also configured) does not hear the notification tones.

For more information, see your system administrator.

The Silent Monitoring and Recording feature is supported on the following phones:

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

Where to find more information:

- [Cisco Unified Communications Manager Features and Services Guide](#)
- [Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 7.1\(2\)](#)

## Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 3](#)

- [Installing Cisco Unified Communications Manager Express, page 3](#)
- [Installing Firmware Release 8.5\(4\) 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

---

- 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.
- 

## 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.
- 

## Installing Firmware Release 8.5(4) 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(4)** 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.8-5-4-0.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.8-5-4-0-readme.html`

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

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [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**.
- 

## Open Caveats

There are no open caveats for firmware 8.5(4).

## Resolved Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 8.5(4).

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” section on page 4](#).

**Table 1** *Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(4)*

Identifier	Headline and Bug Toolkit
<a href="#">CSCta79697</a>	User Interface (UI) is not in accordance with the specification
<a href="#">CSCtb31126</a>	User must select a line even with only one line configured in Call History
<a href="#">CSCtb31128</a>	No indication about which line a new voice mail message belongs
<a href="#">CSCtb94469</a>	On the Cisco Unified IP Phone 6941, the phrase ‘Enter the forwarding number: ‘is in English for non-English locales
<a href="#">CSCtc21784</a>	No voice after call is connected and IP address is invalid
<a href="#">CSCtc39960</a>	Extension Mobility does not work properly
<a href="#">CSCtc46529</a>	Cisco Unified IP Phone directory strings are in English for non-English locales
<a href="#">CSCtc58296</a>	Japanese word is displayed in single byte, ‘KATAKANA’, for the Cisco Unified IP Phone 6941 and 6961
<a href="#">CSCtc72457</a>	Ringling stops after a second incoming call
<a href="#">CSCtc78012</a>	Blind transfer to a Cisco Unified IP Phone with a shared secondary line continues to ring
<a href="#">CSCtd18031</a>	RTPRx volume parameter has no effect
<a href="#">CSCtd20918</a>	Invalid TCP FINISH request causes mail alerts in Cisco Unified Communications Manager

**Table 1** Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 8.5(4) (continued)

Identifier	Headline and Bug Toolkit
<a href="#">CSCtd20940</a>	One-way voice is heard between two Cisco Unified IP Phones
<a href="#">CSCtd20952</a>	Outside dialtone does not stop when dialing quickly on Cisco Unified IP Phone
<a href="#">CSCtd20960</a>	Unable to retrieve a call after it is transferred to a call park slot
<a href="#">CSCtd42886</a>	'CiscoIPPhone' text object cannot handle single a quote in the prompt field

## Documentation Updates

This section contains recent changes to the Cisco Unified IP Phone documentation.

- [Configuring Softkey Templates, page 6](#)
- [Resetting or Restoring the Cisco Unified IP Phone, page 6](#)

## Configuring Softkey Templates

The following update applies to the “Configuring Features, Templates, Services, and Users” chapter in the *Cisco Unified IP Phone 6921, 6941, and 6961 Administration Guide for Cisco Unified Communications Manager 7.1 (SCCP)*.

In the Configuring Softkey Templates section, Table 5-2, the Select and Undefine feature entries are invalid entries and should be ignored.

## Resetting or Restoring the Cisco Unified IP Phone

There are two general methods for resetting or restoring the Cisco Unified IP Phone:

- [Performing a Basic Reset, page 7](#)
- [Performing a Factory Reset, page 7](#)

## Performing a Basic Reset

Performing a basic reset of a Cisco Unified IP Phone provides a way to recover if the phone experiences an error and provides a way to reset or restore various configuration and security settings.

Table 2 describes the ways to perform a basic reset. You can reset a phone with any of these operations after the phone has started up. Choose the operation that is appropriate for your situation.

**Table 2**      *Basic Reset Methods*

Operation	Performing	Explanation
Restart phone	Press the <b>Services, Applications, or Directories</b> button and then press <b>***#</b> .	Resets any user and network setup changes that you have made, but that the phone has not written to its Flash memory, to previously saved settings, then restarts the phone.
Reset Settings	To reset settings, press the <b>Applications</b> button and choose <b>Admin Settings &gt; Reset Settings &gt; Network</b> .	Resets user and network setup settings to their default values, and restarts the phone.

## Performing a Factory Reset

When you perform a factory reset of the Cisco Unified IP Phone, the following information is erased or reset to its default value:

- User configuration settings—Reset to default values
- Network setup settings—Reset to default values
- Call histories—Erased
- Locale information—Reset to default values

Before you perform a factory reset, ensure that the following conditions are met:

- The phone must be on a DHCP-enabled network.
- A valid TFTP server must be set in DHCP option 150 or option 66 on the DHCP server.

To perform a factory reset of a phone, you can press the Applications button and choose **Admin Settings > Reset Settings > All**.

Alternatively, you can also follow these steps:

### Procedure

- 
- Step 1** While powering up the phone, press and hold **#**.
- Step 2** When the light on the mute button and handset light strip turns off and all other lights (line button, headset button, speakerphone button and select button) stay green, press **123456789\*0#** in sequence. When you press 1, the lights on the line buttons turn red. The light on the select button flash when a button is pressed.

If you press the buttons out of sequence, the lights on the line button, headset button, speakerphone button, and select button turn green. You will need to start over and press **123456789\*0#** in sequence again.

After you press these buttons, the phone goes through the factory reset process.

Do not power down the phone until it completes the factory reset process, and the main screen appears.

---

## 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 Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco:Financed (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, 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 Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLYNX, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, 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. (0910R)

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.