



Cisco Unified IP Phone Release Notes for Firmware Release 9.0(2) (SCCP)

Revised: April 20, 2010

The information in this release note applies to the Cisco Unified IP Phone 6921, 6941, and 6941.

Use these release notes with Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP) running firmware release 9.0(2). This version of firmware release 9.0(2) is compatible with Cisco Unified Communications Manager 8.0.

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/ps5556/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

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

New and Changed Information

The following information is new for Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP) running firmware release 9.0(2).

- [802.1x EAP-FAST and EAP-TLS Authentication, page 2](#)
- [Adaptive Link Layer Discovery Protocol-Media Endpoint Device, page 3](#)
- [Cisco Extension Mobility Cross Cluster, page 4](#)
- [Cisco Unified Video Advantage, page 4](#)
- [Conference Barge, page 4](#)
- [Image Authentication, page 5](#)

802.1x EAP-FAST and EAP-TLS Authentication

Firmware release 9.0(2) introduces the EAP-FAST and EAP-TLS authentication mechanisms to authenticate a phone to the network. In addition, this feature allows the system administrator to control the 802.1x status of the phone from the Cisco Unified Communications Manager Phone Configuration window, or allows the user to control the status from the phone configuration window.

The user can control the 802.1x phone status using the Phone Configuration window **Settings > Security Configuration > 802.1X Authentication > Device Authentication**.

If the system administrator sets the status from the Unified CM Phone Configuration window to Enabled or Disabled, it cannot be changed using the phone UI. If the system administrator selects the User Controlled (default) option from the Unified CM Phone Configuration window, the user can control the 802.1x status on the phone.

**Note**

The EAP-FAST and EAP-TLS authentication protocols should be used with Access Control Server (ACS) version 4.2 or later.

**Note**

The ACS 4.2 feature, EAP-FAST Authorization Bypass, should be used if minimal provisioning is desired.

This 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 IP Phone Administration Guide

Adaptive Link Layer Discovery Protocol-Media Endpoint Device

The Adaptive Link Layer Discovery Protocol–Media Endpoint Device (Adaptive LLDP-MED) feature delays transmitting LLDP packets at IP phone startup until the system verifies that LLDP messaging is supported. During this period, the voice-VLAN phone configuration is available through valid Cisco Discovery Protocol (CDP) messaging. The duration of the verification is typically about 6 to 30 seconds.

The Adaptive implementation was added to the LLDP-MED feature for two reasons:

- Some customers enable Cisco Catalyst Port Security features on the Cisco Catalyst switches that do not support LLDP-MED, which may cause switch ports to shut down and the IP phones to be disabled when port security is enabled.
- Some legacy Cisco IOS switches do not recognize the LLDP multicast address, which may cause connectivity problems with the IP phones.

The feature affects only the network (switch) port-state machine of the IP phone.

After both CDP and LLDP packets have been received on the SW port, LLDP becomes the preferred protocol. (Even with the Adaptive implementation, some exceptions may cause a port to shut down.)

If the customer's network configuration does not support LLDP messaging, it is recommended that LLDP be disabled permanently in the Cisco Unified CM Administration application in the Phone Configuration window. Failing to disable LLDP when it is not supported may cause issues for customers that are using older or legacy switches with port security enabled.

(To disable LLDP in the Cisco Unified CM Administration application, choose **Device > Phone**, select the appropriate IP phones, and scroll to the Product Specific Configuration Layout pane.)

This 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 IP Phone Administration Guide

Cisco Extension Mobility Cross Cluster

Cisco Extension Mobility (EM) works on Cisco Unified IP Phones within a single Cisco Unified Communications Manager cluster only. A user configured in one cluster cannot log into a Cisco Unified IP Phone of another cluster with the EM feature.

Cisco Extension Mobility Cross Cluster (EMCC) enables a user configured in one cluster to log into a Cisco Unified IP Phone in another cluster. Users from a home cluster log into a Cisco Unified IP Phone at a visiting cluster.

**Note**

Configure Cisco Extension Mobility on Cisco Unified IP Phones before configuring EMCC.

This 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 Extension Mobility Cross Cluster*
- *Cisco Unified IP Phone Administration Guide*

Cisco Unified Video Advantage

In firmware release 9.0(2), Cisco Unified Video Advantage (CUVA) adds video to your communications experience by providing video telephony functionality to the Cisco Unified IP Phone.

With CUVA, you can use the IP Phone interface to make and receive video calls on your Cisco Unified IP Phone.

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

Conference Barge

In firmware release 9.0(2), users can add their call to a remote, active call on a shared line, and convert both calls into a conference call (cBarge). Once the conference has been established, the callers can access all of the conference features available on the phone.

**Note**

Barge is not supported on Cisco Unified IP Phone 6921, 6941, and 6961. Only cBarge is supported on these phones.

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

Image Authentication

Firmware 9.0(2) introduces image authentication for a Cisco Unified IP Phone. Before a firmware load or file is loaded on the phone, this feature verifies the load is valid before the download process begins.

This 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 IP Phone Administration Guide

Installation Notes

This section contains these sections:

- [Installation Upgrade Notes, page 5](#)
- [Installing Cisco Unified Communications Manager, page 6](#)
- [Installing Cisco Unified Communications Manager Express, page 6](#)
- [Installing Firmware Release 9.0\(2\) for SCCP, page 7](#)

Installation Upgrade Notes

Direct upgrades, using unsigned load files, are supported from firmware release 8.5(4) to 9.0(2). You can use the following firmware release file for these direct upgrades:

`cmterm-6921_6941_6961-sccp.9-0-2-0-uns.cop.sgn`

**Note**

After you upgrade from firmware release 8.5(4) to 9.0(2) and for subsequent firmware releases, you can upgrade or downgrade only to signed firmware releases.

Before You Begin

Before you upgrade from Cisco Unified Communications Manager (Unified CM) 7.1(x) to 8.(0), you must upgrade to firmware release 9.0(2).

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 9.0(2) 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 **9.0(2)** under the **Latest Releases** folder.
- Step 6** To download the SCCP firmware for the Cisco Unified IP Phone, choose one of the following firmware releases. Click the **Download Now** or **Add to cart** button and follow the prompts:
- **cmterm-6921_6941_6961-sccp.9-0-2-0.cop.sgn**
 - **cmterm-6921_6941_6961-sccp.9-0-2-0-uns.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.9-0-2-0-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 7](#)
- [Open Caveats, page 8](#)
- [Resolved Caveats, page 8](#)

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

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.0(2).

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 open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 7](#).

Table 1 *Open Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(2)*

| Identifier | Headline and Bug Toolkit |
|----------------------------|--|
| CSCte80922 | Cisco Unified IP Phone 6941 plays Tone on Hold (ToH) when Multicast Music on Hold (MoH) is sourced from a Survivable Remote Site Telephony (SRST) 8.0 router |

Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.0(2).

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 7](#).

Table 2 Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(2)

| Identifier | Headline and Bug Toolkit |
|----------------------------|--|
| CSCta57880 | In the Japanese locale, the string 'Phone Not Registered' is shown in English |
| CSCtc43647 | Power over Ethernet (PoE) stops working with some Cisco Unified IP Phones after upgrade to firmware release 9.0(2) |
| CSCtd48103 | Cisco Unified IP Phone ignores 'CallParkDisplayTime' value |
| CSCtd68393 | Held call should be protected if it is swapped during consultation/transfer call |
| CSCtd86937 | Busy Lamp Field (BLF) speed dial display issue on Cisco Unified IP Phone 6921 |
| CSCtd87007 | Cisco Unified IP Phones do not play multicast audio during calls |

Documentation Updates

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

- [Wireless Headset Support, page 9](#)
- [Configuring Softkey Templates, page 9](#)
- [Resetting or Restoring the Cisco Unified IP Phone, page 9](#)

Wireless Headset Support

The following update applies to the “Setting Up the Cisco Unified IP Phone” chapter in the *Cisco Unified IP Phone 6921, 6941, and 6961 Administration Guide for Cisco Unified Communications Manager 8.0 (SCCP)*.

In the section on “Audio Quality Subjective to the User,” there are references to using wireless headsets with the Cisco Unified IP Phone 6921, 6941, and 6961.

There is no wireless headset support for the Cisco Unified IP Phone 6921, 6941, and 6961.

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 10](#)
- [Performing a Factory Reset, page 10](#)

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 3 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 3 *Basic Reset Methods*

| Operation | Performing | Explanation |
|----------------|---|--|
| Restart phone | Press the Services, Applications, or Directories button and then press ***#** . | 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 Applications button and choose Admin Settings > Reset Settings > Network . | 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>

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