



# Cisco Unified IP Phone Release Notes for Firmware Release 9.0(3b) (SCCP)

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**Revised: October 15, 2010**

The information in this release note applies to the Cisco Unified IP Phone 6921, 6941, and 6961.

Use these release notes with Cisco Unified IP Phone 6921, 6941, and 6961 running firmware release 9.0(3b). This version of firmware is compatible with Cisco Unified Communications Manager 7.1(3) and later.

## 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](#)
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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](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](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)

**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)

## New and Changed Information

There is no new or changed information for firmware release 9.0(3b).

## Installation Notes

This section contains these sections:

- [Installation Upgrade Notes, page 2](#)
- [Installing Cisco Unified Communications Manager, page 3](#)
- [Installing Cisco Unified Communications Manager Express, page 3](#)
- [Installing Firmware Release 9.0\(3b\) for SCCP, page 3](#)

## Installation Upgrade Notes

Direct upgrades, using unsigned load files, are supported to firmware release 9.0(3b). You can use the following firmware release file for these direct upgrades:

**cmterm-69xx-sccp.9-0-3-b-uns.cop.sgn**

**Note**

A direct upgrade from firmware release 9.0(2) to 9.0(3b) is supported. After you upgrade from an earlier firmware release to 9.0(3b) 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(3b).

## 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 & 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

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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 & 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 9.0(3b) for SCCP

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

### Procedure

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- 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 & Resources > Download Software page.

- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose your phone type.
- Step 5** Choose **9.0(3b)** 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-69xx-sccp.9-0-3-b.cop.sgn**
  - **cmterm-69xx-sccp.9-0-3-b-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 files is in the Additional Information section, which contains installation instructions for the corresponding firmware:
- **cmterm-6921\_6941\_6961-sccp-9-0-3-b-readme.html**
  - **cmterm-6921\_6941\_6961-sccp-9-0-3-b-uns-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
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## 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

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- 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 9.0(3b).

## Resolved Caveats

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

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 9.0(3b)*

| Identifier                 | Headline  |
|----------------------------|---|
| <a href="#">CSCte80922</a> | Cisco Unified IP Phone 6941 plays Tone on Hold (ToH) when Multicast Music on Hold (MoH) is sourced from a SRST 8.0 router |
| <a href="#">CSCte89222</a> | Cisco Unified IP Phone sends incorrect host header for priority ‘0’   |
| <a href="#">CSCtf40828</a> | Cisco Unified IP Phone cannot load or apply the Japanese locale   |
| <a href="#">CSCtf79974</a> | Cisco Unified IP Phone returns invalid XML  |
| <a href="#">CSCtf91268</a> | Unicast paging does not work on Cisco Unified IP Phone 6921 for Cisco Unified Communications Manager Express              |
| <a href="#">CSCtf92492</a> | Using any HTTP URL in ‘ExecuteItem’ on the Cisco Unified IP Phone results with an error                                   |
| <a href="#">CSCtf96182</a> | Using the mute button with speakerphone stops the comfort noise on Cisco Unified IP Phone 6921                            |
| <a href="#">CSCtg01625</a> | Cisco Unified IP Phone 6921 does not register using Voice VLAN  |
| <a href="#">CSCtg26348</a> | Cisco Unified IP Phone 6961 is unable to save ringtone if line contains a setting other than ‘Line’                       |
| <a href="#">CSCtg36330</a> | Cisco Unified IP Phone 6941 call statistics and ‘stream1.html’ do not update  |

**Table 1**      **Resolved Caveats for the Cisco Unified IP Phone for Firmware Release 9.0(3b)**

| Identifier | Headline   |
|------------|--|
| CSCtg43776 | Hebrew locale shows incorrect orientation; it should be right to left  |
| CSCtg44113 | Audio issue occurs after multicast Music on Hold (MOH) is received on IP phone                                 |
| CSCtg62458 | Double talk performance  |
| CSCti17113 | Cisco Unified IP Phone firmware release 9.0(3) unsigned installer does not copy “.zz” files to the TFTP server |

## Documentation Updates

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

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

## 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 feature entry is invalid 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

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- 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.

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## 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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