



# Cisco Unified IP Phone 6901 and 6911 Release Notes for Firmware Release 9.2(2) (SCCP and SIP)

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The information in this release note applies to the Cisco Unified IP Phone 6901 and 6911.

Use these release notes with Cisco Unified IP Phone 6901 and 6911 running firmware release 9.2(2). This version of firmware is compatible with Cisco Unified Communications Manager 7.1.5 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](#)
- [New and Changed Information, page 2](#)
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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)

### **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)



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**Cisco Unified Communications Manager Business Edition 5000 Documentation**

Refer to the Cisco Unified Communications Manager Business Edition 5000 Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager Business Edition 5000 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 Business Edition 3000 Documentation**

Refer to the Cisco Business Edition 3000 Documentation Guide and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/ps11370/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11370/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

This section contains the following topics:

- [Enhanced Version Negotiation with Cisco Unified Manager Express, page 2](#)
- [Jitter Buffer, page 2](#)

## Enhanced Version Negotiation with Cisco Unified Manager Express

The Enhanced Version Negotiation with Cisco Unified Manager Express (Unified CME) feature offers an improved conference call flow process for users of the following Cisco IP Phones (SIP only):

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911

## Where to Find More Information

- *Cisco Unified Communications Manager Express System Administrator Guide*

## Jitter Buffer

The Jitter Buffer feature handles jitter from 10 milliseconds (ms) to 1000 ms for audio streams.

This feature is supported on the following Cisco Unified IP Phones (SCCP and SIP):

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911

## Where to Find More Information

- *Cisco Unified Communications Manager Features and Services Guide*

## Installation Note

This section contains these sections:

- [Installation Upgrade Notes, page 3](#)
- [Installing Cisco Unified Communications Manager, page 3](#)
- [Installing Cisco Unified Communications Manager Express, page 4](#)
- [Installing Firmware Release 9.2\(2\) for SCCP, page 4](#)
- [Installing Firmware Release 9.2\(2\) for SIP, page 5](#)

## Installation Upgrade Notes

Direct upgrades, using load files, are supported to firmware release 9.2(2). You can use the following firmware release file for these direct upgrades:

**cmterm-6901\_6911-sccp.9-2-2-5.cop.sgn**

**cmterm-6901\_6911-sip.9-2-2-2.cop.sgn**



### Note

A direct upgrade from firmware release SCCP 9.0(2) to 9.2(2) SCCP or SIP is supported, and conversion between firmware release SCCP and SIP is also supported.

## 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 **Products > Voice and Unified Communications > IP Telephony**.
  - Step 3** Choose **Call Control > Cisco Unified Communications Manager (CallManager)**.
  - Step 4** 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 **Products > Voice and Unified Communications > IP Telephony**.
- Step 3** Choose **Call Control > Cisco Unified Communications Manager Express**.
- Step 4** Choose your Cisco Unified Communications Manager Express version from the *Select a File to Download* section.
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## Installing Firmware Release 9.2(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 **Products > Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 6900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Skippy Client Control Protocol (SCCP) Software**.
- Step 5** Choose **9.2(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-6901\_6911-sccp.9-2-2-5.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.


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- 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-6901\_6911-sccp.9-2-2-5-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
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## Installing Firmware Release 9.2(2) for SIP

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 **Products > Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 6900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** Choose **9.2(2)** under the **Latest Releases** folder.
- Step 6** To download the SIP 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-6901\_6911-sip.9-2-2-2.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-6901\_6911-sip.9-2-2-2-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 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**.
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## Open Caveats

There are no open caveats for firmware release 9.2(2).

## Resolved Caveats

Table 1 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 6901 and 6911 using SCCP firmware release 9.2(2). There were no defects that are resolved for the Cisco Unified IP Phone 6901 and 6911 using SIP firmware release 9.2(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 the tables reflect 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 1** Resolved Caveats for the Cisco Unified IP Phone 6901 and 6911 for Firmware Release 9.2(2) SCCP

Identifier	Headline
<a href="#">CSCts39379</a>	Intermittent one way audio on 6901 phones

## 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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