Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(1)

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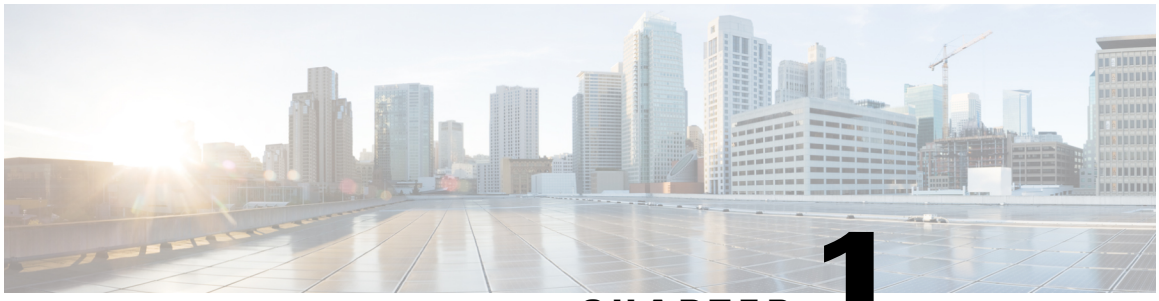

CHAPTER 1

Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(1)

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

Note Before deploying the 9.3(1) firmware, the Cisco Unified Communications Manager must be updated to the latest device pack.

- Related Documentation, page 1
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Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 6900 Series 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/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

Cisco Business Edition 3000 Documentation

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

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-3000/tsd-products-support-series-home.html

Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html

Cisco Unified Communications Manager Express Documentation

See the publications that are specific to your language, phone model and Cisco Unified Communications Manager Express release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

New and Changed Features

The following sections describe the features that are new or have changed in this release.

Note Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Device Invoked Recording

The Device Invoked Recording feature enables users to control the recording of phone calls using the Record button on the phone.

Users see a status indicator on the phone display, showing when a conversation is being recorded.

The Device Invoked Recording feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Extension Mobility Cross Cluster Enhancement

The Extension Mobility Cross Cluster (EMCC) Enhancement feature preserves the network and security configurations on the phone. By so doing, security policies are maintained, network bandwidth is preserved and network failure is avoided within the visiting cluster (VC).

The feature is supported on the following SCCP and SIP phones:

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

Headset Sidetone Control

Headset Sidetone Control lets the user adjust the headset tone levels and can be accessed in the Preferences menu. The users can adjust headset levels to one of the four following settings:

- High
- Normal
- Low
- Off

This feature only applies to wired headsets and does not apply to Bluetooth or wireless headsets.

There is no configuration requirement.

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

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

Line Status for Call Lists

The Line Status for Call Lists feature enables the user to see the availability status of monitored line numbers in the Call History list. The administrator enables or disables this feature using the Line Status for Call Lists parameter in the Enterprise Parameters Configuration window.

When the Line Status for Call Lists parameter is Enabled, the phone line numbers in the Call History register Line Status notifications and an icon appears next to each Call History item in the Call History list. The icon notifies the user that the lines are in one of the following states:

- Idle
- Busy
- DND

When the Line Status for Call Lists parameter is Disabled, the phone line numbers in the Call History list do not register the Line Status notifications.

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

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

PLK Support for Queue Statistics

The PLK Support for Queue Statistics enables the users to query the call queue statistics for hunt pilots and the information appears on phone screen.

The programmable line button Queue Status can be configured by the administrator. When the user presses Queue Status, the phone displays the Queue Status screen. The Queue Status screen includes hunt pilot directory number, number of callers in queue, and the longest call waiting time in queue.

The statistics information is not updated automatically. The user must press the Update button to view updated statistics. To exit from the queue display screen, the user presses the Exit button.

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

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager (SCCP and SIP)*

Ring Cadence Localization

The Ring Cadence Localization feature allows IP Phones to use either a North American ring cadence or a Japanese ring cadence. In the Cisco Unified Communications Manager Administration, the administrator sets the Ring Locale field to be either Default or Japan from the Common Profile and phone-specific profile windows.

When Ring Locale is set to Japan, the user does not see the Ringtone entry in the Preferences menu.

The Cisco Unified IP Phone 6901 and 6911 do not have a Preferences menu.

The feature is supported on the following SCCP and SIP phones:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

- *Cisco Unified IP Phone 6901 and 6911 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6901 and 6911 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

RTCP Behavior On Hold

The RTCP Hold For SIP feature ensures that held calls are not dropped by the gateway. The gateway checks the status of the RTCP port to determine if a call is active or not. By keeping the phone port open, the gateway will not end held calls.

This feature has no administration or user impacts.

The feature is supported on the following SIP phones:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

View Call Logs From Shared Line

The Call History for Shared Line feature offers enhanced viewing of shared line activity in the Cisco Unified IP Phone call history. In addition to logging missed calls for a shared line, this feature will log all answered and placed calls on a shared line.

This feature is supported on the following SIP phones (SCCP and SIP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

Where to Find More Information

- *Cisco Unified IP Phones 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

- *Cisco Unified IP Phones 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager Guide 9.0 (SCCP and SIP)*

Installation

Upgrade Notes

Direct upgrades, using signed load files, are supported to firmware releases 9.3(1) from 9.x. You can use the following firmware release file for these direct upgrades.

- For Cisco Unified IP Phone 6901 and 6911:
  - cmterm-6901_6911-sccp.9-3-1-2.cop.sgn
  - cmterm-6901_6911-sip.9-3-1-2.cop.sgn
- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-sccp.9-3-1-3.cop.sgn
  - cmterm-69xx-sip.9-3-1-5.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-1-3.cop.sgn
  - cmterm-6945-sip.9-3-1-5.cop.sgn

Note for Cisco Unified IP Phone 6901, 6911, and 6945:

- Direct upgrade to firmware release SCCP or SIP 9.3(1) is supported.

Notes for Cisco Unified IP Phone 6921, 6941, and 6961:

- Converting SIP to previous 9.1(1) SCCP does not work due to a known issue CSCtj89983. The workaround is to perform factory reset after upgrade completes.
- Converting previous 9.1(1) SCCP to SIP does not support Autoregistration due to a known issue CSCth26499.
- Direct upgrade from firmware release 9.0(x) to 9.3(1) is supported. After you upgrade from an earlier firmware release to 9.3(1) and for subsequent firmware releases, you can upgrade or downgrade only to signed firmware releases.
- If you are using unsigned load and want to upgrade Cisco Unified Communication Manager to release 8.6 and later then manually install unsigned load to upgrade because phone load upgrade will fail due to signed load in Cisco Unified Communication Manager by default.

Install Latest Cisco Unified Communications Manager Release

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager, your Cisco Unified Communications Manager servers must be running a version of the server software that supports the phones. All Cisco Unified Communications Manager servers in the cluster must support the phones. For information about the minimum Cisco Unified Communications Manager software version that the phone requires, see the introductory sections of these release notes.

For more information on Cisco Unified Communications Manager installations and upgrades, see the documents for your Cisco Unified Communications Manager version at the following location: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

To download and install the Cisco Unified Communications Manager version, perform these steps.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=268439621&catid=278875240

Step 2 Choose your Cisco Unified Communications Manager version.

Step 3 Choose the appropriate software type.

Step 4 Hover over the desired file. When the popup window displays, click the **Readme** link to open the readme file.

Step 5 Choose **Download** or **Add to cart** for the desired file.

Step 6 Use the instructions in the readme file to install the updated file on the Cisco Unified Communications Manager.

Install Latest Cisco Unified Communications Manager Express Firmware

To download and install the Cisco Unified Communications Manager Express firmware, follow these steps:

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/type.html?mdfid=277641082&flowid=5337

Step 2 Choose your Cisco Unified Communications Manager Express version from the Select a File to Download section.

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.3(1) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

Step 4 In the Latest Releases folder, choose **9.3(1)**.

Step 5 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:
The files for the Cisco Unified IP Phone 6900 Series are:

- For Cisco Unified IP Phone 6901 and 6911
  - cmterm-6901_6911-sccp.9-3-1-2.cop.sgn
  - cmterm-6901_6911-sip.9-3-1-2.cop.sgn
- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-sccp.9-3-1-3.cop.sgn
  - cmterm-69xx-sip.9-3-1-5.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-1-3.cop.sgn
  - cmterm-6945-sip.9-3-1-5.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.

Step 6 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-6901_6911-sccp.9-3-1-2-readme.html
- cmterm-6901_6911-sip.9-3-1-2-readme.html
- cmterm-6921_6941_6961-sccp.9-3-1-3-readme.html
- cmterm-6921_6941_6961-sip.9-3-1-5-readme.html
- cmterm-6945-sccp.9-3-1-3-readme.html
- cmterm-6945-sip.9-3-1-5-readme.html

Step 7 Follow the instructions in the readme file to install the firmware.

Install Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

- SCCP
  - cmterm-6901_6911-sccp.9-3-1-2.zip
  - cmterm-69xx-sccp.9-3-1-3.zip
  - cmterm-6945-sccp.9-3-1-3.zip
- SIP
  - cmterm-6901_6911-sip.9-3-1-2.zip
  - cmterm-69xx-sip.9-3-1-5.zip
  - cmterm-6945-sip.9-3-1-5.zip

Note Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

Step 4 In the Latest Releases folder, choose **9.3(1)**.

Step 5 Download the relevant zip files.

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Important Notes

This section provides important information about Cisco Unified IP Phone 6900 Series feature functionality.

DTMF During On-Hook Dialing

On-hook dialing can result in users hearing the DTMF from the key press in the handset. The tones are heard if the handset is picked up while the last digit is pressed. If users pick up the handset after pressing the last digit, they will normally not hear any DTMF.

Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961
- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the "Locale Installer" section in the *Cisco Unified Communications Operating System Administration Guide*.

Note The latest Locale Installer may not be immediately available; continue to check the website for updates.

Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using the Cisco Bug Search.

Before You Begin

To access Cisco Bug Search, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

Step 1 To access the Cisco Bug Search, go to:
https://tools.cisco.com/bugsearch

Step 2 Log in 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 field, then press **Enter**.

Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.3(1).

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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 Access Cisco Bug Search, on page 12.

Table 1: Open Caveats for Firmware Release 9.3(1)

Identifier	Headline
Cisco Unified IP Phone 6901 and 6911	
CSCtz55425	6901/6911 phones can't register using Voice VLAN learnt through LLDP
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCtu09371	When Speaker is enabled, low audio observed when both the parties speak
CSCua07297	IP Phone 6921 shows restricted CGPN for forwarded calls
Cisco Unified IP Phone 6945	
CSCtz38370	694x Web Access should be disabled by default

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.3(1).

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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 Access Cisco Bug Search, on page 12.

Table 2: Resolved Caveats for Firmware Release 9.3(1)

Identifier	Headline
Cisco Unified IP Phone 6901 and 6911	
CSCtz54879	6911 Poor audio quality
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCtx84110	6941 phone is not sending http request to CME
CSCtr97656	Default ringtones for 6961 phones not working in version 9-2-1-0
CSCty09722	69xx answers calls differently after firmware upgrade
CSCty24748	Hold/Forward button has no effect while Call Ended popup is visible
CSCty30749	69xx pop-up toast doesn't disappear while dialing transfer / conference
CSCty32459	69XX reverse numeric digits with Arabic locale
CSCty44892	69xx 1 Missed call: XXXX not displayed when LINE-12 receives a call
CSCty51278	6921/41/61:PO Locale: Personal Directory, Corporate Directory in English
CSCty78955	69xx Unable to stop blinking LINE LED after receiving calls
CSCty78977	6961 freeze when receiving multiple calls simultaneously
CSCty84518	GPickup : 6961 switch from call A to Call B after going in handset mode
CSCty88764	Corporate Directory issue on 69XX phones
CSCty90462	'Call Transfer Successful' appear on shareline if Transfer Onhook enable
CSCtz66394	Screenshot on 6900 series phone without authentication
CSCty29289	69xx phones freeze due to get_clog_ext_hdr malloc failed
Cisco Unified IP Phone 6945	
CSCty16495	6945 On-Hook Personal Address Book Dialing Fails Across WAN
CSCty77368	Hunt Group Logout LED button turns off after restart on 69xx sip phones
CSCtx76044	6945 phone can not handle "()" in corporate directory
CSCty11107	69xx phones don't respect hierarchical authentication
CSCty46888	"Corporate Directory" always show up even it is not enabled on cucm.

Identifier	Headline
CSCty85247	6945 phones sends voice packets untagged after reboot if PC vlan is 1
CSCtz15149	69XX phones should not set Do Not Fragment bit
CSCty29289	69xx phones freeze due to get_clog_ext_hdr malloc failed

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html.

Documentation, Service Requests, and Additional Information

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/c/en/us/td/docs/general/whatsnew/whatsnew.html

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