



Cisco Unified IP Phone 6921, 6941, and 6961 Release Notes for Firmware Release 9.1(1)SR2 (SCCP and SIP)

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The information in these release notes 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 9.1(1)SR2. This version of firmware is compatible with Cisco Unified Communications Manager 8.5 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](#)
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- [Caveats, page 5](#)
- [Documentation Updates, page 8](#)
- [Obtaining Documentation and Submitting a Service Request, page 10](#)

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/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

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

There is no new or changed information for firmware release 9.1(1)SR2.

Installation Notes

This section contains the following topics:

- [Installation Upgrade Notes, page 2](#)
- [Installing Cisco Unified Communications Manager, page 3](#)
- [Installing Cisco Unified Communications Manager Express, page 3](#)
- [Installing Firmware Release 9.1\(1\)SR2 for SCCP, page 4](#)
- [Installing Firmware Release 9.1\(1\)SR2 for SIP, page 5](#)

Installation Upgrade Notes

Direct upgrades to 9.1(1)SR2 are supported for firmware release 8.5 using unsigned load files and for 9.0(x) and 9.1(1) using signed load files.

The following firmware release files are used for phones upgrading to 9.1(1)SR2 SCCP version:

- 8.5 - **cmterm-69xx-sccp.9-1-1-sr2-uns.cop.sgn**
- 9.0(x) - **cmterm-69xx-sccp.9-1-1-sr2.cop.sgn**
- 9.1(1) - **cmterm-69xx-sccp.9-1-1-sr2.cop.sgn**

The following firmware release files are used for phones upgrading to 9.1(1)SR2 SIP version:

- 8.5 - **cmterm-69xx-sip.9-1-1-sr2-uns.cop.sgn**
- 9.0(x) - **cmterm-69xx-sip.9-1-1-sr2.cop.sgn**

- 9.1(1) - **cmterm-69xx-sip.9-1-1-sr2.cop.sgn**

**Note**

If you have Cisco Unified Communications Manager Express only, use

cmterm-69xx-sccp.9-1-1-sr2.zip
cmterm-69xx-sccp.9-1-1-sr2-uns.zip
cmterm-69xx-sip.9-1-1-sr2.zip
cmterm-69xx-sip.9-1-1-sr2-uns.zip

**Note**

Converting SIP to releases previous to 9.1(1) SCCP does not work due to a known issue, CSCtj89983. The workaround is to perform factory reset after upgrade is complete.

**Note**

Converting releases previous to 9.1(1) SCCP to SIP does not support Auto-Registration due to a known issue, CSCth26499.

**Note**

A direct upgrade from firmware release 9.0(x) to 9.1(1)SR2 is supported. After you upgrade from an earlier firmware release to 9.1(1)SR2 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 8.5, you must upgrade to firmware release 9.1(1)SR2. Release 9.1(1)SR2 supports upgrades from Unified CM 8.5.

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.
-

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.
-

Installing Firmware Release 9.1(1)SR2 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 **Skinny Client Control Protocol (SCCP) Software**.
- Step 5** Choose **9.1(1) SR2** 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.9-1-1-sr2.cop.sgn**
 - **cmterm-69xx-sccp.9-1-1-sr2-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-9-1-1-sr2-readme.html**
 - **cmterm-6921_6941_6961-sccp-9-1-1-sr2-uns-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
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Installing Firmware Release 9.1(1)SR2 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 **9.1(1) SR2** 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-69xx-sip.9-1-1-sr2.cop.sgn**
 - **cmterm-69xx-sip.9-1-1-sr2-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-sip-9-1-1-sr2-readme.html**
 - **cmterm-6921_6941_6961-sip-9-1-1-sr2-uns-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
-

Caveats

This section contains the following 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 the following:

- 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 SIP firmware release 9.1(1) SR2. [Table 1](#) lists open caveats for SCCP firmware release 9.1(1) SR2.

Table 1 *Open Caveats for the Cisco Unified IP Phone for SCCP Firmware Release 9.1(1) SR2*

Identifier	Headline
CSCtk14885	Cisco Unified IP Phone 6900 Series returns XML Error [4] to process the raw file with "audio/basic" MIME type

Resolved Caveats

The resolved caveats for SIP firmware release 9.1(1)SR2 are given in [Table 2](#). The [Table 2](#) lists Severity 1, 2, 3 and 4 defects that are resolved for the Cisco Unified IP Phone using SIP firmware release 9.1(1) SR2.

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 5](#)

Table 2 *Resolved Caveats for the Cisco Unified IP Phone for SIP Firmware Release 9.1(1) SR2*

Identifier	Headline
CSCt122851	Double-byte space causes Cisco Unified IP Phone 6900 Series display hang
CSCt143788	Cisco Unified IP Phone 6900 Series does not use iso-8859-1 as default encoding
CSCt182262	Digit Display disorder if press digit too fast after hookswitch is released
CSCtk15677	Cisco Unified IP Phone 6900 Series does not display caller ID with Russian locale letter 'p' + space
CSCt171404	Cisco Unified IP Phone 6900 Series does not honor CAPF configuration
CSCt142166	Phone number is shown on Call History on Cisco Unified IP Phone 6900 Series
CSCt181902	Japanese MSG does not appear on EM Logout page on Cisco Unified IP Phone 6900 Series
CSCt149744	Cisco Unified IP Phone 6900 Series unable to get voice vlan through lldp
CSCt143815	7.1.3 Cisco Unified Communications Manager not able to retrieve StreamingStatisticsX when using QRT

The resolved caveats for SCCP firmware release 9.1(1)SR2 are given in the [Table 3](#). The [Table 3](#) lists Severity 1, 2, 3 and 4 defects that are resolved for the Cisco Unified IP Phone using SCCP firmware release 9.1(1) SR2.

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 3](#) 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 5.

Table 3 *Resolved Caveats for the Cisco Unified IP Phone for SCCP Firmware Release 9.1(1) SR2*

Identifier	Headline
CSCtk15677	Cisco Unified IP Phone 6900 Series does not display caller ID with Russian locale letter 'p' + space
CSCt171404	Cisco Unified IP Phone 6900 Series does not honor CAPF configuration
CSCtk18587	Cisco Unified IP Phone 6900 Series freezes for certain call flows
CSCt122851	Double-byte space causes Cisco Unified IP Phone 6900 Series display hang
CSCt11463	Cisco Unified IP Phone 6900 Series cannot complete transfer when another call comes in
CSCt112755	k-factor data cannot show in the CDR/CMR
CSCt143788	Cisco Unified IP Phone 6900 Series does not use iso-8859-1 as default encoding
CSCt143815	7.1.3 Cisco Unified Communications Manager not able to retrieve StreamingStatisticsX when using QRT
CSCt149744	Cisco Unified IP Phone 6900 Series unable to get voice vlan through lldp
CSCt121054	Cisco Unified IP Phone 6900 Series SCCP cannot play DTMF tone locally when talk to SCCP phone

Table 3 **Resolved Caveats for the Cisco Unified IP Phone for SCCP Firmware Release 9.1(1) SR2**

Identifier	Headline
CSCt142166	Phone number is shown on Call History on Cisco Unified IP Phone 6900 Series with Japanese locale
CSCt181902	Japanese MSG does not appear on EM Logout page on Cisco Unified IP Phone 6900 Series
CSCt182262	Digit Display disorder if press digit too fast after hookswitch is released
CSCt196228	Disable EnhancedAlarm on CME

Documentation Updates

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

- [Wireless Headset Support, page 8](#)
- [Configuring Softkey Templates, page 8](#)
- [Resetting or Restoring the Cisco Unified IP Phone, page 8](#)

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 8.5*.

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 8.5 (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 9](#)
- [Performing a Factory Reset, page 9](#)

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

Table 4 **Basic Reset Methods**

Operation	Performing	Explanation
Restart phone	Press the Applications 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.
	To reset the CTL file, press the Applications button and choose Admin Settings > Reset Settings > Security .	Resets the CTL file.

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 about 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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