



Cisco Unified IP Phone 6921, 6941, and 6961 Release Notes for Firmware Release 9.2(1) SR1 (SCCP)

Published: September 29, 2011

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 9.2(1) SR1. 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](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 4](#)
- [Caveats, page 5](#)
- [Obtaining Documentation and Submitting a Service Request, page 7](#)

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



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© 2011 Cisco Systems, Inc. All rights reserved.

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

No new features were added for this release.

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 9.2\(1\) SR1 for Cisco Unified IP Phone 6921, 6941, and 6961 \(SCCP\), page 4](#)

Installation Upgrade Notes

Direct upgrades, using unsigned load files, are supported to firmware releases 8.5, 9.x. You can use the following firmware release file for these direct upgrades. For Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP):

- 8.5 - **cmterm-69xx-sccp.9-2-1-sr1-uns.cop.sgn**
- 9.x - **cmterm-69xx-sccp.9-2-1-sr1.cop.sgn**

**Note**

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.

**Note**

Converting previous 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 9.2(1) SR1 is supported. After you upgrade from an earlier firmware release to 9.2(1) SR1 and for subsequent firmware releases, you can upgrade or downgrade only to signed firmware releases.

Before You Begin

If you are using unsigned load and want to upgrade Cisco Unified Communication Manager to release 8.5 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.

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 9.2(1) SR1 for Cisco Unified IP Phone 6921, 6941, and 6961 (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 **Skiny Client Control Protocol (SCCP) Software**.
- Step 5** Choose **9.2(1) SR1** 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.9-2-1-sr1.cop.sgn**
 - **cmterm-69xx-sccp.9-2-1-sr1-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.9-2-1-sr1-readme.html**
 - **cmterm-6921_6941_6961-sccp.9-2-1-sr1-uns-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.
-

Important Notes

The following section contains important information that applies to Cisco Unified IP Phone 6921, 6941, 6945, and 6961.

Queuing and Notification Limitation

The Cisco Unified IP Phone 6921, 6941, 6945, and 6961 does not support the queuing and notification architecture to ensure serialization for XSI objects. Between each XML service item, the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 will wait 3 seconds for each command to finish process. For more information, refer to [CSCtn62201](#) using the Software Bug Toolkit.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 5](#)
- [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 . |
-

Open Caveats

[Table 1](#) lists open caveats for SCCP firmware release 9.2(1) SR1.

Table 1 *Open Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for SCCP Firmware Release 9.2(1) SR1*

Identifier	Headline
CSCtq52265	Users at site are hearing echo on IP Phone to IP phone calls.
CSCtr86882	69XX Next SoftKey fails custom XML script, but works on 79XX, 99XX, 89XX
CSCtr91285	6921 with EM does not list correct services the first time
CSCtr94415	6921/41/61 do not display PortInformationX and NetworkConfigurationX
CSCtr97656	Default ringtones for 6961 phones not working in version 9-2-1-0
CSCts13178	69XX phone sets don't fragment bit in DHCP msg and sends 1496B packet
CSCts13209	69XX phones holding the IP address even when the lease time is expired
CSCtr64203	69xx phones display "call ended" after services message is sent
CSCts26566	69xx display contains "Calling {empty}" when speed dial to mobile number
CSCtr09129	6921 IP Phones show Duplex Mismatch when using a WS-C4506-E
CSCtr09039	"Network Unavailable" on 6921 with 3560 Switch
CSCts21724	6941 - trunk the message if first line more than 45 characters

Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 6921, 6941, and 6961 using SCCP firmware release 9.2(1) SR1.

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 6921, 6941, and 6961 for Firmware Release 9.2(1) SR1*

Identifier	Headline
CSCtq45335	on-hook dialing failed when maximum numbers call is set to 2
CSCtq54881	6921 sends one RTP stream to recorder, when sRTP is expected
CSCtq76447	Caller gets one-way audio after hold/resume when conf with recording
CSCtr00081	6941 phone hangs when service url configured for EM
CSCtq89180	69xx phone with 9.2.1 firmware power save mode misses first digit
CSCto71275	6941 headset status inaccurate after a failover
CSCtl82262	Fast Dials using Multiple threads causing weird characters during dialin
CSCtq29375	6921/6941 request DistinctiveRingList.xml only once
CSCtq59179	[CME]Phone hang issue caused by the incorrect configuration on CME
CSCtr21976	6921 phone continuous to play * tone if it's the 1st button pressed

Table 2 **Resolved Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(1) SR1 (continued)**

Identifier	Headline
CSCtr45330	IP phone does not play party entrance tone
CSCts32284	XSI RTPRx treats IP:port as local vs. remote endpoint
CSCtq56764	clipping in initial part of voice for an incoming call on 69xx phones
CSCts45673	No sRTP POST and bypass function in FIPS mode

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.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2011 Cisco Systems, Inc. All rights reserved.

