



Cisco Unified IP Phone 6921, 6941, and 6961 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 6921, 6941, and 6961.

Use these release notes with Cisco Unified IP Phone 6921, 6941, and 6961 running firmware release 9.2(2) (SCCP and SIP). 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.

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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:



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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

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

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

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

This section contains these topics:

- [Calling Party Normalization, page 2](#)
- [Client Matter Codes and Forced Authorization Codes, page 3](#)
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Calling Party Normalization

In accordance with E.164 standards, calling party normalization enhances the dialing capabilities of some phones and improves call back functionality when a call is routed to multiple geographical locations. The feature ensures that the called party can return a call without having to modify the

directory number in the call log directories on the phone. Calling party normalization allows phone numbers to be presented on the phone based on where the call is going to (intra-city, inter-city, international).

The SCCP and SIP phones support the following functions:

- For the final presentation of the calling number to the user, the phone screen displays the calling number based on the international, national, or local subscriber numbers.
For example, if the call is an intra-city call, the phone displays the number in the subscriber format (without the area or city code). For inter-city calls, the phone displays the number in a national number format. For international calls, the phone displays the number in the E.164 format, with the “+” prefix digit.
- The call logs directories record the calling number in the received and missed call logs with the appropriate escape codes (for example, 9/0, 0/1, +). The user can go into directories, and select and dial one of these entries with the escape code without having to edit the number.

For information on how to configure this feature for your phone, see [“Calling Party Normalization”](#) in the *Cisco Unified Communications Manager Features and Services Guide*.

Depending on your configuration for global and local calling party number, the phone user may see a localized number, a globalized number with access codes and prefixes, or the international escape character, +, in the calling party number.

- If a phone supports calling party normalization, the phone can show the localized calling party number on the phone screen and the globalized number in the call log directories on the phone. In addition, these phones show both the global and local calling party number in the Call Details.
- If a phone does not support calling party normalization, the phone shows the localized calling party on the phone screen and in the call log directories on the phone.

In the Call History Details, the E.164 number displays in the Alternate number field.

The Calling Party Normalization 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 6961

Where to Find More Information

- *Cisco Unified Communications Manager Features and Services Guide*

Client Matter Codes and Forced Authorization Codes

The Forced Authentication Code (FAC) and Client Matter Code (CMC) Support feature extends the FAC and CMC features to more Cisco Unified IP Phones.

- FAC controls the types of calls that certain users can place. When placing a call, a user receives a prompt to enter a valid authorization code before the call is made.
- CMC enables a user to specify that a call relates to a specific client matter. When placing a call, a user can enter a code to indicate the type of call being placed (for example, to a specific customer).

This release extends the feature from SCCP phones to SIP phones.

The Client Matter Code (CMC) and Forced Authentication Code (FAC) Support 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 6961

Where to find more information

- *Cisco Unified Communications Manager Features and Services Guide*

Disable Single Button Barge

The Disable Single Button Barge feature provides the ability to conference using cBarge. The “Line Key Barge” in the Cisco Unified Communications Manager administration window has the following options:

- Default: Pressing the line button causes the user to barge into the selected call.
- Off: The result of pressing line button depends on the multiple number of calls per line feature.
 - When only one call is supported on the line, nothing happens.
 - When more than one call is supported on the line, a new call starts.
- Turn on softkey: When the line button is pressed, the phone displays the softkeys as defined in the remote-in-use template. The phone displays cBarge if configured in the template.



Note

The phones do not support the Barge softkey.

The Disable Single Button Barge 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 6961

Where to find more information

- *Cisco Unified Communications Manager Features and Services Guide*

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

Where to Find More Information

For more information, see:

- *Cisco Unified Communications Manager Express System Administrator Guide*

Incoming Call Toast Timer

The Incoming Call Toast Timer feature controls the time that the Call Notification Pop-up Window (toast) remains visible for an incoming call. The administrator selects a time for all phones. The user cannot alter the timer.

The administrator sets up the feature from one of the following Cisco Unified Communications Manager windows:

- **System > Enterprise Phone Configuration**
- **Device > Device Settings > Common Phone Profile**
- **Device > Phone > Phone Configuration**

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 6961

Where to Find More Information

- *Cisco Unified Communications Manager Features and Services Guide*

Jitter Buffer

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

This feature has no administration or user impacts.

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 6961

Phone Display Message for Extension Mobility Users

The Phone Display Message for Extension Mobility Users feature enhances the phone interface for the Extension Mobility user by providing friendly messages. This feature applies to Extension Mobility and Extension Mobility Cross Clusters users.

When the Extension Mobility user logs into the phone, the phone retrieves configuration information from the Cisco Unified Communications Manager, and resets to use the profile of the user. During the reset, the user sees the message “Resetting please wait...” and then “Registering”, before the main screen displays.

The Phone Display Message for Extension Mobility Users 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 6961

Programmable Feature Buttons as Softkeys

The Cisco Unified IP Phones support certain features as either softkeys or programmable feature buttons. The features are:

- cBarge
- Do not disturb (DND)
- Malicious Caller ID (MCID)
- Mobility
- Quality Reporting Tool (QRT)

The Programmable Feature Buttons as Softkeys 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 6961

Where to find more information

- *Cisco Unified Communications Manager Features and Services Guide*

SRST Notification

The Survivable Remote Site Telephony (SRST) feature maintains a basic level of telephony functionality when the phone cannot communicate with the Cisco Unified Communications Manager cluster. The SRST Notification feature informs the user when the phone cannot communicate with the Cisco Unified Communications Manager.

When communication is lost, the phone displays the message “Service interruption”. The message informs the user that the phone is in CM Fallback Service. When communications with the Cisco Unified Communications Manager are restored, the message does not appear.

While communication is lost, some phone features cannot be used because they rely on the Cisco Unified Communications Manager. The following table lists that features that are supported when communication is lost.

Table 1 *SRST Notification Feature Support*

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey does not display
Conference List	No	
Transfer	Yes	
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indication	Yes	
All Calls Programmable Line Key	Yes	
Answer Programmable Line Key	Yes	
Unified Session Presentation	Yes	“Conference” is the only feature supported due to other feature limitations.
Voicemail	Yes	Voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.
Call Forward All	Yes	Forward state is only available on the phone that sets the forward because there are no shared line appearances in SRST mode. The Call Forward All settings are not preserved on failover to SRST from the Cisco Unified Communications Manager, or from SRST fail-back to the Communications Manager. Any original Call Forward All still active on the Communications Manager should be indicated when the device reconnects to the Communications Manager after failover.
Speed Dial	Yes	

Table 1 **SRST Notification Feature Support**

Feature	Supported	Notes
Service URL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey does not display.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey does not display.
Barge	No	User sees the message “That feature is not currently available.”
Enhanced Message Waiting Indication	No	Message count badges do not appear in the phone screen. Only the Message Waiting icon displays.
Directed Call Park	No	The softkey does not display.
BLF	Partial	BLF feature keys work like Speed Dial keys.
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey does not display.
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey does not display.

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 6961

Where to Find More Information

- *Cisco Unified Communications Manager Features and Services Guide*

Installation Notes

This section contains these sections:

- [Installation Upgrade Notes, page 9](#)
- [Installing Cisco Unified Communications Manager, page 9](#)
- [Installing Cisco Unified Communications Manager Express, page 10](#)
- [Installing Firmware Release 9.2\(2\) for Cisco Unified IP Phone 6921, 6941, and 6961 \(SIP\), page 10](#)
- [Installing Firmware Release 9.2\(2\) for Cisco Unified IP Phone 6921, 6941, and 6961 \(SCCP\), page 11](#)

Installation Upgrade Notes

Direct upgrades, using signed load files, are supported to firmware releases 9.2(2) from 9.x. You can use the following firmware release file for these direct upgrades. For Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP and SIP):

- `cmterm-69xx-sccp.9-2-2-6.cop.sgn`
- `cmterm-69xx-sip.9-2-2-7.cop.sgn`



Note

Converting SIP to previous 9.1(2) 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(2) 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(2) is supported. After you upgrade from an earlier firmware release to 9.2(2) 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 8.6 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.

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(2) for Cisco Unified IP Phone 6921, 6941, and 6961 (SIP)

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 **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-69xx-sip.9-2-2-7.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.9-2-2-7-readme.html**
- Step 8** Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 9.2(2) 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 **Skinnny 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-69xx-sccp.9-2-2-6.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.9-2-2-6-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, and 6961.

Queuing and Notification Limitation

The Cisco Unified IP Phone 6921, 6941, 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, 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 12](#)
- [Open Caveats, page 13](#)
- [Resolved Caveats, page 13](#)

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

There are no open Severity 1, 2 and 3 defects for the Cisco Unified IP Phone 6921, 6941, and 6961 using SIP firmware release 9.2(2). [Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 6921, 6941, and 6961 using SCCP 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 open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 12](#).

Table 2 *Open Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(2) SCCP*

Identifier	Headline
CSCtt19954	reset network configuration and set Admin Vlan it does not take effect
CSCtt99696	6941 Unable to disable corporate directory on sip firmware 9.2.1
CSCtu09371	When Speaker is enabled, low audio observed when both the parties speak
CSCtr97656	Default ringtones for 6961 phones not working in version 9-2-1-0

Resolved Caveats

[Table 3](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 6921, 6941, and 6961 using SIP firmware release 9.2(2). [Table 4](#) 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(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 12](#).

Table 3 *Resolved Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(2) SIP*

Identifier	Headline
CSCtu04401	6921 SIP phone unable to dial number with a space from directory

Table 4 *Resolved Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(2) SCCP*

Identifier	Headline
CSCtu56593	69xx phone cancels RTPRx or RTPMRx command and plays a dial tone
CSCts21724	6941 - trunk the message if first line more than 45 characters

Table 4 *Resolved Caveats for the Cisco Unified IP Phone 6921, 6941, and 6961 for Firmware Release 9.2(2) SCCP*

Identifier	Headline
CSCtt23416	6921 phone produces echo after Hold/Resume is operated in handset mode
CSCtu14922	CP-6900 9.2(1) call from call history always calls out to first history
CSCts32284	XSI RTPRx treats IP:port as local vs. remote endpoint
CSCtu26656	6941 phone sends ARP request every 60 seconds
CSCtu16170	RTPRx and RTPTx command only do one way audio
CSCts61839	2048 cert for 69xx phone fails to register to Secur SRST
CSCts53544	69xx dialed number display truncated if overlap sending enabled
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
CSCts26566	69xx display contains "Calling {empty}" when speed dial to mobile number
CSCtr21976	6921 phone continuous to play * tone if it's the 1st button pressed
CSCtr94415	6921/41/61 do not display PortInformationX and NetworkConfigurationX
CSCts66544	6941 Phone Search String Display Issue
CSCtr91285	6921 with EM does not list correct services the first time
CSCtq57254	Recording Volume and Duration options for 69x1 phones do not work
CSCtl82262	Fast Dials using Multiple threads causing weird characters during dialin
CSCti24549	Hold key does not work when overlapping message shown on CP-6961 LCD.
CSCtu26656	6941 phone sends ARP request every 60 seconds
CSCts13209	69XX phones holding the IP address even when the lease time is expired
CSCts26566	69xx display contains "Calling {empty}" when speed dial to mobile number
CSCtr94415	6921/41/61 do not display PortInformationX and NetworkConfigurationX
CSCtu56593	69xx phone cancels RTPRx or RTPMRx command and plays a dial tone
CSCtr45330	IP phone does not play party entrance tone
CSCtu14922	CP-6900 9.2(1) call from call history always calls out to first history
CSCts32284	XSI RTPRx treats IP:port as local vs. remote endpoint
CSCtu16170	RTPRx and RTPTx command only do one way audio
CSCtr97656	Default ringtones for 6961 phones not working in version 9-2-1-0
CSCtr91285	6921 with EM does not list correct services the first time
CSCtw45969	6961 phones intermittently become stuck while on a call, or ringing
CSCtr86882	69XX Next SoftKey fails custom XML script, but works on 79XX, 99XX, 89XX
CSCts61839	2048 cert for 69xx phone fails to register to Secur SRST

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.

Errata

The *Cisco Unified IP Phone 6921, 6941, and 6961 Administration Guide for Cisco Unified Communications Manager 8.6* has an error in the section “Configuring the Phone to Support Call Waiting” (Chapter 5, page 5-26). The following section replaces the erroneous section.

Configuring the Phone to Support Call Waiting

The Cisco Unified IP Phones 6921, 6941, and 6961 support multiple calls per line. With multiple calls per line, setting up call waiting is simplified on the Cisco Unified Communications Manager. For more information, see the “[Understanding Directory Numbers](#)” chapter in the *Cisco Unified Communications Manager System Guide*.

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