



# Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.0(2)

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**Revised: June 30, 2010**

Use these release notes with a Cisco Unified IP Phone running SIP firmware release 9.0(2). This version of firmware release 9.0(2) is compatible with Cisco Unified Communications Manager (Unified CM) 7.1(3), 8.0(1), and 8.0(2).

## 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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## Related Documentation

### **Cisco Unified IP Phone 9951 and 9971 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/ps10453/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html)

### **Cisco Unified IP Phone 8961 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/ps10451/tsd\\_products\\_support\\_maintain\\_and\\_operate.html](http://www.cisco.com/en/US/products/ps10451/tsd_products_support_maintain_and_operate.html)



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**Americas Headquarters:**

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

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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](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](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

This section contains new or changed information for firmware release 9.0(2).

### Cisco Unified Video Camera

The Cisco Unified Video Camera connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone with a Cisco Unified Video Camera attached. If a phone does not have a Cisco Unified Video Camera attached, it can only receive one-way video.

This feature is supported on the following phones:

- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

**Where to find more information:**

- *Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 8.0 (SIP)*
- *Quick Start Guide for the Cisco Unified Video Camera*

## Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 2](#)
- [Installing Firmware Release 9.0\(2\) for SIP, page 3](#)

### 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.

**Note**

You can install Cisco Unified Communications Manager 7.1(3) or 7.1(3a). After you install one of these releases, you must install Cisco Unified Communications Manager 7.1(3a)su1.

To download and install the Cisco Unified Communications Manager version, refer to the [Install and Upgrade Guides](#) for Cisco Unified Communications Manager.

## Installing Firmware Release 9.0(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 Tools and Resources Download Software page.
- Step 3** Click + and choose the **IP Telephony** folder.
- Step 4** Click + and choose the **IP Phones** folder.
- Step 5** Choose **Cisco Unified IP Phones 9900 Series** or **Cisco Unified IP Phones 8900 Series**.
- Step 6** Choose your phone type.
- Step 7** Under the **Latest Releases** folder, choose **9.0(2)**.
- Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button and follow the prompts.
- **cmterm-8961.9-0-2.cop.sgn**
  - **cmterm-9951.9-0-2.cop.sgn**
  - **cmterm-9971.9-0-2.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 9** 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-8961.9-0-2-readme.html**
  - **cmterm-9951.9-0-2-readme.html**
  - **cmterm-9971.9-0-2-readme.html**
- Step 10** Follow the instructions in the Readme file to install the firmware.
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**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.

## Important Notes

This section contains these topics:

- [Using a USB Headset, page 4](#)
- [One-Way Video Calls for the Cisco Unified IP Phone, page 4](#)
- [Tracking the Cisco Unified IP Phone 9971 using Cisco Emergency Responder, page 4](#)
- [Web Access Disabled by Default, page 5](#)

## Using a USB Headset

When you use any USB headset that uses an external power source with the Cisco Unified IP Phone, the headset must be used with external power connected only.



**Note**

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When using your USB headset with a Cisco Unified IP Phone, do not unplug the headset while you are on an active call. This may cause the IP phone to reboot. For more information, refer to [CSCte96060](#) using the Software Bug Toolkit.

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**Note**

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To use the Plantronics CS50 headset for incoming calls, press the headset button once to answer a call. Press the headset button twice to go offhook.

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## Using the USB Headset with the Cisco Unified IP Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from switch even though it is self-powered. In this case, if a device such as a camera or expansion module is connected and active on the phone, the switch will reject the power request for the headset because the power budget has been exceeded. In this case, the headset cannot be used.

## One-Way Video Calls for the Cisco Unified IP Phone

Due to limitations in the H.264 video signaling standards, Cisco Unified IP Phones 9951 and 9971 may not correctly display video received from devices supporting resolutions greater than 640x480. In this case, the user will see a black video window.

To insure that video from such devices is properly displayed on the IP phone, the best solution is to configure high definition phones and RT into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

## Tracking the Cisco Unified IP Phone 9971 using Cisco Emergency Responder

You can use the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you need to configure Cisco Emergency Responder appropriately for tracking wireless IP Phones. For more information, refer to the [Cisco Emergency Responder Administration Guide 8.0](#).

## Web Access Disabled by Default

Access to all web services, such as HTTP and SSH, are disabled by default on the Cisco Unified IP Phone 8961, 9951, and 9971. Your administrator can enable this feature.



**Note**

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Enabling web services may cause security problems.

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## 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**.
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## Open Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.0(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 [Table 1](#) 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 the [“Using Bug Toolkit” section on page 5](#).

**Table 1** *Open Caveats for the Cisco Unified IP Phone 8961, 9951, and 9971 for Firmware Release 9.0(2)*

Identifier	Headline and Bug Toolkit
<a href="#">CSCtb20336</a>	Notifications must be displayed for a minimum of two seconds
<a href="#">CSCtc29049</a>	Noise when connecting USB headset to hub or more than one Cisco Unified IP Color Key Expansion Module
<a href="#">CSCtd03455</a>	Display color or saturation does not match the IP phone for the Cisco Unified IP Color Key Expansion Module
<a href="#">CSCte81753</a>	The video jitter buffer and lip sync need terminate in extreme cases
<a href="#">CSCtf00488</a>	Session bubble is blank when attempting redial to an inactive IP phone
<a href="#">CSCtf08894</a>	Lip sync drifts with video arriving after 10 minutes into a call
<a href="#">CSCtf09071</a>	Lip sync does not seem to recover from packet drops or dropouts
<a href="#">CSCtf43327</a>	‘Press transfer to complete’ window always displays on IP phone
<a href="#">CSCtf48340</a>	The video is distorted for several seconds after a video unmute
<a href="#">CSCtf54554</a>	Cisco Unified IP Color Key Expansion Module side USB port is inactive when USB hub is inserted at the beginning of bootup
<a href="#">CSCtf56718</a>	Missing audio of DTMF digit pressed
<a href="#">CSCtf56753</a>	In hide video state, session video icon is not updated when call is muted
<a href="#">CSCtf60088</a>	Double-click a speed dial number causes the IP phone to show a concatenated number
<a href="#">CSCtf65949</a>	Headset audio stops if second incoming call is unanswered
<a href="#">CSCtf66399</a>	Cisco Unified IP Color Key Expansion Module continuously reboots
<a href="#">CSCtf69411</a>	Incorrect behavior in conference with SRST; call drops on improper IP phone
<a href="#">CSCtf69411</a>	Wired behavior in conference with secure SRST; call drops on wrong IP phone
<a href="#">CSCtf69676</a>	IP phone fails to initiate speed dial using non-primary line
<a href="#">CSCtf70173</a>	‘CiscoIPPhoneDisplay’ header reports physical versus usable size
<a href="#">CSCtf70181</a>	‘CiscoIPPhoneSDK’ reports firmware version versus SDK version
<a href="#">CSCtf70190</a>	Maximum size .png image appears distorted

## Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.0(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 [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 8961, 9951, and 9971 for Firmware Release 9.0(2)*

Identifier	Headline and Bug Toolkit
<a href="#">CSCsy75029</a>	Notifications must be displayed for a minimum of two seconds
<a href="#">CSCtb02125</a>	DTMF is heard on next onhook dialing after obviated dialing to an unconfigured number
<a href="#">CSCtc03448</a>	Connected conference shows OnHook icon with Survivable Remote Site Telephony (SRST)
<a href="#">CSCtc18234</a>	Error message is truncated when maximum participants is reached
<a href="#">CSCtc21930</a>	Cisco Unified IP Color Key Expansion Module connection or disconnection notification prevents the IP phone from adjusting the brightness
<a href="#">CSCtc33221</a>	Shared line interaction with two IP phones causes audio path LED to turn off
<a href="#">CSCtc33370</a>	Press Voicemail during swap causes two held legs
<a href="#">CSCtc38834</a>	Transfer softkey is missing in RingOut state on SRST
<a href="#">CSCtc41068</a>	Initial volume is not set by media server when a headset is plugged in
<a href="#">CSCtc41214</a>	Java application is not closed when changing service provisioning to external URL
<a href="#">CSCtc41583</a>	Cisco Unified IP Phone 9971 softkey with no action can get stuck in ‘pressed’ state
<a href="#">CSCtc41699</a>	Multiple reverting calls can be placed in connected state
<a href="#">CSCtc45827</a>	Unable to exit the java application after double-tapping the button text or hyperlink text
<a href="#">CSCtc46374</a>	Insert does not add image item to the form properly
<a href="#">CSCtc59386</a>	MIDP virtual player in started state, volume control is not revoked if call active
<a href="#">CSCtc64319</a>	Speaker, headset, or handset does not work after IP phone is not in registered state
<a href="#">CSCtc66387</a>	Pressing disabled session key during one second shifts window focus
<a href="#">CSCtc75686</a>	Subscribe to java application needs one more manual IP phone reset
<a href="#">CSCtc76692</a>	Default headset changes from bluetooth to USB without disconnecting user
<a href="#">CSCtc85364</a>	Java application downloads but is not installed
<a href="#">CSCtc87897</a>	Dial tone is heard on IP phone during RTP streaming using RTPTx
<a href="#">CSCtc90067</a>	Factory IP phone is reset, subscribed java application has no re-download
<a href="#">CSCtc91167</a>	Ringling for incoming call stops if ringtone is changed
<a href="#">CSCtc91408</a>	‘Clear List’ should delete call history for the selected line only
<a href="#">CSCtc91485</a>	‘Device not supported’ status during analog to USB headset switch
<a href="#">CSCtc93557</a>	Cisco Unified IP Color Key Expansion Module will not power on together with IP phone
<a href="#">CSCtc95574</a>	Barge with maximum participants has incorrect behavior
<a href="#">CSCtc99431</a>	RTPRx volume parameter does not take effect
<a href="#">CSCtd07204</a>	Cisco Unified IP Color Key Expansion Module cannot get power when providing Power over Ethernet (PoE) to a Cisco Unified IP Phone 9951
<a href="#">CSCtd10896</a>	USB headset loses audio during a call
<a href="#">CSCtd17036</a>	Side USB port is not enabled when both ports are enabled with Cisco Unified IP Color Key Expansion Module

**Table 2 Resolved Caveats for the Cisco Unified IP Phone 8961, 9951, and 9971 for Firmware Release 9.0(2)**

Identifier	Headline and Bug Toolkit
<a href="#">CSCtd18955</a>	No notification when the fourth Cisco Unified IP Color Key Expansion Module is inserted for the second time into the Cisco Unified IP Phone 9971
<a href="#">CSCtd59180</a>	Default dial plan does not work when no KPML is configured
<a href="#">CSCtd60238</a>	Checkmark does not show after USB headset plugged to IP phone
<a href="#">CSCtd61316</a>	Upgrade fails because of authentication error
<a href="#">CSCtd81900</a>	UDP checksum errors
<a href="#">CSCtd82333</a>	Delete softkey flickers when entering digits on off hook dial screen
<a href="#">CSCtd83823</a>	Java application is not extended on Cisco Unified IP Phone 9951
<a href="#">CSCte00793</a>	Cisco Unified IP Phone keeps going into preservation mode
<a href="#">CSCte64213</a>	Mute during call setup
<a href="#">CSCte66960</a>	iLBC reports inaccurate voice quality metrics
<a href="#">CSCte66995</a>	Voice metric conceal ratio and its maximum reset with full packet loss
<a href="#">CSCte67797</a>	Display should be on when intercom is in whisper mode, regardless of setting
<a href="#">CSCte72245</a>	'getneighbor()' does not display properly for PC port
<a href="#">CSCte74894</a>	Cannot access Cisco Unified IP Phone web page after upgrading
<a href="#">CSCte83393</a>	Cisco Unified IP Phone displays 'ringing' icon instead of 'busy'
<a href="#">CSCte93288</a>	Voice message counter does not reset to zero after fail over to SRST
<a href="#">CSCte98353</a>	Odd state after busy tone
<a href="#">CSCtf14495</a>	ASCII label is truncated in WLAN key style setting toggle
<a href="#">CSCtf38303</a>	Cisco Unified IP Phone fails to display header with a call in preview
<a href="#">CSCtf40690</a>	User cannot exit ringtone configuration page when IP phone is partially registered
<a href="#">CSCtf72980</a>	Pressing speaker to end the new call from transfer feature does not work

## 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>

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