



# Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.1(2)

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Use these release notes with a Cisco Unified IP Phone 8961, 9951, and 9971 running SIP firmware release 9.1(2). This version of firmware release 9.1(2) 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, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 4](#)
- [Caveats, page 5](#)

## 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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**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

There is no new or changed information for firmware release 9.1(2).

## Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 2](#)
- [Installing Firmware Release 9.1\(2\) for SIP, page 2](#)

## 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 9.1(2) for 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 Tools & 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 **9.1(2)**.
- Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button and follow the prompts:
- **cmterm-8961.9-1-2.cop.sgn**
  - **cmterm-9951.9-1-2.cop.sgn**
  - **cmterm-9971.9-1-2.cop.sgn**




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**Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

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- 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-8961.9-1-2-readme.html**
  - **cmterm-9951.9-1-2-readme.html**
  - **cmterm-9971.9-1-2-readme.html**
- Step 10** Follow the instructions in the Readme file to install the firmware.
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## Installing 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. Go to [Step 1](#) and follow the first 7 steps.

- **cmterm-8961.9-1-2.zip**
- **cmterm-9951.9-1-2.zip**
- **cmterm-9971.9-1-2.zip**

After you unzip the files, you must manually copy them to the directory on the TFTP server. Refer to the *Cisco Unified Communications Operating System Administration Guide* for information to manually copy the firmware files to the server.




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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.

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## Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Unified CM versions 7.1(3a)su1 and later.

# Important Notes

This section contains these topics:

- [Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961](#), page 4
- [Using a USB Hub During an Active Call](#), page 4
- [Using a USB Headset](#), page 4
- [One-Way Video Calls for the Cisco Unified IP Phone](#), page 5
- [Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder](#), page 5
- [Web Access Disabled by Default](#), page 5

## Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961

The Plantronics Audio 615M headset is not compatible with the Cisco Unified IP Phone 8961. You must use an alternate headset type for this IP phone. For more information, refer to [CSCth71104](#).

## Using a USB Hub During an Active Call

If you use a USB hub on your IP phone or expansion module, do not unplug the hub while you are on an active call. Unplugging the hub in this scenario may cause the IP phone or expansion module to reboot. For more information, refer to [CSCtf46146](#).

## 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](#).

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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 Plantronics CS50 USB Headset with the Cisco Unified IP Phone 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 from the switch 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 screen.

To insure that video from such devices is properly displayed on the IP phone, the best solution is to configure high definition phones and Cisco Unified IP Phone 8961, 9951, and 9971 into different call regions set up in the Cisco Unified Communications Manager Regions Configuration and limit the video bandwidth to 384 kb/s when calling between regions.vj

## Cisco Unified IP Phone 9951 and 9971 Power Negotiation When Using a Video Camera

There is an issue (CSCtf09186) with some 802.3af switches, which results in the Cisco Unified IP Phone 9951 and 9971 unable to negotiate for the additional power required to operate the IP phone's camera. To power the camera, set the Power Negotiation parameter of the Cisco Unified IP Phone 9951 and 9971 using the Phone Configuration window. To disable the Power Negotiation parameter access the Product Specific Configuration of Cisco Unified Communications Manager 8.5 and later releases. A device pack must be installed to add the configuration parameter to the database for Cisco Unified Communications Manager releases before 8.5. Disabling power negotiation enables the IP phone to power up the camera and to use up to 15.4 watts (the AF maximum) without the need to negotiate with the switch.

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

You must configure the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you must configure Cisco Emergency Responder appropriately for tracking wireless IP phones. For more information, refer to Chapter 5 of 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. Use Enterprise Parameters Configuration to enable this feature on the Cisco Unified IP Phone 8961, 9951, and 9971.



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 6](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 8](#)

## 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

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- 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 9.1(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 6.

**Table 1** *Open Caveats for Firmware Release 9.1(2)*

Identifier	Headline
<a href="#">CSCtg32967</a>	Phone sends 488 to incoming INVITE during negative stress test
<a href="#">CSCth67993</a>	Invalid tftp address accepted by Cisco Unified IP Phone 8961, 9951, and 9971 through dhcp
<a href="#">CSCti54162</a>	Only missed calls are cleared by “clear call history”
<a href="#">CSCti54388</a>	Cisco Unified IP Phone with WIFI registers to Cisco Unified Communications Manager twice after startup
<a href="#">CSCti73766</a>	Phone wireless authentication fails unexpectedly

**Table 1** *Open Caveats for Firmware Release 9.1(2) (continued)*

<b>Identifier</b>	<b>Headline</b>
<a href="#">CSCti79116</a>	Memory leak during SIP Codenomicon run
<a href="#">CSCti94941</a>	“Play” uri behavior is wrong when interact with incoming call
<a href="#">CSCtj14440</a>	LKEM not in service after USB is enabled and phone power cycled
<a href="#">CSCtj24504</a>	Video Screen Flickering on Cisco Unified IP Phone 9951 under Neon/Fluorescent
<a href="#">CSCtj53442</a>	No error is displayed when there are no resources to complete video conference
<a href="#">CSCtj70492</a>	Cisco Unified IP Phone 9900 Series: handset audio quality
<a href="#">CSCtj82272</a>	Video stops after an extended period of heavy network impairments
<a href="#">CSCtj82436</a>	Video stream statistics always reports Sender/Receiver I-frame counts as 0
<a href="#">CSCtj92057</a>	Phone stuck in SendDigits feedback audio
<a href="#">CSCtk07485</a>	The video call cannot be setup immediately after an intercom call
<a href="#">CSCtk15175</a>	Onhook dialing fails after power cycle with bluetooth connected
<a href="#">CSCtk18053</a>	Pressing volume-down button once will make the volume lowest
<a href="#">CSCtk19339</a>	EMCC is not working for Cisco Unified IP Phone 8961
<a href="#">CSCtk35306</a>	No MOH in SRST
<a href="#">CSCtk47558</a>	Pressing Application key several times quickly causes grey softkeys
<a href="#">CSCtk56178</a>	USB power exceeded warning on Cisco Unified IP Phone 8961
<a href="#">CSCtk58793</a>	NewCall softkey sometimes does not show up on the phone
<a href="#">CSCtk82947</a>	Video conference between device pool fails
<a href="#">CSCtk83333</a>	Chasing shadows show up when PiP on top-right and top-left corner
<a href="#">CSCtk94874</a>	Video flicker while setting the lowest camera brightness
<a href="#">CSCtl00659</a>	Inappropriate timing-related session focus issue with blf-pickup
<a href="#">CSCtl03093</a>	Wrong session focus after an answered transfer/conference call is canceled
<a href="#">CSCtl70816</a>	Can not get multi cookie header field from https connection
<a href="#">CSCtl77596</a>	Excessive low frequency in narrowband handset mode
<a href="#">CSCtn18402</a>	CME SCCP CUVA call to Cisco Unified IP phone 9971 results in 1-way video
<a href="#">CSCtn19718</a>	Secondary dial tone does not stop after onhook
<a href="#">CSCtn38396</a>	No toast for wireless connecting state
<a href="#">CSCtn38739</a>	Extra character is input if Apply softkey is pressed too quickly
<a href="#">CSCtn45544</a>	Power allocation error when connect the camera to KEM
<a href="#">CSCtn45546</a>	Name of KEM on KEM details screen is not properly wrapped
<a href="#">CSCtn49438</a>	New VM session is not always in focus
<a href="#">CSCtn62024</a>	Data element of CiscoIPPhoneStatus XML object should be optional
<a href="#">CSCtn62035</a>	Phone Reset when change phone LLDP from enable to disable
<a href="#">CSCtn64612</a>	ETSGJ-CH: Join feature does not function when Max call-2
<a href="#">CSCtn69824</a>	The button added by user interface itself,Can not work the same logic
<a href="#">CSCtn71471</a>	Cisco Unified IP Phone shows SRST as authenticated

**Table 1** *Open Caveats for Firmware Release 9.1(2) (continued)*

Identifier	Headline
<a href="#">CSCtn76214</a>	Cisco Unified IP Phone shows wrong SRST secure status when misconfigured
<a href="#">CSCtn77303</a>	No frame for PiP if video is muted and remote view is in PiP
<a href="#">CSCtn92133</a>	Short ring upon consultative conference call with call hold ring back enable
<a href="#">CSCto01550</a>	Purple-red background flashes when remote side is mute/unmute quickly
<a href="#">CSCto04746</a>	LED of speaker button is still ON after call is held
<a href="#">CSCto09870</a>	PiP of remote view is not fully filled during w360p video call
<a href="#">CSCto12026</a>	If first frames of call are missing, phone crashes
<a href="#">CSCto12186</a>	Occasionally, the Cisco Unified IP Phone rings continuously

## Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.1(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 6.

**Table 2** *Resolved Caveats for Firmware Release 9.1(2)*

Identifier	Headline
<a href="#">CSCtf08911</a>	Lock icon missing when Contacts button is pressed with secure URL
<a href="#">CSCtf83026</a>	Sometimes “Active Calls” softkey turns gray when joining 2 conferences
<a href="#">CSCtg41425</a>	Video stream info reports wrong number of RTCP Receiver Reports sent
<a href="#">CSCth59194</a>	Phone button modification should not cause active call end
<a href="#">CSCth94738</a>	Missed call icon is not cleared after the missed call list is deleted
<a href="#">CSCti27403</a>	Missed call notification is displayed while no missed call logged
<a href="#">CSCti37254</a>	Wrong remote-id display on phone with plar configured if press “Forward All”
<a href="#">CSCti39833</a>	Camera setting is incorrect after powercycle
<a href="#">CSCti47366</a>	Unexpected RTCP receiver report is sent
<a href="#">CSCti54365</a>	Unable to close opened applications after services deleted from Cisco Unified Communications Manager
<a href="#">CSCti59147</a>	Tone played for onhook dialing after inbound whisper intercom call ended
<a href="#">CSCti69349</a>	Security Issue in OpenSSL
<a href="#">CSCti72209</a>	Call history display problem after disable/enable phone services
<a href="#">CSCti73699</a>	Phone rejects bluetooth sniff mode from slave device
<a href="#">CSCti83296</a>	The input box of WEP Key is in wrong style



**Table 2** *Resolved Caveats for Firmware Release 9.1(2) (continued)*

<b>Identifier</b>	<b>Headline</b>
CSCti87537	Dial rule configured on one line can affect other lines
CSCti88110	Cisco Unified IP Phone 9971 response very slow when use non-English locale
CSCti88348	VPN: Retry alert is only displayed after selecting VPN menu
CSCti90943	Volume unadjustable after pressing the 2nd session key with a video call
CSCti92691	Audio path cannot be closed after a conference is implicit canceled
CSCti93284	Phone reset when getting DNS response of 255.255.255.255 for URLs
CSCti95481	startMedia: Mute Key always light even after the media stream is ended
CSCti97503	Characters and block position changed after entering IPv4 setting
CSCti97628	Parameter “receiveVolume” did not work on startMedia URI
CSCti97690	startMedia: the call statistics did not update according to stream
CSCti97982	DN confused when input digital with +, # or * in right aligned locale
CSCtj00493	Domain name is truncated abnormally
CSCtj00774	Extra DHCP request is sent when erase network setting or change Vlan
CSCtj01081	Could not erase DNS Servers when DHCP disable configured
CSCtj01119	Unable to scroll focus from headline back to active call session
CSCtj03144	Unknown number when max calls of transferee is 1 and transfer on SRST
CSCtj06461	Unable to insert digit in EditDial from corporate directory
CSCtj09136	DHCP is automatically enabled when switching interfaces
CSCtj15108	Phone always sends DTMF tone out even though “RTP Tx” stream is stopped
CSCtj23306	CallHistory: RIGHT navigation key does not work
CSCtj26190	Calls in Call History list with * displays digits out of order in right-to-left Locale
CSCtj37768	SRST Issue on Cisco Unified IP Phone 9900 Series
CSCtj40142	Camera debug commands cause phone debug shell hang up
CSCtj41071	Number with + can be dialed out through softkey “Speed dial”
CSCtj43199	Call Histories still display on toggle down
CSCtj43803	iLBC codec is not supported on “StartMedia” URI
CSCtj44049	BLF pickup: focus on session bars is incorrect on monitoring phone
CSCtj45849	StartMedia URI can not be stopped by press Speaker/Headset/Hookswitch
CSCtj48531	Wideband codec is not supported on startMedia URI
CSCtj52352	Resetting phone while Wallpaper preview causes Temp file
CSCtj61589	The Cisco Unified IP Phone 9971 with wifi generate kernel panic when switch load on Cisco Unified Communications Manager
CSCtj66748	Phone not responding well to RTP Rx/Tx
CSCtj73107	Phone does not log calls to CUPC
CSCtj77125	CiscoIPPhoneStatus: a white dot shown when post statusMinBoundary
CSCtj78312	Encrypted device still display lock icon after ANN with sRTP finish

**Table 2**      **Resolved Caveats for Firmware Release 9.1(2) (continued)**

<b>Identifier</b>	<b>Headline</b>
<a href="#">CSCtj79914</a>	Delete key disabled in Call History details screen
<a href="#">CSCtj82213</a>	Softkeys flicker ~1/4 second when answering video call with application menu open
<a href="#">CSCtj84078</a>	Long invalid IP Phone proxy address make phone keep resetting
<a href="#">CSCtj85030</a>	VPN user interface got stuck and VPN status is wrong with auto detect enabled
<a href="#">CSCtj87270</a>	Debug “show stream index” returns java.lang.NumberFormatException
<a href="#">CSCtj90102</a>	Phone revert back to DST time after resetting phone
<a href="#">CSCtk05147</a>	“Show Video” softkey is displayed after remote held
<a href="#">CSCtk08382</a>	The Cisco Unified IP Phone 9900 Series does not reset after LSC installation in non-secure mode
<a href="#">CSCtk09396</a>	Cisco Unified IP Phone 9900 continuous reset
<a href="#">CSCtk12204</a>	CallFwd Flag missing from Cisco Unified IP Phone 9900 Series
<a href="#">CSCtk33976</a>	Deadlock call history user interface cannot be closed
<a href="#">CSCtk37200</a>	Call history does not store off-net PSTN calls which give busy tone
<a href="#">CSCtk59083</a>	Inconsistent prompts appear on phone when multi VPN gateways are down
<a href="#">CSCtk59112</a>	User interface stuck or gets into mess when browse call history in VPN broken state
<a href="#">CSCtk66307</a>	SipLineProperty needs null check
<a href="#">CSCtk66348</a>	Need a way to disable iSAC and use G.711 for Cisco Unified IP Phone to Cisco Unified IP Phone calls
<a href="#">CSCtl03098</a>	Selfview turns purple-red when video mute in a video call
<a href="#">CSCtl20098</a>	No video transmission after call resumed while call recording
<a href="#">CSCtl23617</a>	PoE denied to Cisco Unified IP Phone 8961 because of improper power request increase
<a href="#">CSCtl57187</a>	The Cisco Unified IP Phone 8861, 9951 and 9971 fail to load Thai locale
<a href="#">CSCtl80268</a>	CiscoIPPhoneStatusFile does not clear on E/M logout
<a href="#">CSCtl87609</a>	The Cisco Unified IP Phone 9971 is not showing participant list during conference call
<a href="#">CSCtl91074</a>	The Cisco Unified IP Phone 9971 is freezing intermittently
<a href="#">CSCtn21027</a>	The Cisco Unified IP Phone 9900 Series phone page “Advertise G.722 Codec” now needs to cover iSAC
<a href="#">CSCtn22163</a>	The video call to the CTS is dropped after swap the video
<a href="#">CSCtn38691</a>	Phone cannot reconnect to WLAN if wireless is turned off/on immediately
<a href="#">CSCtn39959</a>	CTS AngeleEyes-3 video freezes hold/resume with Cisco Unified IP Phone 9971 (Reviewer: Change 9971 to Cisco Unified IP Phone 9971 in CDETS)
<a href="#">CSCtn41751</a>	Number of missed calls does not increase
<a href="#">CSCtn64869</a>	Softkey “Show Detail” may not work after a conference call
<a href="#">CSCtn69436</a>	Cisco Unified IP Phone 9971: Transfer does not work
<a href="#">CSCtn77182</a>	Frame of PiP does not move if video is muted and remote view is in PiP

**Table 2**      **Resolved Caveats for Firmware Release 9.1(2) (continued)**

Identifier	Headline
<a href="#">CSCtn82850</a>	No remote video in PiP after mute and swap during CIF/QCIF video call
<a href="#">CSCtn96333</a>	Phone crashed when shared line non-secure supervisor try to resume

## 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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