



Cisco Unified IP Phones 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.2(2)

Published: September 28, 2011; Updated February 26, 2015

Use these release notes with a Cisco Unified IP Phone running SIP Firmware Release 9.2(2). This version of Firmware Release 9.2(2) is compatible with Cisco Unified Communications Manager (Unified CM) 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.

- [Related Documentation, page 1](#)
- [New and Changed, page 2](#)
- [Installation Notes, page 3](#)
- [Important Notes, page 5](#)
- [Caveats, page 6](#)

Related Documentation

Cisco Unified IP Phones 9951 and 9971 Documentation

See the 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

Cisco Unified IP Phone 8961 Documentation

See the 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



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

See 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

See 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

New and Changed

This section contains the following topics.

- [All Calls, Shared Line, Calling and Called Display Interaction, page 2](#)
- [All Calls on Primary Line, page 2](#)
- [Plantronics Blackwire C220 USB Headset, page 3](#)

All Calls, Shared Line, Calling and Called Display Interaction

The 9.2(2) Firmware Release introduces an enhancement that improves the view of conversation activity for users. By presenting cBarge and Conference calls as a single unified session and by consolidating several sessions into a single display, this enhancement promotes an improved user experience.

This enhancement is supported on these Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

All Calls on Primary Line

The 9.2(2) Firmware Release introduces a new option that allows the primary line to assume the All Calls functionality. Previously, this required a dedicated feature key on the Cisco Unified IP Phone. Moving the All Calls functionality to the Primary Line frees up the feature key for other dedicated tasks.

When this enhancement is enabled, the text *All Calls* is added to the header bar. When a call is received on another line, the line information is added to the session item.

The following Cisco Unified IP Phones (SIP) support this enhancement:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

The administrator sets up this enhancement on the Cisco Unified Communications Manager by enabling the All Calls feature from the Phone Configuration screen of the phone. Contact your system administrator and request it. For more information on configuring features, see *Cisco Unified Communications Manager Administration Guide*.

Plantronics Blackwire C220 USB Headset

The following Cisco Unified IP Phones support the Plantronics Blackwire C220 USB headset:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 3](#)
- [Installing Firmware Release 9.2\(2\) for SIP, page 4](#)
- [Cisco Unified IP Phones 8900 and 9900 Series Compatibility with Cisco Unified Communications Manager, page 3](#)

Installing Cisco Unified Communications Manager

Cisco Unified Communications Manager (Unified CM) 7.1(5) or later is required for use with the Cisco Unified IP Phones 8900 and 9900 Series. Before using one of these Cisco Unified IP Phones with Unified CM, you must install Unified CM 7.1(5) or later on all Unified CM servers in the cluster.

To download and install the latest firmware version, see the installation and upgrade guides for Cisco Unified Communications Manager.

Cisco Unified IP Phones 8900 and 9900 Series Compatibility with Cisco Unified Communications Manager

You can research Cisco Unified IP Phones 8900 and 9900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

<http://tools.cisco.com/ITDIT/vtgsca/VTGServlet>


Go to the preceding URL, select the firmware release and then search the compatibility tool window to find a specific Cisco Unified IP Phone, including the following:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Installing Firmware Release 9.2(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** Sign 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** In the **Latest Releases** folder, choose **9.2(2)**.
- Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:
- **cmterm-8961.9-2-2.cop.sgn**
 - **cmterm-9951.9-2-2.cop.sgn**
 - **cmterm-9971.9-2-2.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-8961.9-2-2-readme.html**
 - **cmterm-9951.9-2-2-readme.html**
 - **cmterm-9971.9-2-2-readme.html**
- Step 10** Follow the instructions in the readme file to install the firmware.
-

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 seven steps.

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

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

**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.

Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Cisco Unified Communications Manager Versions 7.1(5) and later.

Important Notes

This section contains these topics:

- [Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961, page 5](#)
- [Using the Plantronics CS50 USB Headset with the Cisco Unified IP Color Key Expansion Module, page 5](#)
- [One-Way Video Calls for the Cisco Unified IP Phone, page 5](#)
- [Cisco Unified IP Phones 9951 and 9971 Power Negotiation when Using a Video Camera, page 6](#)
- [Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder, page 6](#)
- [Cisco Virtualization Experience Client \(VXC\) 2100, page 6](#)

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, see [CSCth71104](#).

Using the Plantronics CS50 USB Headset with the Cisco Unified IP Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from the switch even though the headset is self-powered. If a second device such as a camera or expansion module is also connected and active on the phone, the power budget may be exceeded and the switch could reject the power request for the headset. 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 that is received from devices supporting resolutions greater than 640 x 480. In this case, the user will see a black video screen.

To ensure 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 Phones 8961, 9951, and 9971 into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

Cisco Unified IP Phones 9951 and 9971 Power Negotiation when Using a Video Camera

An issue ([CSCtf09186](#)) with some 802.3af switches results in the Cisco Unified IP Phones 9951 and 9971 being unable to negotiate for the additional power required to operate the IP phone camera. To power the camera, use the Cisco Unified IP Phones 9951 and 9971 Power Negotiation (Enabled/Disabled) parameter to disable the IP phone power negotiation. 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 earlier than 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. You must use this workaround until the switch software is updated.

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, see *Cisco Emergency Responder Administration Guide 8.6*.

Cisco Virtualization Experience Client (VXC) 2100

The Cisco Virtualization Experience Client (VXC) 2100 Series are zero clients designed to deliver a user desktop from a centralized host server, providing access to desktop applications as if they were available locally. The Cisco VXC 2100 series attaches to the Cisco Unified IP Phones 8961, 9951, and 9971 through a spine connector cable. For more information, see http://www.cisco.com/en/US/products/ps11499/tsd_products_support_series_home.html.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 8](#)

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** Sign in 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 severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones that use 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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, Table 1 is a snapshot of the defects that were open at the publication date. 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 9.2.(2)

Identifier	Headline
CSCtb49983	Pause/transfer/conf causes issues with VVM background call
CSCti79116	Memory leak during SIP Codenomicon run
CSCtj03643	Wrong display time length of toast for maximum number calls alert
CSCtl80032	VID: Video jumps when stream resolution changes
CSCtn45922	BT: Can't get the hold reversion call by Jawbone Icon
CSCtn89145	Joggling full-screen self-view during VGA video call to CSF softphone
CSCto03918	Mute then unmute via CLI, on peer side it is still muted video
CSCtq47498	After SSO, RT phones with KEMs reboot
CSCtq86918	RT phone fails to power up the accessories
CSCtr13418	Phone keep alive timer issue in 9.2.(2) phone load
CSCtr23945	RT 89XX 99XX phones should cache 'span to pc port' configuration
CSCtr51513	ETSGJ-CH: Conference message is showing in ENGLISH instead of JAPANESE
CSCtr51587	Phone drops digits in certain scenarios

Table 1 *Open Caveats for Firmware Release 9.2.(2) (continued)*

CSCts01615	99xx become abnormal or crash after long period of network impairments
CSCts14609	Phone stuck after switching auth. method between UserPass and CertOnly
CSCts18141	Enable Headset on 8961 and Disable Speaker Phone and Headset on 8961
CSCts28071	Codec packet size unmatched in call statistic
CSCts30709	Phone didn't release inside IP address after tunnel terminate
CSCts35138	9971 Phone Softkey "Cancel" button not working
CSCts37494	Phone should ignore speakerphone event at unregistered state
CSCts40146	Audio path automatically switch to handset when join-conf on SRST

Resolved Caveats

[Table 2](#) lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones using 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, [Table 2](#) is a snapshot of the defects that were open at the publication date. 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 9.2.(2)*

Identifier	Headline
CSCtj51196	Callback initiated from Visual Voicemail GUI does not support + Dialing
CSCtq23195	Unable to press speaker button when DND-R and shared line
CSCtr60890	RT Phone needs to handle larger ptime value in SDP
CSCto94074	Phones not changing QoS marking when location bandwidth is exceeded
CSCth85329	RT: PPID hierarchy during peer firmware sharing doesn't form correctly
CSCtr88699	IP Phone 9971 Conference Call with two shared lines
CSCtr88218	Cisco IP Phones 9951 and 9971 do not accept 255 in second/third octet of the DNS/TFTP server
CSCtr67876	99xx/89xx VPN client requires manual intervention for network outage
CSCtr55894	Java exception UI response is slow after pressing transfer key
CSCtr13870	LED color on Cisco IP Phones 9900 and 8900 stays amber after a call is picked-up remotely
CSCtr00280	Change VPN Client default value processing
CSCtq79612	Cisco IP Phone 9971 has one-way audio after 15 minutes
CSCtq66848	US: 9971: Incorrect spelling of word 'received'
CSCtk35941	In SRST, Conf-Join causes confusion instead of canceling pending conference
CSCto10738	Video window is hidden with “All Calls” filter after hold/resume

Table 2 *Resolved Caveats for Firmware Release 9.2.(2) (continued)*

CSCto79155	Doubleshot does not show caller display ID initially when SRST
CSCtn71471	Cisco Unified IP Phone shows SRST as authenticated
CSCtq23195	Unable to press speaker button when DND-R and shared line
CSCto01493	Garbled full-screen self-view if peer phone inserts camera during call
CSCtn92133	Short ring upon consultative conference call with call hold ringback enabled
CSCtn62024	Data element of CiscoIPPhoneStatus XML object should be optional
CSCto04746	LED of speaker button is still ON after call is held
CSCto10695	Feedback tone for on-hook dial after getting reorder tone
CSCtl44466	Phone displays unknown number sometimes for speed dial
CSCtk07485	The video call cannot be setup immediately after an intercom call
CSCtk94874	Video flicker while set the lowest camera brightness
CSCto63721	Phone treats some TFTP IP addresses as invalid
CSCtq00876	“ReasonForOutOfService” is wrong for Power Save Plus mode
CSCtl95535	“Show Video” softkey does not invoke video window at preservation mode
CSCto00171	Inserting characters in the middle of password text entry is often broken
CSCtn16024	Phone may not exit on-hook dial properly after enter/exit off-hook dial
CSCtn17503	Reported received video resolution does not account for cropping
CSCtq29769	RT Phone is not powering on the KEM modules with power inline static
CSCtq74761	8961 Phones are not sending DHCP request after a network disconnect
Cscn49438	New VM session is not always in focus
CSCtl03602	VDI: debug log for removing VDI is confused
CSCtk15917	CTI Call Speakerphone Light
CSCto39637	CoS remapping is not happening on phone with respect to both cdp/lldp enabled
CSCtq96970	9971 Phone: issue with held call and resumption of the call
CSCtq57371	9971 Phones: Dialed numbers are lost/delayed in display when dialed fast
CSCtk15175	On-hook dialing fails after power cycle with Bluetooth connected
CSCtn38428	FQDN VPN still use DNS svr assigned by concentrator after reset
CSCtj26048	Phone downloads requested active load but does not switch to it
CSCtr40320	Duration longer than 1h is displayed as HH:MM on call history details
CSCtr50735	Back erase softkey is displayed on call history UI without input
CSCto88079	Phone keep rebooting when upgrade/downgrade automation
CSCtj82272	Video stopped after an extended period of heavy network impairments
CSCtj53442	No error displayed when no resources to complete video conference
CSCtr34670	9971 Touchscreen Not functioning Correctly on XML services
CSCtb78789	AllCalls shows wrong session bubble for two shared lines in one phone
CSCto84996	Upgrade overnight test with PFS enabled failed
CSCtr83863	SSLVPN fails to reconnect - DTLS fatal error

Table 2 Resolved Caveats for Firmware Release 9.2.(2) (continued)

CSCtk59626	Reset network settings will cause phone cannot register Cisco Unified Communications Manager in VPN
CSCtq32541	9951/71 cannot place calls on hold when ANI is restricted
CSCtr93009	Video session timer is non-zero initially
CSCts40093	Video not shown when call is answered by pressing session key
CSCto10791	A fraction of w448p video is displayed in PiP
CSCtn41652	Phone resets when making a call to CTS with limited bandwidth
CSCts35124	Phone loses numeric digits when coming out of sleep
CSCts35135	When performing dial/cancel fast, the phone still sets up the call
CSCts66866	VPN: TCP retries are cumulative instead of on a per-error basis
CSCtr79323	User may be reminded before call park monitoring reversion timer expires

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 or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: 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. (1110R)

© 2011 Cisco Systems, Inc. All rights reserved.