



# Cisco Unified IP Phones 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.2(3)

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Use these release notes with a Cisco Unified IP Phone running SIP Firmware Release 9.2(3). This version of Firmware Release 9.2(3) 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.

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## Related Documentation

### **Cisco Unified IP Phones 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)



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**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\\_series\\_home.html](http://www.cisco.com/en/US/products/ps10451/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](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

This section contains the following topics:

- [Default Back to All Calls, page 2](#)
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## Default Back to All Calls

The 9.2(3) Firmware Release introduces an improved All Calls feature that allows a user's phone to automatically return to the All Calls filter view for the next call.

Previously, users had to press a function key to return to the All Calls filter view. But with this feature, the administrator can now configure a user's phone to default back to the primary line—with the All Calls filter view active—when a call has been completed.

To have a phone return to the primary line with the All Calls filter view active, you must enable both the Show All Calls on Primary Line and the Revert to All Calls features.

If you enable just the Revert All Calls feature, the phone displays the All Calls filter view but it does not default to the user's primary line. And if primary line or Alerting Calls filter is selected, reverting to All Calls will not happen.

This optional feature is available for the following Cisco IP Phones (SIP):

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

This optional feature requires administrators to install a service pack on the Cisco Unified Communications Manager.

## One Touch Private Line Automatic Ringdown

The 9.2(3) Firmware Release introduces an enhancement that makes it easier for users to dial pre configured phone numbers, with the One Touch Private Line Automatic Ringdown (PLAR) feature. Previously, the PLAR feature required you to press two keys—the PLAR line and the session key to process the call. Now, when you select the PLAR line, the call session automatically appears and processes the call, making it easier for you to call emergency or hotline numbers.



### Note

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With the One Touch PLAR feature, the phone issues a new call from a PLAR line only when that line is idle. If the PLAR line is not idle then the call is treated as a normal call, with the existing call displayed and no new call session created.

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This feature is available on the following Cisco IP Phones (SIP):

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

## Support for USB Headsets

With the 9.2(3) Firmware Release, the following Plantronics USB headsets are now supported:

- BlackWire C220 Series
- BlackWire C420
- Blackwire C620
- Savi 7xx
- Voyager Pro UC v2

Use these USB headsets with the following Cisco IP Phones (SIP):

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

## Support for Hold Button on USB Headsets

This feature provides support for USB headsets that are equipped with a Hold button. Users can put a call on hold using the headset button and retrieve the call using the Resume softkey on their phone.

It is supported on the following headsets:

- BlackWire C420
- Blackwire C620
- SAVI 7xx

You can use this feature with the following Cisco IP Phones (SIP):

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

## Enhanced Version Negotiation with Unified CME

The Enhanced Version Negotiation with Unified CME feature offers an improved conferences call flow process for the following Cisco IP Phones (SIP only):

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

This feature makes use of special tags within software messages with the Cisco Unified Communications Manager Express (CME) to control whether a local or network hardware conference bridge is used.

### Where to Find More Information

For additional information, see the following document:

*Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified CM 8.6 (SIP)*

## Alerting Calls

The Alerting Calls feature allows users to view a list of all Alerting Calls in chronological order (oldest to most recent). Users interact with this feature using a programmable line key, which makes it easier to interact with Alerting Calls that are received across multiple phone lines.

The system administrator sets up the Alerting Calls button from the Cisco Unified Communications Manager (Unified CM) Administration. This feature is compatible with Unified CM 8.6(2) and later.

This feature is available on the following SIP phones:

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

### Where to Find More Information

- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 8.6 (SIP)*

- *Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 8.6 (SIP)*

## Headset Sidetone Controls

The Headset Sidetone Controls feature lets the user adjust the headset sidetone levels on analog headsets only and can be accessed in the Preferences menu. Users can adjust analog headset sidetone levels to one of the four following settings:

- High
- Normal
- Low
- Off

This feature is for analog headsets only and is supported on the following Cisco Unified IP Phones:

- Cisco Unified IP Phone 8961
- 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 8.6(1)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager Guide 8.6(1)*

## Busy Lamp Field for Call Lists

The Busy Lamp Field (BLF) for Call Lists feature is an Enterprise parameter that the administrator controls. This feature enables the user to see the presence status of monitored line numbers in the Call History list.

When the BLF for Call Lists parameter is set to Enabled, the phone line numbers in the Call History register BLF notifications and an icon appears next to each Call History item in the Call History list. The icon notifies the user that the lines are in one of the following states:

- Unknown
- Idle
- Busy
- DND

When the BLF for Call Lists parameter is set to Disabled, the phone line numbers in the Call History list do not register the BLF notifications.

This feature is supported on the following Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- 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 8.6(1)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager Guide 8.6(1)*

## Enable Video On/Off

The Enable Video On/Off feature improves the basic video call flow by removing the blacked out screen that is displayed when one party has the Auto Transmit setting on their phone set to Off.

Users access this feature through the Enable Video On/Off setting on the phone menu. When they select On, they establish the phone as a video endpoint. When they select Off, they remove the ability of the phone to send video; all calls are audio only.

This feature works in conjunction with Auto Transmit. If the Enable Video feature is set to Off, it overrides the Auto Transmit setting and you can send audio calls. But if Enable Video is set to On and Auto Transmit is set to Off, the video stream is muted and the user sends a blacked-out screen to the other party. For this feature to function, Cisco recommends Auto Transmit remains On.

The Enable Video On/Off feature functions like Video Capability: Enable/Disable on Cisco Unified Communications Manager (Unified CM). However, the server settings override the phone settings so if video is disabled on the Unified CM, this feature is not available on the phone and all calls are audio only.

This feature is available on the following Cisco IP Phones (SIP):

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

**Where to Find More Information**

- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 8.6 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 8.6 (SIP)*

## Call History for Shared Line

The Call History for Shared Line feature offers enhanced viewing of shared line activity in the Cisco Unified IP Phone call logs. In addition to logging missed calls for a shared line, this feature logs all answered and placed calls on a shared line.

This feature is supported on the following Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- 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 8.6(1)*

- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager Guide 8.6(1)*

## VPN Capability for the Cisco Virtualization Client VXC 211X



### Note

Update (July 2012) – If you use the Cisco VXC VPN feature, Cisco recommends that you upgrade to Firmware Release 9.3(1). Firmware Release 9.3(1) is the official supported release for the Cisco VXC VPN. Many performance and user experience issues present in the 9.2(3) firmware are fixed in Release 9.3(1).

The Cisco Virtualization Experience Client (VXC) 21xx devices provide the capability of an integrated VPN solution for Cisco users. It will allow a remote user to have an office worker's experience with a direct connection to their organization's network while achieving lower operating costs. By providing a seamless integrated solution, Cisco simplifies the home solution deployment for the worker and enterprise.

This feature enables VPN tunneling for the Cisco VXC 2111 and Cisco VXC 2112 clients when they are attached to a Cisco Unified IP Phone 8961, 9951 or 9971. It will only provide support for wired Cisco VXC 2111 and 2112 devices to Cisco Unified IP Phone 8961, 9951 or 9971.

Also there is no support for management of the VXC via the VXC Manager (VXC-M) when the device is connecting through the VXC VPN.

## Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 7](#)
- [Installing Firmware Release 9.2\(3\) for SIP, page 7](#)

## 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 installation and upgrade guides for Cisco Unified Communications Manager.

## Installing Firmware Release 9.2(3) 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** 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(3)**.
- Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:
- **cmterm-8961.9-2-3-27.cop.sgn**
  - **cmterm-9951.9-2-3-27.cop.sgn**
  - **cmterm-9971.9-2-3-27.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-8961.9-2-3-27-readme.html**
  - **cmterm-9951.9-2-3-27-readme.html**
  - **cmterm-9971.9-2-3-27-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 seven steps.

- **cmterm-8961.9-2-3-27.zip**
- **cmterm-9951.9-2-3-27.zip**
- **cmterm-9971.9-2-3-27.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 9](#)
- [Using the Plantronics CS50 USB Headset with the Cisco Unified IP Color Key Expansion Module, page 9](#)
- [One-Way Video Calls for the Cisco Unified IP Phone, page 9](#)
- [Cisco Unified IP Phones 9951 and 9971 Power Negotiation when Using a Video Camera, page 10](#)

## 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. 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

Because of 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.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 11](#)
- [Resolved Caveats, page 13](#)

## 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

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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**.
-

## 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(3).

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, 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 10.

**Table 1** *Open Caveats for Firmware Release 9.2(3)*

Identifier	Headline
<a href="#">CSCtj03643</a>	Wrong display time length of toast for maximum number calls alert
<a href="#">CSCtl80032</a>	VID: Video jumps when stream resolution changes
<a href="#">CSCtn45922</a>	BT: Can't get the hold reversion call by Jawbone Icon
<a href="#">CSCtn89145</a>	Juggling fullscreen selfview during VGA video call to CSF softphone
<a href="#">CSCto03918</a>	mute then unmute via CLI, on peer side it is still muted video
<a href="#">CSCtq47498</a>	After SSO, RT phones with KEMs reboot
<a href="#">CSCtq86918</a>	RT phone fails to power up the accessories
<a href="#">CSCtr13418</a>	Phone keep alive timer issue in 9.2.(2) phone load
<a href="#">CSCtr23945</a>	RT 89XX 99XX phones should cache 'span to pc port' configuration
<a href="#">CSCtr51513</a>	ETSGJ-CH: Conference message is showing in ENGLISH instead of JAPANESE
<a href="#">CSCtr66381</a>	Audio is cut off seconds after making intercom call out with BT headset
<a href="#">CSCts01615</a>	99xx become abnormal or crash after long period of network impairments
<a href="#">CSCts18141</a>	No alert when Headset/Speaker button is disabled on 8961 unlike RT Lite
<a href="#">CSCts32237</a>	RT config download can injection privilege escalation
<a href="#">CSCts37494</a>	phone should ignore speakerphone event at unregister state
<a href="#">CSCts49800</a>	Phone does not log the call in call history when no answer timer is out
<a href="#">CSCts54346</a>	VXC doesn't redo DHCP upon link down/up
<a href="#">CSCts63656</a>	WVGA video image jumps & grey lines appear on the left of the screen
<a href="#">CSCts63720</a>	UI incorrect when Intercom interact with new call
<a href="#">CSCts65938</a>	A white screen is seen when reset all settings from phone
<a href="#">CSCts94193</a>	Cisco Unified IP Phone 8961: Bluetooth is Yes if "show capabilities"
<a href="#">CSCtt05778</a>	No UI feedback when dialing external speed dial using softkey in onhook
<a href="#">CSCtt18467</a>	Phone syslogs show NOT[ice] level always + other problems
<a href="#">CSCtt43276</a>	"Display On When Incoming Call" didn't work when using Display URI
<a href="#">CSCtt45602</a>	transfer works incorrectly during call routing
<a href="#">CSCtt46093</a>	Fail to open status page due to Null pointer exception
<a href="#">CSCtu17419</a>	Group Pickup and Meet-me are not disabled when speaker is disabled

**Table 1**      **Open Caveats for Firmware Release 9.2.(3) (continued)**

<a href="#">CSCtu28658</a>	Phone does not notify CUCM for offhook status when Meet Me is pressed
<a href="#">CSCtu35626</a>	No collapsed session bubble if privacy is on for 2 parties in conference
<a href="#">CSCtu42332</a>	Call disconnects when using USB headset and encryption
<a href="#">CSCtu46914</a>	Last= in Reason header of REGISTER is empty when upgrade phone load
<a href="#">CSCtu48262</a>	VXC reports multi link UP/Down during power on
<a href="#">CSCtu48455</a>	VXC2112 keeps link UP even it's powered off
<a href="#">CSCtu51644</a>	VXC2111's DHCP negotiation period is too short
<a href="#">CSCtu51792</a>	Sometimes DNS in VXC2111 doesn't work
<a href="#">CSCtu53630</a>	9971 May Intermittently Drop from WLAN and Begin Scanning
<a href="#">CSCtu63447</a>	Phone keeps retrying auto register when auto registration is disabled
<a href="#">CSCtu64673</a>	VXC 2111 Session lost
<a href="#">CSCtv04593</a>	Conference list is still shown when it is disabled in FCP
<a href="#">CSCtv06651</a>	Direction of call is wrong if show details with conf list is disabled
<a href="#">CSCtv08902</a>	Phone keeps turning KEM on/off continuously when it is not in service
<a href="#">CSCtv11520</a>	Forward All softkey may be hidden for non-primary line when on SRST
<a href="#">CSCtw50975</a>	No status message and alarm for power save plus failure
<a href="#">CSCtw51085</a>	Last= in Reason header of REGISTER is empty in case of EnergyWise
<a href="#">CSCtw59656</a>	VXC backpack receives DHCP IP address from wire segment
<a href="#">CSCtw59759</a>	VPN sign-in dialog box appears, when VXC ICA backpack powered off
<a href="#">CSCtw62971</a>	Rarely PiP is not shown in video calls
<a href="#">CSCtw65243</a>	emwi always shows 0 even if there are new voice mail on the phone
<a href="#">CSCtw65250</a>	Video call with TP, PiP is transparent or all green
<a href="#">CSCtw72806</a>	UI updates on 89XX/99XX phones drop transfer/conference while ringing
<a href="#">CSCtw74172</a>	Phone uses wrong interface for vxc vpn to resolve domain name
<a href="#">CSCtw74319</a>	Not able to download the certificate for the VXC2100
<a href="#">CSCtw74417</a>	VXC device the encryption level being ignored and defaulting
<a href="#">CSCtw79653</a>	audio cut off occasionally with PLT Savi7xx headset
<a href="#">CSCtw81031</a>	debugsh doesn't always recognize "callhist" and "callagent" categories
<a href="#">CSCtw83634</a>	VXC2112 must contact file server successfully in a short time upon bootup, and doesn't retry to contact file server afterwards
<a href="#">CSCtw85740</a>	occasional one-way audio with Plantronics headset savi7xx
<a href="#">CSCtw91242</a>	occasional vpn login failure after phone reset with vpn on
<a href="#">CSCtw91388</a>	Occasionally an abnormal alert is shown after vpn is cancelled
<a href="#">CSCtw91410</a>	Occasionally no way to input password after cert+pass vpn is cancelled
<a href="#">CSCtw95097</a>	Occasional VPN login fails while connecting to VXC VPN
<a href="#">CSCtw97451</a>	Blackwire C220 "accessory not supported"
<a href="#">CSCtw99655</a>	Unable to upgrade and configure VXC devices behind VPN

## 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(3).

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 10.

**Table 2** *Resolved Caveats for Firmware Release 9.2.(3)*

Identifier	Headline
<a href="#">CSCtf89820</a>	CLI show capabilities error
<a href="#">CSCTh67993</a>	Invalid tftp address accepted by 8961, 9951 and 9971 though DHCP
<a href="#">CSCtn41652</a>	Phone crashes when making a call to CTS with limited bandwidth
<a href="#">CSCto10791</a>	A fraction of w448p video is displayed in PiP
<a href="#">CSCto90339</a>	768*448 video doesn't shrink into pip, instead it is partly shown
<a href="#">CSCtn98841</a>	Cisco IP Phone doesn't decode H264 video from Cisco Movi
<a href="#">CSCtq26341</a>	Incoming call toast does not fade out upon user action on KEM
<a href="#">CSCtq79612</a>	Cisco IP Phone 9971 has one-way audio after 15 minutes
<a href="#">CSCtr44488</a>	No duration in call log if received call is parked and retrieved
<a href="#">CSCtr51587</a>	Phone drops digits in certain scenarios
<a href="#">CSCtr58773</a>	"More" softkey does not display correct status
<a href="#">CSCtr58873</a>	CallHistory softkey overlays on idle screen when CUCM service restored
<a href="#">CSCtr66160</a>	repeating log: CVM-cprGetMessage: msgrcv for queue SIPQ failed: 42
<a href="#">CSCtr66265</a>	mute key on headset turns off phone's mute LED in intercom call
<a href="#">CSCtr69394</a>	MOH interrupted short with SRST while using Voyager Pro and Savi headset
<a href="#">CSCtr79323</a>	User may be reminded before call park monitoring reversion timer expires
<a href="#">CSCtr82552</a>	Call histories only shows calls of line one under All Calls filter
<a href="#">CSCtr88605</a>	New call window stuck if cancel using headset/spkr during call transfer
<a href="#">CSCtr89772</a>	Highlighted area of call log stay focus when been touched at some area
<a href="#">CSCtr93009</a>	Video session timer is non-zero initially
<a href="#">CSCtr94430</a>	Inconsistent behavior for InformationX pages
<a href="#">CSCts12389</a>	Feedback audio heard but digit lost at off-hook with feature state
<a href="#">CSCts15117</a>	Phone Crash when VPN enabled
<a href="#">CSCts30709</a>	Phone didn't release inside IP address after tunnel terminated
<a href="#">CSCts40093</a>	Video not shown when call is answered by pressing session key
<a href="#">CSCts40146</a>	Audio path automatically switch to handset when join-conf on SRST
<a href="#">CSCts42087</a>	Phone UI error when press transfer key and then press speaker

**Table 2**      **Resolved Caveats for Firmware Release 9.2.(3) (continued)**

<a href="#">CSCts43872</a>	Phone print repeating messages in console log
<a href="#">CSCts45859</a>	Title of Record PFK on KEM display abnormally
<a href="#">CSCts57462</a>	NullPointerException when invoke Form with TextFields MIDlets
<a href="#">CSCts57629</a>	Phone stuck upon reset from UI
<a href="#">CSCts65568</a>	Duplicate soft keys are displayed on a same window in VVM
<a href="#">CSCts69998</a>	Java error prevents VPN login from being presented on phone
<a href="#">CSCts77700</a>	9971 phone software fails to parse SIP presence message
<a href="#">CSCts81099</a>	VPN connected alert keep popping up in an environment with impairment
<a href="#">CSCtt02980</a>	With Jawbone Icon auto selects headset when not desired
<a href="#">CSCtt11778</a>	CUCME Roundtable phones fail to initiate mute when conference initiator
<a href="#">CSCtt37270</a>	Provide UI feedback based on completion of dialing as recognized by cucm
<a href="#">CSCtt45092</a>	Phone resetting during DHCP rebinding
<a href="#">CSCtt45648</a>	No indication for password input when VPN login canceled
<a href="#">CSCtu01320</a>	VPN Statistics menu disappear
<a href="#">CSCtu03205</a>	Lack of UI feedback - using speed dial to cell phone in offhook/transfer
<a href="#">CSCtu03826</a>	Mute state is incorrect when switching between the call sessions
<a href="#">CSCtu15506</a>	UI messup if inputting wrong password for VVM
<a href="#">CSCtu15519</a>	An extra "ok" softkey shown when using VVM
<a href="#">CSCtu17171</a>	Phone not register after disconnect cable or disable dot1x for long time
<a href="#">CSCtu19414</a>	CPU exhaust and loses audio / video and VXC connection
<a href="#">CSCtu19898</a>	Phone crashed if install an unsigned midlet on a release phone
<a href="#">CSCtu29078</a>	Phone didn't send refresh message out in half dhcp lease timer
<a href="#">CSCtu35230</a>	Password of LEAP, EAP-FAST and AKM is clear text in console log
<a href="#">CSCtu36469</a>	Phone should clear any backed up DTMF events when call is cleared
<a href="#">CSCtu38038</a>	After switch to all call filter the focus is wrong for video call
<a href="#">CSCtw45755</a>	Joining 4th phone into conference on SRST causes wrong call state
<a href="#">CSCtw66994</a>	VVM Client doesn't failover to the second CUC when the primary fails.
<a href="#">CSCtw74098</a>	After one phone exit conference the left phones display softkey Cancel
<a href="#">CSCtw50300</a>	9971 Cannot add fourth party to an existing conference call

## Documentation Updates

This section provides documentation changes that do not appear in the existing Cisco IP Phone 8961, 9951 or 9971 (SIP) documentation:

[VPN Capability for the Cisco Virtualization Client VXC211X](#)

## VPN Capability for the Cisco Virtualization Client VXC211X


**Note**

Update (July 2012) – If you use the Cisco VXC VPN feature, Cisco recommends that you upgrade to Firmware Release 9.3(1). Firmware Release 9.3(1) is the official supported release for the Cisco VXC VPN. Many performance and user experience issues present in the 9.2(3) firmware are fixed in Release 9.3(1).

The Cisco Virtualization Experience Client (VXC) 21xx devices provide the capability of an integrated VPN solution for Cisco users. It will allow a remote user to have an office worker's experience with a direct connection to their organization's network while achieving lower operating costs. By providing a seamless integrated solution, Cisco simplifies the home solution deployment for the worker and enterprise.

This feature enables VPN tunneling for the Cisco VXC 2111 and Cisco VXC 2112 clients when they are attached to a Cisco Unified IP Phone 8961, 9951 or 9971. It will only provide support for wired Cisco VXC 2111 and 2112 devices to Cisco Unified IP Phone 8961, 9951 or 9971.

Also there is no support for management of the VXC via the VXC Manager (VXC-M) when the device is connecting through the VXC VPN.

[Table 3](#) compares the characteristics of single and dual tunnels.


**Note**

The VPN function uses a dual tunnel approach - one tunnel for the phone's VPN and a second for the VXC.

**Table 3** *Single Tunnel and Dual Tunnel Characteristics*

	Single Tunnel	Dual Tunnel
VPN Licenses	1	2
IP Addresses	1	2
Number of Logins	1 (all scenarios)	2 (not all scenarios)
Security	Normal	Normal
Performance	Possible negative performance regarding the Phone's UI and Video. Voice is preserved.	Phone's UI, Video, and Voice are preserved.


**Note**

Note: Single Tunnel will be an optional feature released in the near future.

Dual Tunnel – Number of Logins:

1. In most cases, the normal use case will be two logins, one for the Phone's VPN and one for VXC\_VPN.
2. In one circumstance a single-sign on is featured, but it is dependent on the power up procedure with the VXC 21xx. The user will have to enable the Phone's VPN and then proceed to power on the VXC 21xx. Once VXC 21xx is powered on, the user can enter the username/password and then login. Both phone's VPN and VXC\_VPN will be connected.

3. For one-time passwords, you will enter your login credentials twice – once for the Phone’s VPN and again for the VXC VPN. Users will not see a successful connection message displayed after signing into the Phone’s VPN login. Instead, a successful login will display after logging into the VXC VPN.

The Cisco Unified IP Phone 8961, 9951, or 9971 and the Cisco VXC 2111 and Cisco VXC 2112 clients use identical VPN access credentials and control parameters. To enable the Cisco VXC feature, you must set up the VPN feature in Cisco Unified Communications Manager Administration, using the submenus under the **Advanced Features > VPN** menu path.

In addition, you must set the Enable VXC VPN for MAC Feature option to be the string FFFFFFFFFFFF. A value of FFFFFFFFFFFF allows all VXC users to complete the VPN tunnel.

If you set the Enable VXC VPN for MAC Feature option with a specific MAC address, this feature is enabled but it allows only a VXC user with the same MAC address to complete the VPN tunnel.

Use the Phone Configuration window (**Device > Phone**) to access this setting.

After the VXC VPN feature is enabled and the user signs in to the Phone’s VPN, the phone initiates one VPN tunnel for phone traffic and a second data tunnel, VXC\_VPN, to carry Cisco VXC traffic. In this case, both tunnels use the same configuration parameters.



**Note**

No configuration is required on the Cisco VXC client to support the VPN. All VPN configuration is performed on your Cisco IP phone and the Unified CM.

## Additional Configuration Requirements

The following sections describe additional phone configurations that are required to support the Cisco VXC VPN feature.

### Cisco Unified Communications Manager Configuration

It is recommended that you set the PC Port to Enabled on Cisco Unified CM. If the PC port is disabled, the Cisco VXC client cannot access the network. The phone provides no enforcement of this configuration.

You can set the preceding parameters in Unified Communications Manager Administration using the Phone Configuration window (**Device > Phone**).

### VPN Head-End Configuration

The recommended VPN concentrator (head-end) for use with this feature is the Cisco ASA 5500 Series Adaptive Security Appliance. To support the Cisco VXC VPN, you must set up the ASA for multisession support so that the phone can establish two tunnels using the same credentials.

## Access Control List

The Access Control List (ACL) restricts network traffic to the display ports only. [Table 4](#) shows the common ports and their corresponding protocols.

**Table 4** Ports and Protocols

Protocol	Port	Comment
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**Table 4**      **Ports and Protocols**

PCoIP	UDP and TCP	4172	New Port; IANA approved
	UDP and TCP	50002	Old Port, being phased out but should still be open
	TCP	32111	Used for communication between USB devices and the view agent on the VM
ICA	TCP	1494	Standard ICA traffic
	TCP	2598	Session reliability (if disabled, defaults to TCP 1494)
	TCP	1604	ICA Browser
	UDP	1604	ICA
RDP	TCP	3389	Standard RDP traffic
	TCP	9427	Multimedia Redirection (MMR)
Citrix Provisioning Services	UDP and TCP	54321	
	UDP and TCP	54322	
	UDP range	6910-6960	
View Services	TCP	4001	
Additional Ports needed	UDP	53	DNS
	UDP	137	NetBios
	TCP	80	HTTP
	TCP	443	HTTPS
Diagnostic purpose	ICMP		

The following limitations and restrictions apply when using the Cisco VXC VPN feature:

- Only Layer 3 packets are tunneled. The Cisco VXC VPN feature does not support Layer 2 tunneling and any Layer 2 capabilities are lost when the Cisco VXC connects through VPN.
- The VPN client supports only IPv4 addresses.
- The VXC VPN tunnel cannot be established over a Wi-Fi interface.
- You can configure the Enable VXC VPN Feature option after you set up the phone VPN parameters, including VPN Group and VPN Profile. This restriction exists because the VXC VPN shares the same VPN parameters as the phone VPN.

All existing limitations and restrictions related to the phone VPN support apply to the VXC VPN as well.

## Troubleshooting FAQ

Table 5 shows four common troubleshooting scenarios. Use this information when you work with the Cisco VXC VPN feature and the Cisco VXC 2111 or Cisco VXC 2112 clients with Cisco Unified IP Phone 8961, 9951, or 9971.

**Table 5 Troubleshooting FAQs**

Scenario	Action
Why does the Cisco VXC client not appear in a phone Accessories menu?	<ol style="list-style-type: none"> <li>1. Make sure that your Cisco IP Phone is powered by a Cisco power adapter.</li> <li>2. Unplug the spine connector cable and reattach it to the phone, or power cycle the phone.</li> </ol>
Why can't the Cisco VXC client get an IP address from a phone?	<ol style="list-style-type: none"> <li>1. Make sure Cisco VXC VPN tunnel is shown as 'Connected' in the VPN menu.</li> <li>2. Check the Cisco Unified CM and confirm that Enable VXC VPN for MAC is FFFFFFFFFFFFFFFF.</li> </ol>
Why can't the Cisco VXC VPN tunnel be established?	<ol style="list-style-type: none"> <li>1. Make sure your VPN login credentials are correct.</li> <li>2. Make sure that VPN concentrator is configured to support more than one session for one user.</li> </ol>
Why does the Span to PC not work?	When the Cisco VXC VPN feature is enabled, the Span to PC is turned off silently.

### Additional Information

For more information about installing and using the Cisco VXC 2111 and Cisco VXC 2112 clients with Cisco Unified IP Phones 8961, 9951, or 9971, see [http://www.cisco.com/en/US/products/ps11499/tsd\\_products\\_support\\_series\\_home.htm](http://www.cisco.com/en/US/products/ps11499/tsd_products_support_series_home.htm)

## 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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