# Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.4(1)

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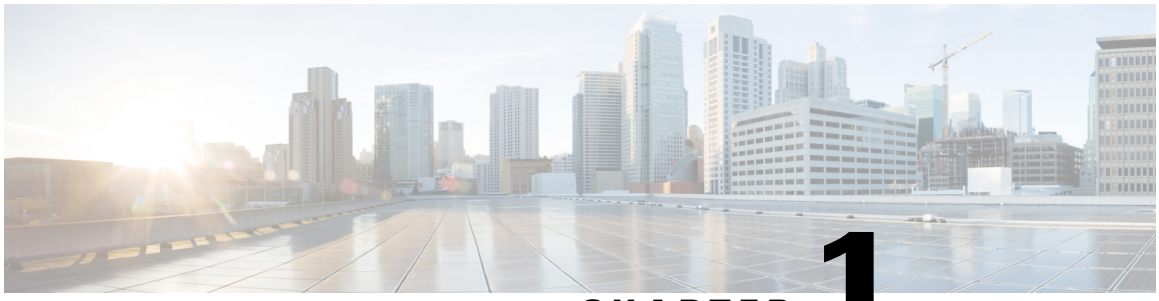

CHAPTER 1

# Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.4(1)


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## Introduction

These release notes support the Cisco Unified IP Phones 6921, 6941, 6945, and 6961 running firmware Release 9.4(1).

The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones.

| Cisco Unified IP Phone | Protocol | Cisco Unified Communications Manager |
|---|---|---|
| Cisco Unified IP Phones 6921, 6941, 6945, and 6961 | SCCP | Cisco Unified Communications Manager Release 7.1(5) and later |
| Cisco Unified IP Phones 6921, 6941, 6945, and 6961 | SIP | Cisco Unified Communications Manager Release 7.1(5) and later |

**Attention** Some features in this release may require a specific version of Cisco Unified Communications Manager. The feature description identifies if the feature requires a different version of Cisco Unified Communications Manager from the version identified in the above table.

# Related Documentation

Use the following sections to obtain related information.

## Cisco Unified IP Phone 6900 Series 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/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

## Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

## Cisco Business Edition 3000 Documentation

See the *Cisco Business Edition 3000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-3000/tsd-products-support-series-home.html

## Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html

## Cisco Unified Communications Manager Express Documentation

See the publications that are specific to your language, phone model and Cisco Unified Communications Manager Express release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

# New and Changed Features

The following sections describe the features that are new or have changed in this release.

**Note** Some features may require the installation of a Cisco Unified Communications Manager Device Package. Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

# Features Available with the Firmware Release

The following sections describe the features available with the Firmware Release.

## E-SRST Service Improvements

The E-SRST Service Improvements feature adds the Video, Shared Line, and BLF features to the list of phone features that continue under failover conditions using Enhanced Survivable Remote Site Telephony (E-SRST). This feature depends on the Enhanced SRST (E-SRST) SIP load, and requires configuration on the SRST server to support the feature. The feature requires the CME/E-SRST 10.0 SIP load.

This feature requires no administration.

The feature is supported on the following phones:

- Cisco Unified IP Phone 6921 (SIP)
- Cisco Unified IP Phone 6941 (SIP)
- Cisco Unified IP Phone 6945 (SIP)
- Cisco Unified IP Phone 6961 (SIP)

### Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*

## PSTN Mode

The PSTN Mode feature improves conversation audio quality. The feature is already supported on the Cisco Unified IP Phones 6921, 6941, and 6961, and is now supported on the Cisco Unified IP Phone 6945.

This feature is internal to the phone and has no administrator or user action impact.

The feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 6945

### Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*

## Show Call Duration in Call History

The Show Call Duration in Call History feature displays the time duration of placed and received calls in the Call History details.

No administrator or user action is required.

The feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

### Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*

# Features Available with the Latest Cisco Unified Communications Manager Device Pack

The following sections describe features in the release which require the new firmware and the latest Cisco Unified Communications Manager Device Pack.

For information about the Cisco Unified IP Phones and the required Cisco Unified Communications Manager device packs, see the following URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

## IPv6 Support for SIP

The IPv6 Support for SIP feature provides IPv6 address support for phones operating with SIP firmware.

**Note** This feature requires Cisco Unified Communications Manager 10.0 or later.

IPv6 support includes IPv6 Ready Logo (SIP), which ensures that IP addressing on Cisco SIP Phones passes component level conformance and interoperability testing as identified in the TAHI Project.

The feature is supported on the following phones (SIP):

- Cisco Unified SIP Phone 6921
- Cisco Unified SIP Phone 6941
- Cisco Unified SIP Phone 6945
- Cisco Unified SIP Phone 6961

#### Where to Find More Information

*Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*

## Peer Firmware Sharing

Peer Firmware Sharing (PFS) improves the upgrade process by allowing Cisco Unified IP Phones to pass software upgrades between similar models in a network.

The feature provides the following advantages in high-speed campus LAN settings:

- Limits congestion on TFTP transfers to centralized remote TFTP servers
- Eliminates the need to manually control firmware upgrades
- Reduces phone downtime during upgrades when large numbers of devices are reset simultaneously

Peer Firmware Sharing may also aid in firmware upgrades in branch/remote office deployment scenarios that run over bandwidth-limited WAN links.

This feature is enabled by default. It has no user impact.

The feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

#### Where to Find More Information

*Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*.

## Save Volume Change

The Save Volume Change feature allows an administrator to set phones to automatically save the volume level for all calls. If the feature is not enabled, users can use the Save softkey to save the selected volume level for all calls.

The feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

### Where to Find More Information

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)*

## Serviceability for SIP Endpoints

The Serviceability for SIP Endpoints feature provides a quick and easy way for administrators to capture debug information from the Cisco Unified IP Phones. With this feature, administrators can:

- Remotely run debug commands on a phone or group of phones without logging into each device separately.
- Collect the phone log without logging into each phone separately.
- Troubleshoot phones by using multiple debug categories with the **debugsh** (debug telephony) command

With this feature, administrators set the following parameters in the **Device > Device settings > Common Phone Profile**, **System > Enterprise Phone Configuration**, or **Device > Phone** window:

- Log Profile - values: Preset (default), Default, Telephony
- Remote Log - values: Disable (default), Enable
- IPv6 Log Server or Log Server - IP address (IPv4 or IPv6address)

The Log Server address can include a port number.

- The format for IPv4 Log Server is: address:<port>@@base=<0-7>;pfs=<0-1>
- The format for IPv6 Log Server is: [address]:<port>@@base=<0-7>;pfs=<0-1>

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

- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

### Where to Find More Information

*Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Administration Guide for Cisco Unified Communications Manager 10.0 (SIP and SCCP)*

# Installation

## Upgrade Notes

Direct upgrades, using signed load files, are supported to Firmware Release 9.4(1) from 9.x. You can use the following firmware release file for these direct upgrades.

**Note** Firmware Release 9.4(1) only applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 (SCCP and SIP).

- For Cisco Unified IP Phone 6921, 6941, and 6961:
  - cmterm-69xx-sccp.9-4-1-1.cop.sgn
  - cmterm-69xx-sip.9-4-1-1.cop.sgn
- For Cisco Unified IP Phone 6945:
  - cmterm-6945-sccp.9-4-1-1.cop.sgn
  - cmterm-6945-sip.9-4-1-1.cop.sgn

## Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(1) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

**Note** Firmware Release 9.4(1) only applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961.

**Attention** Before installing the release, ensure that the Cisco Unified Communications Manager Device Package is installed.

### Procedure

**Step 1** Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

**Step 2** Choose your phone model.

**Step 3** Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**

- **Session Initiation Protocol (SIP) Software**

**Step 4** In the Latest Releases folder, choose **9.4(1)**.

**Step 5** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts: The files for the Cisco Unified IP Phone 6900 Series are:

- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-sccp.9-4-1-1.cop.sgn
  - cmterm-69xx-sip.9-4-1-1.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-4-1-1.cop.sgn
  - cmterm-6945-sip.9-4-1-1.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 6** 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-6921_6941_6961-sccp.9-4-1-1-readme.html
- cmterm-6921_6941_6961-sip.9-4-1-1-readme.html
- cmterm-6945-sccp.9-4-1-1-readme.html
- cmterm-6945-sip.9-4-1-1-readme.html

**Step 7** Follow the instructions in the readme file to install the firmware.

# Install 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.

**Note** Firmware Release 9.4(1) only applies to the Cisco Unified IP Phone 6921, 6941, 6945 and 6961.

- SCCP
  - cmterm-69xx-sccp.9-4-1-1.zip
  - cmterm-6945-sccp.9-4-1-1.zip
- SIP

- cmterm-69xx-sip.9-4-1-1.zip
- cmterm-6945-sip.9-4-1-1.zip

**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.

**Attention** Before installing the release, ensure that the Cisco Unified Communications Manager Device Package is installed.

### Procedure

**Step 1** Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

**Step 2** Choose your phone model.

**Step 3** Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

**Step 4** In the Latest Releases folder, choose **9.4(1)**.

**Step 5** Download the relevant zip files.

**Step 6** Unzip the files.

**Step 7** Manually copy the unzipped files 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.

# Limitations and Restrictions

## DTMF During On-Hook Dialing

On-hook dialing can result in users hearing the DTMF from the key press in the handset. The tones are heard if the handset is picked up while the last digit is pressed. If users pick up the handset after pressing the last digit, they will normally not hear any DTMF.

# Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC can connect to the Voice VLAN.

# Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961
- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

# Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

# Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

# Access Cisco Bug Search

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 Bug Search.

### Before You Begin

To access Cisco Bug Search, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

**Step 1** To access the Cisco Bug Search, go to:
https://tools.cisco.com/bugsearch

**Step 2** Log 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 field, then press **Enter**.

# Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.4(1).

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, the table 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 Access Cisco Bug Search, on page 11.

| Identifier | Headline |
|---|---|
| **Cisco Unified IP Phone 6921, 6941, and 6961** | |
| CSCul10906 | 69XX - Multicast Packets are limited |
| CSCui19684 | One way audio on 6961 phone using SRTP upon SSRC-id change |

| Identifier | Headline |
|---|---|
| **Cisco Unified IP Phone 6945** | |
| CSCul26605 | CP-6945 stops sending RFC 2833 |

# Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.4(1).

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, the table 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 Access Cisco Bug Search, on page 11.

| Identifier | Headline |
|---|---|
| **Cisco Unified IP Phone 6921, 6941, and 6961** | |
| CSCud23277 | 6921 "Speed Dial Await Further Digits" feature does not work |
| CSCud28494 | Some invalid fields seen in RTP packets from 69xx |
| CSCue20218 | phone cannot support service name with special characters |
| CSCue23310 | Call recording from 6921 phones BIB very loud |
| CSCue72333 | 6941 on speaker one way audio during conference under certain scenario |
| CSCuf48279 | 69xx adds invalid <xml> tag to HTTP response parse error on app |
| CSCuf48281 | 69xx adds invalid <xml> tag to HTTP response parse error on app |
| CSCuf66550 | 6900 series phones do not show correct time (Fix CUCM only) |
| CSCuf76755 | 696X and 694X showing incorrect time |
| CSCuf80239 | 69XX: Missing Recording leg when using SRTP |
| CSCuf90128 | "More" softkey inactive with dynamic hunt group using fw 9-3-3-2 |
| CSCug84234 | Directed Call Park BLF button doesn't work after Powering on or failover |
| CSCug86591 | Energywise Issue on 69xx phones |
| CSCug96145 | CP-6921 Back Light does not turn off after falling back from SRST |

| Identifier | Headline |
|---|---|
| CSCuh04589 | 6941 phones doesn't display FAC Prompt Text when changed from default |
| CSCuh22333 | 6900 Series SCCP: Phone time shows one hour behind for time-zone 26 |
| CSCuh33265 | 6921 6941 6961 DND button doesn't show status when not in hunt group |
| CSCuh34279 | CP-6961: Display is blank in case calling number is hidden |
| CSCuh63953 | 69XX no DTMF in RTP after instructed by CTI app, when Recording enabled |
| CSCuh66678 | 69XX phones do not load configuration after upgrade to SCCP69xx.9-3-3-2 |
| CSCuh81393 | 6921 phones with BIB fail to get audio on consult conference call |
| CSCuh94896 | DND softkeys isn't providing status when pressed 6945 |
| CSCui35693 | 69XX FW 9.3.3.2 - Multicast Packets drops to PC connected on the PC Port |
| CSCui63618 | Request phone firmware for checking in new HandyIron lib for CSCud95736 |
| CSCuj11748 | SIP FW 9.3.3.2 - Multicast Packets drops to PC connected on the PC Port |
| CSCuj21688 | 6921 Phones Unable to Parse the XML Query |
| CSCuj33180 | 69XX phones do not display Caller ID if Remote-Party-ID has FQDN |
| CSCuj68508 | Web Dialer function stopped working, After upgrading firmware on 69XX |
| CSCul07580 | 6941 phones show softkeys even when the speaker phone is disabled |
| **Cisco Unified IP Phone 6945** | |
| CSCue38964 | HLOG and DND softkeys isn't providing status when pressed 6945 |
| CSCue71472 | Deliver Calling Number Only when Calling Name is Unknown |
| CSCue94926 | 6945 adds invalid <xml> tag to HTTP response parse error on app |
| CSCue97735 | 6945 - BLF indication does not work after connectivity failure |
| CSCuf85629 | 6945 phone play loud noise when 7937 put call on mute |
| CSCug47488 | 69xx phone model won't restrict read access to the new setting |
| CSCug57121 | 6945 phones are displaying time one hour off regardless of timezone |
| CSCug69958 | 6945 shows incorrect time with 9.3(3) SCCP load |

| Identifier | Headline |
|---|---|
| CSCuh10080 | Loud audio with 6945s running 9.3(3) in Secure Mode until mute/unmute |
| CSCuh66688 | 6945 phones do not load configuration after upgrade to SCCP6945.9-3-3-2 |
| CSCuj10062 | 6945 phones not honoring Enterprise paramter disabling advertising G.722 |
| CSCuj31549 | 6945 calls 7937, audio interruptions on 7937 |
| CSCuj46759 | No audio on calls to third party IVR when using 9.3.3.2 firmware |
| CSCul09480 | 6945 \| Digit is missing after the 2nd space |

# Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

**Note** The latest Locale Installer may not be immediately available; continue to check the website for updates.

# Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html.

# Documentation, Service Requests, and Additional Information

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/c/en/us/td/docs/general/whatsnew/whatsnew.html

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