Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(3)SR1 (SCCP)

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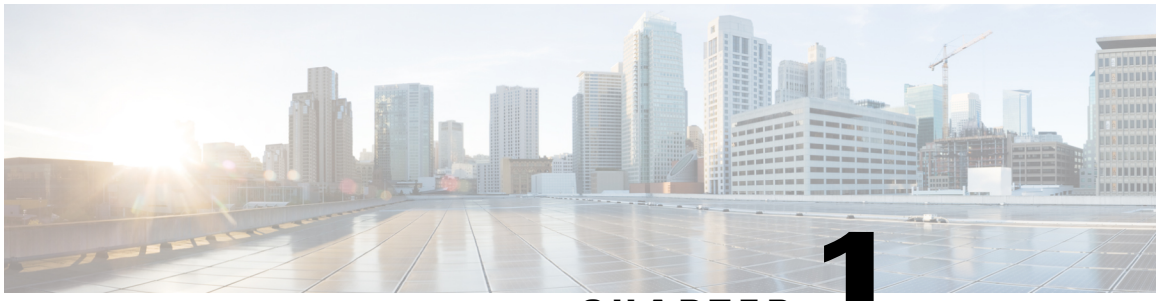
CONTENTS

CHAPTER 1 **Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(3)SR1 (SCCP)** 1

- Introduction 1
- Related Documentation 2
  - Cisco Unified IP Phone 6900 Series Documentation 2
  - Cisco Unified Communications Manager Documentation 2
  - Cisco Business Edition 3000 Documentation 2
  - Cisco Business Edition 5000 Documentation 2
  - Cisco Unified Communications Manager Express Documentation 2
- New and Changed Features 3
- Installation 3
  - Installation Requirements 3
  - Upgrade Notes 3
  - Install Latest Cisco Unified Communications Manager Release 3
  - Install Latest Cisco Unified Communications Manager Express Firmware 4
  - Install Firmware Release on Cisco Unified Communications Manager 4
  - Install Firmware Zip Files 5
- Important Notes 6
  - DTMF During On-Hook Dialing 6
  - Voice VLAN and IPv6 Limitation 6
  - Phone Limitation During SVI Change 6
  - Phone Behavior During Times of Network Congestion 7
  - On-Hook Transfer Limitation in SIP Phones 7
- Unified Communications Manager Endpoints Locale Installer 7
- Caveats 8
  - Access Cisco Bug Search 8
  - Open Caveats 8
  - Resolved Caveats 9
- Cisco IP Phone Firmware Support Policy 10

Documentation, Service Requests, and Additional Information 10



CHAPTER 1

Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(3)SR1 (SCCP)

These release notes provide information for Firmware Release 9.3(3)SR1. This release only applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 (SCCP). You might need to notify your users about some of the information provided in this document.

- Introduction, page 1
- Related Documentation, page 2
- New and Changed Features, page 3
- Installation, page 3
- Important Notes, page 6
- Unified Communications Manager Endpoints Locale Installer, page 7
- Caveats, page 8
- Cisco IP Phone Firmware Support Policy, page 10
- Documentation, Service Requests, and Additional Information, page 10

Introduction

Cisco Unified IP Phone 6921, 6941, 6945, and 6961 Firmware Release 9.3(3)SR1 (SCCP) supports Cisco Unified Communication Manager 7.1.5 and later.

Note Before deploying the 9.3(3)SR1 firmware, the Cisco Unified Communications Manager Release 8.0 and later must be updated to the latest device pack.

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

This release contains no new or changed features.

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device pack.

Important If your Cisco Unified Communications Manager does not have the required device pack to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packs, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html.

Upgrade Notes

Direct upgrades, using signed load files, are supported to firmware release 9.3(3)SR1 from 9.x. You can use the following firmware release file for these direct upgrades.

Note Firmware Release 9.3(3)SR1 only applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 (SCCP).

- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-sccp.9-3-3-2-sr1.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-3-2-sr1.cop.sgn

Install Latest Cisco Unified Communications Manager Release

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager, your Cisco Unified Communications Manager servers must be running a version of the server software that supports the phones. All Cisco Unified Communications Manager servers in the cluster must support the phones. For information about the minimum Cisco Unified Communications Manager software version that the phone requires, see the introductory sections of these release notes.

For more information on Cisco Unified Communications Manager installations and upgrades, see the documents for your Cisco Unified Communications Manager version at the following location: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

To download and install the Cisco Unified Communications Manager version, perform these steps.

Procedure

Step 1 Go to the following URL: http://www.cisco.com/cisco/software/navigator.html?mdfid=268439621&catid=278875240

Step 2 Choose your Cisco Unified Communications Manager version.

Step 3 Choose the appropriate software type.

Step 4 Hover over the desired file. When the popup window displays, click the **Readme** link to open the readme file.

Step 5 Choose **Download** or **Add to cart** for the desired file.

Step 6 Use the instructions in the readme file to install the updated file on the Cisco Unified Communications Manager.

Install Latest Cisco Unified Communications Manager Express Firmware

To download and install the Cisco Unified Communications Manager Express firmware, follow these steps:

Procedure

Step 1 Go to the following URL: http://www.cisco.com/cisco/software/type.html?mdfid=277641082&flowid=5337

Step 2 Choose your Cisco Unified Communications Manager Express version from the Select a File to Download section.

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.3(3)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Note Firmware Release 9.3(3)SR1 only applies to the Cisco Unified IP Phone 6921, 6941, 6945, and 6961 (SCCP).

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 the following firmware type:

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

Step 4 In the Latest Releases folder, choose **9.3(3)SR1**.

Step 5 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts.

- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-sccp.9-3-3-2-sr1.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-3-2-sr1.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.9-3-3-2-sr1-readme.html
- cmterm-6945-sccp.9-3-3-2-sr1-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 9.3(3)SR1 only applies to the Cisco Unified IP Phone 6921, 6941, 6945 and 6961 (SCCP).

- SCCP
  - cmterm-69xx-sccp.9-3-3-2-sr1.zip
  - cmterm-6945-sccp.9-3-3-2-sr1.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.

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 the following firmware type:

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

Step 4 In the Latest Releases folder, choose **9.3(3)SR1**.

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.

Important Notes

This section provides important information about Cisco Unified IP Phone 6900 Series feature functionality.

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

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

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.

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 9.3(3)SR1.

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 8.

Table 1: Open Caveats for Firmware Release 9.3(3)SR1

Identifier	Headline
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCug84234	Directed Call Park BLF button doesn't work after Powering on or failover
CSCug86591	Energywise Issue on 69xx phones
CSCuh04589	6941 phones don't display FAC Prompt Text when changed from default
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
Cisco Unified IP Phone 6945	
CSCug96587	CorporateDirectory does not work on 6945 with 9-3-3-2-ES1
CSCuh10080	Loud audio with 6945s running 9.3(3) in Secure Mode until mute/unmute

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 9.3(3)SR1.

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 8.

Table 2: Resolved Caveats for Firmware Release 9.3(3)SR1

Identifier	Headline
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCud23277	6921 "Speed Dial Await Further Digits" feature does not work
CSCue13986	6921 phones intermittently lock at alerting until power cycled
CSCue20218	phone cannot support service name with special characters

Identifier	Headline
CSCue72333	6941 on speaker one way audio during conference under certain
CSCuf48279	69xx adds invalid <xml> tag to HTTP response parse error on app
CSCuf66550	CP6921: Time issue after upgrade to 9.3.3.2
CSCuf76755	6921 phones showing wrong time
CSCuh22333	6900 Series SCCP: Phone time shows one hour behind for time-zone 26
Cisco Unified IP Phone 6945	
CSCue94926	6945 adds invalid <xml> tag to HTTP response parse error on app
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
CSCug69958	6945 shows incorrect time with 9.3(3) SCCP load

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

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.

INDEX

B

bug 8