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

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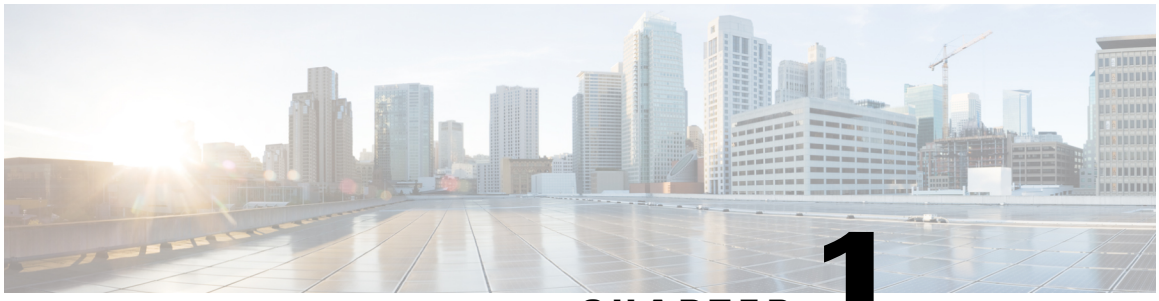

CHAPTER 1

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

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

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Introduction

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

Attention Before deploying the 9.3(3) 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

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

Note Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Features Available with Release 9.3(3)

The following features do not require the installation of a Cisco Unified Communications Manager Device Pack. The features are available as soon as the firmware release has been applied to the phone.

Call Waiting Ring

The Call Waiting Ring feature offers Call Waiting users the option of an audible ring instead of the standard beep. This feature is configured by the administrator.

This feature is available for the following Cisco Unified IP 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 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Debug Phone

The Debug Phone feature provides the administrator with an additional menu on the phone for debugging phone problems. The Admin Settings menu contains the new Debug Phone menu item. The Debug Phone menu enables the administrator to debug the User Interface (labeled MMI), Network, Call Control, Signaling, or Security areas of the firmware. For each of these areas, the administrator selects a debug level (Errors, Warnings, Details, Debug).

Note When the debug level is set to Debug, the phone may experience degradation of service due to the amount of information that is collected. Use this level for the least amount of time necessary.

To debug a phone, the administrator connects a computer to the PC port of the phone. The computer requires a debugging program to be already installed. After changing the debug setting, the phone sends debug information to the debugging program on the computer.

The administrator can also connect to the phone using SSH (if enabled) to view the debug information. Limited debug information is available through the Phone web page, with the amount of information limited by the amount of available flash memory in the phone.

After the debugging session is complete, users should set the debug level to Errors.

The debug setting persists when the phone restarts, resets, or power cycles. The debug settings reset when the phone is restored to the Factory Defaults, or when **Reset Settings** > **All** is selected.

This feature is supported on the following Cisco Unified IP 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 9.0 (SCCP and SIP)

HTTPS

The HTTPS feature enables the phone to communicate with phone services in a secure manner and provides the user with a visual indication that the phone is connected to a service using HTTPS.

The system administrator sets the HTTPS Service parameter in the Cisco Unified Communication Manager Administration using **Device** > **Phone** or **System** > **Enterprise Phone Configuration**.

If the system administrator has enabled HTTPS for phone services a lock icon is displayed on the phone screen to indicate if the phone is connected to a service via HTTPS. No icon is displayed if phone uses HTTP to connect to a service.

Note IP phones can be HTTPS clients; they cannot be HTTPS servers.

Note The lock icon is displayed only after a secure connection is made to a server via HTTPS.

This feature is available for the following Cisco Unified IP 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 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Show Calling ID and Calling Number

The Show Calling ID and Calling Number feature provides the user with a display of both the calling ID and calling number for incoming calls.

The phone LCD display size limits the length of calling ID and calling number displayed.

- If the calling number is restricted, the phone displays only the calling ID.
- If the calling number is unrestricted and the calling ID is restricted, the phone displays the calling ID as `Unknown`.
- If the calling number and the calling ID are unrestricted, but the calling ID is not configured, the phone displays only the calling number.

Show calling ID and calling number applies to the incoming call alert only and does not change the function of the Call Forward and Hunt Group features.

This feature is available for the following Cisco Unified IP 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 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Web Access Disabled by Default

The Web Access Disabled by Default feature enhances security by disabling access to all web services, such as HTTP. Users can only access web services if the administrator enables web access.

Note After the phone is upgraded to Firmware Release 9.3(3), web access is disabled. To enable web access, the latest Cisco Unified Communications Manager device pack must be installed so that the administrator can enable web access.

This feature is available for the following Cisco Unified IP 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 9.0 (SCCP and SIP)

Features Available with Latest Cisco Unified Communications Manager Device Pack

The following features require the installation of a Cisco Unified Communications Manager device pack containing the Cisco IP Phone configuration files. The device pack installs the firmware and the configuration files needed to enable the features. These features can be configured and may be turned off by default. After being turned on, these features may also have attributes or settings that can be configured. See the sections below for more details.

For information on the availability of Cisco Unified Communications Manager Device Packs, see:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Electronic Hookswitch

The Electronic Hookswitch feature enables users to remotely control basic IP phone functionality from a wireless analog headset connected to the phone auxiliary port. Basic IP phone functionality includes off-hook/on-hook, ring indication, audio volume control, and mute/unmute.

The administrator enables or disables the Electronic Hookswitch feature.

The user connects a base station to the auxiliary port. The base station communicates with the wireless headset.

The Electronic Hookswitch feature supports the following headsets:

- Jabra
  - PRO9400 and GO6400 series and Straight cable (Jabra Link14201-22)
  - PRO920, GN9300 series and GN9120 the adapter cable Link 14201-16

This 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 9.0 (SCCP and SIP)*

- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Minimum Ring Volume

The Minimum Ring Volume feature supports a minimum ringer volume level for IP Phones.

Administrators can set a minimum ringer volume level that can range from 0 to 14. The default is 0 (silent).

Users can only adjust the ringer volume to a level greater than the configured minimum ringer volume value.

The feature is supported on the following Cisco Unified IP 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 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 6921, 6941, 6945, and 6961 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Secure EMCC

The Secure Extension Mobility Cross Cluster (Secure EMCC) feature introduces enhanced security for users logging into their phone from outside of the office. This feature is internal to the phone and has no administrator or user impacts.

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

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

TVS and Security by Default

The Trust Verification Service (TVS) and Security by Default features enable phones to authenticate signed configurations and authenticate other servers or peers. Authentication does not increase the size of the Certificate Trust List (CTL) and an updated CTL file download is not required.

TVS is enabled by default and the phone can establish secure HTTP (HTTPS) connections by default.

The TVS feature:

- Assists in establishing HTTPS connections with other applications.

- Supports the phone to validate the signature of existing signed files when the current phone trust list does not contain the signer information.
- Authenticates the remote party during a secure connection establishment.

TVS is supported for both IPv4 and IPv6 (dual stack) on SCCP and for IPv4 on SIP.

This feature is supported on the following Cisco Unified IP 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 9.0 (SCCP and SIP)

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) from 9.x. You can use the following firmware release file for these direct upgrades.

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

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

- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-3-2.cop.sgn
  - cmterm-6945-sip.9-3-3-2.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) 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) 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 **9.3(3)**.

Step 5 Select one of the following firmware files, click the **Download Now** 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.9-3-3-2.cop.sgn
  - cmterm-69xx-sip.9-3-3-2.cop.sgn
- For Cisco Unified IP Phone 6945
  - cmterm-6945-sccp.9-3-3-2.cop.sgn
  - cmterm-6945-sip.9-3-3-2.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 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-readme.html

- cmterm-6921_6941_6961-sip.9-3-3-2-readme.html
- cmterm-6945-sccp.9-3-3-2-readme.html
- cmterm-6945-sip.9-3-3-2-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) only applies to the Cisco Unified IP Phone 6921, 6941, 6945 and 6961.

- SCCP
  - cmterm-69xx-sccp.9-3-3-2.zip
  - cmterm-6945-sccp.9-3-3-2.zip
- SIP
  - cmterm-69xx-sip.9-3-3-2.zip
  - cmterm-6945-sip.9-3-3-2.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 **9.3(3)**.

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.

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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

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 "Locale Installer" section in the *Cisco Unified Communications Operating System Administration Guide*.

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).

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 13.

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

Identifier	Headline
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCud23277	6921 "Speed Dial Await Further Digits" feature does not work
CSCue23310	6921 DSP output gain changes based on phone volume control
CSCue27563	6921SIP:phone behave abnormal if DSP upgrade interrupted
CSCue27589	6921SCCP:phone behave abnormal if DSP upgrade interrupted
Cisco Unified IP Phone 6945	
CSCue33603	sw_phone_6945 - 6945 does not use Recursive DNS Queries

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).

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 13.

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

Identifier	Headline
Cisco Unified IP Phone 6921, 6941, and 6961	
CSCts69057	69XX problem with http dial request: partial number is dialed
CSCtt94684	Interval between OpenRecvChannel and OpenRecvChannelACK too long
CSCtu09371	When Speaker is enabled, low audio observed when both the parties speak
CSCtx81179	6941/6921/6961 Ring Setting (Phone Active) doesn't work properly(old bug)
CSCtz38370	694x Web Access should be disabled by default
CSCtz44657	6921 Phone can not parse the issuer in the CAPF certificate
CSCtz92144	More then 2 ringtones showing on 6941 phones(postponed)
CSCua07297	IP Phone 6921 shows restricted CGPN for forwarded calls
CSCua10864	"Enter the forwarding number" displays for long time when disabling CFA
CSCua13579	6921sccp: tips wrong after press Transfer/Conf button twice when MNC=2
CSCua18387	DTMF sounds heard in handset when placing call
CSCua30353	6921 not performing well on the inbound rtp stream with packet loss
CSCua35650	Ringer stops playing for inbound calls to phone
CSCua47105	6921 disregards RFC2833PayloadType and uses always 101 [S2]
CSCua57846	6921 - Cannot turn off Recording Tone notification

Identifier	Headline
CSCua61530	6921 Poor audio quality
CSCua73406	Cannot answer a call when an ext has an active call-69XX
CSCua75060	6921 Call Park notification not working with 9-3-1
CSCua86421	69xx SIP phones send incorrect call statistics in BYE
CSCua86581	69xx phones do not display Missed Calls in Call History with CME8.8
CSCua93756	69XX have noisy headset when the headset button is ON.
CSCub08321	IP Phone 6941 MOH Fails in Mixed Mode Cluster with FW 9.3.1.3es3
CSCub12810	69xx SIP phone can't clear the packet loss value after resuming record
CSCub19040	Caller-ID being truncated on 6941 phones
CSCub21489	Slow data traffic on the PC port for 6945 IP phones
CSCub25380	Dialed Digit not being displayed on 6900 IP phones
CSCub26377	Missed call not logged in history on 6941 phones running on 9.3.1.3
CSCub31317	6941 not able to authenticate with large size certificates
CSCub37309	chars $% combanation causing xml parser error on 69xx
CSCub57514	Application alert is generated when login/log out of 6941's EM
CSCub69065	6941 phone enabled device security profile unregistered unexpectedly [S2]
CSCub81612	Pressing the GpickUp softkey cancel the call [S2]
CSCub86172	Change in behavior for Callback popup display for 9.3.1 and later
CSCuc00529	Dialed Digit not being displayed on 6900 IP phones for transfer/conf
CSCuc02008	6921 VCI String at bootup changed, causing problem with filter on DHCP server [S2]
CSCuc10810	SIP Phones getting stuck - 6921, SIP 9-3-1-5 [S2]
CSCuc24268	Headset muted on incoming call with active call already up
CSCuc25973	6941 screen stuck at 'requesting' after successful EM login [S2]
CSCuc38804	6921 with Russian locale unable to access call history

Identifier	Headline
CSCuc61134	Speaker phone volume adjustment terminates phone service
CSCuc63990	6941 : Firmware 9.3(1) needs different Init:Services command
CSCuc70408	69xx does not show incoming caller ID when "Caller ID Display" disable
CSCuc75058	HLOG and DND softkeys isn't providing status when pressed 6941
CSCuc77089	BLF Speed Dial Presence Subscription does not work after upgrade
CSCud02228	When CAST is down during video call 6961/41 w SIP load it wont signal it
CSCud09341	Assisted Directed Call Park doesn't work when disconnected the LAN on 6961 phones
CSCud14119	LSC certificated cannot be installed on 6961 IP phone
CSCud28494	Some invalid fields seen in RTP packets from 69xx
CSCud31849	6941 and 6945 do not close corporate directory when call terminates
CSCud35484	6921 SIP with Russian locale unable to access call history
CSCud41006	SIP 6961 BLF does not work on 12th key
CSCud76361	Incorrect UDP port binding due to missing RTCP hold port
CSCue03776	"Detail" softkey not being displayed during a call on 6921 phone
CSCue06999	phone did not register with CUCM while using 3rd party CA as CAPF server
CSCue07001	phone did not register with CUCM while using 3rd party CA as CAPF server
Cisco Unified IP Phone 6945	
CSCua41575	6945 calling # not displayed,no answer softkey,not in call history
CSCua58159	6945 and 7975 Behave Differently With Recording Enabled
CSCua71214	6945 phone can not parse the issuer in the CAPF certificate [S2]
CSCua81567	6945 Crash with Russian / RU Locale [S2]
CSCua86581	69xx phones do not display Missed Calls in Call History with CME8.8
CSCub26329	Call Park DN not displayed on 6945 phones running 9.3.1.3
CSCub26365	Missed call not logged in history on 6945 phones running on 9.3.1.3

Identifier	Headline
CSCub33112	Secure call between the 6945 and the GW get one way audio air after 10 minutes [S2]
CSCub85177	XSI - Refresh header not executed if URL field missing
CSCuc36017	6945 SIP phone freezes when trying to open missed calls history
CSCuc44798	6945: phone does not handle dhcp properly if options list is too large
CSCuc45692	6945 shows transformed number instead of dialed digits in Call History
CSCud15319	6945 SCCP: Toast incorrect for incoming call
CSCud31849	6941 and 6945 do not close corporate directory when call terminates
CSCud50902	6945 Fast Dial Digit Drop
CSCud80854	BLF Speed Dial Presence Subscription does not work after upgrade
CSCud81074	6945 IPphone Directory Menu not localized
CSCud81815	6945 Creates STP loops when connecting network and PC port to switch
CSCue07003	phone did not register with CUCM while using 3rd party CA as CAPF server
CSCue07004	phone did not register with CUCM while using 3rd party CA as CAPF server

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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