Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.3(2)

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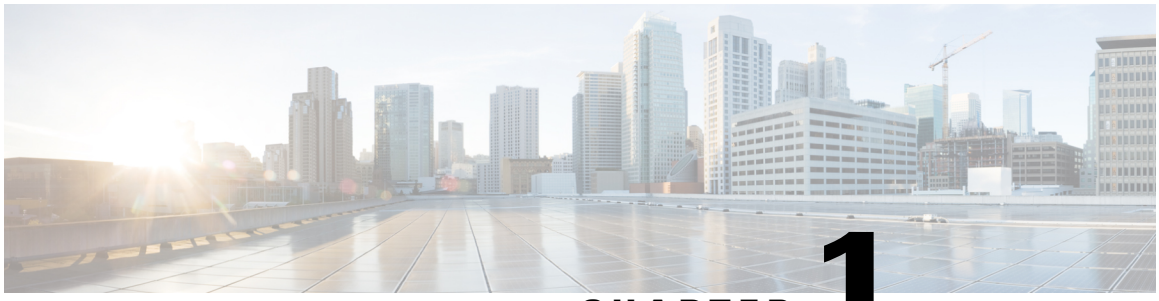

CHAPTER 1

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Introduction

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running SIP Firmware Release 9.3(2).

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 8961, 9951, and 9971	SIP	Cisco Unified Communications Manager Release 7.1(5) and later

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 8900 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-8900-series/tsd-products-support-series-home.html

Cisco Unified IP Phone 9900 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-phones-9900-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 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 Virtualization Experience Client Documentation

Refer to publications that are specific to your language. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-6000-series/tsd-products-support-series-home.html

New and Changed Features

The following sections describes the features that are new or have changed.

Features Available with Firmware Release

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

Call History Display Enhancement for Call Window

The Call History Display Enhancement for Call Window feature displays only the call history of a selected line.

The administrator enables the feature in the Product Specific Configuration Layout area on Cisco Unified CM Administration. The Show Call History for Selected Line Only parameter can be enabled or disabled.

This feature is available for 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 9.0 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 9.0 (SIP)*

Custom Line Filters

The Custom Line Filter feature allows users to set the alerting call notification priority on a subset of lines that are covered by an Alert Filter. The custom filter generates either traditional pop-up alerts or actionable alerts for incoming calls on the selected lines. For each filter, only the subset of lines under coverage will generate an alert. If a filter is turned off, lines under its coverage will not show alert notifications.

This feature provides a way for administrators and users with many phone lines to reduce alert activity by filtering it to high-priority lines as desired.

The administrator configures the default line filter. If no user-configurable filters are created or selected, all lines inherit the default phone filters.

The user has a new menu item, **Call notifications**, available under **Settings** > **Preferences**. From here, users can quickly create and edit custom filters for subsets of lines. If there are no custom user filters, all lines are covered by the default line filter. If the default line filter is configured, the user will see a Daily schedule filter in addition to the preset All calls filter.

The feature can be configured in the following Cisco Unified Communications Manager Administration window:

- Phone Configuration: **Device** > **Phone**

This feature is supported 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 Administration Guide for Cisco Unified Communications Manager 9.0 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 9.0 (SIP)*

New Versions of Cisco Unified IP Phone 8961, 9951, and 9971

The New Versions of Cisco Unified IP Phone 8961, 9951, and 9971 feature provides an update to the phone hardware. The new phones contain improved electronic components. The new phones look and act the same as the old phones and the model numbers do not change. Phones manufactured after October 31, 2012 contain the new components.

The new phone models support Firmware Release 9.3(2) and later. Attempts to downgrade a new phone from 9.3(2) to a previous firmware release do not succeed, because the downgrade software identifies that the phone is the newer model and blocks the downgrade.

This feature has no user impact.

This feature is supported 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 Administration Guide for Cisco Unified Communications Manager 9.0 (SIP)

Prompt for Barge

The Prompt for Barge feature provides an option to display a visual alert prompt when a user tries to barge into a call. The user configures this feature on the phone.

With the addition of this feature, the user has a new preference option, Barge Alert, available in the **Settings** > **Preferences** menu on the phone.

By default, the Barge Alert option is set to Off and the user can barge into an eligible shared lined without receiving a prompt. When the Barge Alert is set to On, an alert prompt displays and the user must select Yes to barge into the call or No to cancel the barge.

There is no administrator impact for this feature.

This feature is supported on the following 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 9.0 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 9.0 (SIP)*

Features Available with 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/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Actionable Incoming Call Alert

The Actionable Incoming Call Alert feature introduces the display of an actionable alert instead of a pop-up toast alert when a call is received on a configured line. In addition to displaying incoming caller details, the actionable alert allows a user to answer, ignore, or divert the call. The Actionable Incoming Call Alert feature is configured by the administrator. By default, this feature is disabled.

When enabled, an alert with action options displays to users.

The feature is controlled by the Actionable Incoming Call Alert field in the following Cisco Unified Communications Manager Administration windows:

- Enterprise Phone Configuration: **System** > **Enterprise Phone Configuration**
- Common Phone Profile: **Device** > **Device Settings** > **Common Phone Profile**
- Phone Configuration: **Device** > **Phone**

The Actionable Incoming Call Alert parameter has the following options:

- Disabled (default)
- Show for all Incoming Call
- Show for Invisible Incoming Call

Note If both the Custom Line Filters and the Actionable Incoming Call Alert feature are enabled, actionable call alerts apply only to the lines that are covered by filters.

This feature is supported on the following 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 9.0 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 9.0 (SIP)*

Audio-Only Lock Icon

The Audio-Only Lock Icon feature controls the display of the secure icon for audio and video calls on the phone.

The administrator can enable or disable the Override BFCP Application Encryption Status parameter.

- When the Override BFCP Application Encryption Status parameter is enabled, the Security icon displays based on the audio call security.
- When the parameter is disabled, the display of the icon depends on the setting of the Ignore BFCP Applications Encryption parameter.

The default for the Override BFCP Application Encryption Status parameter is Disabled.

This feature is supported on the following 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 9.0 (SIP)*
- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 9.0 (SIP)*

Configurable DF Bit

The Configurable DF Bit feature provides the administrator with the ability to control how network packets are sent. Packets can be sent in chunks (fragments) of various sizes. When the DF bit is set to 1 in the packet header, the network payload does not fragment when going through network devices, such as switches and routers. Removing fragmenting avoids incorrect parsing on the receiving side, but results in slightly slower speeds. By default, the DF bit is set to 0.

The feature is controlled by the DF bit field in the following Cisco Unified Communications Manager Administration windows:

- Enterprise Phone Configuration: **System** > **Enterprise Phone**
- Common Phone Profile: **Device** > **Device Settings** > **Common Phone Profile**

- Phone Configuration: **Device** > **Phone**

This feature has no user impact.

This feature is supported 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 Administration Guide for Cisco Unified Communications Manager 9.0 (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.

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 Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.3(2) with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293

Step 2 Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.

Step 3 Choose your phone type.

Step 4 Choose **Session Initiation Protocol (SIP) Software**.

Step 5 In the Latest Releases folder, choose **9.3(2)**.

Step 6 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:

- cmterm-8961.9-3-2-10.cop.sgn
- cmterm-9951.9-3-2-10.cop.sgn
- cmterm-9971.9-3-2-10.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 7 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-8961.9-3-2-10-readme.html
- cmterm-9951.9-3-2-10-readme.html
- cmterm-9971.9-3-2-10-readme.html

Step 8 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.

- cmterm-8961.9-3-2-9.zip
- cmterm-9951.9-3-2-9.zip
- cmterm-9971.9-3-2-9.zip

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=268437892&flowid=5293

Step 2 Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.

Step 3 Choose your phone type.

Step 4 Choose **Session Initiation Protocol (SIP) Software**.

Step 5 In the Latest Releases folder, choose **9.3(2)**.

Step 6 Download the relevant zip files.

Step 7 Unzip the files.

Step 8 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.

Cisco Unified Video Camera Firmware

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

Important Notes

This section contains important information to consider with the Cisco Unified IP Phone 8961, 9951, and 9971.

Cisco Unified IP Phone 9971 and Personal Address Book or Fast Dial Features

Users of the Personal Address Book or Fast Dial feature may receive an error message followed by a request to log back into the network. In DNS round robin configurations, the phone does not retain access with the

same IP address. In this situation, the phone displays a message to indicate that the user must log into the phone again.

Plantronics Audio 615M Headset and 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 https://tools.cisco.com/bugsearch/bug/CSCth71104.

Plantronics CS50 USB Headset and 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.

Cisco Unified IP Phones 9951 and 9971 One-Way Video Calls

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 sees a black video screen.

To ensure that video from such devices displays properly on the IP phone, 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 Virtualization Experience Client 2100

The Cisco Virtualization Experience Client 2100 (VXC 2100) Series are zero clients designed to deliver a user desktop from a centralized host server, providing access to desktop applications as if they were available locally. The Cisco VXC 2100 Series attaches to the Cisco Unified IP Phones 8961, 9951, and 9971 through a spine connector cable.

When running VXC with a single-tunnel option, high traffic to or from VXC may affect the phone's performance. Cisco Unified IP Phones 8961, 9951, and 9971 support 384kbps throughput bandwidth for VXC.

Set VPN MTU to 1406 to reduce packet reassemble in Cisco Unified IP Phones 8961, 9951, and 9971, to improve bandwidth in limited packet rate.

Video and audio applications may not play smoothly through VXC, even on a device plugged directly into a LAN.

USB CD-ROMs and other USB storage devices have limited support. In the current VXC environment, the expected performance is a low bit/transfer rate for USB storage devices and USB CD-ROMs connected to the VXC device.

For more information, see http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-2000-series/tsd-products-support-series-home.html.

Multiple Text Messages

If you send multiple text messages to Cisco Unified IP Phones 8961, 9951, and 9971 within a few seconds using CiscoIPPhoneExecute.xml, the phone may reply with an HTTP/1.1 503 Service Unavailable message, and the user may not receive the text message on their phone screen.

No UDP for SIP Support

Cisco Unified IP Phones 8961, 9951, and 9971 do not support UDP for SIP. Do not configure the UDP protocol for SIP signaling on Cisco Unified IP Phones 8961, 9951, and 9971.

Secure Video Bandwidth When Calling Over VPN

When using Cisco Unified IP Phones 8961, 9951, and 9971 for a secure video call over VPN and VXC VPN, the maximum supported bandwidth is 320 kbps.

Turn Off VPN Before Downgrade

The phone will go into an unregistered state if it is downgraded from a 9.3(1) load to a pre-9.2(3) load while VPN is turned on. Turn off VPN before downgrading to a pre-9.2(3) load.

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

The following sections list the open and resolved caveats, and describe how to get further information on the caveats.

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 for Firmware Release 9.3(2).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, 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 12.

Table 1: Open Caveats for Firmware Release 9.3(2)

Identifier	Headline
CSCtr13418	Phone keep alive timer issue in 9.2.(2) phone load
CSCtr51513	ETSGJ-CH: Conference message is showing in ENGLISH instead of JAPANESE
CSCtr93019	Can't answer call through BT headset after hold revert
CSCts01615	99xx become abnormal or crash after long period of network impairments
CSCtt05778	No UI feedback when dialing external speed dial using softkey in onhook
CSCtw97451	Blackwire C220 "accessory not supported”
CSCtx48830	Cisco IP phone lost wireless connectivity during call

Identifier	Headline
CSCtx90826	the loading of image fail of 99xx phones in option66 case
CSCty01167	OpenSSL SSL_CTX_new Uninitialized Buffer Remote Information Disclosure
CSCty31023	Dialed digits lost while making conf or xfer call quickly in video call
CSCty75302	Cisco IP Phone does not connect to wireless when wired in (using PoE)
CSCtz17167	UI mess when offhook call from admin page
CSCtz23376	No toast prompt up when switch between wired/wireless network
CSCtz40373	Call be disconnected when reauthen happen for phone
CSCtz71926	Savi 7xx can't reconnect automatically after enable side USB on CUCM
CSCtz82195	Bluetooth Device Does Not Reconnect
CSCua00366	BLF/SD - Busy Lamp Field fails when URI contains special characters
CSCua13836	Pip is messed display when swapping pip and remote video
CSCua25869	Call comes at nearly the same time with the idle url popping up
CSCua26548	SR 621074913 - XSI API on CP-9971
CSCua27553	Call Quality is Reduced When Upgrade Phone Load
CSCua30357	RTCP port will keep open when posting RTPRx/RTPTx to phone then end call
CSCua74850	No DNS query after reset with alternate TFTP provisioned
CSCub40585	99xx phones - line status stuck on hold state - phantom hold
CSCub55274	The extra softkey will flash in the new call window
CSCub62715	Unsaved camera view area setting is used for video call
CSCub78740	No call log for early attended conf call if conf list is disabled in FCP
CSCub84255	Expected incoming call alert/toast may not be displayed
CSCub84611	Preceding or tailing white space in domain name is not trimmed
CSCub89638	Video is hidden if end held party during early attended xfer/conf
CSCub94060	"Recording Failed" does not disappear if press Record during xfer/conf

Identifier	Headline
CSCub94590	Pressing Intercom the second time does not always cancel intercom call
CSCuc02558	softkey changed and don't work when voice mail is unavailable
CSCuc08124	Same config file is downloaded twice if disable DHCP
CSCuc08225	Unexpected lock icon on call back UI if secure URL is provisioned
CSCuc15733	The Last Upgrade time is wrong on the Phone Infomation page
CSCuc18329	Abnormal dial UI if press MeetMe or GroupPickup during xfer/conf attempt
CSCuc18889	Call failed from call history(xfer/conference) with double taps the list
CSCuc20637	Performance of Extension Mobility login and logout time is degraded
CSCuc25221	Offhook dialing performance may degrade if phone is used for days
CSCuc25517	Multi-leg call log of Group/Other Pickup if Auto Call Pickup is enabled
CSCuc25580	“Unknown Caller” in call log if offhook and auto pickup
CSCuc28867	Cisco IP phone uses low FPS on CTMS
CSCuc30662	calling party name is shown as junk character in 99XX
CSCuc31186	URI with charaters of #{}| can't be searched in NAV-DOWN call history
CSCuc32934	The local&remote call logs are not correct in specific conference
CSCuc35895	Cisco IP Phones are not displaying calling party name
CSCuc41285	URI dialing: different result for different dial method
CSCuc42991	Inappropriate UI behavior of Revert softkey and editing dot1x MD5 secret
CSCuc66250	FOR is not displayed in 99xx phones after answering the call in CFNA
CSCuc66295	FOR is not displayed in 99xx phones after answering the call in CFB
CSCuc68954	Intercom ignores 'with' part of "Auto answer with _____" setting
CSCuc69953	Time of scrolling between calls is 20-60ms longer than requirement
CSCuc74093	Voicemail is displayed in English instead of Japanese in IP Phone
CSCuc75810	Opened application UI may flash if offhook and dial quickly

Identifier	Headline
CSCuc76110	Unchanged LED&icon of Record PFK if record during xfer&conf attempt
CSCuc76141	Pressing Fordward All softkey multiple times quickly may redial
CSCuc76236	Black bar under PiP window if remote video resolution is 768*448
CSCuc77825	CME Registered 9951 IP Phones are displayed same DN in For/From
CSCuc77860	On Receiving CUCM Call, DN not displayed in CME 9951
CSCuc77883	Busy not displayed in English in 99xx phones
CSCuc83083	Performance of switching between video calls is degraded
CSCuc84336	Problematic reception report blocks in RTCP from 99xx IP Phone
CSCuc85175	Web broswer is still work some time when web access is disable
CSCuc85276	NOTIFY is not accepted by CUCM if digest authentication is enabled

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones for Firmware Release 9.3(2).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, 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 12.

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

Identifier	Headline
CSCtg22239	ALL-LANG: 9971,9951,8961: Original English strings should be modified.
CSCti98208	No Alarm(rc=18) when secure phone fallback from SRST to CUCM
CSCts51576	99xx phones differ from 79xx phones on rtp sequence jump behavior
CSCtv04593	Conference list is still shown when it is disabled in FCP
CSCtx20555	JPN+CHS: 99xx: Source issue on "The USB Optical Mouse is now connected."

Identifier	Headline
CSCtx20572	JPN+CHS: 99xx: Source issue"The USB Optical Mouse has been disconnected"
CSCty31537	SenderReportsSent of "show stream active video" is incorrect
CSCty44400	LED is still lighted after change phone button template
CSCty56877	Phone in trusted net try establish VPN when power on w/ auto net detect
CSCty57481	SRST ip is still displayed on "Stand-by Server" even if srst is down
CSCty68791	No reminder tone when cancel the CFA
CSCty69131	remote placed call doesn't log DN in cross cluster if callee no answer
CSCty76206	Encrypted phone will not play zip tone after CFwdAll is input
CSCty89632	99XX endpoints should not auto-focus video during the call.
CSCty89655	99XX should not auto-focus during ctms call
CSCty89938	Call time will count from -3 if lots of speed dial BLF
CSCty90733	Tone is played incorrectly for digits pressing in whisper intercom call
CSCty93030	Mute tone instead of digit DTMF tone playing when mute caller
CSCty96858	Call session label is inconsistent under various locale
CSCtz04030	No video on 9971 when making a call to H320 endpoints
CSCtz11498	UI display incorrect after "Apply Config" followed by restart.
CSCtz17167	UI mess when offhook call from admin page
CSCtz22269	ConcurrentModificationException when switching between the two calls
CSCtz30127	DHCP Release turn Yes first then it turn No when setting it to No
CSCtz34504	Cursor is displayed in a wrong location in the intercom dial window
CSCtz43088	UI filter will focus on two items when intercom
CSCtz45639	A triangle is displayed on title bar of call history window
CSCtz46348	Still show CUCM domain name as active server when stop DNS and TFTP
CSCtz54317	Call from call history list with one touch of list item

Identifier	Headline
CSCtz54715	Call history is listed for all lines but not the selected line
CSCtz65486	There is a random NullPointerException when test Record Feature.
CSCtz66049	Redial does not work when there's an incoming intercom call
CSCtz68472	Phone cant enter into debush when no active debugsh
CSCtz68986	four direction arrow on TFTP input box and list item
CSCtz71381	WIFI toast an alert window overlapping with other UI menu
CSCtz71713	Participants are still listed when conference list is disalbed in FCP
CSCtz75045	Input box lose focus in MLPP Authorization
CSCtz76641	Unknown caller(No DN) is logged in history when offhook pickup a call
CSCtz76680	No prompt for 4th "double shot" incoming call
CSCtz77224	No standby server info when bring Sub up first then SRST
CSCtz79477	VXC VPN alert stays in screen while loses focus and softkeys
CSCtz82754	Rings chirp1 and chirp2 have pop sounds
CSCtz85354	99xx IP Phone can't handle senddigits event
CSCtz85424	IP addresses between 128.x.x.x-223.x.x.x are not supported in startMedia
CSCtz88079	SRST display flickering when SRST is actually undreachable
CSCtz88254	Password Persistence not effect on RT phones
CSCtz90108	Appear once press speaker key can't end the call
CSCtz90586	EnergyWise will not work if IP address of phone is changed
CSCtz90864	DN is logged in the remote shareline phone when offhook pickup call
CSCtz93333	Can't handle rtprx and rtpmrx with volume value
CSCtz93469	Touch screen issue with call history
CSCtz98106	Video will flash when call ended in some situation
CSCtz98112	UI mess under 7.1(5) CCM when caller id long

Identifier	Headline
CSCtz98460	Incoming Call Toast enhancement
CSCua08465	Call duration time string is cut off in multi-leg call log detail
CSCua09003	Phone does not send REFER alarm when it fallback to primary CUCM
CSCua14036	Softkey displayed as pressed after restart
CSCua15471	Sometimes dial window will lose focus and user can't input digit
CSCua22427	top row of pixels not updated when modify SD lable of LKEM
CSCua25787	Recording Failed toast appears twice in various fonts
CSCua27527	Directed call park timer start from -1 or -2 sometimes.
CSCua51894	Performance of offhook dialing is 40-80% lower than previous release
CSCua64661	Output of cli "show call-history summary" is not properly aligned
CSCua69528	(99xx)Softkey color display abnormal sometimes.
CSCua83761	Phone goes to Simplified new call UI when pressing new call
CSCua96452	ARA+HEB: 9971: Strings are not presented right-to-left
CSCub02735	Phone freezing after xml pages load 10 times
CSCub09990	Phone will restart after visiting phone web page using https
CSCub56475	No audio on 99xx phones when call answered on BT and 2nd call comes in
CSCub63499	Audio transferrs from Handset/Speaker to bluetooth headset
CSCub94546	No dialtone for "New Call" after cancel offhook URI dialing
CSCub94796	Video may be hidden if pickup a video call
CSCub95538	Short tone is played for key pressing if phone has multiple calls
CSCuc05183	IP phone intermittently generates misformatted REFER
CSCuc06048	Phone gets stuck when cancel username modification in leap of wifi
CSCuc10918	Phone can not login vpn if manually change ip address
CSCuc13024	No RIU status on phone if end barged call and switch line

Identifier	Headline
CSCuc15022	Phone uses duplicated IP address after receiving broadcast GARP reply
CSCuc16844	Phone has multiple issues when TPC is enabled with WLC 7.4.1.30
CSCuc23474	Empty session bubble on phone if barge between shared lines
CSCuc24947	Call history cannot be cleanly cleared on phone
CSCuc25221	Offhook dialing performance may degrade if phone is used for days
CSCuc25530	Video may be hidden if pickup video call with auto pickup enabled
CSCuc38497	Improper call history of BLF pickup
CSCuc38655	call log is wrong when you use "NavDown" to invoke URI dialing
CSCuc40786	Call not dial out on NAV-Down call history view when CDR has no DN
CSCuc43147	Some keys are unusable for seconds if offhook during URI dialing
CSCuc44174	HEB+ARA: Wrong alignment of the text in a message box
CSCuc49014	No video on 9971 when making a call to H320 endpoints
CSCuc55541	Phone may freeze if enable/disable VPN several times
CSCuc76433	Phone restarts on dialing route pattern '9999'

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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