Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.3(4)

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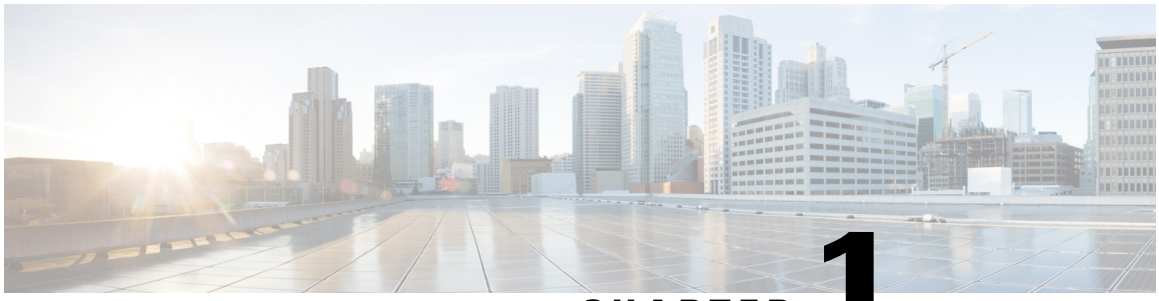
CONTENTS

CHAPTER 1 **Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.3(4)** 1

- Introduction 1
- Related Documentation 1
  - Cisco Unified IP Phone 8900 Series Documentation 2
  - Cisco Unified IP Phone 9900 Series Documentation 2
  - Cisco Unified Communications Manager Documentation 2
  - Cisco Business Edition 5000 Documentation 2
  - Cisco Virtualization Experience Client Documentation 2
- New and Changed Features 2
  - Features Available with Firmware Release 3
    - CGI CallInfo and LineInfo 3
    - Conference and Transfer Enhancement 3
    - Configurable Font Size 4
    - Hide Softkeys in Full Screen Video Mode 4
    - Hold or Resume Toggle from Hard Key 5
    - One Button to Access Call History 5
    - Unique cBarge Call Instance ID 6
  - Features Available with Latest Cisco Unified Communications Manager Device Pack 6
    - Cisco IP Manager Assistant Support 6
    - Separate Audio and Video Mute 8
    - Softkey Template 8
    - URI Dialing Enhancement 8
- Installation 9
  - Installation Requirements 9
  - Install Latest Cisco Unified Communications Manager Release 9
  - Install Firmware Release on Cisco Unified Communications Manager 10
    - Install Firmware Zip Files 11
    - Cisco Unified Video Camera Firmware 11

Important Notes 12
Cisco Unified IP Phone 9971 and Personal Address Book or Fast Dial Features 12
Plantronics Audio 615M Headset and Cisco Unified IP Phone 8961 12
Plantronics CS50 USB Headset and Cisco Unified IP Color Key Expansion Module 12
Cisco Unified IP Phones 9951 and 9971 One-Way Video Calls 12
Cisco Virtualization Experience Client 2100 12
No UDP for SIP Support 13
Multiple Text Messages 13
Secure Video Bandwidth When Calling Over VPN 13
Turn Off VPN Before Downgrade 13
Voice VLAN and IPv6 Limitation 13
Phone Limitation During SVI Change 13
Phone Behavior During Times of Network Congestion 14
Unified Communications Manager Endpoints Locale Installer 14
Caveats 15
Access Cisco Bug Search 15
Open Caveats 15
Resolved Caveats 18
Cisco IP Phone Firmware Support Policy 21
Documentation, Service Requests, and Additional Information 21



CHAPTER 1

Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.3(4)

- Introduction, page 1
- Related Documentation, page 1
- New and Changed Features, page 2
- Installation, page 9
- Important Notes, page 12
- Unified Communications Manager Endpoints Locale Installer, page 14
- Caveats, page 15
- Cisco IP Phone Firmware Support Policy, page 21
- Documentation, Service Requests, and Additional Information, page 21

Introduction

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running Firmware Release 9.3(4).

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 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 Firmware Release

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

CGI CallInfo and LineInfo

The CGI CallInfo and LineInfo feature provides phone information that can be used for troubleshooting phone problems. Using a web browser, the following information is available in XML format:

- LineInfo: the list of information for a specified line id. Access using the following command:

  http://<ip address of phone>/CGI/Java/LineInfo

- CallInfo: the list of information for configured line. Access using the following command:

  http://<ip address of phone>/CGI/Java/CallInfo{line ID}

  Example: http://xx.xx.xx.xx/CGI/Java/CallInfo1

This feature has no user or administrator impact.

The 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)

Conference and Transfer Enhancement

The Conference and Transfer Enhancement feature enables conference and transfer actions to use the Simplified New Call Window or the New Call Window, depending on the setting of the Simplified New Call UI field.

The 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)*

Configurable Font Size

The Configurable Font Size feature enables the user to control the font size used in the Call Screen and Call History. The font size is set using the **Preferences** > **Font size** menu. The Font size menu includes the following submenus:

Call Screen

Users choose Huge, Large (default), Medium, or Small Screen display font. The default is Large.

Call History

Users choose Huge, Large (Default) or Medium.

The selected font size can increase or decrease the number of characters displayed for Call History and Call Screen.

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 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)*

Hide Softkeys in Full Screen Video Mode

The Hide Softkeys in Full Screen Video Mode feature controls the way that softkeys display in full screen video mode.

When a full screen video call is enabled, the softkeys display on the screen. If there is no user activity after 10 seconds, the phone hides the softkeys so that no part of the active video screen is blocked during an active call.

To bring back the softkeys, the user can do one of the following:

- Press **Mute**.

Note This is applicable only if Separate Audio and Video Mute is disabled.

- Change the state of the video such as plugging in the camera.
- Touch the phone screen (Cisco Unified IP Phone 9971 only).
- Press any softkey (Cisco Unified IP Phone 9951).

There is no administrator impact for this feature.

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

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

Where to Find More Information

- *Cisco Unified IP Phone 8961, 9951, and 9971 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)*

Hold or Resume Toggle from Hard Key

The Hold or Resume Toggle from Hard Key feature enables users to put calls on hold and resume held calls by pressing the Hold button.

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)*

One Button to Access Call History

The One Button Access to Call History feature provides quick access to the Call History screen. When a user misses a call, the All Calls icon ( ) associated with the session button changes to the Missed call icon ( ). The user presses the All Calls session button to display the Call History screen.

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)*

Unique cBarge Call Instance ID

The Unique cBarge Call Instance ID feature ensures that when a user barges into an existing call, both the existing call and the barged call have the same Call ID displayed on the phone screen.

This feature has no administrator impact.

This feature requires Cisco Unified Communications Manager Release 9.1.2 or later.

The 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)*

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

Cisco IP Manager Assistant Support

The Cisco IP Manager Assistant (IPMA) Support feature provides call routing and other call management features to help managers and assistants handle phone calls more effectively. Call routing is provided by the IPMA call routing service. The call routing service intercepts calls that are made to managers and routes them to specified assistants, to other managers, or to targets defined by preconfigured call filters. A manager can change the call routing dynamically.

IPMA has three key components:

Manager

A manager is the user whose incoming calls are intercepted by the call routing service.

Assistant

An assistant is the user who handles calls on behalf of a manager.

Assistant Console

The assistant console is a desktop application that can be used by assistants to perform tasks and manage most features.

The system administrator configures IPMA to function in shared-line mode or in proxy-line mode. If the phone is configured in shared-line mode, the assistant phone and the manager phone share the same directory number. In proxy-line mode, the assistant has a primary line and proxy lines to handle calls for managers.

Both modes support multiple calls per line for the manager. The Cisco IPMA service supports both proxy line and shared line support in a cluster.

IPMA services must be configured in Cisco Unified Communications Manager before users can access them. For detailed information on configuring IPMA, see *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager Features and Services Guide*.

IPMA features are accessed by softkeys and through Phone Services. The softkey template is configured in Cisco Unified Communications Manager. IPMA supports the following standard softkey templates:

Standard Manager

Supports manager for proxy mode.

Standard Shared Mode Manager

Supports manager for shared mode.

Standard Assistant

Supports assistant in proxy or in shared mode.

This feature requires Cisco Unified Communications Manager Release 9.1.1 or later.

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*
- *Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 9.0*
- *Cisco Unified Communications Manager Administration Guide*

- *Cisco Unified Communications Manager Features and Services Guide*

Separate Audio and Video Mute

During a video call, users mute both their audio and video image when they press the Mute key. With the Separate Audio and Video Mute feature, users mute their audio but continue to transmit a video image. This allows the other parties on the call to see you but not to hear you.

The system administrator enables this feature on the Cisco Unified Communications Manager. Navigate to one of the following paths:

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

The feature is supported on the following phones:

- 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)

Softkey Template

The Softkey Template feature allows administrators to manage the softkeys on the Cisco Unified IP Phones. A maximum of 16 softkeys can be configured per template. However, the phone supports 18 softkeys per set so that two built-in softkeys can be added to each softkey set.

This feature is enabled by the system administrator.

The Softkey Template 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)

URI Dialing Enhancement

The Uniform Resource Identifier (URI) Dialing enhancement improves the URI Dialing feature by specifying the device display preference for calls that have both Directory Number (DN) and URI available.

The feature is configured in the Service Parameter window of Cisco Unified Communications Manager Administration. If the URI Dialing Display Preference is set to DN then DN is displayed when it is available. If the URI Dialing Display Preference is set to URI then URI is displayed whenever available.

If the URI is "anonymous", "unknown" or "privacy" (case-insensitive), the '@ip' or '@domain' part are removed in the Caller ID and Call History Display. These URI cannot be dialed out because they are not complete URIs.

This feature requires Cisco Unified Communications Manager Release 9.1.1 or later.

The 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)

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(4) 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(4)**.

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

- cmterm-8961.9-3-4-24.cop.sgn
- cmterm-9951.9-3-4-24.cop.sgn
- cmterm-9971.9-3-4-24.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-8961.9-3-4-24-readme.html
- cmterm-9951.9-3-4-24-readme.html

- cmterm-9971.9-3-4-24-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-8961.9-3-4-24.zip
- cmterm-9951.9-3-4-23.zip
- cmterm-9971.9-3-4-23.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(4)**.

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.

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.

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.

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.

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

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(4).

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 15.

Table 1: Open Caveats for Firmware Release 9.3(4)

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
CSCtt05778	No UI feedback when dialing external speed dial using softkey in onhook
CSCtx48830	Cisco IP phone lost wireless connectivity during call
CSCty31023	Dialed digits lost while making conf or xfer call quickly in video call
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
CSCua13836	Pip is messed display when swapping pip and remote video
CSCua60767	CUCMBE3K: IP phone load dated on 8.6.4
CSCub14381	No Show lldp neighbor listing when non-default ASP voice vlan used
CSCud28196	Video color is totally distorted
CSCud85545	Sometimes, New call window apear too slow
CSCue07588	Plantronics usb headset no sound for 9951 phone
CSCuf34761	"Host not found" return when open the EM service.
CSCuf78358	BT: Draggy digits tone in BT headset when doing off hook dialing
CSCuf85262	unable to end call via BT headset in some scenario
CSCug20675	The performance of hold/resume is degraded compared to 9.3.2
CSCug30882	Phone shall send EAPOL Logoff with PC's MAC while enable vxc/vpn
CSCug31002	Rcvr/Sender audio Packets will be recount after pc port is disconnected
CSCug38873	DHCP ACK dropped by phone while dhcp server in dif sub-net and VPN on
CSCug57846	HF EQ Grabs Wrong coefficient set from dspcoefs.txt.
CSCug96609	return value for "netstat -t" in debugsh via serial is wrong

Identifier	Headline
CSCuh07841	Phone can't registered while provision admin vlan and option66 hostname
CSCuh21471	conf/xfer UI invoked by CTI will be opened all the time
CSCuh24169	"Bad packet length xxxxxx" returned when execute command under debugsh.
CSCuh54321	History UI is displayed on phone when quit the application window
CSCuh56876	Remote call log of shared line shall not recorded after barge
CSCuh59278	Dial immediately while sip dial plan not fully match of onhook dialing
CSCuh59516	USB Headset: Adjust volume for active call can't be work
CSCuh80765	9951 Phone resets in specific scenario with MoH and Recording
CSCuh85524	Sometimes softkey is grey by swithing history and UI session
CSCuc00963	Digit dropped via offhook dialing when application window exist.
CSCuh18809	Encrypted phone can't registered while set alt-tftp without ctl itl xml
CSCuh59820	Enerywise Wake up Issue on 99xx phones
CSCuh74370	SSH authentication failed after EMCC login
CSCuh85524	Sometimes softkey is grey by swithing history and UI session
CSCuh90948	The voice in headset is very small when volume of 9951 is the biggest.
CSCuh91405	Digit loss when quickly on-hook dialing after end a call
CSCui01129	Monitoring session will ended while cancel conf via session key
CSCui03631	Preserved call failed to be ended when quickly invoke new call
CSCui05840	One 8961 phone stuck in upgrading status.
CSCui08010	Messy code is displayed on phone during em login with different locale
CSCui08832	Phone not registered after EMCC login
CSCui11506	"Unknown()" display in call details while URI include Unknown
CSCuh59820	Enerywise Wake up Issue on 99xx phones

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(4).

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 15.

Table 2: Resolved Caveats for Firmware Release 9.3(4)

Identifier	Headline
CSCtz79477	VXC VPN alert stays in screen while loses focus and softkeys
CSCtz85354	99xx IP Phone can't handle senddigits event
CSCtz93469	Touch screen issue with call history
CSCua00366	BLF/SD - Busy Lamp Field fails when URI contains special characters
CSCua30357	RTCP port will keep open when posting RTPRx/RTPTx to phone then end call
CSCua96452	ARA+HEB: 9971: Strings are not presented right-to-left
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
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

Identifier	Headline
CSCuc18889	Call failed from call history(xfer/conference) with double taps the list
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
CSCuc30871	Percentage sign(%) in URI is not correct in toast and session bubble
CSCuc31186	CHRs with #{}| in URI can't be searched in NAV-DOWN/NewCall call history
CSCuc36128	Conf key is not blocked if phone is on SRST and max number of calls is 1
CSCuc38019	Some keys are not blocked if phone has a call and max number call is 1
CSCuc41285	URI dialing: different result for different dial method
CSCuc42991	Inappropriate UI behavior of Revert softkey and editing dot1x MD5 secret
CSCuc63370	Cannot configure Secure Mode on 8961's running 9.3.1ES5 and above.
CSCuc69953	Time of scrolling between calls is 20-60ms longer than requirement
CSCuc76110	Unchanged LED&icon of Record PFK if record during xfer&conf attempt
CSCuc77860	On Receiving CUCM Call, DN not displayed in CME 9951
CSCuc80236	Always use prime line for voicemail is not working as per config
CSCuc85276	NOTIFY is not accepted by CUCM if digest authentication is enabled
CSCud16360	Tandberg H323 endpoint is unable to receive video from 9971
CSCud42225	RTP Streaming API causes RTP port be not usable
CSCud44490	Phone accepts multimedia URI/Stream API XML with an RTP port being used
CSCud44577	LED behavior wrong after RTP stream stopped by XML file
CSCud85518	Unexpected softkeys displayed when the phone in ringing out status.
CSCud85634	Unexpected triangle flash in the top left corner in new call window
CSCud92492	CP-9971 got stuck as soon as pressing intercom button during beep sound
CSCue13646	Onhook Dialing doesn't work with Disable Speakerphone when lift handset
CSCue34175	SIP held calls can't be resumed by another shared line

Identifier	Headline
CSCue88568	Internal microphone is not disabled on 99x1 at phone startup
CSCue89636	No new call window popup
CSCue96268	The long time call duration in the call history missed after reset
CSCuf13779	9971 auto dials the Speed Dial and BLF SD as Phantom calls
CSCuf20232	BLF Call PickUp failed if "Auto Call Pickup" is false
CSCuf25062	misleading status message for image signed by wrong phone model/key
CSCuf43632	Phone can't fall back to CUCM
CSCuf59951	RTCP: Conflict with RFC3550 on BYE Packet transmission at vid call start
CSCuf74006	"WLAN Sign in Access" can not be displayed completely.
CSCuf85675	Repeated CTI push of XSI object causes device UI responsiveness delay
CSCuf93609	9951 loses audio on active call when link with pc port is disconnected
CSCug37105	9951 Phone rejects incoming INVITE containing "Accept-language" in SRST
CSCug42324	DN not dialing out when select item from call log during active call
CSCug46566	99xx - One way video is observed in a 786K video call
CSCug50057	Pressing Nav_Select to dial selected number in call history may fail
CSCug50315	No dial UI if press speaker after specific URI dialing operations
CSCug56051	Phone status wrong when hold/resume with shareline several times
CSCuh02030	Unexpected Simplified New Call UI displayed after cancel transfer
CSCuh08714	words and numbers are not aligned
CSCuh25793	9971 locks and reboots with Plantronics USB headset model Blackwire C420
CSCuh29621	Logout the hunt group will not get the notification toast
CSCuh44626	Audio decryption failure after rollover and re-INVITE
CSCuh45380	SIP phones have a max to and from tag of 64 characters
CSCuh45333	Interrupted g729 audio stream results in a hiss/artifact in audio

Identifier	Headline
CSCty35673	Xfer call bounces back when picked up @ ~same time as 2nd xfer keypress

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 15