Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.4(1)SR1

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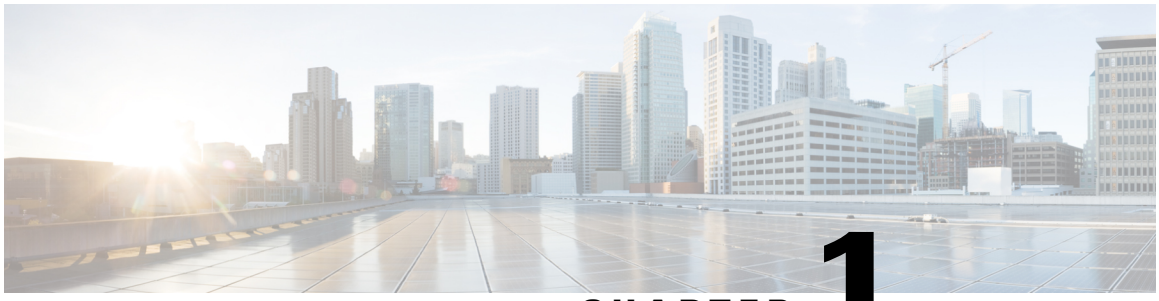

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Introduction

These release notes support the Cisco Unified IP Phones 6921, 6941, and 6961 running firmware Release 9.4(1)SR1.

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

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

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 6900 Series Documentation

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

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

Cisco Unified Communications Manager Documentation

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

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

Cisco Business Edition 3000 Documentation

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

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

Cisco Business Edition 5000 Documentation

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

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

Cisco Unified Communications Manager Express Documentation

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

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

New and Changed Features

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

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

Features Available with the Latest Cisco Unified Communications Manager Device Pack

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

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

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

Rate Limit for Multicast and Broadcast Traffic

The Rate Limit for Multicast and Broadcast Traffic feature allows administrators to manually configure the transmission packet rate limit for IP Multicast and Broadcast traffic.

This feature is configured using the Rate Limit for Multicast and Broadcast Traffic field on the Phone Configuration Page in Cisco Unified Communications Administration. The default value is 6000 packets per second, but you can select a value with a range of 1000 to 10000 packets per second.

This feature has no user impact.

The feature is supported on the following Cisco Unified IP phones (SCCP):

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

Where to Find More Information

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

Installation

Upgrade Notes

Direct upgrades using signed load files are supported from firmware Release 9.x to Release 9.4(1)SR1. You can use the following firmware release file for these direct upgrades.

Note Firmware Release 9.4(1) SR1 only applies to the Cisco Unified IP Phone 6921, 6941, and 6961 (SCCP).

- For Cisco Unified IP Phone 6921, 6941, and 6961:
  - cmterm-69xx-SCCP-9-4-1-3SR1.cop.sgn

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(1) SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Note Firmware Release 9.4(1) SR1 only applies to the Cisco Unified IP Phone 6921, 6941, and 6961.

Note 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 the following firmware type:

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

Step 4 In the Latest Releases folder, choose **9.4(1) SR1**.

Step 5 Select a firmware file, click the **Download** or **Add to cart** button, and follow the prompt.
The file for the Cisco Unified IP Phone 6900 Series is:

- For Cisco Unified IP Phone 6921, 6941, and 6961
  - cmterm-69xx-SCCP-9-4-1-3SR1.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-69xx-SCCP-9-4-1-3SR1-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, you can load the firmware using the following zip files.

- SCCP: cmterm-69xx-SCCP-9-4-1-3SR1.zip

Note Firmware Release 9.4(1) SR1 only applies to the Cisco Unified IP Phone 6921, 6941, and 6961.

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.

Note 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 the following firmware type:

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

Step 4 In the Latest Releases folder, choose **9.4(1) SR1**.

Step 5 Download the relevant zip files.

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Limitations and Restrictions

Phone Limitation During SVI Change

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

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

Phone Behavior During Times of Network Congestion

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

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

Caveats

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

Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using the Cisco Bug Search.

Before You Begin

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

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

Procedure

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

Step 2 Log in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.

Open Caveats

This release does not include any Open Caveats.

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 6921, 6941, and 6961 (SCCP) Series for Firmware Release 9.4(1) SR1.

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

Because defect status continually changes, the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 7.

Identifier	Headline
CSCui19684	One way audio on 6961 phone using SRTP upon SSRC-id change
CSCul77953	69x1 phones are not logging missed calls from the PSTN
CSCul54160	Cookie is not updated after a redirect
CSCum26029	6941:Non-Primary line is updated even when "Call Forwd Notif is FALSE
CSCuj45275	Incorrect Audio Quality Phones Statistics on 69xx SCCP ip phones
CSCun08119	XML Error [4]: Parse Error while accessing customined directory service
CSCun76555	EXIT key not working with 6921 / 6941 / 69xx IPAA
CSCun86521	Key:Services URI - 6921/6941 EXIT key for IPAA service
CSCul10906	69XX - Multicast Packets are limited
CSCum09730	69XX - IP release and phone deregisters during Multicast flooding
CSCun68622	69XX Phone doesn't query 2nd TFTP in case of failure of primary TFTP

Unified Communications Manager Endpoints Locale Installer

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

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

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

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

Cisco IP Phone Firmware Support Policy

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

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation.

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the What's New in Cisco Product Documentation RSS feed. RSS feeds are a free service.

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