



Release Notes for Cisco SIP IP Phone 7940/7960 Release 3.2

June 28, 2002

Contents

This document lists the known problems in the Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Version 3.2 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that was not included in the most recent release of the phone documentation.

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New and Changed Information

There are no new or changed features for Release 3.2.



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Installation Notes

For Cisco SIP IP phones, follow the instructions in the “Upgrading the Cisco SIP IP Phone Firmware” section at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/sip7960/sipadm30/maintain.htm

For these instructions, use POS3-03-2-00 as the image name for version 3.2.

Caveats

Open Caveats - Release 3.2

- **CSCds35841:** When in overview mode, the Cisco SIP IP phone soft keys do not work.
Applies to: SIP.
Problem Description: Pressing a line button during a call displays the overview screen on which there is located a Redial and NewCall soft key. However, these soft keys are ignored by the phone if pressed.
Recommended Action: Return to the call screen. Wait 8 seconds for the call screen to reappear or press the line button again.
- **CSCdu68091:** No support for configurable action tag in REGISTER Contact.
Applies to: SIP.
Problem Description: When the phone sends a REGISTER message it does not attach an action= tag to the Contact header. This can lead to mismatched registrations when another client registers with the same user ID because the 7960/7940 is always treated as action=none.
Recommended Action: Configure the other client to have action=none to avoid mismatched registrations.
- **CSCdv90788:** MWI/Ringer lamp lights briefly when answering call waiting call.
Applies to: SIP and MGCP.
Problem Description: When more than one call is active or on hold and a new call comes in on a different line, the message waiting indicator (MWI) lamp lights briefly after answering the call.
Recommended Action: None.
- **CSCdw40309:** Multiple hookflashes cause speaker pops.
Applies to: SIP and MGCP.
Problem Description: Multiple instances of onhook and offhook with the handset causes the speaker to pop or sometimes be enabled.
Recommended Action: None.

- **CSCdu02920**—Address Resolution Protocol (ARP) cache does not update correctly.

Applies to: SIP and MGCP.

Problem Description: During a phone call, the control server is failed over to the backup. The new Active control server sends a RQNT message to the Cisco IP phone, but the Cisco IP phone still has the MAC address of the old control server so it replies to the old control server.

Recommended Action: None.

- **CSCdx89133**—REFER retransmitted when 4xx,5xx,or 6xx received (not 405 or 501).

Applies to: SIP.

Problem Description: When the phone sends a REFER and gets a 4xx, 5xx, 6xx response, the REFER gets retransmitted. The transfer attempt should fail (except for a 405 or 501).p

Recommended Action: None.

Resolved Caveats - Release 3.2

- **CSCdx15482**—INVITE w/ Replaces does not contain Proxy Auth data from Refer To.
- **CSCdx28677**—Phone sends malformed CANCEL when 180 with Record Route is received.
- **CSCdx46784**—SIP Header length expanded to 256 characters
- **CSCdx41445**—Phone Updates Route set during Midcall INVITE
- **CSCdx53213**—Phone gobbles INVITE when Content Length does not match SDP.
- **CSCdx85769**—SDP Attribute G729a should be G729.
- **CSCdx85787**—TCP Should reject unknown port requests
- **CSCdx59098**— Phone has issues when INVITE w/ Replaces is formatted different.
- **CSCdx88803**— Show TCP statistics are useless (stats continuously reset).

Documentation Updates

Updated show tcp Command

The **show tcp** command has been changed in the “Using the Command Line Interface” section in the “Managing Cisco SIP IP Phones” chapter of the *Cisco SIP IP Phone 7940/7960 Administrator Guide, Version 3.0*.

The **show tcp** command has been altered so that it does not clear the TCP statistics each time it is executed. To clear existing TCP statistics, use the **show tcp clear** command.

Related Documentation

- *Cisco SIP IP Phone Administrator Guide Version 3.0*
- *Cisco IP Phone 7960 and 7940 Series at a Glance*
- *Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series*
- *Installing the Wall Mount Kit for the Cisco IP Phone*

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click the **Fax** or **Email** option under the “Leave Feedback” at the bottom of the Cisco Documentation home page.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

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- Resolve technical issues with online support
- Download and test software packages
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- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the [“Related Documentation”](#) section.

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