



## **Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.4(2)**

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## CHAPTER

# 1

# Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.4(2)

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## Introduction

These release notes support the Cisco Unified IP Phones 7900 Series running SCCP and SIP Firmware Release 9.4(2).

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

**Table 1: Cisco Unified IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility**

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phones 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE	SCCP	Cisco Unified Communications Manager Release 6.0 and later Cisco Unified CallManager Release 5.1, 5.0, 4.3, 4.2, 4.1, 4.0 Cisco CallManager Release 3.3
Cisco Unified IP Phones 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE	SIP	Cisco Unified Communications Manager Release 6.0 and later Cisco Unified CallManager Release 5.1 and 5.0
Cisco Unified IP Phone 7931G	SCCP	Cisco Unified Communications Manager Release 6.0, 6.1, 7.0 and later
Cisco Unified IP Phone 7931G	SIP	Cisco Unified Communications Manager Release 7.0 and later
Cisco Unified IP Phones 7942G, 7945G, 7962G, 7965G, and 7975G	SCCP	Cisco Unified Communications Manager Release 6.x and later Cisco Unified CallManager Release 5.1, 4.3(2)
Cisco Unified IP Phones 7942G, 7945G, 7962G, 7965G, and 7975G	SIP	Cisco Unified Communications Manager Release 6.x and later Cisco Unified CallManager Release 5.1
Cisco Unified IP Phone Expansion Module 7914	SCCP and SIP	Cisco CallManager Release 3.1(2c) or later
Cisco Unified IP Phone Expansion Module 7915	SCCP and SIP	Cisco Unified Communications Manager Release 6.1 and later
Cisco Unified IP Phone Expansion Module 7916	SCCP and SIP	Cisco Unified Communications Manager Release 6.1 and later

**Note**

SIP Firmware Release 9.3(1) and later are designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager Release 9.0(1). Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

# New and Changed Features

The following sections describe the new and changed features in this release.

## 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 [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/devpack\\_comp\\_mtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html)

### Security Hardening

The Security Hardening feature improves the phone firmware security. There is no user or administrator impact to this feature.

The feature is supported on the following phones (SCCP and SIP):

- Cisco Unified IP Phone 7906
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G

### Where to Find More Information

- *Cisco Unified IP Phone 7906 and 7911 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)*
- *Cisco Unified IP Phone 7931 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)*

- *Cisco Unified IP Phone 7941, 7942, 7961, and 7962 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)*
- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)*

## Related Documentation

Use the following sections to obtain related information.

### Cisco Unified IP Phone 7900 Series Documentation

See the 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-7900-series/tsd-products-support-general-information.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>

## Installation

### Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device pack.



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**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.

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

## SCCP Firmware Upgrade Issues

This section applies to the Cisco Unified IP Phones 7975G, 7971G-GE, 7970G, 7965G, 7962G, 7961G-GE, 7961G, 7945G, 7942G, 7941G-GE, 7941G, 7931G, 7911G, and 7906G.

**Note**

For all SCCP firmware upgrades from firmware release versions earlier than 8.3(3) to Version 9.3(1) or later, you must first upgrade your phone firmware to an intermediate version (8.3(3) to 8.5(2)) and then upgrade to 9.3(1).

The following upgrade issues apply:

- If you are currently running firmware earlier than 6.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), you must first install an intervening 7.0(x) load to prevent upgrade failure. Cisco recommends using the most recent 7.0(3) load as the intervening load to avoid lengthy upgrade times.
- If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.

## SIP Firmware Upgrade Issues

For all SIP firmware upgrades from firmware release versions earlier than 8.3(3) to Version 9.3(1) or later, you must first upgrade your phone firmware to an intermediate version (8.3(3) to 8.5(2)) and then upgrade to 9.3(1).

The following upgrade issues apply:

- If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone and want to upgrade to 8.x(x), be aware that upgrading will take up to twice as long to complete as usual.
- Device packs are required to enable IP Phones in the Cisco Unified Communications Manager database. For Cisco Unified CallManager 4.2 and earlier, these device packs are required. For Cisco Unified CallManager 4.3 and Cisco Unified Communications Manager 6.0 and later, you must run the device pack and reboot the Cisco Unified Communications Manager server.

## Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(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** Choose **Cisco Unified IP Phones 7900 Series**.

**Step 3** Choose your phone type.

**Step 4** Choose one of the following firmware types:

- **Skippy Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

**Step 5** In the Latest Releases folder, choose **9.4(2)**.

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

- For Cisco Unified CallManager 4.2 and earlier (firmware files only):
  - cmterm-7975-sccp.9-4-2-1.zip
  - cmterm-7970\_7971-sccp.9-4-2-1.zip
  - cmterm-7945\_7965-sccp.9-4-2-1.zip
  - cmterm-7942\_7962-sccp.9-4-2-1.zip
  - cmterm-7941\_7961-sccp.9-4-2-1.zip
  - cmterm-7911\_7906-sccp.9-4-2-1.zip
- For Cisco Unified CallManager 4.3:
  - cmterm-7975-sccp.9-4-2-1.exe
  - cmterm-7970\_7971-sccp.9-4-2-1.exe
  - cmterm-7945\_7965-sccp.9-4-2-1.exe
  - cmterm-7942\_7962-sccp.9-4-2-1.exe
  - cmterm-7941\_7961-sccp.9-4-2-1.exe
  - cmterm-7911\_7906-sccp.9-4-2-1.exe
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7975-sccp.9-4-2-1.cop.sgn
  - cmterm-7970\_7971-sccp.9-4-2-1.cop.sgn
  - cmterm-7945\_7965-sccp.9-4-2-1.cop.sgn
  - cmterm-7942\_7962-sccp.9-4-2-1.cop.sgn
  - cmterm-7941\_7961-sccp.9-4-2-1.cop.sgn
  - cmterm-7911\_7906-sccp.9-4-2-1.cop.sgn
- For Cisco Unified Communications Manager 6.0 and later:
  - cmterm-7931-sccp.9-4-2-1.cop.sgn
  - cmterm-7931-sip.9-4-2-1.cop.sgn

- For Cisco Unified CallManager 5.0 and later (firmware files only):
  - cmterm-7975-sip.9-4-2-1.zip
  - cmterm-7970\_7971-sip.9-4-2-1.zip
  - cmterm-7945\_7965-sip.9-4-2-1.zip
  - cmterm-7942\_7962-sip.9-4-2-1.zip
  - cmterm-7941\_7961-sip.9-4-2-1.zip
  - cmterm-7911\_7906-sip.9-4-2-1.zip
  
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7975-sip.9-4-2-1.cop.sgn
  - cmterm-7970\_7971-sip.9-4-2-1.cop.sgn
  - cmterm-7945\_7965-sip.9-4-2-1.cop.sgn
  - cmterm-7942\_7962-sip.9-4-2-1.cop.sgn
  - cmterm-7941\_7961-sip.9-4-2-1.cop.sgn
  - cmterm-7911\_7906-sip.9-4-2-1.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-7911\_7906-sccp.9-4-2-1-readme.html
- cmterm-7911\_7906-sip.9-4-2-1-readme.html
- cmterm-7931-sccp.9-4-2-1-readme.html
- cmterm-7931-sip.9-4-2-1-readme.html
- cmterm-7941\_7961-sccp.9-4-2-1-readme.html
- cmterm-7941\_7961-sip.9-4-2-1-readme.html
- cmterm-7942\_7962-sccp.9-4-2-1-readme.html
- cmterm-7942\_7962-sip.9-4-2-1-readme.html
- cmterm-7945\_7965-sccp.9-4-2-1-readme.html
- cmterm-7945\_7965-sip.9-4-2-1-readme.html
- cmterm-7970\_7971-sccp.9-4-2-1-readme.html
- cmterm-7970\_7971-sip.9-4-2-1-readme.html
- cmterm-7975-sccp.9-4-2-1-readme.html
- cmterm-7975-sip.9-4-2-1-readme.html

**Step 8** Follow the instructions in the readme file to install the firmware.

---

## Cisco Unified IP Phone Expansion Module Firmware Installation

The following sections describe the Cisco Unified IP Phone Expansion Module firmware installation.

### Cisco Unified IP Phone Expansion Module 7914 Installation

This section describes how to install Cisco Unified IP Phone Expansion Module 7914.

#### Cisco Unified IP Phone Expansion Module 7914 Firmware Upgrade Issues

The Cisco Unified IP Phones 7906G, 7911G, 7941G, 7941G-GE, 7942G, and 7945G, do not support the Cisco Unified IP Phone Expansion Module 7914.

You can add a maximum of two Expansion Modules to the Cisco Unified IP Phones 7961G, 7961G-GE, 7965G, 7970G, 7971G, and 7975G.

The filename for Cisco Unified IP Phone Expansion Module 7914 indicates that it is for use with SCCP; however, it supports both SCCP and SIP. This applies to IP Phones using Cisco Unified Communications Manager 7.0.

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release S00105000400 before using the phone to support relevant features on your expansion module.

#### Install Cisco Unified IP Phone Expansion Module 7914 Firmware

To download and install the firmware, perform these steps:

##### Procedure

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- Step 1** Go to the following URL:  
<http://www.cisco.com/cisco/software/navigator.html?mdfid=269065653&i=rm>
- Step 2** Log in to the **Tools and Resources Download** page.
- Step 3** Choose the IP Telephony folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 5** Choose **Cisco Unified IP Phone Expansion Module 7914**.
- Step 6** Choose **Skiny Client Control Protocol (SCCP) Software**.
- Step 7** Choose **5.0(4)** under the Latest Releases folder.
- Step 8** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click the **Download Now** or **Add to cart** button and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:  
cmterm-7914-sccp.5-0-4.exe

- For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):  
cmterm-7914-sccp.5-0-4.cop
- For Cisco Unified Communications Manager 5.0(4) and later:  
cmterm-7914-sccp.5-0-4.cop.sgn

- Step 9** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 10** 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-7914-sccp.5-0-4.readme.html
- 

## Cisco Unified IP Phone Expansion Modules 7915 and 7916 Installation

This section describes how to install Cisco Unified IP Phone Expansion Modules 7915 and 7916.

### Cisco Unified IP Phone Expansion Modules 7915 and 7916 Firmware Issues

Before you use the Cisco Unified IP Phone Expansion Module 7916, you must load the expansion module with firmware release B016-1-0-4-2 before using the phone to support relevant features on your expansion module.

Before you use the Cisco Unified IP Phone Expansion Module 7915, you must load the expansion module with firmware release B015-1-0-4-2 before using the phone to support relevant features on your expansion module.

The Cisco Unified IP Phones 7962G, 7965G, and 7975G support the Cisco Unified IP Phone Expansion Modules 7915 and 7916. You can add a maximum of two expansion modules to these phones.

### Install Cisco Unified IP Phone Expansion Modules 7915 and 7916 Firmware

To download and install the firmware, perform these steps:

#### Procedure

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- Step 1** Choose **Cisco Unified IP Expansion Module 7916** or **Cisco Unified IP Expansion Module 7915**.
- Step 2** Choose the IP Telephony folder by clicking +.
- Step 3** Choose **IP Phones > Cisco Unified IP Phones 7900 Series**.
- Step 4** Choose **Cisco Unified IP Expansion Module 7916** or **Cisco Unified IP Expansion Module 7915**.
- Step 5** Choose **1.0(4)** under the Latest Releases folder.
- Step 6** To download the SIP firmware for the Cisco Unified IP Phone, click the **Download Now** or **Add to cart** button and follow the prompts:  
For Cisco Unified CallManager 4.3 and 4.2 (SCCP firmware files only):
- cmterm-7915.1-0-4.zip

- cmterm-7916.1-0-4.zip

For Cisco Unified Communications Manager 5.1 and later:

- cmterm-7915.1-0-4.cop.sgn
- cmterm-7916.1-0-4.cop.sgn

For Cisco Unified CallManager 4.3 and 4.2 (SCCP only):

- cmterm-7915.1-0-4.exe
- cmterm-7916.1-0-4.exe

- Step 7** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 8** 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-7915\_7916.1-0-4-readme.html
- 

## Limitations and Restrictions

### 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.

## View Caveats

You can search for caveats using the Cisco Bug Search.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

### Before You Begin

To view caveats, you need the following items:

- Internet connection

- Web browser
- Cisco.com user ID and password

### Procedure

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**Step 1** Perform one of the following actions:

- To find all caveats for this release, use this URL:  
[https://tools.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=269065653&rls=9.4\(2\)&sb=anfr&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=269065653&rls=9.4(2)&sb=anfr&srtBy=byRel&bt=custV)
- To find all open caveats for this release, use this URL:  
[https://tools.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=269065653&rls=9.4\(2\)&sb=af&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=269065653&rls=9.4(2)&sb=af&srtBy=byRel&bt=custV)
- To find all resolved caveats for this release, use this URL:  
[https://tools.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=269065653&rls=9.4\(2\)&sb=fr&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=269065653&rls=9.4(2)&sb=fr&srtBy=byRel&bt=custV)

**Step 2** When prompted, 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**.

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## 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.

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# Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

**Note**

The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

Administrators and users should check the Cisco website for updated user guides and download the PDF files. Administrators can also make the files available to the users on their company website.

**Tip**

Administrators may want to bookmark the web pages for the phone models that are deployed in their company and send these URLs to their users.

## 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-iphone-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.