Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)

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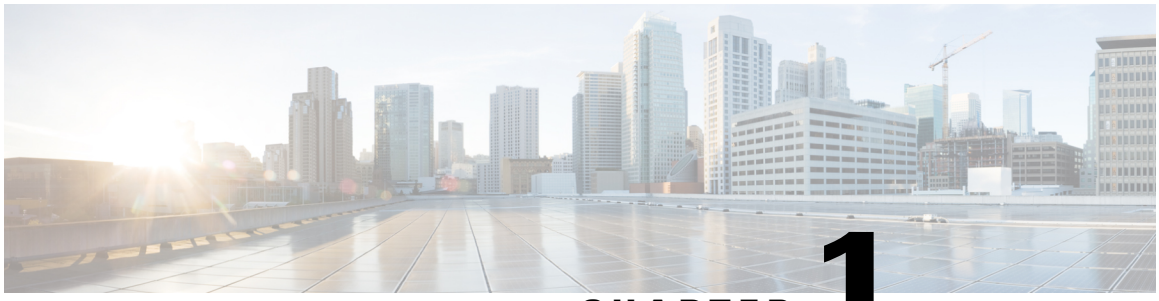

CHAPTER 1

Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)

Introduction

These release notes support the Cisco Unified IP Phones 7900 Series running SCCP and SIP firmware Release 9.3(1).

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 Phone	Protocol	Cisco Unified Communications Manager
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) is 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 Firmware Release

The following sections describe the features available in the firmware.

Device Invoked Recording

The Device Invoked Recording feature enables users to control the recording of phone calls using the Record softkey on the phone.

Users see a status indicator on the phone display, showing when a conversation is being recorded.

The Device Invoked Recording feature is supported on the following SCCP and SIP phones:

- Cisco Unified IP Phone 7906G
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7931G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE
- 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 7906G, and 7911G Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7906G, and 7911G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931G Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7962G, 7961G-GE, 7961G, 7942G, 7941G-GE, and 7941G Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7962G, 7961G-GE, 7961G, 7942G, 7941G-GE, and 7941 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, and 7945G Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

- *Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, and 7945G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Headset Recording

The Headset Recording feature adds the audio from the phone handset into the phone headset. If conversations are recorded using the auxilliary port of the headset, the feature ensures that audio from the headset (the agent) and the phone handset (the supervisor) are captured in the recording.

To support this feature, a new field, Headset Recording, is introduced in the Cisco Unified Communications Manager.

For phones associated with Cisco Unified Communications Manager 8.6 and earlier, this feature requires a dev pack.

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

- Cisco Unified IP Phone 7942
- Cisco Unified IP Phone 7945
- Cisco Unified IP Phone 7962
- Cisco Unified IP Phone 7965
- Cisco Unified IP Phone 7975

Where to Find More Information

- *Cisco Unified IP Phone 7941, 7942, 7961, and 7962 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

PLK Support for Queue Statistics

The PLK Support for Queue Statistics feature enables the users to query the call queue statistics for hunt pilots and the information appears on phone screen.

The programmable line button Queue Status can be configured by the administrator. When the user presses Queue Status, the phone displays the Queue Status screen. The Queue Status screen includes hunt pilot directory number, number of callers in queue, and the longest call waiting time in queue.

The statistics information is not updated automatically. The user must press the Refresh button to view updated statistics. To exit from the queue display screen, the user presses the Exit button.

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

- Cisco Unified IP Phone 7906
- Cisco Unified IP Phone 7911
- Cisco Unified IP Phone 7931
- Cisco Unified IP Phone 7941

- Cisco Unified IP Phone 7942
- Cisco Unified IP Phone 7961
- Cisco Unified IP Phone 7962
- Cisco Unified IP Phone 7965
- Cisco Unified IP Phone 7945
- Cisco Unified IP Phone 7970
- Cisco Unified IP Phone 7971
- Cisco Unified IP Phone 7975

Where to Find More Information

- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

SIP Phone No Alert Name

The SIP Phone No Alert Name feature makes it easier for end users to identify transferred calls by displaying the original caller's phone number. The transferred call appears as an Alert Call followed by the caller's telephone number.

This enhancement does not require any specific configuration .

The feature is supported on following SIP phones:

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

Where to Find More Information

- *Cisco Unified IP Phone 7906 and 7911 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7941, 7942, 7961, and 7962 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and 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 http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Extension Mobility Cross Cluster Enhancement

The Extension Mobility Cross Cluster (EMCC) Enhancement feature preserves the network and security configurations on the phone. By so doing, security policies are maintained, network bandwidth is preserved and network failure is avoided within the visiting cluster (VC).

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

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

Where to Find More Information

- *Cisco Unified IP Phone 7906 and 7911 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7962, 7961, 7942, and 7941 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7975, 7971, 7970, 7965, and 7945 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

HTTP Firmware Upgrade

The HTTP Firmware Upgrade feature enhances the firmware download process by first attempting to download all files using HTTP. If the phone rejects the HTTP connection, the upgrade process uses the existing TFTP download process

There is no user impact to this feature.

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

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

Where to Find More Information

- *Cisco Unified IP Phone 7906 and 7911 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7941, 7942, 7961, and 7962 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

RTCP Behavior On Hold

The RTCP Hold For SIP feature ensures that held calls are not dropped by the gateway. The gateway checks the status of the RTCP port to determine if a call is active or not. By keeping the phone port open, the gateway will not end held calls.

This feature has no administration or user impacts.

The feature is supported on the following SIP phones:

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

Where to Find More Information

- *Cisco Unified IP Phone 7906 and 7911 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7931 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7941, 7942, 7961, and 7962 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*
- *Cisco Unified IP Phone 7945, 7965, 7970, 7971, and 7975 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

Secure Extension Mobility Cross Cluster

The Secure Extension Mobility Cross Cluster (EMCC) feature enables a user configured in one cluster to log into a Cisco Unified IP Phone in another cluster. The users from a home cluster log into a Cisco Unified IP Phone at a visiting cluster. The visiting cluster can log into home cluster in secure mode.

Configure Cisco Extension Mobility on Cisco Unified IP Phones before you configure EMCC.

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

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

Where to Find More Information

Cisco Unified Communications Manager Features and Services Guide, chapter "Cisco Extension Mobility Cross Cluster"

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.

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.

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 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 Cisco Unified Communications Manager Device Packs

Device packs are required to enable IP phones in the Cisco Unified Communications Manager database. For information about compatible device packs, see http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html.

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.

To install the device packs, follow these steps.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=268439621&flowid=21301

Step 2 Choose your Cisco Unified Communications Manager version.

Step 3 Hover over the desired device pack. When the popup window displays, click the **Readme** link to open the readme file.

Step 4 Choose **Download** or **Add to cart** for the desired device pack.

Step 5 Use the instructions in the readme file to install the updated device pack 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(1) 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:

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

Step 5 In the Latest Releases folder, choose **9.3(1)**.

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.9-3-1-1.zip
  - cmterm-7970_7971-sccp.9-3-1-1.zip
  - cmterm-7945_7965-sccp.9-3-1-1.zip

- cmterm-7942_7962-sccp.9-3-1-1.zip
- cmterm-7941_7961-sccp.9-3-1-1.zip
- cmterm-7911_7906-sccp.9-3-1-1.zip

- For Cisco Unified CallManager 4.3:
  - cmterm-7975-sccp.9-3-1-1.exe
  - cmterm-7970_7971-sccp.9-3-1-1.exe
  - cmterm-7945_7965-sccp.9-3-1-1.exe
  - cmterm-7942_7962-sccp.9-3-1-1.exe
  - cmterm-7941_7961-sccp.9-3-1-1.exe
  - cmterm-7911_7906-sccp.9-3-1-1.exe
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7975-sccp.9-3-1-1.cop.sgn
  - cmterm-7970_7971-sccp.9-3-1-1.cop.sgn
  - cmterm-7945_7965-sccp.9-3-1-1.cop.sgn
  - cmterm-7942_7962-sccp.9-3-1-1.cop.sgn
  - cmterm-7941_7961-sccp.9-3-1-1.cop.sgn
  - cmterm-7911_7906-sccp.9-3-1-1.cop.sgn
- For Cisco Unified Communications Manager 6.0 and later:
  - cmterm-7931-sccp.9-3-1-1.cop.sgn
- For Cisco Unified CallManager 5.0 and later (firmware files only):
  - cmterm-7975-sip.9-3-1-1.zip
  - cmterm-7970_7971-sip.9-3-1-1.zip
  - cmterm-7945_7965-sip.9-3-1-1.zip
  - cmterm-7942_7962-sip.9-3-1-1.zip
  - cmterm-7941_7961-sip.9-3-1-1.zip
  - cmterm-7911_7906-sip.9-3-1-1.zip
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7975-sip.9-3-1-1.cop.sgn
  - cmterm-7970_7971-sip.9-3-1-1.cop.sgn
  - cmterm-7945_7965-sip.9-3-1-1.cop.sgn
  - cmterm-7942_7962-sip.9-3-1-1.cop.sgn

- cmterm-7941_7961-sip.9-3-1-1.cop.sgn
- cmterm-7911_7906-sip.9-3-1-1.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.9-3-1-1-readme.html
- cmterm-7911_7906-sip.9-3-1-1-readme.html
- cmterm-7931-sccp.9-3-1-1-readme.html
- cmterm-7931-sip.9-3-1-1-readme.html
- cmterm-7941_7961-sccp.9-3-1-1-readme.html
- cmterm-7941_7961-sip.9-3-1-1-readme.html
- cmterm-7942_7962-sccp.9-3-1-1-readme.html
- cmterm-7942_7962-sip.9-3-1-1-readme.html
- cmterm-7945_7965-sccp.9-3-1-1-readme.html
- cmterm-7945_7965-sip.9-3-1-1-readme.html
- cmterm-7970_7971-sccp.9-3-1-1-readme.html
- cmterm-7970_7971-sip.9-3-1-1-readme.html
- cmterm-7975-sccp.9-3-1-1-readme.html
- cmterm-7975-sip.9-3-1-1-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

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 **Skinny 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

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.

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

This section describes the open and resolved caveats for the firmware and the method of accessing the caveats for more information.

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**.

Known Limitations

The Cisco Unified IP Phones 7906, 7911, and 7937 support only 6 calls per line.

Open Caveats

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

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 18.

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

Identifier	Headline
CSCua16007	7911 phone limitation for octo-line
CSCsy82318	MIDP Mutable image is not displayed on a 7941
CSCtj61369	phone stuck during PFS upgrading/downgrading
CSCtk56477	FR23:When pull out the net,use a https connection, wait no time out.
CSCtl83604	IDH: Cisco IP phone 7941 does not send out CDP during bootup
CSCtn16147	Phone crash after input IPv6 gw and TFTPv6 address
CSCtn25563	LSC install/upgrade failed or cancelled when CCM Failover/Fallback
CSCto83824	Barge/Cbarge button will grey out on shared line
CSCto88233	Performance degrades a lot on 7965 phone after VPN login
CSCtr31587	TFTP error on the phone status, when testing with 200k endpoints.
CSCtr70351	Device occasionally hard reset due to segmentation error
CSCtr99139	Blowing to the headset microphone brings some noise.
CSCtu06774	HEB: 79XX: Incorrect allignment of "User ID" phrase
CSCtu36302	Customized ring tones are not ringing for 79XX series Phones.
CSCty85123	wrong behavior of "<<" in edit dial state.
CSCtz26688	Call does not disconnect after getting reorder - SIP Phone
CSCtz26712	Audio issue with ilbc codec - 7911 phone
CSCtz33592	Phones are blocked in "Configuring ip" after longtime upgrade/downgrade.
CSCtz37296	sip phone : 'CFwdAll' button work as create call in PLAR feature
CSCua06647	ETSGJ-CH: 7961 IP Phone restarted unexpectedly while debugging thru SSH

Identifier	Headline
CSCua08972	outside authenticate phone can't register with mixed cucm via proxy
CSCua11280	PD always display login UI when you logout successfully

Resolved Caveats

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

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 18.

Table 3: Resolved Caveats for Firmware Release 9.3(1)

Identifier	Headline
CSCty09949	"Log server" configuration is not consistent on CUCM
CSCtx55324	TVS Client should support same size certificate as CUCM
CSCtx46579	Cisco 7975: tcp MSS is bigger than IP MTU on interface
CSCtx18921	ALL-LANG: 79xx: Please reconsider "Exit" on Directories menu.
CSCtx18784	ALL-LANG: 79xx: Please reconsider "Exit" on Settings menu.
CSCtx18652	ALL-LANG: 79xx: Help text for Display Refresh Rate is wrong.
CSCtx15667	7962/7942 EditDial URI not working while using CUE Live Reply Feature .
CSCtw83366	SIP phone in secure mode closes RTP ports after receiving 183 with SDP
CSCtw82552	Soft-Key Char cropped when dialling known number
CSCtw61625	CME phone does not enable speakerphone during paging after a hooklatch
CSCtw56983	Phones w/ Firmware 9-2-1S result in retaining ICMP Re-direct destination
CSCtv11710	phone sticks to default router 1 even if it is unavailable or changed
CSCtz91966	No Audio on Intercom Talk Back call

Identifier	Headline
CSCtx98049	SIP: 7945 does not include Max-Forwards in ACK request
CSCtx96606	SIP phone sends dev-unreg reason code 14 when reset it from CUCM
CSCtx84429	Intermittent call recording failures via BIB
CSCts99721	SoftKey used in CiscoIPPhoneMenu does not work without MenuItem
CSCtt42475	Phones sometimes drop inbound calls when answered. Logs show touch input.
CSCts67157	IP Phone Signature value
CSCtz82150	79xx sip phones should ignore powersave plus feature tags in sep file
CSCtz84930	SIP phone not responding to calls after a cluster reboot
CSCtx89362	Phones do not failback to CUCM with 9.2.3 SIP firmware.
CSCtz31279	Recording Tone parameters missing on phone page for 791
CSCtz17188	Short beep sound heard before ringback tone
CSCty35751	CUCM Silent monitoring introduces entry tone to the agent
CSCtz29414	7942/7962 - Call History is Auto-Dialed When Pressing Speaker Button

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.

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