



## **Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)SR4**

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# CHAPTER 1

## Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)SR4

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### Introduction

These release notes support the Cisco Unified IP Phones 7900 Series running SCCP and SIP Firmware Release 9.3(1)SR4.

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

## 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/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/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>

## 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 with the Firmware Release.

#### Control Default Wallpaper

The Control Default Wallpaper feature allows the administrators to do the following:

- Enable/disable the ability for the user to select a phone background image.
- Specify a default background image for the phone using the Cisco Unified Communications Manager Administration.



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**Note** The default background image can be applied only if the administrator has disabled the ability for the users to select background images.

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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 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 Phones 7906G and 7911G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*

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

## Default Audio Path Support



### Note

The Default Audio Path Support feature enables the phone to use the last audio path used.

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The last audio path could be either the headset or speakerphone provided the handset is on-hook.

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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 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 Phones 7906G and 7911G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)*



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

## DSP Audio Enhancement Support

The Support for DSP Audio Enhancement feature enables the phone to support headset sidetone levels and headset send gains with the following values:

- Headset Sidetone Levels:
  - Off
  - Lowest
  - Default
  - Low
  - Mid
  - Mid-High
  - High
  - Higher
  - Highest



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**Note**

The Off and Lowest levels are applicable only to Cisco Unified IP Phones 7942, 7962, 7945, 7965, and 7975.

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- Headset Send Gain
  - Lowest
  - Lower
  - Default

- High

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

- 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 7975

#### Where to find more information

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

## Hardware Updates

The hardware updates improve the compatibility of internal phone components.

The following tables list the updated hardware versions that require this release.

Phone	Hardware Version
Cisco Unified IP Phone 7942	15.0 and higher
Cisco Unified IP Phone 7945	13.0 and higher
Cisco Unified IP Phone 7962	15.0 and higher
Cisco Unified IP Phone 7965	13.0 and higher
Cisco Unified IP Phone 7975	12.0 and higher

Cisco IP Phones 7942, 7962, and 7975 manufactured with hardware versions as mentioned in the table above must run Firmware Release 9.3(1)SR1 or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Release 9.3(1)SR1.

Cisco IP Phones 7945 and 7965 manufactured with hardware versions 13.0 and higher must run Firmware Release 9.3(1)SR3 or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Release 9.3(1)SR3.

## 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](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html)

### DSP Audio Enhancement Support

The Support for DSP Audio Enhancement feature enables the phone to support headset sidetone levels and headset send gains with the following values:

- Headset Sidetone Levels:
  - Off
  - Lowest
  - Default
  - Low
  - Mid
  - Mid-High
  - High
  - Higher
  - Highest



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**Note** The Off and Lowest levels are applicable only to Cisco Unified IP Phones 7942, 7962, 7945, 7965, and 7975.

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- Headset Send Gain
  - Lowest
  - Lower
  - Default
  - High

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

- 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 7975

#### Where to find more information

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



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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/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).

### 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 7900 Series Firmware Release 9.3(1)SR4 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)SR4**.

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

- For Cisco Unified CallManager 4.2 and earlier (firmware files only):
  - cmterm-7911\_7906-sccp.9-3-1SR4-1.zip
  - cmterm-7931-sccp.9-3-1SR4-1.zip
  - cmterm-7941\_7961-sccp.9-3-1SR4-1.zip
  - cmterm-7942\_7962-sccp.9-3-1SR4-1.zip
  - cmterm-7945\_7965-sccp.9-3-1SR4-1.zip
  - cmterm-7970\_7971-sccp.9-3-1SR4-1.zip
  - cmterm-7975-sccp.9-3-1SR4-1.zip
- For Cisco Unified CallManager 4.3:
  - cmterm-7911\_7906-sccp.9-3-1SR4-1.exe
  - cmterm-7941\_7961-sccp.9-3-1SR4-1.exe
  - cmterm-7942\_7962-sccp.9-3-1SR4-1.exe
  - cmterm-7945\_7965-sccp.9-3-1SR4-1.exe
  - cmterm-7970\_7971-sccp.9-3-1SR4-1.exe
  - cmterm-7975-sccp.9-3-1SR4-1.exe
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7911\_7906-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7931-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7941\_7961-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7942\_7962-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7945\_7965-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7970\_7971-sccp.9-3-1SR4-1.cop.sgn
  - cmterm-7975-sccp.9-3-1SR4-1.cop.sgn
- For Cisco Unified CallManager 5.0 and later (firmware files only):
  - cmterm-7911\_7906-sip.9-3-1SR4-1.zip
  - cmterm-7931-sip.9-3-1SR4-1.zip
  - cmterm-7941\_7961-sip.9-3-1SR4-1.zip
  - cmterm-7942\_7962-sip.9-3-1SR4-1.zip
  - cmterm-7945\_7965-sip.9-3-1SR4-1.zip

- cmterm-7970\_7971-sip.9-3-1SR4-1.zip
- cmterm-7975-sip.9-3-1SR4-1.zip
- For Cisco Unified CallManager 5.0(4) and later:
  - cmterm-7911\_7906-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7931-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7941\_7961-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7942\_7962-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7945\_7965-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7970\_7971-sip.9-3-1SR4-1.cop.sgn
  - cmterm-7975-sip.9-3-1SR4-1.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.9-3-1SR4-1-readme.html
- cmterm-7911\_7906-sip.9-3-1SR4-1-readme.html
- cmterm-7931-sccp.9-3-1SR4-1-readme.html
- cmterm-7931-sip.9-3-1SR4-1-readme.html
- cmterm-7941\_7961-sccp.9-3-1SR4-1-readme.html
- cmterm-7941\_7961-sip.9-3-1SR4-1-readme.html
- cmterm-7942\_7962-sccp.9-3-1SR4-1-readme.html
- cmterm-7942\_7962-sip.9-3-1SR4-1-readme.html
- cmterm-7945\_7965-sccp.9-3-1SR4-1-readme.html
- cmterm-7945\_7965-sip.9-3-1SR4-1-readme.html
- cmterm-7970\_7971-sccp.9-3-1SR4-1-readme.html
- cmterm-7970\_7971-sip.9-3-1SR4-1-readme.html
- cmterm-7975-sccp.9-3-1SR4-1-readme.html
- cmterm-7975-sip.9-3-1SR4-1-readme.html

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

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## 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](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

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- 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.
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## 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 **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

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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
-

# 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

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- 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 that use Firmware Release 9.3(1)SR4.

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 2: Open Caveats for Firmware Release 9.3(1)SR4**

Identifier	Description
<a href="#">CSCsy82318</a>	MIDP Mutable image is not displayed on a 7941
<a href="#">CSCtj61369</a>	phone stuck during PFS upgrading/downgrading
<a href="#">CSCtk56477</a>	FR23:When pull out the net,use a https connection, wait no time out.
<a href="#">CSCtl83604</a>	IDH: Cisco IP phone 7941 does not send out CDP during bootup
<a href="#">CSCtm25563</a>	LSC install/upgrade failed or cancelled when CCM Failover/Fallback
<a href="#">CSCtr31587</a>	TFTP error on the phone status, when testing with 200k endpoints.
<a href="#">CSCtr70351</a>	Device occasionally hard reset due to segmentation error
<a href="#">CSCtr99139</a>	Blowing to the headset microphone brings some noise.
<a href="#">CSCtu36302</a>	Customized ring tones are not ringing for 79XX series Phones.
<a href="#">CSCty85123</a>	wrong behavior of "<<" in edit dial state.
<a href="#">CSCtz26688</a>	Call does not disconnect after getting reorder - SIP Phone
<a href="#">CSCtz26712</a>	Audio issue with ilbc codec - 7911 phone
<a href="#">CSCtz33592</a>	Phones are blocked in "Configuring ip" after longtime upgrade/downgrade.
<a href="#">CSCtz37296</a>	sip phone : 'CFwdAll' button work as create call in PLAR feature
<a href="#">CSCua06647</a>	ETSGJ-CH: 7961 IP Phone restarted unexpectedly while debugging thru SSH
<a href="#">CSCua11280</a>	PD always display login UI when you logout successfully
<a href="#">CSCue13562</a>	7965 one way audio using Any connect IOS VPN
<a href="#">CSCui95229</a>	894X/79XX phones advertise URI support in CURT incorrectly.
<a href="#">CSCui59049</a>	phone download the XMLDefault.xml after the tftp service get down

## 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)SR4.

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 3: Resolved Caveats for Firmware Release 9.3(1)SR4**

Identifier	Description
<a href="#">CSCui66526</a>	Placeholder for TNP Sidetone/Send Gain Audio Server Change
<a href="#">CSCuj11814</a>	796x/4x phones not passing correct Device IDs to switch port via CDP
<a href="#">CSCui57576</a>	'BACK' is not displayed in English when locale switched to English
<a href="#">CSCuj07204</a>	79XX phones do not display Caller ID if Remote-Party-ID has FQDN
<a href="#">CSCui54479</a>	phone load issue on 7945 with new hardware
<a href="#">CSCui42911</a>	3rd Gen phone have issues returning info from URL like CGI/SettingsInfo
<a href="#">CSCui59252</a>	Out of bound RTP port (32768) is chosen by 7970 and causes one way audio
<a href="#">CSCui63047</a>	Https results in XML parsing error in 7961/62
<a href="#">CSCuh91458</a>	EAP-TLS on phone fails leading to phone freeze with Load 9-3-1SR2
<a href="#">CSCui01037</a>	7911 - Intermittently some SCCP phones automatically mute calls
<a href="#">CSCuh76722</a>	SIP TNP Phones generate coredump due to memory leak at JNI layer
<a href="#">CSCuh98669</a>	Interrupted g729 audio stream results in a hiss/artifact in audio
<a href="#">CSCuh32640</a>	Phone reboots after the call is connected.
<a href="#">CSCuh45380</a>	SIP phones have a max to and from tag of 64 characters
<a href="#">CSCuh33386</a>	em pin change displayed in plain text in phone console logs
<a href="#">CSCuh22404</a>	7945/7965 EHook headset beeping when line set to flash only
<a href="#">CSCuh03515</a>	7941/61s send malformed SCCP message to CUCM causing them to be reset
<a href="#">CSCug63713</a>	EAP-TLS on phone fails leading to phone freeze with Load 9-3-1SR2
<a href="#">CSCua38296</a>	3 to 11 second time delay on IP Phones
<a href="#">CSCue30927</a>	Group picture display is missing on 7900 phones

Identifier	Description
CSCue27941	Preventing users from Changing background image on TNP phones
CSCue54945	Arabic UAE locale language: Corporate directory search reloads phones
CSCuf85411	79XX phones autodial number from directory when going offhook
CSCsw88673	debug executable left on the TNP phone
CSCuf35793	7962 reassembles incorrectly EAP-TLS certificate = 802.1x auth fail
CSCud66570	7931 Peer Firmware Sharing always disabled
CSCul48601	The default background image for TNP should be changed from CUCM
CSCul48799	TNP phone should support default audio path
CSCum26615	Secure SIP 7942/7962 Phones Unregister when BLF with Call List Enabled

## 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.

## 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/en/US/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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