



Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G Release Notes for Firmware Release 8.3(5) (SCCP and SIP)

Updated June, 2008

Use these release notes with a Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G or 7942G running SCCP or SIP firmware release 8.3(5).

The SCCP version of firmware release 8.3(5) is compatible with Cisco Unified Communications Manager releases 6.1 and 6.0, Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1.

The SIP version of firmware release 8.3(5) is compatible with Cisco Unified Communications Manager releases 6.1, 6.0, and Cisco Unified Call Manager release 5.1.



Note

SIP firmware release 8.3(5) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.1. 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.

Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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Related Documentation

Cisco Unified IP Phone Documentation

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

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

New and Changed Information

This section contains information on topics introduced in firmware release 8.3(5).

Cisco Unified IP Phone Expansion Module 7915G and 7916G

The Cisco Unified IP Phone Expansion Module 7915 and Cisco Unified IP Phone Expansion Module 7916 attaches to your Cisco Unified IP Phone 7962G, 7965G, or 7975G. Each Expansion Module adds up to 24 extra line appearances or programmable buttons to your IP Phone. You can attach up to two Expansion Modules to your Cisco Unified IP Phone for a total of 48 extra line appearances or programmable buttons.

The Cisco Unified IP Phone Expansion Module 7915 and Cisco Unified IP Phone Expansion Module 7916 are supported in firmware release 8.3(5) with the SCCP protocol only.



Note

If you are running the SCCP protocol, you can only configure a maximum of 42 lines on your IP Phone. For example, if you configure two 24-line Cisco Unified IP Phone Expansion Modules on a Cisco Unified IP Phone, only the first 42 lines will be available for use—including the first six or eight lines on the Cisco Unified IP Phone.

For more information, see *Cisco Unified IP Phone Expansion Module 7915 Phone Guide* and *Cisco Unified IP Phone Expansion Module 7916 Phone Guide*.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(5\) for SCCP, page 3](#)
- [Installing Firmware Release 8.3\(5\) for SIP, page 5](#)

Installing Firmware Release 8.3(5) for SCCP

This section describes how to install firmware release 8.3(5) for SCCP.

Cisco Unified IP Phone Expansion Module 7916 and Cisco Unified IP Phone Expansion Module 7915

Before you use the Cisco Unified IP Phone Expansion Module 7916 or Cisco Unified IP Phone Expansion Module 7915, you must load the expansion module with firmware release **B016-1-0-2** or **B015-1-0-2**, respectively, before using the IP Phone to support relevant 8.3(5) features on your expansion module.



Note

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

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
- <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the firmware for Cisco Unified IP Phone Expansion Module 7915 or Cisco Unified IP Phone Expansion Module 7916, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 6.1(2) and later:
- **cmterm-7915.1-0-2.cop.sgn**
 - **cmterm-7916.1-0-2.cop.sgn**
- For Cisco Unified CallManager 5.1:
- **cmterm-7915.1-0-2.cop.sgn**
 - **cmterm-7916.1-0-2.cop.sgn**
- For Cisco Unified CallManager 4.3 and 4.2:
- **cmterm-7915.1-0-2.exe**
 - **cmterm-7916.1-0-2.exe**
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
- cmterm-7915_7916.1-0-2-readme.htm**
-

Cisco Unified IP Phone Expansion Module 7914

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000300** before using the IP Phone to support relevant 8.3(5) features on your expansion module.



Note

The 7975G, 7965G, and 7962G IP Phones support the Cisco Unified IP Phone Expansion Module 7914. You can add a maximum of two Expansion Modules to these IP Phones.

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
- <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified CallManager 5.1 and later:
cmterm-7914-sccp.5-0-3.cop
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
- cmterm-7914-sccp.5-0-3-readme.htm**
-

Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G or 7942G with Cisco Unified CallManager release 4.1 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
- <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the firmware for Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G, or 7942G click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.3, 4.2, and 4.1:
Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-3-5.exe
Cisco Unified IP Phone 7965 and 7945G:
cmterm-7945_7965-sccp.8-3-5.exe

Cisco Unified IP Phone 7962 and 7942:
cmterm-7942_7962-sccp.8-3-5.exe

- For Cisco Unified CallManager 5.1(1b) and later:

Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-3-5.cop.sgn

Cisco Unified IP Phone 7965 and 7945G:
cmterm-7945_7965-sccp.8-3-5.cop.sgn

Cisco Unified IP Phone 7962 and 7942:
cmterm-7942_7962-sccp.8-3-5.cop.sgn



Note

Cisco Unified CallManager versions 5.1(1) and later require signed cop files.

- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-3-5-readme.htm

Cisco Unified IP Phone 7965 and 7945G:
cmterm-7942_7962-sccp.8-3-5-readme.htm

Cisco Unified IP Phone 7962 and 7942:
cmterm-7945_7965-sccp.8-3-5-readme.htm

- Step 4** Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.3(5) for SIP

This section describes how to install firmware release 8.3(5) for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 6.1, 6.0, and Cisco Unified CallManager release 5.1.

Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G or 7942G with Cisco Unified CallManager 5.1 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Double-click the following hyperlink, and follow the prompts to download the appropriate firmware for the phone model:
- Cisco Unified IP Phone 7975G:
cmterm-7975-sip.8-3-5.cop.sgn

Cisco Unified IP Phone 7965 and 7945G:
cmterm-7945_7965-sip.8-3-5.cop.sgn

Cisco Unified IP Phone 7962 and 7942:
cmterm-7942_7962-sip.8-3-5.cop.sgn



Note

Cisco Unified CallManager versions 5.1(1) and later require signed cop files.

Step 3 Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

Cisco Unified IP Phone 7975G:
cmterm-7975-sip.8-3-5-readme.htm

Cisco Unified IP Phone 7965 and 7945G:
cmterm-7942_7962-sip.8-3-5-readme.htm

Cisco Unified IP Phone 7962 and 7942:
cmterm-7945_7965-sip.8-3-5-readme.htm

Step 4 Follow the instructions in the Readme file to install the firmware.

Important Notes

This section contains these topics:

- [Cisco Catalyst Port Security and LLDP-MED, page 6](#)
- [Daisy Chaining Cisco Unified IP Phones, page 6](#)
- [Support for 2008 Australia Summertime Change, page 7](#)

Cisco Catalyst Port Security and LLDP-MED

Cisco Unified IP Phone firmware release 8.3(3) and later, provides support for the LLDP-MED Link Layer protocol. LLDP is a protocol similar to CDP and used for device discovery between a LAN switch and an endpoint. Some Catalyst switches running IOS earlier than 12.2(44)SE, may not support LLDP and indicate that an extra device has been connected to the switch port.

If the Catalyst switch is using Port Security to count the number of devices connected, the appearance of an LLDP packet may cause the port count to increase, and cause the switch to disable the port. Please verify that your Catalyst switch supports LLDP, or increase the port count, before deploying this firmware.

Daisy Chaining Cisco Unified IP Phones

Cisco does not support connecting an IP Phone to another IP Phone through the PC port. Each IP Phone should directly connect to a switch port. If IP Phones are connected together in a line (daisy chaining by using the PC port), the IP Phones will not work.

Support for 2008 Australia Summertime Change

Cisco Unified IP Phone firmware release 8.3(5) includes support for 2008 Australian Summertime. For more information, refer to [CSCsl16521](#).

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 10](#)

Using Bug Toolkit

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

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

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs . |
| Step 2 | Log on 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 bug ID” field, then click Go . |
-

Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 8](#)
- [Open SCCP and SIP Caveats, page 8](#)
- [Open SIP Caveats, page 10](#)

Open SCCP Caveats

There are no open SCCP caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G, and 7942G using firmware release 8.3(5).

Open SCCP and SIP Caveats

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G using the SCCP and SIP versions of firmware release 8.3(5).

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 shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 1 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 the “Using Bug Toolkit” section on page 7.

Table 1 *Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5)*

Identifier	Headline and Bug Toolkit Link
CSCsj14759	Incorrect display of input Arabic and English letters http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14759
CSCsj41419	In Arabic locale, Cisco Unified IP Phone displays character 'i' the same as 'l' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj41419
CSCsm13939	Second line gets focus when Busy Lamp Field (BLF) with a button is pressed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm13939
CSCsm30998	Cisco Unified IP Phone 7965G freezes after twice logging in and out of Extension Mobility (EM) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm30998
CSCsm51731	Quickly pressing '?' gets help content in English but not in local language http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm51731
CSCsm54499	Cisco Unified IP Phone cannot display all numbers http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm54499
CSCso00832	Able to create an IB partition with invalid P_Key 80:00 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso00832
CSCso18592	Delay in display update on Cisco IP Manager Assistant (IPMA) manager Cisco Unified IP Phone after intercepting call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso18592

Table 1 *Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5) (continued)*

Identifier	Headline and Bug Toolkit Link
CSCso22536	Compressor Limiter Expander does not use handset table on Cisco Unified IP Phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso22536
CSCso23744	Cisco Unified IP Phone does not always advertise G.722 capability http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso23744
CSCso26500	Failure to blind transfer a call during a conference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso26500
CSCso28683	Cisco Unified IP Phone TCP stack reuses ports too soon http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso28683
CSCso34957	Active barge context does not get focus http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso34957
CSCso37421	The letter 'T' in 'Transfer' menu is too close to menu frame http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso37421
CSCso43647	No narrowband filter is applied to narrowband headsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso43647
CSCso54322	Cisco Unified IP Phone firmware locks up upon Cisco Unified Communications Manager Express (CME) registration reject http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso54322
CSCso56144	Receive Loudness Rating (RLR) and frequency mask is incorrect on retrofit wideband handsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56144
CSCso56206	Noise reduction introduces watery-sounding noise http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56206
CSCso57234	Alerting name is inconsistent on screen display and placed call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso57234
CSCso60181	Manager Cisco Unified IP Phone plays the alerting tone twice after call gets intercepted http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso60181

Table 1 *Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5) (continued)*

Identifier	Headline and Bug Toolkit Link
CSCso60968	Sidetone level is not set correctly on headsets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso60968
CSCso71668	Users experience discomfort with wideband handset sidetone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso71668

Open SIP Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G using the SIP version of firmware release 8.3(5).

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 shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) 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 the [“Using Bug Toolkit” section on page 7](#).

Table 2 *Open SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5)*

Identifier	Headline and Bug Toolkit Link
CSCsk17275	SIP Cisco Unified IP Phone 7965G resets several times under TCP tool attack http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk17275
CSCso49790	SIP Cisco Unified IP Phone alert name is not in placed calls history http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso49790

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 10](#)
- [Resolved SCCP and SIP Caveats, page 11](#)
- [Resolved SIP Caveats, page 12](#)

Resolved SCCP Caveats

[Table 3](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G using the SCCP version of firmware release 8.3(5).

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 shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 7](#).

Table 3 *Resolved SCCP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5)*

Identifier	Headline
CSCs188522	Cisco Unified IP Phone has a problem with SCCP messages while in Survivable Remote Site Telephony (SRST) mode
CSCs194138	Java exception during Cisco Unified IP Phone (SCCP) fallback from SRST mode
CSCso33900	Invalid SCCP message on Cisco Unified IP Phone

Resolved SCCP and SIP Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G using the SCCP and SIP versions of firmware release 8.3(5).

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 shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 4](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 7](#).

Table 4 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5)*

Identifier	Headline
CSCsk01478	Call is put on hold while transferring a parked call in a scenario
CSCs133042	Cisco Unified IP Phone running Cisco Interoperability and Collaboration System (IPICS) multicast application changes to Voice Activity Detection (VAD)
CSCs137865	Cisco Unified IP Phone gets stuck updating locale when upgrading firmware
CSCs146387	Cisco Unified IP Phone gives up too early on HTTP POST authentication attempt
CSCs152227	Cisco Unified IP Phone validation of eXtensible Markup Language (XML) URL tags need to be changed
CSCs154857	Cisco Unified Video Advantage (CVTA) connection to Cisco Unified IP Phone takes a long time
CSCs168189	802.1X re-authorization breaks Cisco Unified IP Phone connectivity
CSCs175154	Placed call does not contain alerting name when using translation pattern
CSCs176090	Busy Lamp Feature (BLF) audible alerting tone with Cisco Unified IP Phone idle is not played clearly
CSCs190471	A rule is violated in static analysis
CSCs197954	Help menu is stuck after pressing the ‘5’ button multiple times

Table 4 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5) (continued)*

Identifier	Headline
CSCsm09357	Cisco Unified IP Phone does not send untagged packets after Cisco Discovery Protocol (CDP) timeout
CSCsm16299	Voice VLAN enabled is always 'NO' in Cisco Unified IP Phone setting menu
CSCsm22800	Mute button changes from red to off during an intercom call
CSCsm27527	RTPRx command handling defect
CSCsm27770	Cisco Unified IP Phone displays '???' when posting EditDial XML object
CSCsm32477	After upgrade, link state is not detected and 'EAPOL-LOGOFF' is not sent
CSCsm37201	Unable to exit corporate directory when incoming call arrives
CSCsm49188	Cisco Unified IP Phone responds successfully when the IP Phone has not executed the request
CSCsm70272	Cisco Unified IP Phone does not understand URL
CSCsm74994	XML prolog with single quotes causes Java 'StringIndexOutOfBoundsException' error
CSCsm80816	Services menu stays in the background when a barge call is picked up
CSCsm82585	Notify URL is not working on a Cisco Unified IP Phone 7970G and Cisco Unified IP Phone 7975G
CSCsm84734	Java Cisco Unified IP Phone RTPRx stream is dropped when call rings and not answered
CSCsm85880	Handsfree volume resets
CSCsm85908	Narrow band calls on Cisco Unified IP Phone 7975G, 7965G, 7945G, and 7942G have too much bass
CSCsm97575	Call bubble is not displayed for second line when a call is on first line
CSCso21630	Cisco Unified IP Phone cannot answer the first incoming call after fallback

Resolved SIP Caveats

[Table 5](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G using the SIP version of firmware release 8.3(5).

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 shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 5](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit”](#) section on page 7.

Table 5 *Resolved SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.3(5)*

Identifier	Headline
CSCsk18033	Cisco Unified IP Phone (SIP) does not fallback from second Cisco Unified Communications Manager server after receiving 'File Not Found' error
CSCsk86731	Cisco Unified IP Phone (SIP) one-way voice with talkback feature when Real-Time Conferencing Program (RTCP) is enabled

Documentation Updates

The following update applies to the “Connecting Your Phone” chapter in the phone administration guide:

For information about wireless headsets that work in conjunction with the wireless headset remote hookswitch control feature, go to the following URL: <http://www.cisco.com/cgi-bin/ctdp/Search.pl>

1. Choose **IP Communications** from the Enter Solution drop-down list box. The Select a Solution Category drop-down list box displays.
2. Choose **IP Phone Headsets** to see a list of Technology Development Program partners.

If you want to search for a particular Technology Development Program partner, enter the partner’s name in the Enter Company Name box.



Note

Although this release supports the headset remote hookswitch control feature, the manufacturer’s hardware will be listed on this site only after their certification is completed.

The following update applies to the “Setting Up the Cisco Unified IP Phone” chapter under the Connecting Your Phone section in the phone administration guide:

The wireless headset remote hookswitch control feature allows you to use a wireless headset with the Cisco Unified IP Phone. Refer to the wireless headset documentation for information about connecting the headset and using the features.

The following update applies to the “Setting Up the Cisco Unified IP Phone” following the Disabling a Headset section:

Enabling a Wireless Headset

By default, the wireless headset remote hookswitch control feature is disabled. You can enable it through the Cisco Unified Communications Manager Administration application. To do so, choose **Device > Phone** and locate the phone you want to modify. In the Phone Configuration window for the phone, select **Enable** for the Headset Hookswitch Control option.

On the phone, you can verify that the feature is enabled by choosing **Settings > Device Configuration > Media Configuration**, and verifying that the Headset Hookswitch Control setting displays **Enabled**.

Obtaining Documentation and Submitting a Service Request

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>

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