



Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)SR1

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CHAPTER

1

Cisco Unified IP Phone 7900 Series Release Notes for Firmware Release 9.3(1)SR1

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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)SR1.

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 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 Phone	Protocol	Cisco Unified Communications Manager
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

**Note**

Firmware Release 9.3(1)SR1 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.

Hardware Updates

The hardware updates improve the compatibility of internal phone components.

The following table lists the updated hardware versions that require this release.

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

Phones manufactured with these hardware versions 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.

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)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

You can install Cisco Unified Communications Manager 9.0(1). After you install one of these releases, you must install Cisco Unified Communications Manager 9.0(1).

Procedure

- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>

Step 2 Choose **Cisco Unified IP Phones 7900 Series**.

Step 3 Choose your phone type.

Step 4 Choose one of the following firmware types:

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

Step 5 In the Latest Releases folder, choose **9.3(1)SR1**.

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-7975-sccp.9-3-1SR1-1.zip
 - cmterm-7970_7971-sccp.9-3-1SR1-1.zip
 - cmterm-7945_7965-sccp.9-3-1SR1-1.zip
 - cmterm-7942_7962-sccp.9-3-1SR1-1.zip
 - cmterm-7941_7961-sccp.9-3-1SR1-1.zip
 - cmterm-7911_7906-sccp.9-3-1SR1-1.zip
- For Cisco Unified CallManager 4.3:
 - cmterm-7975-sccp.9-3-1SR1-1.exe
 - cmterm-7970_7971-sccp.9-3-1SR1-1.exe
 - cmterm-7945_7965-sccp.9-3-1SR1-1.exe
 - cmterm-7942_7962-sccp.9-3-1SR1-1.exe
 - cmterm-7941_7961-sccp.9-3-1SR1-1.exe
 - cmterm-7911_7906-sccp.9-3-1SR1-1.exe
- For Cisco Unified CallManager 5.0(4) and later:
 - cmterm-7975-sccp.9-3-1SR1-1.cop.sgn
 - cmterm-7970_7971-sccp.9-3-1SR1-1.cop.sgn
 - cmterm-7945_7965-sccp.9-3-1SR1-1.cop.sgn
 - cmterm-7942_7962-sccp.9-3-1SR1-1.cop.sgn
 - cmterm-7941_7961-sccp.9-3-1SR1-1.cop.sgn
 - cmterm-7911_7906-sccp.9-3-1SR1-1.cop.sgn
- For Cisco Unified Communications Manager 6.0 and later:
 - cmterm-7931-sccp.9-3-1SR1-1.cop.sgn
- For Cisco Unified CallManager 5.0 and later (firmware files only):

- cmterm-7975-sip.9-3-1SR1-1.zip
 - cmterm-7970_7971-sip.9-3-1SR1-1.zip
 - cmterm-7945_7965-sip.9-3-1SR1-1.zip
 - cmterm-7942_7962-sip.9-3-1SR1-1.zip
 - cmterm-7941_7961-sip.9-3-1SR1-1.zip
 - cmterm-7911_7906-sip.9-3-1SR1-1.zip
- For Cisco Unified CallManager 5.0(4) and later:
 - cmterm-7975-sip.9-3-1SR1-1.cop.sgn
 - cmterm-7970_7971-sip.9-3-1SR1-1.cop.sgn
 - cmterm-7945_7965-sip.9-3-1SR1-1.cop.sgn
 - cmterm-7942_7962-sip.9-3-1SR1-1.cop.sgn
 - cmterm-7941_7961-sip.9-3-1SR1-1.cop.sgn
 - cmterm-7911_7906-sip.9-3-1SR1-1.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.9-3-1SR1-1-readme.html
- cmterm-7911_7906-sip.9-3-1SR1-1-readme.html
- cmterm-7931-sccp.9-3-1SR1-1-readme.html
- cmterm-7931-sip.9-3-1SR1-1-readme.html
- cmterm-7941_7961-sccp.9-3-1SR1-1-readme.html
- cmterm-7941_7961-sip.9-3-1SR1-1-readme.html
- cmterm-7942_7962-sccp.9-3-1SR1-1-readme.html
- cmterm-7942_7962-sip.9-3-1SR1-1-readme.html
- cmterm-7945_7965-sccp.9-3-1SR1-1-readme.html
- cmterm-7945_7965-sip.9-3-1SR1-1-readme.html
- cmterm-7970_7971-sccp.9-3-1SR1-1-readme.html
- cmterm-7970_7971-sip.9-3-1SR1-1-readme.html
- cmterm-7975-sccp.9-3-1SR1-1-readme.html
- cmterm-7975-sip.9-3-1SR1-1-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 **Skiny Client Control Protocol (SCCP) Software**.
- Step 7** Choose **5.0(4)** under the Latest Releases folder.
- Step 8** To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click the **Download Now** or **Add to cart** button and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7914-sccp.5-0-4.exe

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

Step 9 If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 10 Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:
cmterm-7914-sccp.5-0-4.readme.html

Cisco Unified IP Phone Expansion Modules 7915 and 7916 Installation

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

Cisco Unified IP Phone Expansion Modules 7915 and 7916 Firmware Issues

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

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

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

Install Cisco Unified IP Phone Expansion Modules 7915 and 7916 Firmware

To download and install the firmware, perform these steps:

Procedure

- 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**.
-

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)SR1.

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 11.

Table 2: Open Caveats for Firmware Release 9.3(1)SR1

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
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
CSCua08972	outside authenticate phone can't register with mixed cucm via proxy

Identifier	Headline
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)SR1.

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 11.

Table 3: Resolved Caveats for Firmware Release 9.3(1)SR1

Identifier	Headline
CSCua70747	7975 IP Phone reboots and generates a core file
CSCub11229	7975 Exiting Status Check with Two Held Calls Results in Call Pickup
CSCua80193	7962 unable to boot when PC Port setting is disabled and is stuck in Cisco logo:CUCM 8.5.1.12016-1
CSCua80477	recorded calls are failing with cause code 47 SIP9951.9-2-2-SR1-9 CUCM 8.5.1.12014-1
CSCub21296	79XX phones fail to negotiate DTLS due to random byte generation failure
CSCub40612	79xx SIP Phone - line status stuck on hold state - phantom hold
CSCuc33008	7941/61 auto dials on pressing speaker button or going off-hook
CSCuc34084	Reset of phone makes the plantronics headset not to work
CSCuc27930	7965 phone memory leak that produces a core dump while on an active call
CSCtz72668	Remove 2100Hz from Chirp1 ringtone to avoid accidental VBD tone detect
CSCub57857	79XX reset while manually modify its ipv6 address

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see <http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-iphone-00.html>.

Documentation, Service Requests, and Additional Information

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.



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