



Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.1(1)SR1

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Use these release notes with a Cisco Unified IP Phone running SIP firmware release 9.1(1)SR1. This version of firmware release 9.1(1)SR1 is compatible with Cisco Unified Communications Manager (Unified CM) 7.1(3) and later.

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 9951 and 9971 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/ps10453/tsd_products_support_series_home.html

Cisco Unified IP Phone 8961 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/ps10451/tsd_products_support_maintain_and_operate.html



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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

This section contains these topics:

- [Automatic Port Synchronization, page 2](#)
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Automatic Port Synchronization

When the Cisco Unified Communication Manager administrator uses the Remote Port Configuration feature to set the speed and duplex function of an IP phone remotely, loss of packets can occur, if one port is slower than the other.

The Automatic Port Synchronization feature synchronizes the ports to the lowest speed among the two ports, which eliminates packet loss. When automatic port synchronization is enabled, it is recommended that both ports be configured for autonegotiate. If one port is enabled for autonegotiate and the other is at a fixed speed, the phone synchronizes to the fixed port speed.

**Note**

If both the ports are configured for fixed speed, the Automatic Port Synchronization feature is ineffective.

**Note**

The Remote Port Configuration and Automatic Port Synchronization features are compatible only with IEEE 802.3AF Power of Ethernet (PoE) switches.

**Note**

Switches that support only Cisco Inline Power are not compatible. Enabling this feature on phones that are connected to these types of switches could result in loss of connectivity to Cisco Unified CM, if the phone is powered by PoE.

Call History Enhancement

With this release, the Call History screen and functions are enhanced as follows:

- Calls for the same caller ID and phone number are now grouped together if they occur in chronological order (without calls from other caller IDs or phone numbers occurring between these calls). For each group, the time of the latest call and the number of calls (or number of calls grouped together), such as “(3),” are displayed:
 - Incoming (Received) and outgoing (Placed) calls are grouped together.
 - Missed calls are grouped together in a separate group.

In the main Call History screen, call groups can be deleted. A call group is considered to be a single entry, so if the user presses the **Delete** softkey for the grouped entry, the entire group of calls, not a single call, will be deleted. The user can delete the group of calls from the main Call History screen or from the Details screen.

- For each individual call record or record in a call group, the phone number is listed in blue and is contact sensitive for touch dialing.
- Hunt group and multiparty calls show an icon to the right of the caller ID that differentiates the call from a normal call, and these calls are not grouped at all, even when they are next to each other in the list.
- Quick-launch enhancements were made. For example, when you are on a call record, you can now press the right arrow on the Navigation pad to display the call details. Also, when the phone is idle, pressing the down arrow on the Navigation pad launches the On-Hook Dialing screen.

These enhancements are supported on these Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

SIP firmware support for Cisco Unified Video Advantage

The Cisco Audio Session Tunnel (CAST) protocol establishes communication between the Cisco Unified Video Advantage (CUVA) and Cisco Unified IP Phones (SIP), which enables the CUVA to support video on the PC even if the IP phone does not have video capability.

When implemented on SIP phones, the CAST protocol enables communication with video applications when the PC is connected to the PC port on the phone.

The following phones support the CAST protocol:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Where to Find More Information

Cisco Unified IP Phone 8961, 9951, and 9971 Administration Guide for Cisco Unified Communications Manager 8.5 (SIP)

Cisco Unified Communications Manager Express Support

Cisco Unified Communications Manager Express supports the following IP phones:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Device Un-registration

The phone implements a new alarm that is sent in at the time of registration reporting diagnostic information related to the current and previous registration events, as well as, the previous deregistration event. Once the new alarm is implemented the phones, utilizing SCCP, should discontinue sending the StationAlarm message that was previously sent at the time of registration. For reference this is the alarm that includes the “Last=” string. Since this alarm is sent prior to protocol version negotiation it is understood that the newer versions of phone software always sends the newly defined StationEnhancedAlarmMessage. The older versions of the Cisco Unified Communication Manager ignores and discard the new alarm.

Bluetooth Handsfree Profile

The Bluetooth Handsfree Profile offers enhanced call-processing services (such as redial, reject, callerID, 3-way calling) while the user is connected to the Bluetooth application on the Cisco Unified IP Phone 9951 and 9971.

In firmware release 9.1(1), the existing Headset Profile has been replaced with the Handsfree Profile.

In addition to the Bluetooth qualified inter-operability requirements, the high-level call control, device management, and media service applications on the phone have been enhanced to support the Handsfree Profile. The Cisco Unified CM Administration displays a “Handsfree” option for Bluetooth Profiles.

These Cisco Unified IP Phones (SIP) support this feature:

- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Http Download

The download process is enhanced to first attempt to download all files using HTTP. If an HTTP connection is rejected the phone falls back to downloading using TFTP. If a timeout or file-not-found error is returned the phone proceeds in the same manor as when these errors are returned using the TFTP protocol. The fall back to TFTP only occurs if the TCP connection is rejected by the specified TFTP Server. This behavior is isolated in the download process so that the application layer sees only the normal error codes returned by file request. Note that for both HTTP and TFTP the specified TFTP Server address is used to make the request. This enhancement increases the speed of firmware upgrades.

Peer Firmware Sharing

Peer Firmware Sharing enhances the firmware on phones in remote sites over low-speed WAN links and in enterprise LAN settings, by minimizing the firmware download traffic to the Cisco Unified Communications Manager servers and other load servers. In this release, this feature is enabled by default.

Where to Find More Information

- Cisco Unified IP Phone Guide for Cisco Unified Communications Manager 8.5(1)
- Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.5(1)
- Cisco Unified Communications Manager Features and Services Guide 8.5(1)

Plus Dialing

In this release, users can now press and hold the “*” key for 1 second to add a plus “+” sign as the first digit in a phone number for international dialing.

After the phone number includes the + sign, users can go into directories, such as received calls and call history, and select and dial the entry with the + sign without having to add digits for international calls.

These Cisco Unified IP Phones (SIP) support this feature:

- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971
- Cisco Unified IP Phone 8961

Power Negotiation

The Power Negotiation feature enables phones to connect to switches that do not support power negotiation, and enables the phone to power up the accessories up to 12.9 watts.

Power Negotiation is Enabled by default, so the phone will use Cisco Discovery Protocol (CDP) and Link Layer Discovery Protocol (LLDP) protocols to negotiate power.

Cisco recommends that Power Negotiation must always be enabled (default) when connecting to a switch that supports power negotiation. If disabled, the switch may disconnect power to the phone.

For switches that do not support power negotiation, disable Power Negotiation before you power up accessories over Power over Ethernet (PoE). With Power Negotiation Disabled, the phone can power accessories up to 12.9W.

When Power Negotiation and CDP are disabled, the phone can power accessories up to 15.4W.

**Note**

To prevent inadvertent power shut off to the phone, do not disable the Power Negotiation feature when the phone is connected to a switch that supports power negotiation.

Power Negotiation is enabled by default. To change the setting of Power Negotiation to Disabled, select Disabled in the Power Negotiation drop-down list box in the Phone Configuration window, Product Specific Configuration.

The Power Negotiation feature is supported on the following phones that are running SIP:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

VDI Client

This release supports a virtual desktop infrastructure (VDI) client, which attaches to the Cisco Unified IP Phone. The VDI client provides a virtual environment that allows users to work and collaborate from any device and location at any time.

The VDI client is supported only when it is powered by Cisco IP Power Cube.

These IP phones are supported (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Where to Find More Information

Cisco Unified Communications Manager Features and Services Guide, Release 8.5(1)

VPN Client

The VPN Client feature allows users to establish a virtual private network (VPN) connection on the phone using the Secure Sockets Layer (SSL) when a phone is located outside a trusted network or when network traffic between the phone and Cisco Unified Communications Manager crosses untrusted networks. The system administrator configures the VPN Client.

The status of Auto-Detect Network Connection determines if a VPN connection is possible:

- If your phone is located outside the corporate network:
 - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and you are prompted for credentials. (On the phone in the Applications > VPN window, you can toggle the VPN Enabled field to On or Off to turn on or off the phone's ability to attempt a VPN connection.)

- If Auto-Detect Network Connection is enabled, the Sign In screen appears, and you are prompted for your credentials based on the authentication method that your system administrator configured on your phone.
- If your phone is located inside the corporate network:
 - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and you are prompted for credentials. (On the phone in the Applications > VPN window, you can toggle the VPN Enabled field to On or Off to turn on or off the phone's ability to attempt a VPN connection.)
 - If Auto-Detect Network Connection is enabled, you cannot connect through VPN, so the Sign In screen does not appear, and you are not prompted for credentials.

These Cisco Unified IP Phones (SIP) support this feature:

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Where to Find More Information

- *Cisco Unified IP Phone 8961, 9951, and 9971 User Guide for Cisco Unified CM 8.5.1 (SIP)*
- *Cisco Unified IP Phone Administration Guide*
- *Cisco Unified Communications Manager Administration Guide*

Cisco Unified Communications Manager Security Guide

WPA2/AES Encryption with CCKM

Cisco Centralized Key Management (CCKM) is an Authenticated Key Management (AKM) extension that is enabled in Wi-Fi Protected Access (WPA2) to optimize secure roaming. Advanced Encryption Standard (AES) is a standard mode of encryption for more secure WPA2.

Cisco Centralized Key Management (CCKM) uses a fast keying technique that enables wireless roaming from one access point to another, without going through the controller to access the RADIUS server. This results in a faster roam time, that is, less than 150 milliseconds (ms).

This helps to ensure that a SIP endpoint user experiences no delay or distortion.

The Cisco Unified IP Phone 9971 support the WPA2/AES encryption.

Where to Find More Information

Cisco Unified Communications Manager Administration Guide

Whisper Coaching

Silent call monitoring is a feature that allows a supervisor to discreetly listen to a conversation between an agent and a customer without allowing the agent to detect the monitoring session. Whisper coaching is an enhancement to silent call monitoring feature that allows supervisors to talk to agents during a monitoring session. This feature provides applications the ability to change the current monitoring mode of a monitoring call from Silent Monitoring to Whisper Coaching and vice versa.

To enable Whisper Coaching in the Cisco Unified Communications Manager Administration application, choose **Device > Phone**, locate the Cisco Unified IP Phone that you want to configure. Scroll to the Device Information Layout pane and set Built-in Bridge to **On** or **Default**. If Built-in Bridge is set to Default, in the Cisco Unified Communications Manager Administration application, choose **System > Service Parameter** and select the appropriate Server and Service. Scroll to the Clusterwide Parameters (**Device - Phone**) pane and set Built-in Bridge Enable to **On**.

Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 8](#)
- [Installing Firmware Release 9.1\(1\)SR1 for SIP, page 8](#)

Installing Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



Note

You can install Cisco Unified Communications Manager 7.1(3) or 7.1(3a). After you install one of these releases, you must install Cisco Unified Communications Manager 7.1(3a)su1.

To download and install the Cisco Unified Communications Manager version, refer to the [Install and Upgrade Guides](#) for Cisco Unified Communications Manager.

Installing Firmware Release 9.1(1)SR1 for SIP

To download and install the phone firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>.
 - Step 2** Log in to the Tools & Resources > Download Software page.
 - Step 3** Click + and choose the **IP Telephony** folder.
 - Step 4** Click + and choose the **IP Phones** folder.
 - Step 5** Choose **Cisco Unified IP Phones 9900 Series** or **Cisco Unified IP Phones 8900 Series**.
 - Step 6** Choose your phone type.
 - Step 7** Under the **Latest Releases** folder, choose **9.1(1)SR1**.
 - Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button and follow the prompts:
 - **cmterm-8961.9-1-1SR1.cop.sgn**
 - **cmterm-9951.9-1-1SR1.cop.sgn**

- **cmterm-9971.9-1-1SR1.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 9 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-8961.9-1-1SR1-readme.html**
- **cmterm-9951.9-1-1SR1-readme.html**
- **cmterm-9971.9-1-1SR1-readme.html**

Step 10 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware. Go to [Step 1](#) and follow the first 7 steps.

- cmterm-8961.9-1-1SR1.zip
- cmterm-9951.9-1-1SR1.zip
- cmterm-9971.9-1-1SR1.zip

After you unzip the files, you must manually copy them to the directory on the TFTP server. Refer to the *Cisco Unified Communications Operating System Administration Guide* for information to manually copy the firmware files to the server.



Note Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Unified CM versions 7.1(3a)su1 and later.

Important Notes

This section contains these topics:

- [Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961, page 10](#)
- [Using a USB Hub During an Active Call, page 10](#)
- [Using a USB Headset, page 10](#)
- [One-Way Video Calls for the Cisco Unified IP Phone, page 10](#)
- [Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder, page 11](#)

- [Web Access Disabled by Default, page 11](#)

Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961

The Plantronics Audio 615M headset is not compatible with the Cisco Unified IP Phone 8961. You must use an alternate headset type for this IP phone. For more information, refer to [CSCth71104](#).

Using a USB Hub During an Active Call

If you use a USB hub on your IP phone or expansion module, do not unplug the hub while you are on an active call. Unplugging the hub in this scenario may cause the IP phone or expansion module to reboot. For more information, refer to [CSCtf46146](#) using the Software Bug Toolkit.

Using a USB Headset

When you use any USB headset that uses an external power source with the Cisco Unified IP Phone, the headset must be used with external power connected only.



Note

When using your USB headset with a Cisco Unified IP Phone, do not unplug the headset while you are on an active call. This may cause the IP phone to reboot. For more information, refer to [CSCte96060](#) using the Software Bug Toolkit.



Note

To use the Plantronics CS50 headset for incoming calls, press the headset button once to answer a call. Press the headset button twice to go offhook.

Using the Plantronics CS50 USB Headset with the Cisco Unified IP Phone Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from switch even though it is self-powered. In this case, if a device such as a camera or expansion module is connected and active on the phone, the switch will reject the power request for the headset because the power budget has been exceeded. In this case, the headset cannot be used.

One-Way Video Calls for the Cisco Unified IP Phone

Due to limitations in the H.264 video signaling standards, Cisco Unified IP Phones 9951 and 9971 may not correctly display video received from devices supporting resolutions greater than 640x480. In this case, the user will see a black video screen.

To insure that video from such devices is properly displayed on the IP phone, the best solution is to configure high definition phones and Cisco Unified IP Phone 8961, 9951, and 9971 into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

Cisco Unified IP Phone 9951 and 9971 Power Negotiation when using a Video Camera

There is an issue (CSCtf09186) with some 802.3af switches, which results in the Cisco Unified IP Phone 9951 and 9971 unable to negotiate for the additional power required to operate the IP phone's camera. To power the camera, use the Cisco Unified IP Phone 9951 and 9971 phone's Power Negotiation (Enabled/Disabled) parameter to disable the IP phone's power negotiation. To disable Power Negotiation parameter access the Product Specific Configuration of Cisco Unified Communications Manager 8.5 and later releases. A device pack must be installed to add the configuration parameter to the database for Cisco Unified Communications Manager releases before 8.5. Disabling power negotiation enables the IP phone to power up the camera and to use up to 15.4 watts (the AF maximum) without the need to negotiate with the switch. Use this workaround until the switch software is updated with a fix.

Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder

You must configure the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you need to configure Cisco Emergency Responder appropriately for tracking wireless IP phones. For more information, refer to Chapter 5 of the [Cisco Emergency Responder Administration Guide 8.0](#).

Web Access Disabled by Default

Access to all web services, such as HTTP and SSH, are disabled by default on the Cisco Unified IP Phone 8961, 9951, and 9971. Your administrator can enable this feature by using Enterprise parameters.



Note

Enabling web services may cause security problems.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 11](#)
- [Open Caveats, page 12](#)
- [Resolved Caveats, page 13](#)

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

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.1(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 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 11.

Table 1 *Open Caveats for Firmware Release 9.1(1)SR1*

Identifier	Headline
CSCtj99197	Conference join misbehavior of IP phone with Survivable Remote Site Telephony (SRST)
CSCtj98093	IP phone fails to register due to IP valid code change
CSCtj90645	Extension Mobility Cross Cluster (EMCC) login often fails with clusters of different Cisco Unified Communications Manager (Unified CM) versions
CSCtj90102	IP phone reverts back to Daylight Savings Time (DST) after phone reset
CSCtj82436	Video stream statistics always reports sender or receiver I-frame count as 0
CSCtj82272	Video stops after an extended period of heavy network impairments
CSCtj75258	Cisco Unified IP Phone sends out lots of SIP messages when resuming a video on shared line
CSCtj74541	Cisco Unified IP Phone loses connection with Unified CM when resuming a video on shared line
CSCtj70492	Handset audio quality
CSCtj63392	Transfer to a non-exist directory number (DN); phone displays error
CSCtj61589	Cisco Unified IP Phone 9971 with WIFI generates kernel panic when switching load on Unified CM

Table 1 *Open Caveats for Firmware Release 9.1(1)SR1 (continued)*

Identifier	Headline
CSCtj53442	No error is displayed when there are no resources to complete video conference
CSCtj51196	Callback initiated from Visual Voicemail GUI does not support + dialing
CSCtj44049	For BLF pickup, focus on session bars is incorrect on monitoring phone
CSCtj36549	Cisco Unified IP Phone has all feature or session lights on as amber in network impairment test
CSCtj36525	Cisco Unified IP Phone crashes during network impairment test
CSCtj31160	Files can only be transported via HTTP when using Phone designer
CSCtj26048	Phone downloads requested active load but does not switch to it
CSCtj22186	Cisco Unified IP Phone does not always log calls in the call history properly
CSCtj14440	Cisco Unified IP Phone Expansion Module is not in service after changing USB to enable and phone is power cycled
CSCtj72701	Repeat pressing reset all setting leads phone un-register
CSCti73766	Phone wireless authentication fails unexpectedly
CSCti54388	Cisco Unified IP Phone with WIFI registers to Unified CM twice after startup
CSCti54162	Only missed calls are cleared by "clear call history"
CSCti47366	Unexpected RTCP receiver report is sent
CSCti24777	Phone does not ask to erase trust list when set alternate TFTP to "no"
CSCti03839	LipSync issue in low bandwidth
CSCth85329	PPID hierarchy during peer firmware sharing does not form correctly
CSCth70668	Cisco Unified IP Phone does not scale to full screen for w288p picture
CSCth67993	Invalid TFTP address is accepted by IP phone through DHCP
CSCtg94309	Java application download, open and extension mobility take longer with HTTP download image upgrade
CSCtg32967	IP phone sends "488" to incoming INVITE after some time
CSCtf63511	Cisco Unified IP Phone 8961 mode might show low free memory value as "ps_mem" CLI output
CSCte93424	IP phone shows power exceeded limit when removing a USB mass storage
CSCtb20336	Set softkey not available when using Phone Designer to preview wallpaper
CSCsy93272	WLAN incorrect credentials for LEAP is not displayed for empty string

Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.1(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 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 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 11](#).

Table 2 *Resolved Caveats for Firmware Release 9.1(1)SR1*

Identifier	Headline
CSCtj43199	Call histories still display on toggle down
CSCtj37003	Cisco Unified IP Phone 9951 running previous firmware using USB headset continuously rings
CSCtj25577	Black remote video when call with Cisco Unified IP Phone 7985 on a shared line is resumed from Cisco Unified IP Phone
CSCtj22367	SIP phone does not display the “Forward Info” during altering
CSCtj20448	Cannot browse NetworkConfigurationX through wireless for JAVA exception
CSCtj17363	"Play" softkey turns gray only once when adjusting volume
CSCtj16539	Log archives are not turned on
CSCtj14815	LED status is not correct if posting "Key:Feature x" to phone
CSCtj14264	Cisco Unified IP Phone 9971 cannot switch to 802.11 mode after making and ending a call
CSCtj06461	Unable to insert digit in EditDial from corporate directory
CSCtj01119	Unable to scroll focus from headline back to active call session
CSCti97941	Speaker, hookswitch, or headset does not work if restarting phone when using RTPRX or RTPTX
CSCti83789	Answer softkey is ignored and “NullPointerException” is seen on incoming call
CSCti83685	Cisco Unified IP Phone resets when it gets HTTP 401 unauthorized message
CSCti75540	IP phone does not respond to AT+BLDN command from HF device
CSCti75204	Volume HUD (level) on phone is not set to value requested by bluetooth headset
CSCti72295	Audio path is not switched to bluetooth headset when initiated by headset
CSCti70227	Phone cannot register with Unified CM if moving phone to another testbed
CSCti68301	Phone fails PSP SEC-BE-STABLE case for fragmented ICMP packets
CSCti68246	Crash running test SIP torture group for INVITE-BYE sequence
CSCti64144	IP phone ends the call after audio switches between headsets
CSCti63677	Call history does not show dialed numbers giving busy tone
CSCti57348	Need to get all SA failures resolved
CSCti54780	Second tap after 1 second should be treated as a new single tap
CSCti54348	DTMF tone cannot be stopped if invoking audio voice mail from VVM
CSCti54280	PFK text in Arabic displayed on Cisco Unified IP Phone Expansion Module exceeds line text area
CSCti49302	LED of 'Record' key is amber when chaperoning a call at connected state
CSCti45406	Phone crashes with multiple coached calls
CSCti44673	Camera setting is saved unexpectedly
CSCti44623	Dismissed toast related event ending causes disappearance of current message

Table 2 **Resolved Caveats for Firmware Release 9.1(1)SR1 (continued)**

Identifier	Headline
CSCti44313	Improper call history of BLF pickup
CSCti42309	Intercom originator is muted when incoming call is ended
CSCti37254	Incorrect remote ID is displayed on phone with PLAR configured if pressing "Cfwdall"
CSCti33780	SIP invite bye suite causes Cisco Unified IP Phone 8961 to run out of memory
CSCti27630	One slice line gap on top of self view PiP during video call
CSCti27527	Peer side video does not show when answering a call on secondary line immediately
CSCti07187	Keep posting "setRingTone" causes phone reboot
CSCti06221	Cannot terminate sdump process via console on released phones
CSCth91876	RIU state is always showed no matter if Privacy PFK is on or off after conference
CSCth89470	"Enable Party Entrance Tone" did not work for encrypted phone
CSCth74186	Unknown number on transferee when transferring to SCCP phone on SRST
CSCth60157	Phone displays 4CIF video distorted with green lines
CSCth12595	No audio to recorders after customer phone holds and resumes
CSCtg88583	USB camera not detected after firmware change
CSCtg77953	Removing phone NTP reference does not work for the phone
CSCtg21797	Excessive "call ended" call bubble is displayed with BLF pick up call
CSCtj73107	Cisco Unified IP Phone 9971 does not log calls to Cisco Unified Presence (CUPC)
CSCtk09396	9900 Continuous reset: no LLDP Power Negotiate w/ CDP disabled on switch

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>

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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