Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(1)SR1

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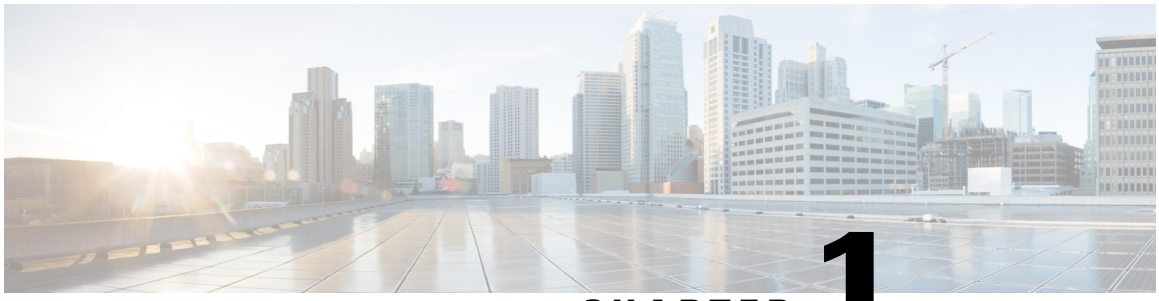

CHAPTER 1

Cisco Unified IP Phone 6900 Series Release Notes for Firmware Release 9.3(1)SR1

These release notes provide information for Firmware Release 9.3(1)SR1. This release only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911. You might need to notify your users about some of the information provided in this document.

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Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 6900 Series 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/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.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 3000 Documentation

See the *Cisco Business Edition 3000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-3000/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

Cisco Unified Communications Manager Express Documentation

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

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

New and Changed Features

The following sections describe the features that are new or have changed in this release.

Note Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Features Available with Latest Cisco Unified Communications Manager Device Pack

The following features require the installation of a Cisco Unified Communications Manager device pack containing the Cisco IP Phone configuration files. The device pack installs the firmware and the configuration

files needed to enable the features. These features can be configured and may be turned off by default. After being turned on, these features may also have attributes or settings that can be configured. See the sections below for more details.

For information on the availability of Cisco Unified Communications Manager Device Packs, see:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Configurable Maximum Number of Calls and Busy Trigger

The Configurable Maximum Number of Calls and Busy Trigger feature adds the ability for the administrator to set the Maximum Number of Calls (MNC) and the Busy Trigger (BT). The MNC can be set to 1 or 2. The BT must be less than or equal to the MNC.

The MNC and BT are configured in the Directory Number Configuration section of **Device** > **Phone** in Cisco Unified Communications Manager Administration.

Note This feature requires the Cisco Unified Communications Manager Device Pack dated February 2013 or later.

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

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911

Where to Find More Information

Cisco Unified IP Phone 6901 and 6911 Administration Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

Web Access Disabled by Default

The Web Access Disabled by Default feature enhances security by disabling access to all web services, such as HTTP, by default. To allow users to access web services, the administrator enables web services using the Web Access Enabled field.

Disabled by default, this feature can be locally controlled by the phone when the phone is unregistered with the Cisco Unified Communications Manager. After the phone is registered, the phone uses the Web Access parameter in the Cisco Unified Communications Manager to control access to web services.

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

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911

Where to Find More Information

Cisco Unified IP Phone 6901 and 6911 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.

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.

Upgrade Notes

Direct upgrades, using signed load files, are supported to firmware release 9.3(1)SR1 from 9.x. You can use the following firmware release file for these direct upgrades.

Note Firmware Release 9.3(1)SR1 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

- For Cisco Unified IP Phone 6901 and 6911:
  - cmterm-6901_6911-sccp.9-3-1-SR1-3.cop.sgn
  - cmterm-6901_6911-sip.9-3-1-SR1-3.cop.sgn

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 Latest Cisco Unified Communications Manager Express Firmware

To download and install the Cisco Unified Communications Manager Express firmware, follow these steps:

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/type.html?mdfid=277641082&flowid=5337

Step 2 Choose your Cisco Unified Communications Manager Express version from the Select a File to Download section.

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.

Note Firmware Release 9.3(1)SR1 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

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

Step 4 In the Latest Releases folder, choose **9.3(1)SR1**.

Step 5 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:
The files for the Cisco Unified IP Phone 6900 Series are:

- For Cisco Unified IP Phone 6901 and 6911
  - cmterm-6901_6911-sccp.9-3-1-SR1-3.cop.sgn
  - cmterm-6901_6911-sip.9-3-1-SR1-3.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 6 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-6901_6911-sccp.9-3-1-SR1-3-readme.html
- cmterm-6901_6911-sip.9-3-1-SR1-3-readme.html

Step 7 Follow the instructions in the readme file to install the firmware.

Install 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.

Note Firmware Release 9.3(1)SR1 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

- SCCP
  - cmterm-6901_6911-sccp.9-3-1-SR1-3.zip
- SIP
  - cmterm-6901_6911-sip.9-3-1-SR1-3.zip

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.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

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

Step 4 In the Latest Releases folder, choose **9.3(1)SR1**.

Step 5 Download the relevant zip files.

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Limitations and Restrictions

Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961
- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945

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

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 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

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 6900 Series for Firmware Release 9.3(1).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 8.

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

Identifier	Headline
CSCud19323	6911 Factory reset does not erase the existing Locale (CME only)

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 6900 Series for 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 resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 8.

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

Identifier	Headline
CSCtz55425	LLDP: 6901/6911 Phone does not register using Voice VLAN
CSCua54225	Wrong Ringback on 6901 IP Phone
CSCua34573	6901 phone report mismatch firmware in call Manager
CSCub41262	SIP CME Multicast paging fails on 6911 IP phone
CSCub42824	"%UC_CAR-3-BadCDRFileFound:" alerts in CUCM when using 6911 Phones
CSCtz54879	6911 Poor audio quality
CSCuc77637	Unable to send NOTIFY for DTMF after receiving 183 Session Progress

Cisco IP Phone Firmware Support Policy

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

Documentation, Service Requests, and Additional Information

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

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

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