Release Notes for Cisco SIP IP Phone 7940/7960 Release 3.0

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Contents

This document lists the known problems in the Cisco SIP IP Phone 7940/7960 Version 3.0 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that was not included in the Cisco SIP IP phone documentation.

This document includes the following sections:

New and Changed Information

For detailed information about each new feature and a list of all the Cisco SIP IP phone features, refer to the Version 3.0 of the *Cisco SIP IP Phone Administrator Guide* at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/sip7960/sipadm30/index.htm

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New Software Features in Release 3.0

Telnet

The Cisco SIP IP phone now supports up to 2 telnet sessions for use in troubleshooting and phone maintenance.

Ping

The Cisco SIP IP phone now supports initiating a ping from the phone.

Traceroute

The Cisco SIP IP phone now has support to initiate a traceroute from the phone.

Configurable Call Waiting

A new configuration parameter has been added to control call waiting. The control has been added as an additional service and is controlled similar to the Do Not Disturb, Caller ID Blocking, and Anonymous Call Blocking services.

Configurable Phone Prompt and Password

The ability to configure a prompt and password specific to the phone has been added using two new configuration parameters.

Configurable USER parameter for REGISTER

The ability to configure the user= parameter for REGISTER on the phone has been added using a new configuration parameter.

Phone Enhancements

Internal code enhancements were made to allow for increased feature additions and a quicker ability to diagnose and fix issues that may arise. Extensive testing has been completed to ensure backward compatibility of previously delivered functionality.

New Image Naming convention

The image naming convention has been changed to more accurately reflect the release cycle of the phone. A 12-character naming convention will be used in favor of the 8-character naming convention. In the past, the format was P0S3*xxyy*.bin where *xx* was the version number and *yy* was the sub-version number. Now, the format is P0S3-*xx*-*y*-*zz* where *xx* is the major version, *y* is the minor version, and *zz* is the maintenance version.

Note The new naming convention requires different steps to upgrade; see the *Cisco SIP IP Phone Administrator Guide* for more information.

Installation Notes

Follow the instructions in "Upgrading the Cisco SIP IP Phone Firmware" section at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/sip7960/sipadm30/maintain.htm

Caveats

Open Caveats - Release 3.0

- **CSCds27516**—When the network media is manually configured, the inline power does not work when connected to a Catalyst 3500 switch.

  Problem Description: When the network media is manually configured, the inline power support does not work when the Cisco SIP IP phone is connected to a Catalyst 3500 switch.

  Recommended Action: When connecting to a Catalyst 3500 switch, configure the phone to automatically negotiate the network media type by selecting Auto for the Network Media Type parameter located in the Network Configuration menu.

- **CSCds35841:** When in overview mode, the Cisco SIP IP phone soft keys do not work.

  Problem Description: Pressing a line button during a call displays the overview screen on which there is located a Redial and NewCall soft key. However, these soft keys are ignored by the phone if pressed.

  Recommended Action: Return to the call screen (wait 8 seconds for the call screen to reappear or press the line button again).

- **CSCds64602:** Caller cannot terminate a call transferred back by the Callee.

  Problem Description: The Cisco SIP phone does not properly handle the following call scenario:

  - Phone A calls phone B.

  - Phone B performs a call transfer with consultation back to phone A.

  - Phone B's call hangs up correctly, however, the phone A's call has no audio and requires several on and off hooks to terminate the call.

  Recommended Action: Press the speaker button or go off hook and back on hook several times to terminate the call.

- **CSCdu68091**: No support for configurable action tag in REGISTER Contact.

  Problem Description: When the phone sends a REGISTER message it does not attach an action= tag to the Contact header. This can lead to mismatched registrations when another client REGISTERs with the same user ID because the 7960/7940 is always treated as action=none.

  Recommended Action: Configure the other client to have action=none to avoid mismatched registrations.

- **CSCdv90788**: MWI/Ringer lamp lights briefly when answering call waiting call.

  Problem Description: When more than one call is active or on hold and a new call comes in on a different line, the message waiting indicator (MWI) lamp lights briefly after answering the call.

  Recommended Action: None.

- **CSCdw40309**: Multiple hookflashes causes speaker pops.

  Problem Description: Multiple instances of onhook/offhook with the handset causes the speaker to pop or sometimes be enabled.

  Recommended Action: None.

- **CSCdv89740**: Telnet session may close prematurely.

  Problem Description: When a telnet session experiences heavy traffic such as an automated script, the phone may close the telnet session prematurely.

  Recommended Action: Reopen the telnet port or use the console port.

Resolved Caveats - Release 3.0

- **CSCdt89255:** 7960 SDP Codec negotiation issue causes one-way voice.
- **CSCdu35450:** proxyN_port of UNPROVISIONED does not default to 5060.
- **CSCdu43127:** DSP Timeouts with multiple instances of DTMF and speakerphone.
- **CSCdu68098:** Requested-By header in BYE message missing for Transfer.
- **CSCdv33556:** INVITEs with multiple valid m= lines get rejected with 400 Bad Request.
- **CSCdv26487**: CANCEL needs to handle Proxy challenges similar to BYE.

Related Documentation

- *Cisco SIP IP Phone Administrator Guide Version 3.0*
- *Cisco IP Phone 7960 and 7940 Series At a Glance*
- *Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series*
- *Installing the Wall Mount Kit for the Cisco IP Phone*

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

http://www.cisco.com

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

http://www.cisco.com/register/

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.