



# Cisco Unified IP Phone 7975G, 7965G and 7945G Release Notes for Firmware Release 8.3(2) (SCCP and SIP)

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**August 23, 2007**

Use these release notes with the Cisco Unified IP Phone 7975G, 7965G and 7945G running SCCP or SIP firmware release 8.3(2).

The SCCP version of firmware release 8.3(2) is compatible with Cisco Unified Communications Manager releases 6.0, 5.1, 4.3, 4.2 and 4.1.

The SIP version of firmware release 8.3(2) is compatible with Cisco Unified Communications Manager releases 6.0 and 5.1.



**Note**

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SIP firmware release 8.3(2) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.0. 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.

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## Contents

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

- [Related Documentation, page 2](#)
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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](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](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](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(2\) for SCCP, page 2](#)
- [Installing Firmware Release 8.3\(2\) for SIP, page 4](#)

## Installing Firmware Release 8.3(2) for SCCP

This section describes how to install firmware release 8.3(2) for SCCP.

Device packs are required to support the in the Cisco Unified Communications Manager database. [Table 1](#) specifies the minimum required device pack version. To access the device packs, go to the following URL: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

**Table 1** Minimum Required Device Pack Version

Version	Device Pack
4.1(3)SR5	ciscocm.4-1-DevPack-55
4.2(3)SR2	ciscocm.4-2-3-DevPack-30
4.3(1)	ciscocm.4-3-1-DevPack-12
5.1(1)b	cmterm-devicepack5.1.1.3125-1
5.1(2)	cmterm-devicepack5.1.2.3101-3
6.0(1)	cmterm-devicepack6.0.1.1102-1

## 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 phone to support relevant 8.3(2) features on your expansion module.

To download and install the firmware, follow these steps:

### Procedure

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- Step 1** Go to the following URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for the Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:  
**cmterm-7914-sccp.5-0-3.exe**
  - For Cisco Unified Communications Manager 5.1(1b) and later:  
**cmterm-7914-sccp.5-0-3.cop.sgn**
- Step 3** Go back to the URL shown in [Step 1](#), 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**
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## Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7975G, 7965G and 7945G with Cisco Unified Communications Manager, 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

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- Step 1** Go to the following URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for the Cisco Unified IP Phone 7975G, 7965G and 7945G, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:  
Cisco Unified IP Phone 7975G:  
**cmterm-7975-sccp.8-3-2.exe**  
Cisco Unified IP Phone 7965 and 7945G:  
**cmterm-7945\_7965-sccp.8-3-2.exe**
  - For Cisco Unified Communications Manager 5.1(1b) and higher:  
Cisco Unified IP Phone 7975G:  
**cmterm-7975-sccp.8-3-2.cop.sgn**

Cisco Unified IP Phone 7965 and 7945G:  
**cmterm-7945\_7965-sccp.8-3-2.cop.sgn**

- Step 3** Go back to the URL shown in [Step 1](#), 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.8-3-2-readme.htm**

Cisco Unified IP Phone 7965 and 7945G:  
**cmterm-7945\_7965-sccp.8-3-2-readme.htm**

- Step 4** Follow the instructions in the Readme file to install the firmware.
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## Installing Firmware Release 8.3(2) for SIP

This section describes how to install firmware release 8.3(2) for SIP. The SIP version is compatible with Cisco Unified Communications Manager release 5.1(1)b or later.

### Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7975G, 7965G and 7945G with Cisco Unified Communications Manager 5.1(1)b or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Device packs are required to support the in the Cisco Unified Communications Manager database. [Table 2](#) specifies the minimum required device pack version. To access the device packs, go to the following URL: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

**Table 2** Minimum Required Device Pack Version

Version	Device Pack
5.1(1)b	cmterm-devicepack5.1.1.3125-1
5.1(2)	cmterm-devicepack5.1.2.3101-3
6.0(1)	cmterm-devicepack6.0.1.1102-1

To download and install the firmware, follow these steps:

#### Procedure

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- Step 1** Go to the following URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- 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.8-3-2.cop.sgn**
- Cisco Unified IP Phone 7965 and 7945G:  
**cmterm-7945\_7965-sip.8-3-2.cop.sgn**

**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.8-3-2-readme.htm](#)**

Cisco Unified IP Phone 7965 and 7945G:  
**[cmterm-7945\\_7965-sip.8-3-2-readme.htm](#)**

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

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## Important Notes

This section contains these topics:

- [Dial Uniform Resource Identifier \(URI\)](#)
- [Cisco CallManager Cisco IP Phone Services URL exceeds 255 characters](#)

### Dial Uniform Resource Identifier (URI)

The SIP Dialer differs from SCCP dialer, because the Cisco Unified IP Phone (SIP) has more functionality and operates differently due to Dial Rules and Key Press Markup Language (KPML) functionality.

When a comma is selected during the KPML digits exchange, the Cisco Unified IP Phone (SIP) will cancel the KPML subscription and Cisco Unified Communications Manager. As a result, the call will fail to route.

Ensure the primary telephone number is valid when selecting digits on a Cisco Unified IP Phone (SIP).

### Cisco CallManager Cisco IP Phone Services URL exceeds 255 characters

When Cisco CallManager Cisco IP Phone Services (CCMCIP) sends a URL that exceeds 255 characters to the IP Phone, the user sees a message on the display indicating an error. This occurs when a user tries to download a ring tone or wallpaper. For more information, refer to [CSCsj88175](#) using the Bug Toolkit.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 8](#)

## 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

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- 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**.
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## Open Caveats

This section contains these topics:

- [Open SCCP and SIP Caveats, page 6](#)
- [Open SIP Caveats, page 7](#)

## Open SCCP and SIP Caveats

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

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 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 6](#).

**Table 3** Open SCCP and SIP Caveats for Cisco Unified IP Phone 7975G, 7965G and 7945G

Identifier	Headline and Bug Toolkit
<a href="#">CSCsh04509</a>	SIP or SCCP Supervisor endpoint displays codec type for non-transmitted packets <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh04509">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh04509</a>
<a href="#">CSCsh78628</a>	Cisco Unified IP Phone web page displays incorrect stream status for recorder calls <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh78628">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh78628</a>
<a href="#">CSCsi31712</a>	With silence suppression enabled, host sends Service ID frame with incorrect value of zero <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi31712">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi31712</a>
<a href="#">CSCsi58837</a>	Implicitly authenticated Cisco Unified IP Phone supplicant loses registration after software configuration for 802.1x <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi58837">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi58837</a>
<a href="#">CSCsj13288</a>	Cisco Unified IP Phone in Arabic locale displays URL from bottom to top <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj13288">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj13288</a>
<a href="#">CSCsj14629</a>	Incorrect display of call log with embedded English Caller ID <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj14629">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj14629</a>
<a href="#">CSCsj14759</a>	Incorrect display of input Arabic letters and English letters <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj14759">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj14759</a>
<a href="#">CSCsj21560</a>	Ringer volume adjustment lost after power cycle <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj21560">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj21560</a>
<a href="#">CSCsj34885</a>	Audible flag is not effective for 'SendDigits' push <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj34885">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj34885</a>
<a href="#">CSCsj41419</a>	In Arabic locale, the Cisco Unified IP Phone displays character 'i' the same as 'l' <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj41419">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj41419</a>

## Open SIP Caveats

Table 4 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7975G, 7965G and 7945G using the SIP version of firmware release 8.3(2).

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 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 6.

**Table 4** Open SIP Caveats for Cisco Unified IP Phone 7975G, 7965G and 7945G

Identifier	Headline and Bug Toolkit
<a href="#">CSCsi52016</a>	Cisco Unified IP Phone (SIP) fallback to Survivable Remote Site Telephony (SRST) is delayed due to ‘CheckSource() failed’ error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi52016">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi52016</a>

## Resolved Caveats

There are no resolved defects for firmware release 8.3(2).

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

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