



# Cisco SIP IP Phone 7960 Version 2.0 Release Note

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**January 12, 2000**

This document lists the known problems in the Cisco SIP IP Phone 7960 Version 2.0 release and contains information about the Cisco SIP IP Phone 7960 (hereafter referred to as the Cisco SIP IP phone) that was not included in the Cisco SIP IP phone documentation.

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# Ordering the Cisco SIP IP Phone 7960 Administrator Guide

The Cisco SIP IP phone firmware is available via CCO only. Therefore, to obtain a printed copy of the *Cisco SIP IP Phone 7960 Administrator Guide*, you must either download the PDF file of the manual from CCO or order a printed and bound copy of the manual through Cisco MarketPlace.

To obtain a PDF file of the *Cisco SIP IP Phone 7960 Administrator Guide, Version 2.0*, which you can download and print, go to:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/addprot/sip/admin/ver2\\_00/admin2.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/sip/admin/ver2_00/admin2.pdf)

To order a printed and bound copy of the manual, go to Cisco MarketPlace and specify 78-10497-02.

**Note**

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To place an order for the manual through Cisco MarketPlace, you must be a registered CCO user.

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## Related Documentation

In addition to this release note, use the following publications to learn how to install and use the Cisco SIP IP phone:

- *Cisco SIP IP Phone 7960 Administration Guide*—Provides information for network and telephone administrators for understanding, installing, and configuring the Cisco SIP IP phone. This guide is available online at: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/addprot/sip/admin/ver2\\_00/admin2.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/sip/admin/ver2_00/admin2.pdf)
- *Cisco IP Phone 7960 and 7940 Series At a Glance*—Describes how to use the phone. This guide ships with the phone and is available online at: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/6040atag.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/6040atag.pdf)
- *Cisco IP Phone 7960 Quick Reference Card*—Pocket-sized reference for common phone tasks. This document ships with the phone.

# Known Problems in this Release

This section lists the currently known problems in the Cisco SIP IP phone Version 2.0.

**Problem:** Cisco SIP IP phone crashes with an async break or PC reboot (CSCds20969)

**Problem Description:** The Cisco SIP IP phone might lock up if a break is sent to the phone via the RS-232 port. The phone might also lock up if the PC to which the RS-232 port is attached is rebooted.

**Recommended Action:** Unplug and replug the power cord on the phone.

**Problem:** When the network media is manually configured, the inline power does not work when connected to a Catalyst 3500 switch (CSCds27516)

**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.

**Problem:** When in overview mode, the Cisco SIP IP phone soft keys do not work (CSCds35841)

**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).

**Problem:** Being idle for an extended period of time might result in a one-way voice path on the Cisco SIP IP phone (CSCds52144)

**Problem Description:** An extended period of time of being idle (for example, weeks) might result in a one-way RTP on the Cisco SIP IP phone. This problem causes a one-way voice path when receiving or placing a call.

**Recommended Action:** Unplug and replug the power cord on the phone.

**Problem:** CSeq number is not verified in NOTIFY messages (CSCds61592))

**Problem Description:** The Cisco SIP IP phone does not verify the CSeq number in incoming NOTIFY messages.

**Recommended Action:** None.

**Problem:** Caller cannot terminate a call transferred back by the Callee (CSCds64602)

**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.

**Problem:** Cached DNS entry causes failures in a farmed proxy server environment (CSCds76511)

**Description:** The Cisco SIP IP phone only caches the first IP address that is returned from a DNS lookup. The phone does not attempt to use any other IP address when the first IP address is unreachable. This might causes problems when a server farm with multiple IP addresses is used and the proxy server with the first IP address is down.

**Recommended Action:** Use a shorter Time to Live (TTL) value for the DNS entry.

**Problem:** Cisco SIP IP phone does not support BYE message for early call termination (CSCds80665)

**Description:** The Cisco SIP IP phone currently does not accept a SIP BYE request for early call termination (before a 200 OK response is received). The Cisco SIP IP phone expects a CANCEL instead.

**Recommended Action:** When early call termination is required, send a SIP CANCEL instead of a SIP BYE request.

**Problem:** Spanning-tree problem occurring (CSCds85154)

**Description:** When a device is first attached to the Cisco SIP IP phone access port (labeled 10/100 PC), it takes approximately nine seconds for the phone to begin forwarding traffic on that port. This impacts the ability to get DHCP requests through on Windows 95, Windows 98, and Windows NT PCs.

**Recommended Action:** If a problem getting DHCP requests on bootup, use the Microsoft Windows IP configuration utility to renew the DHCP address after the phone has been up for more than 9 seconds.

**Problem:** Message Waiting Indication (MWI) for Cisco uOne Messaging System with the Cisco SIP IP phone does not work after a phone reboot (CSCdt11124)

**Problem Description:** The MWI on the Cisco SIP IP phone is not retained following a phone power cycle or reboot because the Unsolicited Notify is a single event that occurs at the time a message is deposited or retrieved.

**Recommended Action:** None. If a system upgrade or other action that requires a phone reboot is to be performed, notify the end users of this condition.

# New Features in This Release

For detailed information about each new feature and a list of all the Cisco SIP IP phone features, refer to the Version 2.0 of the *Cisco SIP IP Phone 7960 Administrator Guide*.

The following new features have been added to the Cisco SIP IP phone Version 2.0:

- Dial plan support that enables automatic dial completion and automatic generation of a secondary dial tone
- Current date and time support via Simple Network Time Protocol (SNTP) and time zone and daylight savings time support
- Remote reset support (via the Event header in NOTIFY messages)
- Call redirection information support via the CC-Diversion header
- Ability to:
  - Configure Ethernet port mode and speed
  - Register with or unregister from a proxy server
  - Specify a TFTP boot directory
  - Configure a label for phone identification display purposes
  - Configure a name for caller identification purposes for each active line on a phone
  - Configure a 12- or 24-hour user interface time display
  - Set the AVT payload type to a value between 96 and 127
- Third-party call control via delayed media negotiation. A delayed media negotiation is one where the Session Description Protocol (SDP) information is not completely advertised in the initial call setup.
- Support for endpoints specified as Fully Qualified Domain Names (FQDNs) in the SDP
- Local directory configuration (save and recall) and automatic dial completion—Each time a call is successfully made or received, the number is stored in a local directory that is maintained on the phone. The maximum number of entries is 32. Entries are aged-out based on their usage and age.

The oldest entry called the least number of times is overwritten first. This feature cannot be programmed by the user, however, up to 20 entries can be “locked” (via the Locked soft key) so that they will never be deleted.

- Message Waiting Indication (via unsolicited NOTIFY)—Lights to indicate that a new voice message is in a subscriber’s mailbox. If the subscriber listens to the message but does not save or delete the message, the light remains on. If a subscriber listens to the new message or messages, and saves or deletes them, the light goes off. The message waiting indicator is controlled by the voicemail server.
- Speed dial to voicemail via the messages button
- The following call options:
  - Do not disturb—Allows the user to instruct the system to intercept incoming calls during specified periods of time when the user does not want to be disturbed.
  - Multiple directory numbers—Allows the Cisco SIP IP phone to have up to six directory numbers or lines.
  - Caller ID blocking—Allows the user to instruct the system to block their phone number or email address from phones that have caller identification capabilities.
  - Anonymous call blocking—Allows the user to instruct the system to block any calls for which the identification is blocked.

## Admendments to the Documentation

This section contains information that has been amended or was not included in the *Cisco SIP IP Phone 7960 Administrator Guide* or *Getting Started with the Cisco IP Phone 7960/7940*. When applicable, the headings in this section correspond with the section titles in the documentation.

### Three-way Calling not Supported in Version 2.0

The three-way calling feature, while noted as SIP feature in the *Cisco SIP IP Phone 7960 Administrator Guide Version 2.0*, is not supported in the Version 2.0. However, three-way calling will be supported in a subsequent 2.x release.

## Customizing Phone Settings

After adjusting the phone ringer type and volume settings, the phone must be left untouched for 20 seconds before the settings are saved to Flash. Once the settings are saved to Flash, they will be saved across a reboot. If the phone is not allowed to remain idle for 20 seconds after the ringer type and volume settings have been saved, the settings will not be saved across a phone reboot.

## Obtaining Documentation

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

### Documentation CD-ROM

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

### Ordering Documentation

Registered CCO users can order the Documentation CD-ROM and other Cisco Product documentation through our online Subscription Services at <http://www.cisco.com/cgi-bin/subcat/kaojump.cgi>.

Nonregistered CCO users can order documentation through a local account representative by calling Cisco's corporate headquarters (California, USA) at 408 526-4000 or, in North America, call 800 553-NETS (6387).



# Obtaining Technical Assistance

Cisco provides Cisco Connection Online (CCO) as a starting point for all technical assistance. Warranty or maintenance contract customers can use the Technical Assistance Center. All customers can submit technical feedback on Cisco documentation using the web, e-mail, a self-addressed stamped response card included in many printed docs, or by sending mail to Cisco.

## Cisco Connection Online

Cisco continues to revolutionize how business is done on the Internet. Cisco Connection Online is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

CCO's broad range of features and services helps customers and partners to streamline business processes and improve productivity. Through CCO, you will find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online support services, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

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You can access CCO in the following ways:

- WWW: [www.cisco.com](http://www.cisco.com)
- Telnet: [cco.cisco.com](telnet://cco.cisco.com)
- Modem using standard connection rates and the following terminal settings: VT100 emulation; 8 data bits; no parity; and 1 stop bit.
  - From North America, call 408 526-8070
  - From Europe, call 33 1 64 46 40 82

You can e-mail questions about using CCO to [cco-team@cisco.com](mailto:cco-team@cisco.com).

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to warranty or maintenance contract customers who need technical assistance with a Cisco product that is under warranty or covered by a maintenance contract.

To display the TAC web site that includes links to technical support information and software upgrades and for requesting TAC support, use [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

To contact by e-mail, use one of the following:

Language	E-mail Address
English	<a href="mailto:tac@cisco.com">tac@cisco.com</a>
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In North America, TAC can be reached at 800 553-2447 or 408 526-7209. For other telephone numbers and TAC e-mail addresses worldwide, consult the following web site:  
<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>.

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We appreciate and value your comments.

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This document is to be used in conjunction with the *Cisco SIP IP Phone 7960 Administrator Guide* publication.

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