



Release Notes for Cisco Unified Videoconferencing 3500 Gateway, Release 5.7

Revised: October 27, 2009 OL-19140-01

These release notes describe the new features and caveats for Cisco Unified Videoconferencing 3500 Gateway Release 5.7 for these Cisco products:

- Cisco Unified Videoconferencing 3545 PRI Gateway
- Cisco Unified Videoconferencing 3545 Serial Gateway

You can access the latest software upgrades and release notes for all versions of Cisco Unified Videoconferencing 3500 Gateway products on Cisco.com at this URL:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=280889186>

You must be registered on Cisco.com to download this software.

Contents

- [Introduction, page 2](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 3](#)
- [New and Changed Information, page 3](#)
- [Limitations and Restrictions, page 3](#)
- [Caveats, page 4](#)
- [Troubleshooting, page 5](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 5](#)



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Introduction

The Cisco Unified Videoconferencing 3500 Gateway enables audio, video and data communication between H.320 endpoints that connect through Integrated Services Digital Network (ISDN), and H.323 endpoints that connect through a packet-based network. For voice-over-IP, the gateway enables Public Switched Telephone Network (PSTN) voice callers to connect with IP voice callers.

System Requirements

You cannot install Release 5.7 on older IP/VC products, including the Cisco IP/VC 3511 and 3540 Series products.



Note

You should use a Java-compliant browser. Using browsers other than the Microsoft Internet Explorer version 6 family or later is strongly discouraged and might not be supported.

Compatibility Matrix and Supported Upgrades

Upgrading from a previous build of Gateway Release 5.x to Gateway Release 5.7

All products working together with Gateway Release 5.7 must be upgraded to Release 5.7.



Note

If your PRI Gateway uses a newer Rear Transmission Module with two adjacent PRI connectors, the upgrade procedure causes the Gateway to reset twice.

If your PRI Gateway uses an older Rear Transmission Module with a PRI connector at each end of the rear panel, the upgrade procedure causes the Gateway to reset once only.

Procedure

-
- Step 1** Save the current Gateway custom configuration by clicking **Export** on the Gateway web user interface toolbar to export the Gateway configuration to a *.ini file.
 - Step 2** Use the Gateway Upgrade Utility to burn the latest version onto the Gateway card.
After burning, the Upgrade Utility will reset the platform.
After reset, the latest version is installed on the Gateway.
 - Step 3** (Optional) Restore a previously saved Gateway custom configuration by clicking **Import** on the toolbar of the Gateway web user interface to import a previously saved Gateway Release 5.x configuration .ini file.
-

Related Documentation

You can access related documentation at

http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html:

- *Configuration Guide for Cisco Unified Videoconferencing 3522 BRI Gateway and 3527 PRI Gateway Release 5.6*
- *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3522 BRI Gateway and 3527 PRI Gateway Release 5.6*
- *Configuration Guide for Cisco Unified Videoconferencing 3545 PRI Gateway and 3545 Serial Gateway Release 5.6*
- *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3545 PRI Gateway and 3545 Serial Gateway Release 5.6*
- *User Guide for Cisco Unified Videoconferencing 3500 Gateway Release 5.6*
- *Troubleshooting Guide for Cisco Unified Videoconferencing 3500 Gateway Release 5.5 and 5.6*

New and Changed Information

Cisco Unified Videoconferencing 3500 Gateway Release 5.7 introduces these features:

- You can now set the TCS4 timeout to up to 120 seconds to improve ISDN endpoint connectivity in TCS4 calls.
- Support for sending Alert Message to the PSTN side with a ringback field that is NOT empty.
- Source number display in voice calls from the ISDN side.

For information about all available features and benefits, see the data sheet for Cisco Unified Videoconferencing 3500 Gateway at

http://www.cisco.com/en/US/products/hw/video/ps1870/products_data_sheets_list.html.



Note

We recommend that you set the Ethernet port speed and duplex parameters of both the Gateway and the switch to Auto. Set these parameters to 100 Mbps full duplex only if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the Gateway and the switch are identical.

Limitations and Restrictions

You should review [Table 1](#) before you begin working with Cisco Unified Videoconferencing Gateway 3500. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

Table 1 *Closed Caveats for Cisco Unified Videoconferencing Gateway 3500*

Identifier	Severity	Component	Headline
CSCsm28826	3	gateway	PRI's need OOS every 10 seconds

Caveats

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 4](#)

Using Bug Toolkit

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.
- All customer-found bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs . |
| 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 Bug ID” field, then click Go . |
-

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

There are no open caveats in this release.

Resolved Caveats

There are no resolved caveats in this release.

Troubleshooting

See the *Troubleshooting Guide for Cisco Unified Videoconferencing 3500 Gateway Release 5.5 and 5.6* at: http://www.cisco.com/en/US/products/hw/video/ps1870/prod_troubleshooting_guides_list.html

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>

CCDE, CCSI, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0903R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2009 Cisco Systems, Inc. All rights reserved.

