



Advanced Cisco 7920 Commands

This section describes special functions that can be used to troubleshoot the Cisco 7920 Wireless IP Phone.

Hidden Phone Menu

There are several settings on the phone that are hidden and can be used only for troubleshooting the phone. Keep in mind that most of these settings can be changed only temporarily and will return to their default values once the phone is power-cycled.



Note

If the deployment has moved past the design and testing stages and is into actual production use, do not use these hidden or special options; instead, perform all configurations using the standard menu options.

To access the hidden features, enter **Menu > * > # > # > Send**.

The following options are available on the hidden phone menu:

Phone Settings Menu

Menu Option	Description
Power Save ¹	Disabling Power Save temporarily takes the phone out of power-save mode.
WDOG Enable/Disable ¹	This option toggles the Watchdog on or off. (It is enabled by default.) The Watchdog is an error recovery mechanism that sends a reboot message when an error is encountered.

1. These settings can be changed only temporarily.

Network Config Menu

Menu Option	Description
CDP TX Enable/Disable	This option turns Cisco Discovery Protocol (CDP) on or off.
CDP TTL	This option is the CDP Time To Live (TTL) setting. The default is 180 seconds.

Menu Option	Description
CDP TX Interval	This option changes the interval for the transmission of CDP packets.
Trace Route	This option can be used to trace the path of a packet from the phone. Enter the IP address of Cisco CallManager as the destination address, and the trace will show the number of hops required to reach Cisco CallManager, the IP address of each hop, and the final success of the trace.

Wireless Settings Menu

Menu Option	Description
Data Rate	The default for this setting is automatic . Statically setting this option to a value lower than 11 mbps will reduce the voice quality of the phone and reduce the number of concurrent phones calls that the AP can handle. The setting here must match the settings on the AP.
Transmit Power	This option changes the transmit power of the phone. 20 mW is the default.

Roaming Menu

Menu Option	Description
Scan ¹	This option disables the phone from scanning for APs.
Channel Improvement ¹	This option disables roaming.
RSSI Threshold ¹	This option sets the RSSI threshold. The default is 5.
QBSS Threshold ¹	This option sets the QBSS threshold. The default is 45.
RSSI Diff Thld ¹	This option is the change in relative signal strength needed for a roam to occur. The default is 15.
QBSS Diff Thld ¹	This option is the change in channel utilization needed for a roam to occur. The default is 15.
O-channel RSSI Thld ¹	This option is the RSSI value needed to change an overlapping channel to an active channel. The default is 30.
A-I-channel Scan Freq ¹	This is the amount of time in seconds that the phone will scan the indicated channels. The default varies by channel type, as follows: <ul style="list-style-type: none"> • A Channel List — 2 seconds for each channel on which the phone sees an AP transmitting • Non-Overlapping Channel List — 6 seconds per channel • Overlapping Channel List — 60 seconds per channel • Incompatible Channel List — 300 seconds per channel
Active Scan Time ¹	The default is 10 ms.
Passive Scan Time ¹	The default is 110 ms.
Handoff ¹	This option disables the phones ability to roam. The default is yes.
A-I_channel list ¹	This option displays the channels in each category.

1. These settings can be changed only temporarily.

Lost Phone Password

If a phone is locked and the password is lost, please contact Cisco TAC for help.

