



Cisco Wireless IP Phone 7920 Release Notes for Firmware Release 2.0

For Cisco CallManager Versions 4.1, 4.0, and 3.3 and later

Use these release notes with the firmware release 2.0 for the Cisco Wireless IP Phone 7920 running on Cisco CallManager 4.1(2) or Cisco CallManager 4.0(1) or 3.3(3)SR1 and later.

These release notes provide the following information:

- [New and Changed Features, page 2](#)
- [Using the Cisco Wireless IP Phone 7920 with Cisco CallManager Releases 3.3\(3\), 4.0\(1\), 4.1\(2\) and Later, page 4](#)
- [Using Phone Services and XML Applications with the Cisco Wireless IP Phone 7920, page 7](#)
- [Important Notes to Users About Release 2.0, page 7](#)
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Corporate Headquarters:

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

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New and Changed Features

This section describes the new features and changes for this release of the Cisco Wireless IP Phone 7920.

- [Cisco IP Phone Services and Features, page 2](#)
- [Security Features, page 2](#)
- [Support for Cisco CallManager Release 4.0 Phone Features, page 3](#)
- [Cisco CallManager Administration Changes, page 3](#)
- [Cisco 7920 Configuration Utility Changes, page 3](#)
- [Text Entry Enhancements, page 4](#)
- [Distinctive Rings and Tones, page 4](#)
- [Cisco CallManager Extension Mobility Support, page 4](#)
- [Cisco IP Contact Center \(IPCC\) and IPCC Express Support, page 4](#)

Cisco IP Phone Services and Features

Cisco Wireless IP Phone 7920 users can access IP Phone services and XML applications by using a new directory option on the phone called Services. Examples of these IP phone services can include these:

- Web-based information such a stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- IP Phone services, such as Fast Dial service and Personal Address Book (PAB) service

The administrator can use the Idle URL setting to display information or graphics on the idle Cisco Wireless IP Phone 7920 screen.

Security Features

To improve wireless network security, the Cisco Wireless IP Phone now supports these security features:

- WiFi Protected Access (WPA) that provides centralized authentication on a RADIUS server.
- WPA Pre-shared Key authentication that provides authentication by exchanging a password phrase between the access point and phone.
- Cisco Centralized Key Management (CCKM) and a wireless domain server (WDS) that provides fast reauthentication when roaming.
- Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC) that improves encryption. TKIP provides per-packet encryption ciphering and longer initialization vectors (IVs) that strengthen encryption and remove the predictability of Wired Equivalent Protocol (WEP). MIC ensures that encrypted packets are not being altered.

For more information about using these security features, refer to “Overview of the Wireless Network” chapter in the [Cisco Wireless IP Phone 7920 Administration Guide](#).

Support for Cisco CallManager Release 4.0 Phone Features

The Cisco Wireless IP Phone 7920 now supports the phone features available with Cisco CallManager, Release 4.0, including shared lines, conference enhancement features, and multiple calls (2) per line. For a list of these supported features, see the [“Important Notes to Users About Release 2.0” section on page 7](#).

Cisco CallManager Administration Changes

Cisco CallManager Administration changes and feature additions for configuring Cisco Wireless IP Phone 7920 are as follows:

- Administrators can enable, restrict, or disable the Settings Access option for individual Cisco Wireless IP Phone 7920s:
 - Enabled—All menus are visible and configurable.
 - Disabled—No access to any configurable menus. The user cannot change profiles or phone settings.
 - Restricted—Allows limited access to menus based on the configuration.
- Administrators can choose to have either the Phone Book (PhBook softkey) or IP Phone Services (Svcs softkey) display along with the Menu softkey when the phone is idle.
- Administrators can choose to enable the option, “Initial display of Cisco CallManager softkeys during a call” to display the softkeys set up in the softkey template instead of the standard Cisco Wireless IP Phone 7920 softkeys.
- When adding Cisco Wireless IP Phone 7920 devices in Cisco CallManager, administrators can configure custom softkey templates that change the order of the softkeys on the Cisco Wireless IP Phone 7920.
- Administrators can assign a URL for a webpage that displays information or a graphic on the Cisco Wireless IP Phone 7920 screen when the phone is idle. For example, the company logo might display on the phone.

For more information about setting up these features, see the [“Important Notes to Administrators About Release 2.0” section on page 9](#).

Cisco 7920 Configuration Utility Changes

These changes and feature additions are included in the Cisco 7920 Configuration Utility, Release 2.0:

- Network Profile tab page that includes naming profiles and settings for network IP addresses, RF network, and network security.
- User Profile settings that include setting volumes for ring and alert tones and selecting tones.
- Phone Settings now include settings for softkey options, language, and backlight.
- Softkey option settings including selecting PhBook or Svcs softkey for the idle phone screen and using the Softkeys from Cisco CallManager when connected to a call.
- Administrators can export the Phone Book list to a CSV file and import a CSV file in the correct format to a configuration file for a phone.

For more information, refer to the “Using the Cisco 7920 Configuration Utility,” chapter in the [Cisco Wireless IP Phone 7920 Administration Guide](#).

Text Entry Enhancements

When the Cisco Wireless IP Phone 7920 user is in text entry mode, each numeric key on the keypad provides a number and a series of characters, including accented characters, that the user can enter. Text bubbles provide a visual indication of all possible characters for the key. Each key press moves the cursor to the right within the text bubble and designates the character for entry. Users can more accurately enter the letter or number with the help of these text bubbles.

Distinctive Rings and Tones

For Cisco Wireless IP Phone 7920s with multiple lines, users can now configure different ring tones for each line on their phone. In addition, users can receive an audible notification while connected to a call to alert them to another incoming call or message.

Cisco CallManager Extension Mobility Support

Through the use of XML applications, the Cisco wireless phone users can use the Extension Mobility service on systems running Cisco CallManager, Release 3.3(4) and later. For information about using Extension Mobility, refer to the *Cisco CallManager Features and Services Guide* and the chapter on Extension Mobility.

Cisco IP Contact Center (IPCC) and IPCC Express Support

Both Cisco IP Contact Center (IPCC) and IPCC Express clients are supported with Cisco Wireless IP Phone 7920, Release 2.0. Customer contact agents can use the Cisco wireless phone with these applications. For more information about Cisco IPCC, refer to the documentation at this link:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm>

Using the Cisco Wireless IP Phone 7920 with Cisco CallManager Releases 3.3(3), 4.0(1), 4.1(2) and Later

This section provides information about using the Cisco Wireless IP Phone 7920 with Cisco CallManager 4.1(2), 4.0(1), 3.3(3) and later:

- [Installing the New Firmware Image, page 5](#)
- [Using the Cisco Wireless IP Phone 7920 with Cisco CallManager Express, page 6](#)



Note

Cisco CallManager release 3.3(3) SR1 and later includes support for the Cisco 7920 phone type in the Cisco CallManager Administration application.

Installing the New Firmware Image

You must install the version 2.0 firmware image on all Cisco CallManager systems that run TFTP service.

To load the version 2.0 firmware image for the Cisco Wireless IP Phone 7920 on Cisco CallManager 3.3(3) and later, follow these steps:



Note

To make the new features available to Cisco Wireless IP Phone 7920 users, you must upgrade your Cisco CallManager system with the latest DevPack patch for your release of Cisco Callmanager. You can download the latest DevPack patch with the new CSV and XML schema at this URL: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Procedure

- Step 1** Download the firmware installation file *cmterm-7920-sccp.2-0-0.exe* from CCO:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto>
- Step 2** Double-click the *.exe file to install the necessary firmware files in Cisco CallManager.
The version 2.0 firmware image file and load ID file for the Cisco Wireless IP Phone 7920 are copied to the Cisco CallManager TFTPPath directory.
- Step 3** Log in to the Cisco CallManager Administration application.
- Step 4** From the menu bar, choose **System > Device Defaults**.
The Device Defaults Configuration window appears.
- Step 5** Scroll down the page to Cisco 7920 in the Device Type column. In the Load Information window, verify that this firmware image file displays:

```
cmterm_7920.4.0-02-00
```



Note Do not change any of the parameters of the firmware image file.

- Step 6** Click the **Update** button.



Note

- To downgrade firmware to version 1.09 or earlier, you must use the Cisco 7920 Configuration Utility to perform the downgrade.
- If the phone firmware is earlier than version 1.03 or the phone is configured in Cisco CallManager as an IP Phone 7960 (releases prior to 3.3(3) SR1), you also need the *os7920.txt* file. You can create this file by using a text editor such as Notepad. Create a new file with the name, *os7920.txt* and enter the firmware image name: *cmterm_7920.4.0-02-00*.

Using the Cisco Wireless IP Phone 7920 with Cisco CallManager Express

If you are using the Cisco Wireless IP Phone 7920 with Cisco CallManager Express, you can download the version 2.0 firmware image file *cmterm_7920.4.0-02-00.bin* from the software download center at the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto>

The Cisco Wireless IP Phone 7920 is now supported on Cisco CallManager Express 3.1 and later.

The Cisco Wireless IP Phone 7920 version 2.0 firmware image provides support for the following Cisco CallManager Express features:

- Intercom
- Paging
- Conferencing between lines
- EPhone registration
- Call Pickup and Group Pickup
- Call timer for placed calls

In addition, Cisco CallManager Express supports the following Cisco IP Phone 7920 features that are configured in Cisco CallManager:

- Settings Access
- Choice of displaying Phone Book (PhBook softkey) or Services (Svcs softkey) when the phone is idle
- Choice of displaying Cisco Wireless IP Phone 7920 softkeys or softkeys from Cisco CallManager during a connected call



Note

- Cisco CME versions 3.1 and later support the Cisco 7920 phone type and do not require the phone load image helper file.
- If the phone firmware is earlier than version 1.03 or the phone is configured in Cisco CallManager as an IP Phone 7960 (releases prior to 3.3(3) SR1), you also need the *os7920.txt* file. You can create this file by using a text editor such as Notepad. Create a new file with the name, *os7920.txt* and enter the firmware image name: *cmterm_7920.4.0-02-00*.

To install the version 2.0 firmware with Cisco CallManager Express, you must manually copy the firmware image file *cmterm_7920.4.0-02-00.bin* (and the phone load image helper file *os7920.txt*, if needed) to the Cisco CallManager Express TFTP server (router flash).

For information about this procedure, refer to the “Setting Up Phones” chapter in the *Cisco CallManager Express Administration Guide* for your version of Cisco CME at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/itscdc/itsph.htm

Using Phone Services and XML Applications with the Cisco Wireless IP Phone 7920

This section provides information about configuring and subscribing to phone services for Cisco wireless phone users:

- [Configuring IP Phone Services in Cisco CallManager Administration, page 7](#)
- [Subscribing to IP Phone Services, page 7](#)

Configuring IP Phone Services in Cisco CallManager Administration

The Cisco Wireless IP Phone 7920 allows users to access specific information services, such as local movie times, stock quotes, weather reports from a Services menu or *Svcs* softkey. To create customized XML applications for your site, refer to the [Cisco IP Phone Service Application Development Notes for Release 4.1\(3\)](#).

To provide users access to these services, you must configure the services by using the Cisco CallManager Administration application and selecting **Feature > Cisco IP Phone Services**. Refer to *Cisco CallManager Administration Guide*, *Cisco CallManager System Guide*, or context-sensitive help in the Cisco CallManager Administration application for details.



Note

To configure Extension Mobility services for users, refer to *Cisco CallManager Extended Services Administrator's Guide*.

Subscribing to IP Phone Services

After you configure phone services, verify that your users have access to the Cisco CallManager IP Phone Options web-based application, where they can select and subscribe to configured services.

Provide an overview of the services to which users can subscribe. For information about subscribing to and using IP phone services, refer the users to the document, *Customizing Your Cisco IP Phone on the Web*.

Important Notes to Users About Release 2.0

This section provides information for phone users about Cisco Wireless IP Phone 7920 Release 2.0:

- [New and Changed IP Phone Features, page 8](#)
- [Accessing the Phone Book When the PhBook Softkey is Replaced, page 8](#)

New and Changed IP Phone Features

The latest release for the Cisco Wireless IP Phone 7920 now provides support for additional IP phone features. Release 2.0 supports these IP phone features:

- Services menu that provides Phone services including Personal Address Book service, Fast Dial service, corporate directories, and access to XML applications such as weather reports, and stock reports.
- Switching softkey labels between PhBook (Phone Book) and Svcs (Services) for an idle phone
- Changing the position of the Mute softkey with another Cisco CallManager softkey for connected calls
- Configuring a different ring tone for each line
- Enhanced text editing by using text bubbles
- Extension Mobility service
- Cisco IP Contact Center (IPCC) and IPCC Express clients

The following Cisco CallManager 4.0 features are supported in Release 2.0:

- Abbreviated Dial (Abbr)
- CallBack (CallBack)
- Conference Barge (cBarge)
- Conference List (ConfList)
- Direct Transfer (DirTrfr)
- Immediate Divert (iDivert)
- Join (Join)
- Malicious Caller ID (MCID)
- Multilevel Precedence and Preemption (MLPP)
- Privacy (for shared lines)
- Display information about forwarded calls

For more information about using these features, refer to the [Cisco Wireless IP Phone 7920 Guide for Cisco CallManager 4.0](#).

Accessing the Phone Book When the PhBook Softkey is Replaced

In Release 2.0, the main phone screen can display Menu and Svcs (Services) as the two softkey labels instead of Menu and PhBook.

If the main phone screen displays Svcs , users can access their personal phone book by following these steps:

Procedure

-
- Step 1** Press the **Menu** softkey and then press **Select** to access the Directory menu.
 - Step 2** In the Directory menu, press **Select** to access the **Phone Book**.
 - Step 3** Select **Names**, then scroll to the desired Name and press the **Answer/Send** key to make the call.

If there is more than one phone number for an entry, you can choose a specific phone number by pressing **Detail**. Scroll to the desired phone number, then press the **Answer/Send** key to make the call.

Important Notes to Administrators About Release 2.0

This section provides information for administrators about new configuration features for the Cisco Wireless IP Phone 7920, Release 2.0. This release provides support for these administration features:

- [Controlling Local Phone Configuration for a Cisco Wireless IP Phone 7920, page 9](#)
- [Choosing Softkeys for an Idle Cisco Wireless IP Phone 7920, page 9](#)
- [Choosing Softkeys for an Idle Cisco Wireless IP Phone 7920, page 9](#)
- [Configuring Softkey Templates for the Cisco Wireless IP Phone 7920, page 10](#)
- [Setting Up the Idle URL for a Cisco Wireless IP Phone 7920, page 10](#)

Controlling Local Phone Configuration for a Cisco Wireless IP Phone 7920

In Cisco CallManager Administration, the Phone Configuration window has a new field, under the Product Specific Configuration area, called Settings Access. Administrators can control access to local phone configuration for each device by choosing Enabled, Restricted, or Disabled for this option. The default for Settings Access is “Enabled.”

When local configuration is enabled, the device has full access to the following user configurable settings and options in the Profiles and Phone Settings menu:

- Personal Profiles
- Welcome Message
- Language
- Backlight
- Ring Tones
- Site Survey

The Administrator can disable local phone configuration so that users cannot view or change phone settings and profiles. The “Restricted” setting allows users to view Profiles and Phone Settings menus, but not make changes.

Choosing Softkeys for an Idle Cisco Wireless IP Phone 7920

Administrators can choose the softkeys that display when a Cisco Wireless IP Phone 7920 is idle. By using Cisco CallManager Administration and the Product Specific Configuration area, administrators can choose the setting for “Use of Phone Book or IP Phone Services softkey” when the phone is idle. The default setting is Phone Book.

Choosing Softkeys for a Phone with an Active Call

Administrators can choose the softkeys that display when a Cisco Wireless IP Phone 7920 is connected to a call. By using Cisco CallManager Administration and the Product Specific Configuration area, administrators can enable or disable the setting for “Initial display of Cisco CallManager softkeys during a call.” The default setting is Disable which causes the Cisco Wireless IP Phone 7920 standard softkeys (Mute) to display instead of the softkeys that are configured in the softkey template.

Configuring Softkey Templates for the Cisco Wireless IP Phone 7920

Administrators can change the order of softkeys for the Cisco Wireless IP Phone 7920 by using softkey templates in Cisco CallManager Administration. Unlike other Cisco IP Phones that have buttons for some functions, the Cisco Wireless IP Phone 7920 has four standard softkeys for the following functions:

- Menu
- PhBook or Svcs
- Volume
- Mute

The administrator cannot change or reorder the standard softkeys in Cisco CallManager Administration, but can choose to display the Mute softkey immediately during a connected call or to display the softkeys from the assigned softkey template. For more information about setting up softkey templates for the Cisco Wireless IP Phone 7920, refer to the “Configuring Features, Templates, Services, and Users” chapter in the [Cisco Wireless IP Phone 7920 Guide for Cisco CallManager 4.0](#).

You can also use the procedures in the online Help topic, “Adding Non-Standard Softkey Templates” to change the softkeys and their sequence.

Setting Up the Idle URL for a Cisco Wireless IP Phone 7920

To provide users access to a URL that displays information when the phone is idle, you must use Cisco CallManager Administration. Administrators can assign an idle URL for all phones in the Cisco CallManager system or to individual phones. For information about setting up this feature, refer to the online Help in Cisco CallManager Administration.

Additional Information

This section provides general information about using and supporting the Cisco Wireless IP Phone 7920 in your system.

- [Regulatory Domains for Cisco Wireless IP Phone 7920, page 11](#)
- [Cisco CallManager Unit License, page 11](#)
- [Supported Access Points, page 11](#)

Regulatory Domains for Cisco Wireless IP Phone 7920

Be aware that you can use a Cisco Wireless IP Phone 7920 only within the region in which it is purchased. The Cisco Wireless IP Phone 7920 will not function properly in another region. The Cisco Wireless IP Phone 7920 is manufactured for and sold in specific regulatory domains. These domains, such as North America and Japan, have regulations that control the radio frequency (RF) channels that are available for wireless phones.

Cisco CallManager Unit License

A Cisco CallManager unit license for a single Cisco Wireless IP Phone 7920 may be purchased. The part number for the Cisco CallManager unit license is SW-CCM-UL-7920=.

Supported Access Points

The Cisco Wireless IP Phone 7920 supports Cisco Aironet Access Points (APs) that can run Cisco IOS and include the following models: 350, 1100, 1130, 1200, 1300.

Wi-Fi compliant Access Points that are manufactured by third-party vendors can function with the Cisco Wireless IP Phone 7920, but might not support features such as DTPC, ARP-caching, LEAP, or QBSS.

Known and Resolved Problems

This section provides information about the following:

- [Known Problems, page 12](#)
- [Resolved Problems, page 13](#)

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

-
- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
 - Step 2** Log on with your Cisco.com user ID and password.

- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.

Known Problems

Table 1 lists the known problems in this release.

Table 1 *Known Problems*

DDTS Number	Summary
CSCea71689	When using the German or French language option on the Cisco Wireless IP Phone 7920, messages from Cisco CallManager display only in English. Workaround: None.
CSCee64723	The Cisco Wireless IP Phone 7920 user can occasionally hear a 10 second gap in the voice stream. Workaround: None
CSCee91152	Ring Settings that are configured in Cisco CallManager for on-call state do not work for the Cisco Wireless IP Phone 7920, but idle ring settings do work. Workaround: None
CSCeg89775	The Cisco Wireless IP Phone 7920 will not change data rates for retransmissions. The phone may experience one-way communication if more than one data rate is enabled. Workaround: Use only 11Mbps as specified in the <i>Cisco Wireless IP Phone 7920 Design Guide</i> .
CSCsa72929	When a user is placing a call, then receives an inbound call, the call waiting tone takes precedence over the ringback tone for the outgoing call. Workaround: None
CSCsa78428	Sometimes the name that is recorded in Call History is incorrect, although the number is displayed correctly. Workaround: None
CSCsa80917	When using third-party APs and switches and Cisco Discovery Protocol (CDP), the Cisco Wireless IP Phone 7920 can cause a Cisco IP Phone 7960 to reset. Workaround: Disable CDP on the 7920. Press Menu > * ## > Send ; then, navigate to Menu > Network Config > CDP TX Enable/Disable .
CSCsa90127	The Extension Mobility login is not successful when using a Services URL button. Workaround: Use the Services menu or the Svcs softkey to log on to Extension Mobility.
CSCsb03081	The Cisco Wireless IP Phone 7920 might cause TKIP replays.
CSCsb06551	The Cisco Wireless IP Phone 7920 sometimes displays the current status incorrectly (on the display line at the bottom of the screen). Workaround: None
CSCsb07241	When using the “Berbee Push to Talk” application with the Cisco Wireless IP Phone 7920, the alert tone is very loud when the phone is in talk or listen mode. Workaround: Hold the phone away from the ear.

DDTS Number	Summary
CSCsb09599	<p>The Cisco Wireless IP Phone 7920 may transmit a MIC error to the access point when using TKIP. If the access point receives two MIC errors within 60 seconds , then the access point enters Countermeasure mode in which all associated TKIP clients are de-authenticated for the duration of the Countermeasure Holdoff time.</p> <p>Workaround: Reduce the Holdoff time for TKIP Countermeasure mode to less than 60 seconds (the default value) on the access point. For example:</p> <pre>Interface dot11radio 0 Countermeasure tkip hold-time <i>seconds</i></pre> <p>where <i>seconds</i> is the holdoff time. Suggested values are from 0 to 3.</p>
CSCsb10216	<p>Occasionally, the Cisco Wireless IP Phone 7920 can lose registration with the Cisco CallManager when call control (SCCP) traffic is high. The phone has to re-register to Cisco CallManager before it can receive calls.</p> <p>Workaround: None</p>
CSCsb13680	<p>The Cisco Wireless IP Phone 7920 can intermittently lose registration with the Cisco CallManager, but will re-register automatically after the Keepalive Timeout.</p> <p>Workaround: None</p>
CSCsb16154	<p>The Cisco Wireless IP Phone 7920 can associate to a lower priority network profile when set to Auto profile and multiple profiles are valid for the current environment.</p> <p>Workaround: Select the most desired profile instead of the Auto setting.</p>

Resolved Problems

[Table 2](#) list the resolved problems in this release.

Table 2 **Resolved Problems**

DDTS Number	Summary
CSCdz47567	The Cisco Wireless IP Phone 7920 does not support IP Phone services.
CSCea54515	The Cisco Wireless IP Phone 7920 does not support the capability to lock down access to phone settings.
CSCeb19324	The Cisco Wireless IP Phone 7920 should be less aggressive with LEAP authenticate.
CSCec38008	The Cisco Wireless IP Phone 7920 does not support Cisco CallManager softkey templates.
CSCee42313	The Cisco Wireless IP Phone 7920 sometimes sets duration fields incorrectly when sending power management notifications.
CSCee42505	The Cisco Wireless IP Phone 7920 does not support virtual carrier sensing which can cause audio quality issues in the transmission path.
CSCee89249	When a user places a call and the called party is busy, pressing the end call (red) button does not end the call.
CSCef30148	Users cannot redial some calls from the Placed Calls log because the Cisco Wireless IP Phone 7920 does not record the digits that are discarded at the route pattern stage.
CSCef87442	The Cisco Wireless IP Phone 7920 may reset when trying to conference with Cisco CallManager Express.

DDTS Number	Summary
CSCef95866	The Cisco Wireless IP Phone 7920 that uses static WEP has no connectivity when the phone is downgraded from firmware version 1.09 to firmware version 1.08.
CSCeg63257	When the ring tones list (ringlist.xml) has four or fewer ring tone files, the list displays incorrectly.
CSCeg69465	The Cisco Wireless IP Phone 7920 may change focus to its secondary line when it receives a call on that line. Also, when another phone shares the secondary line and makes or receives a call on the shared line, the wireless IP phone may change focus.
CSCsa71841	At the Cisco CallManager User Options web pages , the link to the Cisco Wireless IP Phone 7920 Guide is not available.
CSCsa74132	The access point that is associated with the Cisco Wireless IP Phone 7920 sometimes has to retransmit several times before the phone accepts the packets.
CSCsa77297	Sometimes the Cisco Wireless IP Phone 7920 unexpectedly roams to another AP due to assumed packet loss.
CSCsa79206	When the network has a high traffic volume, the Cisco Wireless IP Phone 7920 can go into a continuously scanning state.
CSCsa79428	The Cisco Wireless IP Phone 7920 cannot work with multicast if more than one multicast source uses the same IP address.

Related Documentation

Cisco Wireless IP Phone 7920 Guide for Cisco CallManager 4.0—Provides descriptions of phone tasks for the Cisco Wireless IP Phone 7920 user. Refer to this guide at this link:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/wip7920/user/index.htm

Cisco Wireless IP Phone 7920 Administrator Guide for Cisco CallManager—Provides instructions for configuring phone services and directories at this link:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/wip7920/7920adm/index.htm

Customizing Your Cisco IP Phone on the Web—Provides instructions for accessing and using the User Options web page to subscribe to XML services and set up speed dial numbers. Refer to this guide at this link:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/usopt.pdf

Cisco IP Phone Service Application Development Notes for Release 4.1(3)—Provides instructions for creating customized IP Phone services using XML. Refer to this guide at this link:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guide_book09186a00804042de.html

For more information about the Cisco Wireless IP Phone 7920, refer to the following publications available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/wip7920/index.htm:

- *Cisco Wireless IP Phone 7920 Accessory Guide*
- *Cisco Wireless IP Phone 7920 Design and Deployment Guide*
- *Regulatory and Compliance Information for the Cisco Wireless IP Phone 7920*

For information about configuring Wireless IP Phone 7920s in Cisco CallManager, refer to the following publications for your version of Cisco CallManager at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Features and Services Guide*

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the [Related Documentation](#) section.

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