



# Cisco Unified IP Conference Station 7937G Release Notes for Firmware Release 1.3(3)

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**February 19, 2009**

Use these release notes with a Cisco Unified IP Conference Station 7937G running firmware release 1.3(3).

Cisco Unified IP Conference Station 7937G is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0 and Cisco Unified CallManager 5.1, 4.3, 4.2, and 4.1.

## Contents

The release notes provide the following information:

- [Related Documentation, page 1](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 4](#)
- [Caveats, page 4](#)
- [Documentation Updates, page 6](#)
- [Obtaining Documentation and Submitting a Service Request, page 7](#)

## Related Documentation

### **Cisco Unified IP Conference Station Documentation**

Refer to publications that are specific to your language, conference station model and Cisco Unified Communications Manager release. Navigate from the following 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)



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**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)

## New and Changed Information

The following information is new for Cisco Unified IP Conference Station 7937G running firmware release 1.3(3).

## Upcoming Hardware Change for the Cisco Unified IP Conference Station 7937G

A hardware change is being planned for the Cisco Unified IP Conference Station 7937G. When this hardware change takes place, all new Cisco Unified IP Conference Stations 7937G will be compatible only with firmware release 1.3(3) or later.

If you plan on adding new conference stations to your network, it is recommended that you upgrade all existing Cisco Unified IP Conference Stations 7937G to release 1.3(3) to simplify the administration of your conference stations.

## Installation Notes

**Note**

Firmware Release 1.3(3) must be installed on any new Cisco Unified IP Phone 792x; if your current phones have a firmware release earlier than 1.3(3), you may want to upgrade your phones to firmware release 1.3(3) so all of your phones will have the same firmware version when you purchase new phones.

Before you use Cisco Unified IP Conference Station 7937G with Cisco Unified Communications Manager releases 7.0, 6.1, and 6.0 and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To load and install the required firmware image for the Cisco Unified IP Conference Station 7937G on Cisco Unified Communications Manager releases 7.0, 6.1, and 6.0 and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1, follow these steps:

**Procedure**

**Step 1** Navigate to the folder that contains the firmware files:

- a. Go to the following URL:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>

- b. Choose **Requires Login and/or service contract**, and then enter your User Name and Password.
  - c. Choose **IP Telephony > IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Conference Station 7937G > Skinny Client Control Protocol (SCCP) Software**.
- Step 2** To download the firmware for Cisco Unified IP Conference Station 7937G, select one of the following files and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:  
**cmterm-7937-sccp.1-3-3.exe**
  - For Cisco Unified CallManager 5.1(1), and Cisco Unified Communications Manager 6.0 and later:  
**cmterm-7937-sccp.1-3-3.cop.sgn**
- Step 3** To download the Readme File, which contains installation instructions for the corresponding firmware, select one of the files in [Step 2](#), and click **Readme**.
- cmterm-7937-sccp.1-3-3-readme.html**
- Step 4** Follow the instructions in the Readme file to install the firmware.
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## Registering the Cisco Unified IP Conference Station with Cisco Unified Communications Manager

To register the Cisco Unified IP Conference Station 7937G with Cisco Unified Communications Manager releases 7.0, 6.1, and 6.0 and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1, follow these steps:

### Procedure

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- Step 1** Log in to the Cisco Unified Communications Manager Administration application.
- Step 2** From the menu bar, choose **Device > Phone**.  
The Find and List Phones window appears.
- Step 3** Click **Add New**.  
The Add a New Phone window appears.



**Note** Depending on the Cisco Unified Communications Manager version you have, you may have to click **Add a New Phone** instead.

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- Step 4** Select the **Cisco 7937** phone type from the drop-down menu and click **Next**.  
The Phone Configuration window appears.
- Step 5** In the Phone Configuration window, enter information in the following fields:
- MAC Address
  - Device Pool
  - Phone Button Template
  - Device Security Profile

**Note**

Depending on the Cisco Unified Communications Manager version you have, some fields may not display.

**Step 6** Click **Save**.

## Important Notes

This section contains information on resolved defects for the Cisco Unified IP Conference Station 7937G. Firmware release 1.3(3) includes enhancements for the conference station according to the RFC 2833 specification. Refer to [CSCsm04577](#) for more information.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 5](#)

## 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 the 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 the following URL:  
<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, create bug groups, etc., click **Help** in the Bug Toolkit page.

## Open Caveats

**Table 1** lists Severity 1, 2, and 3 defects that are open for the Cisco Unified IP Conference Station 7937G using firmware release 1.3(3).

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 1** 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 4.

**Table 1** Open Caveats for the Cisco Unified IP Conference Station 7937G

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsw29413</a>	7937 Softkey auto press getting parser error(4) <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw29413">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw29413</a>
<a href="#">CSCsw40295</a>	During a call volume goes low on 7937 when diverting an incoming call <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw40295">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw40295</a>
<a href="#">CSCsw95842</a>	7937 support of UTF8 string for CallInfo on CUCM4 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw95842">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw95842</a>
<a href="#">CSCsx13302</a>	7937 would not recover if lose power during upgrade/downgrade <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx13302">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx13302</a>
<a href="#">CSCsx16556</a>	7937 would not send correct XML format for QRT on CUCM4.1 and 4.2 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx16556">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx16556</a>
<a href="#">CSCsx56999</a>	7937 no DNS caching <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx56999">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx56999</a>

## Resolved Caveats

**Table 2** lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Station 7937G using firmware release 1.3(3).

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 2](#) 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 4](#).

**Table 2** *Resolved Caveats for the Cisco Unified IP Conference Station 7937G*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsr02009</a>	7937 Phone susceptible to multicast ghost traffic and gets unregistered <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr02009">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsr02009</a>
<a href="#">CSCsu85381</a>	7937 unable to access directory when pointed to a 3rd party server <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu85381">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu85381</a>
<a href="#">CSCsv92015</a>	7937 Phone requests ringlist.xml instead of RingList.xml <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv92015">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv92015</a>
<a href="#">CSCsw28940</a>	7937 doesn't register when CCM server configured with FQDN in CCAdmin <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw28940">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw28940</a>
<a href="#">CSCsw43841</a>	Phone support for STMicrow/Samsung/ and Spansion flash <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw43841">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw43841</a>
<a href="#">CSCsw67228</a>	7937: Call Info message backward compatibility support <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw67228">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw67228</a>
<a href="#">CSCsw83822</a>	Behavior of Hold reversion notification acts abnormally on 7937 phone <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw83822">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw83822</a>
<a href="#">CSCsx56621</a>	Spansion FW fails to stay in Manuf Mode <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx56621">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx56621</a>

## Documentation Updates

The following update applies to the “Understanding Buttons and Hardware” section in the “An Overview of Your Conference Station” chapter of the *Cisco Unified IP Conference Station 7937G Phone Guide for Cisco Unified Communications Manager 6.0*.

- For the LED indicators item, the description of the flashing green indicator should say “Flashing green: Incoming Call (Ringing/Connecting).”

The following update applies to the “Connecting Your Conference Station” chapter in the *Cisco Unified IP Conference Station 7937G Phone Guide for Cisco Unified Communications Manager 6.0* and the “Setting Up the Conference Station” chapter in the *Cisco Unified IP Conference Station 7937G Administration Guide for Cisco Unified Communications Manager 6.0*.

- Replace all references to an “optional mobile conference station device” with “optional third-party wireless microphone kit.”

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What’s New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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