



Cisco IP Phone 7970G and 7971G-GE Release Notes for Firmware Release 7.0(1) for Cisco CallManager Versions 3.3, 4.0 and 4.1

June 30, 2005

These release notes are for use with the Cisco IP Phone 7970G and Cisco IP Phone 7971G-GE for firmware version 7.0(1) running on Cisco CallManager 3.3.3 SR2 or later.

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Documentation Roadmap

For detailed information about administering or using the Cisco IP Phone 7970G and the Cisco IP Phone 7971G-GE, refer to the following documentation references.

Cisco IP Phone 7970G/7971G-GE

- *Cisco IP Phone 7970 Series Administration Guide for Cisco CallManager, Models 7970G and 7971G-GE*
- *Cisco IP Phone 7970 Guide 7970G/7971G-GE*
- *Regulatory Compliance and Safety Information for the Cisco IP Phone 7900 Series*

These documents are available from the following location on Cisco.com:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7970/index.htm

Cisco CallManager Administration

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*

- *Bulk Administration Tool User Guide for Cisco CallManager*
- *Cisco CallManager Features and Services Guide*

These documents are available from the following location on Cisco.com:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/index.htm

New and Changed Information

The Cisco IP Phone firmware release 7.0(1) provides feature enhancements for phone models in the Cisco IP Phone 7970 series (models 7970G and 7971G-GE).

Enhancements supported by the 7.0(1) firmware release include support for phone features introduced in Cisco CallManager release 4.1(x). For more information about Cisco CallManager 4.1(x) features, refer to *Release Notes for Cisco CallManager Release 4.1(x)*:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/rel_note/index.htm

The topics below summarize enhancements provided in the 7.0(1) firmware release.

- Cisco CallManager Security Enhancements

The 7.0(1) firmware provides support for security enhancements introduced in Cisco CallManager 4.1(2). These enhancements include secure Survivable Remote Site Telephony (SRST) and Certificate Authority Proxy Function functionality (CAPF), which is used to install locally significant certificates (LSC).



Note

The document *Release Notes for Cisco CallManager Release 4.1(2)* states that the Cisco IP Phone model 7970 does not support security features. That statement does not apply to a Cisco IP Phone 7970 Series model that is running firmware version 7.0(1) or later.

- Support for the Cisco IP Phone 7914 Expansion Module

The 7.0(1) firmware provides support for using a Cisco IP Phone 7914 Expansion Module with phone models in the 7970 Cisco IP Phone series.

For more information, refer to the *Cisco IP Phone 7970 Series Administration Guide for Cisco CallManager, Release 4.1*. End-users can also refer to the *Cisco IP Phone 7914 Expansion Module Phone Guide*.

- Localization

The 7.0(1) firmware provides localization support for the Cisco IP Phone 7970 series.

Upgrade Issue for 6.0(x) to 7.0(1)

When upgrading from a 6.0(x) load to a 7.0 load, the following settings are lost (see CSCsa89698 in the [“Known Problems”](#) section on page 5):

- Brightness
- Viewing angle
- Volume (all volume settings)
- Call history
- Background image

Supported Cisco CallManager Versions

This firmware release, 7.0(1), is compatible with the following releases of Cisco CallManager—shown for each phone model:

- Cisco IP Phone 7970G
 - Cisco CallManager 3.3(4) or later release
 - Cisco CallManager 4.0(2a) or later release
 - Cisco CallManager 4.1(2) or later release
- Cisco IP Phone 7971G-GE
 - Cisco CallManager 3.3(5) or later release
 - Cisco CallManager 4.0(2a) SR2a or later release
 - Cisco CallManager 4.1(2) SR1 or later release

This firmware release provides support for new telephony features provided by Cisco CallManager 4.1. For a full description of the new phone features introduced in Cisco CallManager 4.1, refer to the *Release Notes for Cisco CallManager Release 4.1(x)*:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/rel_note/index.htm

Known Problems



Note

All open issues from the 6.0(3) SR1 firmware release have been resolved in the 7.0(1) firmware release. The 6.0(3) SR1 release notes reside at the following location:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7970/relnote/7970603.htm

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of bugs with severity level 1, 2, or 3. In some cases, bugs with lesser severity levels are also included, depending on the issue.



Tip

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log on to <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>.

Table 1 **Open Caveats for Firmware Release 7.0 (1)**

Identifier	Headline
CSCec69839	The Cisco IP Phone 7970G handset maximum volume performance degrades. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec69839
CSCef39934	Character set for Zero Key is not displayed with Cisco CallManager 234 files. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef39934
CSCef73326	Idivert softkey does not work with speakerphone disabled. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef73326
CSCeg40271	Received and missed calls show wrong calling party number. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg40271
CSCeg48102	CAPF connection closes during Cisco CallManager failover. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg48102
CSCsa64559	Cisco IP Phone 7970G performance is at least one second slower than the performance of the Cisco IP Phone 7960. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa64559
CSCsa69207	The phone does not show the “DNS Unknown” host status message. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa69207
CSCsa76694	Time stamps on console messages and on the phone display are not the same. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa76694
CSCsa79464	The Cisco IP Phones 7970G/7971G-GE need to have the same frequency response as the Cisco IP Phone 7960. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa79464

Table 1 **Open Caveats for Firmware Release 7.0 (1) (Continued)**

Identifier	Headline
CSCsa80473	If a Cisco IP Phone 7914 is attached to a user's Cisco IP Phone, the user is unable to secure that phone with a cable lock. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa80473
CSCsa89316	Help items for Expansion Modules are not translated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa89316
CSCsa89698	Various phone settings are lost when upgrading from 6.0(x) to 7.0. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCa89698
CSCsb05436	Answer softkey is not displayed for the second call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb05436
CSCsb05445	The Cisco IP Phone 7970G resets when a large number of calls are placed on sidecar lines. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb05445
CSCsb05469	In PAB selecting Fast Dial for Home, Work, Mobile returns XML parser error. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb05469
CSCsb07066	Selecting Fast Dial for user returns: "Internal error [unknown user]." http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb07066
CSCsb07878	Contrast, brightness, and viewing angle settings get saved rather than cancelled when a reset is performed. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb07878
CSCsb08160	Timer icon replaces headset icon in some situations. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb08160
CSCsb08650	In rare situations, high-end phones fail to initialize sidecar(s). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb08650
CSCsb10261	Inconsistency between start time and report time occurs in Streaming Stats page. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb10261
CSCsb12499	Cisco IP Phone 7970G—Some parameters in the Streaming Statistics page are not updated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb12499

Table 1 **Open Caveats for Firmware Release 7.0 (1) (Continued)**

Identifier	Headline
CSCsb12565	Cisco IP Phone 7970G—Pressing the Cancel softkey locks the service-menu display. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb12565
CSCsb14397	Phone indicates "CM Fallback Service Operating" when it is registered to a Cisco Call Manager. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb14397
CSCsb14899	The Cisco IP Phone 7970G displays the “Missed Call” message while a new call comes in. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb14899
CSCsb14900	Cisco IP Phone 7970G—The ReDial softkey in the Idle menu does not work in some call scenarios. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb14900
CSCsb15000	The <i>placedCall</i> log does not include DisplayID with translation pattern. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb15000
CSCsb15996	Forwarded call does not show original calling name. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb15996
CSCsb16212	The Cisco IP Phone 7970G can obtain full brightness intermittently. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb16212
CSCsb16611	The lights for the phone lines intermittently do not light up. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb16611
CSCsb17491	Cisco IP Phone 7970G—Autodial entries are getting duplicated for the same dial number. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb17491
CSCsb18955	A user continually accessing the Help Page makes the UI disappear, and only softkeys display. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb18955
CSCsb18969	The phone does not dial a call from the Placed Call list when the phone already is handling a call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb18969

Table 1 **Open Caveats for Firmware Release 7.0 (1) (Continued)**

Identifier	Headline
CSCsb19394	<p>QED for Cisco IP Phone 7970G— SetLamp request from TAPI application does not turn the lamp ON.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19394</p>
CSCsb19871	<p>The Cisco IP Phone 7970G should not try to register when the IP address is released.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19871</p>
CSCsb20391	<p>The Cisco IP Phone 7970G is unable to receive or transmit Multicast Services when the Publisher fails.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20391</p>
CSCsb20545	<p>Pressing NewCall and Dialing **# unlocks the settings.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20545</p>
CSCsb20609	<p>Cisco IP Phone 7970G—The Cancel and Back softkeys do not work while accessing XML service.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20609</p>
CSCsb21506	<p>The prompt message “Bad RingList File !” continuously displays.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb21506</p>
CSCsb21525	<p>The conference feature does not work when the phone has two active calls.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb21525</p>
CSCsb21482	<p>The Cisco IP Phone 7970G UI behaves erroneously when the user continuously selects softkeys.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb21482</p>
CSCsb21553	<p>The phone displays incorrect received-call information in the Directories->Received Calls location.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb21553</p>
CSCsb22245	<p>Bugtrap after <i>sunvm.cnu</i> terminated due to application loop.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb22245</p>
CSCsb22659	<p>SkinnyStopMulticastReceive does not work.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb22659</p>

Table 1 ***Open Caveats for Firmware Release 7.0 (1) (Continued)***

Identifier	Headline
CSCsb25148	Cisco IP Phone 7971G-GE/7970G admin VLAN IDs displayed are inconsistent. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb25148
CSCsb25895	The Cisco IP Phone 7970G boots up with the wrong viewing-angle setting. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb25895

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

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/index.shtml>

- 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 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.

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>

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 automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be 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/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *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>

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