



Cisco Unified IP Phone 7970G and 7971G-GE Release Notes for Firmware Release 8.0(2) SR1 for Cisco Unified CallManager 5.0, 4.2, 4.1, 4.0, and 3.3 (SCCP)

March 23, 2006

Use these release notes with a Cisco Unified IP Phone 7970G and 7971G-GE running SCCP firmware release 8.0(2) SR1 and Cisco Unified CallManager version 5.0, 4.2, 4.1, 4.0, and 3.3.

You might need to notify your users about some of the information provided in this document.

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Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified CallManager version. Navigate from the following documentation URL:

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

Cisco Unified CallManager Documentation

Refer to the Cisco Unified CallManager Documentation Guide and other publications specific to your Cisco Unified CallManager version. Navigate from the following URL:

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

New and Changed Information

Cisco Unified IP Phone firmware release 8.0(2) SR1 supports several versions of Cisco Unified CallManager, including the latest versions—4.2 and 5.0. For a complete list of new and changed phone features introduced in these Cisco Unified CallManager versions, refer to the Release Notes for Cisco Unified CallManager 4.2 and the Release Notes for Cisco Unified CallManager 5.0. See the “[Related Documentation](#)” section on [page 2](#) for help locating these documents.

DTMF Transport

Cisco Unified IP Phone firmware release 8.0(2) SR1 supports DTMF Transport. DTMF Transport transmits RTP packets in band for each digit pressed during a call, according to RFC2833. This feature allows an SCCP endpoint to interwork with a SIP endpoint or gateway.

Installation Notes

This sections contains these topics:

- [Firmware Upgrade Issues, page 2](#)
- [Cisco Unified IP Phone Expansion Module 7914, page 3](#)
- [Firmware Installation Procedure, page 3](#)

Firmware Upgrade Issues

Note the following firmware upgrade issues:

- If you are currently running firmware earlier than 6.0(2) on a Cisco Unified IP Phone 7970G or 7971G-GE and want to upgrade to 8.0(x), you must first install an intervening 7.0(x) load to prevent upgrade failure. Cisco recommends using the most recent 7.0(3) load as the intervening load to avoid lengthy upgrade times.
- If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone 7970G or 7971G-GE and want to upgrade to 8.0(x), you can do so directly. However, expect the upgrade to take twice as long as usual.

Cisco Unified IP Phone Expansion Module 7914

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000100** before using the phone. You can download the installation program, which is named *cmterm-7914-sccp.5-0-1.exe*, and the readme file from Cisco.com at this location:

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

Firmware Installation Procedure

Before using the Cisco Unified IP Phone 7970G or 7971G-GE with Cisco Unified CallManager release 3.3 or later, you must install the latest firmware on all Cisco Unified CallManager servers in the cluster.

Before You Begin

If you are upgrading from an earlier firmware version, see the “[Firmware Upgrade Issues](#)” section on [page 2](#).

To download and install the firmware, follow these steps:

Procedure

-
- Step 1** Go to the following URL:
- <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for Cisco Unified IP Phone 7970G and 7971G-GE, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.2 and earlier:
cmterm-7970_7971-sccp.8-0-2SR1.exe
 - For Cisco Unified CallManager 5.0 and later:
cmterm-7970_7971-sccp.8-0-2SR1.cop
- Step 3** To download the Readme file, which contains installation instructions for the corresponding firmware, go back to the URL shown in [Step 1](#) and click the appropriate hyperlink.
- cmterm-7970_7971-sccp.8-0-2SR1-readme.htm**
- Step 4** Follow the instructions in the Readme file to install the firmware.
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Important Notes

This section contains these topics:

- [Cisco Unified CallManager Load Server Setting for Firmware Upgrades](#), page 4
- [Secure PC Logoff in an 802.1X Network](#), page 4

Cisco Unified CallManager Load Server Setting for Firmware Upgrades

Cisco Unified CallManager Administration contains a setting to optimize installation time for phone firmware upgrades.


Note

This setting is intended for future use, and is not yet a supported feature.

The Load Server setting is visible on the Phone Configuration page (Product Specific Configuration section) in the Cisco Unified CallManager Administration application. This setting lets you specify an external TFTP server IP address or name (other than the TFTP Server 1 or TFTP Server 2) from which the phone firmware can be retrieved for upgrades on the phones. When the Load Server is set, the phone contacts the designated server for the firmware upgrade.


Note

- If the firmware load is not found on the Load Server, the phone does not upgrade and is not redirected to the TFTP Server 1 or TFTP Server 2.
- On a factory reset or during a software recovery operation, the phone may fall back to using TFTP Server 1 or TFTP Server 2 to recover the phone load. In these scenarios, the phone will recover the phone load either via the term70.default.loads or term71.default.loads file, or it will attempt to recover the phone load based on its load.hist file.
- If the phone is auto-registering with Cisco Unified CallManager for the first time, the phone will request the phone load via TFTP Server 1 or TFTP Server 2. This will only occur once when the phone is first installed into the system. This can be mitigated by preloading the phones with the correct firmware so that no firmware upgrade is required in combination with the auto-registration, or by auto-registering the phones at the main site prior to deployment at a remote site.

You can view the Load Server setting on the phone from **Settings > Device Configuration > Network Configuration > Load Server**. If the value in the Load Server setting is invalid, a “Load Server is invalid” message is displayed on the phone in **Settings > Status > Status Messages**.

Secure PC Logoff in an 802.1X Network

Firmware release 8.0(2) SR1 provides support for the Cisco Unified IP Phone 7970G and 7971G-GE to monitor IEEE 802.1X messages between an authenticating switch and a connected PC (supplicant).

When a PC is disconnected from the Cisco IP Phone, the phone issues an EAPOL-Logoff message on behalf of the PC to the authenticating switch. The proxy EAPOL-Logoff message causes the authenticating switch to set the port to an unauthenticated state.

If you have an 802.1X network and upgrade to Cisco Unified IP Phone firmware release 7.0(2) or greater, be aware that you must re-authenticate a PC that is connected to the Cisco Unified IP Phone 7970G and 7971G-GE.

For more information about 802.1X re-authentication, refer to the Cisco Catalyst switch configuration guides at:

http://www.cisco.com/en/US/products/hw/switches/tsd_products_support_category_home.html

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open 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 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 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 . |
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Open Caveats

[Table 1](#) lists Severity 1, 2, and 3 defects that are open for Cisco Unified IP Phone 7970G and 7971G-GE for Firmware Release 8.0(2) SR1.

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 5](#).

Table 1 Open Caveats for Cisco Unified IP Phone 7970G and 7971G-GE for Firmware Release 8.0(2) SR1

Identifier	Headline and Bug Toolkit Link
CSCsd13820	The phone UI freezes and it is unresponsive to button presses. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13820
CSCsd18797	The phone UI freezes partially when Service buttons are selected quickly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18797
CSCsc56616	The phone is sometimes unable to renew its DHCP IP address if the reserved IP address has changed on the DHCP server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56616
CSCsc96462	Files created by SIP TNP runtime should be cleared on factory reset. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc96462
CSCsc98937	The phone accepts a duplicate IP address. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc98937
CSCsd34361	The phone stops playing ringback when a second call comes in. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd34361
CSCsd35449	The phone still displays 2005 copyright upon bootup. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd35449

Resolved Caveats

Table 2 lists Severity 1, 2, and 3 defects that are resolved for Cisco Unified IP Phone 7970G and 7971G-GE for Firmware Release 8.0(2) SR1.

Table 2 Resolved Caveats for Cisco Unified IP Phone 7970G and 7971G-GE for Firmware Release 8.0(2) SR1

Identifier	Headline and Bug Toolkit Link
CSCsb70757	English Corporate Directory is shown after Personal Directory is shown. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb70757
CSCsb72254	Corporate Directory search fails if username contains special characters. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb72254
CSCsb75176	Phone displays wrong msg when registration rejected for security reason. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb75176
CSCsb77075	Corporate Directory search fails when using Russian locale. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb77075
CSCsc06398	The phone uses HTTP cookies received from Cisco Unified CallManager from other server using GET. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc06398
CSCsc13168	Phone freeze after reset stress. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc13168

Table 2 Resolved Caveats for Cisco Unified IP Phone 7970G and 7971G-GE for Firmware Release 8.0(2) SR1

Identifier	Headline and Bug Toolkit Link
CSCsc70677	Phone showing error messages while running DOS tool spike.sh. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc70677
CSCsc76316	Focus changes to the new ringing call before 10 seconds. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc76316
CSCsc89122	Secure phone does not display TLS error on the screen. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc89122
CSCsc90123	RegistrationRejected not displayed when auto-registration is disabled. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc90123
CSCsc95548	Phone could not recover after DNS entry corrected. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95548
CSCsc96369	AutoApplication.getFeatureSet is returning incorrect softkeys. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc96369
CSCsc98903	SSH with Cisco Unified CallManager—performance issues during log in. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc98903
CSCsc99030	8.0.0.88 kernel bug trap 9B (scheduler). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc99030
CSCsc99166	Initial voice clipping on SCCP and SIP phones. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc99166
CSCsd01821	Login restart disrupts expansion module. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd01821
CSCsd04472	Dial URI with active call does not invoke call options when no app in focus. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd04472
CSCsd08161	LEDs do not blink with factory reset on phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08161
CSCsd08369	Display IdleTimeOut is not validated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08369
CSCsd09430	Phone keeps respinning when DHCP response with no TFTP entry. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09430
CSCsd67229	Handset volume is too high. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67229

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/techsupport>

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

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation 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 will find information about how to:

- 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, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at 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 have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

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

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



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

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

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation 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 & Documentation 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 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 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)—An existing 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 operations 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 the network is impaired, while 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.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, 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>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- 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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