



# Release Notes for *Cisco IP Video Phone 7985G*, Firmware Release 4.0(2) for Cisco CallManager Versions 4.1

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**August 15, 2005**

These release notes are for use with the Cisco IP Video Phone 7985G for Firmware Release 4.0(2) for Cisco CallManager Versions 4.1 or later.

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# Documentation Roadmap

For detailed information about administering or using the Cisco IP Video Phone 7985G, refer to the following documentation references:

## Cisco IP Video Phone 7985G

- *Cisco IP Video Phone 7985G Administration Guide*
- *Cisco IP Phone 7985G Phone Guide*
- *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/home/home.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/home/home.htm>

# Supported Cisco CallManager Versions

This firmware release, 4.0(2), is compatible with the following releases of Cisco CallManager:

- Cisco CallManager 4.1(3)SR1 and later. Note: it is important that all CallManagers in the enterprise be upgraded to 4.1(3)SR1 or later, since otherwise you may experience problems with inter-cluster video calls. See CSCsb58780 in the Known Problems section for details.

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

## Known Problems

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

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 4.0(2)**

Identifier	Headline
CSCsa67626	Phone may malfunction if more than two lines configured <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa67626">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa67626</a>
CSCsa71240	Onhook dialing does not light Speaker LED in SRST mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71240">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71240</a>
CSCsb19226	Video flickers briefly when quickly changing video sources <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19226">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19226</a>

**Table 1**      **Open Caveats for Firmware Release 4.0(2)**

Identifier	Headline
CSCsb20900	No notification on phone when the remote end of a call is lost <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20900">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20900</a>
CSCsb27570	Default router field periodically resets when phone is configured <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb27570">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb27570</a>
CSCsb32824	Phone does not ignore lower valued Voice VLAN when multiple CDPs recvd <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb32824">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb32824</a>
CSCsb38035	Phone may stop ringing when switching to a second incoming call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38035">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38035</a>
CSCsb38985	Headset mode sends output to the Speaker in SRST mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38985">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38985</a>
CSCsb38994	Sometimes cannot answer 2nd call by switching lines in SRST mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38994">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38994</a>
CSCsb39018	Phone sometimes does not direct audio to the handset in SRST mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39018">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39018</a>
CSCsb39043	Call Forward icon still displays when fallback to SRST mode occurs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39043">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39043</a>
CSCsb39542	Missed/Received Call may not be logged if Caller ID not present <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39542">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39542</a>
CSCsb41380	Rarely the MWI light is on even when no messages are pending <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb41380">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb41380</a>
CSCsb42444	Phone does not send periodic CNG packets during long silence breaks <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42444">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42444</a>
CSCsb42456	802.1p/q VLAN tags are removed when extend trust is set to untrusted <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42456">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42456</a>
CSCsb42481	Call Waiting Ring setting will only Flash the MWI lamp during 2nd call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42481">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42481</a>

**Table 1**      **Open Caveats for Firmware Release 4.0(2)**

Identifier	Headline
CSCsb43461	Video may freeze at end of call or in self-view mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb43461">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb43461</a>
CSCsb44286	Phone gets stuck in CallManager Unavailable state <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb44286">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb44286</a>
CSCsb46875	Packets to PC port are re-mapped with 802.1p when Voice VLAN is 802.1p <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb46875">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb46875</a>
CSCsb47793	EditDial followed by lifting handset will not dial call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb47793">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb47793</a>
CSCsb58780	No video after Resume on ICT call involving CallManager version 4.1(2) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb58780">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb58780</a>

## Errata and Addenda for Cisco IP Video Phone 7985G Administration Guide and Phone Guide

- The 7985G Administration Guide incorrectly states that the power supply for the Cisco IP Video Phone 7985G is CP-PWR-CUBE-2. Instead, CP-PWR-CUBE-3 should be used with the Cisco IP Video Phone 7985G; *do not* use CP-PWR-CUBE-2.
- The 7985G Administration Guide refers to the website [www.vxicorp.com/cisco](http://www.vxicorp.com/cisco) for suggested headset models. Cisco's policy on recommendations and support for headsets should be clarified as follows: Cisco does not certify or support products from 3rd party headset vendors. While Cisco does perform some basic testing of third-party headsets for use with the Cisco IP Phones, it is ultimately the customer's responsibility to test this equipment in their own environment to determine suitable performance. Due to the many inconsistencies in locations where Cisco IP Phones are deployed, there is not a single "best," optimal headset solution for all customers. Since sound is subjective, Cisco cannot guarantee the performance of any headsets, but some of the headsets on the websites listed below have been reported to perform well on Cisco IP Phones:

- <http://www.plantronics.com>
- <http://www.vxicorp.com>
- Please do not attempt to insert any headset plug into the headset jack where the plug's housing prevents the plug from sliding straight into the jack. If you attempt to insert a headset plug with an oversized housing it may cause the plug to insert at an angle, damaging the headset jack inside the phone.
- An important source of information on design considerations and guidelines for implementing Cisco IP Video Telephony was not mentioned in the 7985G Administration Guide. For this information, refer to the document entitled "Cisco IP Video Telephony Solution Reference Network Design (SRND) for CallManager 4.0" at the following URL:  
<http://www.cisco.com/warp/public/779/largeent/it/ese/srnd.html>
- The following tips will help ensure that you and the parties you call experience the best possible picture quality when making video phone calls:
  - For the best picture quality, configure Video Call Bandwidth at 768kbps for the appropriate Regions and/or Locations. See the Cisco CallManager Administration Guide for more information on configuring CallManager for Video Telephony.
  - Make sure the camera focus is adjusted correctly. Press the Selfview button, then rotate the black ring around the camera lens to adjust the focus.
  - Also while in Selfview mode, ensure that you are seeing a good quality picture that is not overly bright or overly dim. If the image looks too dim or too bright, try moving the position of the phone and/or rotating the camera up and down until you get a good picture. If the Selfview image shows shadows on your face or the image is too dim, consider using a small desk lamp to brighten the image.
  - Ensure that the Cisco IP Video Phone 7985G is being used in a well lit space. This is important since low light conditions will affect the video frame rate of the camera resulting in a poor video quality, especially when the subject is moving.
  - Avoid direct sunlight on any surface within the camera's view
  - Keep in mind that the video screen on the Cisco IP Video Phone 7985G has a higher resolution than the Cisco VT Advantage product. The screen resolution of the Cisco IP Video Phone 7985G is 800X600. By contrast, the Cisco VT Advantage remote window is typically sized at 320X240 or

160X120, with a maximum resolution of 640X480. Therefore you can expect that small imperfections in the video image will be magnified on the Cisco IP Video Phone 7985G as compared with Cisco VT Advantage.

## 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](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](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](mailto: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](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](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](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto: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&export=on>

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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>

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This document is to be used in conjunction with the documents listed in the “[Related Documentation <required for IOS - optional for other>](#)” section.

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