



Release Notes for Cisco IP Video Phone 7985G, Firmware Release 4.0(3) for Cisco CallManager Version 4.1 or later

February 21, 2006

These release notes are for use with the Cisco IP Video Phone 7985G for Firmware Release 4.0(3.0) for Cisco CallManager Version 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>

New and Changed Information

Monitoring the Cisco IP Video Phone Remotely

The Cisco IP Video Phone has a web page from which you can view a variety of information about the phone, including:

- Device information
- Network configuration
- Network statistics

- Device logs

You can use this information to remotely monitor the operation of a phone and to assist with troubleshooting.

Accessing the Web Page for the Video Phone

In order to access the phone web page, “Web Access” must be set to “Enabled” on the CallManager Device Page for your phone. “Enabled” is the default setting.

To access the web page for a Cisco IP Video Phone, follow these steps:

Procedure

-
- Step 1** Obtain the IP address of the Cisco IP Video Phone using one of these methods:
- Search for the phone in Cisco CallManager by choosing Device > Phone. Phones registered with Cisco CallManager display the IP address at the top of the Phone Configuration web page.
 - On the phone, press the Settings button, choose Network Configuration, and then scroll to the IP Address option.
- Step 2** Open a web browser and enter the following URL, where IP_address is the IP address of the Cisco IP Phone:
- http://IP_address*
-

Supported Cisco CallManager Versions

This firmware release, 4.0(3.0), is compatible with the following releases of Cisco CallManager:

- Cisco CallManager 4.1(3)SR1 and later.



Note

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

Known and Resolved 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

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>.

7985 Limitation: More than 2 lines not supported (CSCsa67626)

Using more than 2 lines is not supported in the 4.0(3.0) software, and is a mis-configuration. The phone will get confused when receiving information about non-existing lines.

Table 1 **Known Caveats for Firmware Release 4.0(3.0)**

Identifier	Headline
CSCsa67626	Phone may malfunction if more than two lines configured http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa67626
CSCsb19226	Video flickers briefly when quickly changing video sources http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19226
CSCsb20900	No notification on phone when the remote end of a call is lost http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20900

Table 1 **Known Caveats for Firmware Release 4.0(3.0) (continued)**

Identifier	Headline
CSCsb39542	Missed/Received Call may not be logged if Caller ID not present http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39542
CSCsb42456	802.1p/q VLAN tags are removed when extend trust is set to untrusted http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42456
CSCsb43461	Video may freeze at end of call or in self-view mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb43461
CSCsb82142	Phone crashed when 100 calls active and remote side is lost http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb82142
CSCsc14935	7985 Lacks configurable Message Waiting Lamp Policy http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14935
CSCsc43840	7985 does not play the MLPP preemption tone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc43840
CSCsc48563	7985 combines audio and video packet counts in CMR http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc48563
CSCsc67462	7985 did not reset when requested by the Call Manager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc67462
CSCsc68264	Settings Erase softkey is displayed even when config is locked http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68264
CSCsc68276	Status menu displays an unexpected Erase softkey http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68276
CSCsc68289	There is no Call Status information available via the web pages http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68289
CSCsc79730	RTP packets do not correctly mark 802.1p CoS from IP DSCP values http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc79730
CSCsc84363	Visual call Pickup notification fails when line audio alert setting off http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc84363

Table 1 **Known Caveats for Firmware Release 4.0(3.0) (continued)**

Identifier	Headline
CSCsc84373	Visual Pickup Notification sometimes does not overwrite status line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc84373
CSCsd17540	7985 takes too long to re-register if Bin file not found http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17540
CSCsd24940	7985 does not display To conference at line button menu http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24940
CSCsd27788	Callback Notification has softkeys problems on CCM 5.0 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd27788
CSCsd28063	Hanging up the phone does not work when failover occurs during call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd28063

Table 2 **Resolved Caveats for Firmware Release 4.0(3.0)**

Identifier	Headline
CSCsa71240	Onhook dialing does not light Speaker LED in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71240
CSCsa94785	On help button ? page, Back softkey doesn't work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa94785
CSCsb07159	Telnet enable resets after phone reboot http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb07159
CSCsb11155	Pixelation on Ocius between CVTA/Ocius calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11155
CSCsb19181	There were no tones heard when using onhook dialing http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19181
CSCsb24490	Call focus switches off active call when shared line is used by others http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb24490

Table 2 **Resolved Caveats for Firmware Release 4.0(3.0) (continued)**

Identifier	Headline
CSCsb27570	Default router field periodically resets when phone is configured http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb27570
CSCsb29880	7895 may report multiple Standby CCMs after fallback http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb29880
CSCsb32824	Phone does not ignore lower valued Voice VLAN when multiple CDPs recvd http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb32824
CSCsb38035	Phone may stop ringing when switching to a second incoming call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38035
CSCsb38985	Headset mode sends output to the Speaker in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38985
CSCsb38994	Sometimes cannot answer 2nd call by switching lines in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38994
CSCsb38985	Headset mode sends output to the Speaker in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb38985
CSCsb39018	Phone sometimes does not direct audio to the handset in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39018
CSCsb39043	Call Forward icon still displays when fallback to SRST mode occurs http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39043
CSCsb39061	When using EditDial of a number the prompt should start at the beginning http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39061
CSCsb41380	Rarely the MWI light is on even when no messages are pending http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb41380
CSCsb42444	Phone does not send periodic CNG packets during long silence breaks http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42444
CSCsb42481	Call Waiting Ring setting will only Flash the MWI lamp during 2nd call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb42481

Table 2 **Resolved Caveats for Firmware Release 4.0(3.0) (continued)**

Identifier	Headline
CSCsb43516	Switch should ignore PC Voice VLAN Access when there is no voice VLAN http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb43516
CSCsb43558	802.1p frames dropped on phone with Admin VLAN and PC voice VLAN disable http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb43558
CSCsb44286	Phone gets stuck in CallManager Unavailable state http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb44286
CSCsb44352	Denial of service jolt script causes a watchdog timer crash http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb44352
CSCsb46875	Packets to PC port are re-mapped with 802.1p when Voice VLAN is 802.1p http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb44286
CSCsb47793	EditDial followed by lifting handset will not dial call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb47793
CSCsb49854	7985 Stuck in Self View mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb49854
CSCsb82176	Denial of Service mutant script cause the phone to reset http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb82176
CSCsb88796	Sometimes phone cannot end call after a CCM fallback with call active http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb88796
CSCsb88839	Phone sometimes does not connect to correct backup CCM during fallback http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb88839
CSCsb89095	Phone does not reset when lower numbered Native VLAN learned http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb89095
CSCsb96016	Video mute state get out of sync after the phone is restarted http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb96016
CSCsc00791	Phone sometimes shows wrong status msg/softkeys after CM service restart http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc00791

Table 2 **Resolved Caveats for Firmware Release 4.0(3.0) (continued)**

Identifier	Headline
CSCsc04464	Cannot browse under Directory, Up/Down rocker stuck at the Missed Calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc04464
CSCsc09982	Phone drops ~50% of IP multicast traffic from SW to PC port http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc09982
CSCsc10082	7985 MWI Light misbehavior http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc10082
CSCsc27761	7985g reboots after select softkey then hit the X key http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc27761
CSCsc31705	7985 does not play precedence call waiting tone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc31705
CSCsc82605	7985 phone reboots when pressing the 'Directories' or '?' buttons http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc82605

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



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>

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