



Release Notes for Cisco Unified IP Phone 7985G, Firmware Release 4.1(3) for Cisco Unified CallManager Release 4.1 or Later

December 18, 2006

These release notes are for use with the Cisco Unified IP Phone 7985G for Firmware Release 4.1(3) for Cisco Unified CallManager Release 4.1 or later.

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Documentation Roadmap

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

Cisco Unified IP Phone 7985G

- *Cisco Unified IP Phone 7985G Administration Guide*
- *Cisco Unified IP Phone 7985G Phone Guide*
- *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series*

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

<http://www.cisco.com/univercd/home/home.htm>

Cisco Unified CallManager Administration

- *Cisco Unified CallManager Administration Guide*
- *Cisco Unified CallManager System Guide*
- *Cisco Unified CallManager Serviceability Administration Guide*
- *Cisco Unified CallManager Serviceability System Guide*
- *Bulk Administration Tool User Guide for Cisco Unified CallManager*
- *Cisco Unified 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 Unified CallManager Releases

This firmware release, 4.1(3), is compatible with the following releases of Cisco Unified CallManager:

- Cisco Unified 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 Caveats section for details.

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

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

Caveats

Configuration changes for CallManager Administration page

Some of the Cisco Unified IP Phone 7985G Release 4.1(3) features, such as assigning Service URL to Phone button, screen saver settings and so forth, require configuration changes to the Cisco Unified CallManager Administration page. These Cisco Unified CallManager changes are available in:

- Version 4.1(3) Cisco Unified CallManager Device pack:
ciscoxm.4-1-DevPack-27.7.exe
- Cisco Unified CallManager Release 5.0(3)

Compatibility of old Cisco IP Phone 7985G 4.0 software versions with Rev 74-3636-02 Hardware

- Rev 74-3636-02 hardware does not support older versions of S/W (loads older than Version 4.1(3)).
- On loading older versions of software on Rev 74-3636-02 hardware, phone displays the error message - “System upgrade failed: Using previous image, Press OK” and reverts back to existing image. However, the new software Version 4.1(3) can run on existing Rev 74-3636-01 hardware.

Open and Resolved Caveats

Open caveats (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.

Table 1 lists Severity 1, 2, and 3 defects that are open for Cisco Unified IP Phone 7985G for firmware release 4.1(3). Table 2 lists Severity 1, 2, and 3 defects that are resolved for Cisco Unified IP Phone 7985G for firmware release 4.1(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. [Table 2](#) provides a list of resolved caveats.



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 4.1(3)**

Identifier	Headline
CSCsb19226	Video flickers briefly when quickly changing video sources http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb19226
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
CSCsc84373	Visual Pickup Notification sometimes does not overwrite status line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc84373
CSCsd10860	7985 thumbnail background image list is not being displayed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10860

Table 1 **Open Caveats for Firmware Release 4.1(3) (continued)**

Identifier	Headline
CSCsd23559	7985 Screen Powersave LED indicator can't be distinguished from MWI http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23559
CSCsd54279	Missing switch line focus without answering call feature on 7985 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54279
CSCsd71696	7985 does not dial the number by pressing Intercom for IPMA service http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd71696
CSCsd96689	Phone service input fields do not display pop-up box showing character choices http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96689
CSCse55005	Some user preferences can get lost when upgrading from 4.1(1) or 4.1(2) or later http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55005

Table 2 **Resolved Caveats for Firmware Release 4.1(3)**

Identifier	Headline
CSCsc14484	Conference List Remove feature does not work on CCM 5.0 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14484
CSCsc68289	There is no Call Status information available via the web pages http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68289
CSCsc84363	Visual call Pickup notification fails when line audio alert setting off http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc84363
CSCsd13306	Pressing a number in Ring Tone menu works differently than other phones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13306
CSCsd27788	Callback notification has softkeys problems on CCM 5.0 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd27788
CSCsd36788	Phone can rarely stop making calls after CCM failover/failback http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd36788

Table 2 **Resolved Caveats for Firmware Release 4.1(3) (continued)**

Identifier	Headline
CSCsd39338	Phone sometimes does not fallback to the correct Standby CCM http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39338
CSCsd39465	7985 does not display animated icon w/RTPRx http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39465
CSCsd42341	7985 can not handle URL with 255 char http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd42341
CSCsd55735	7985 does not display invalid dialed number /w dial from directory http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd55735
CSCsd71764	IPMA manager should not exit from IPMA service w/ 1 assistant http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd71764
CSCsd75862	Wrong display of softkey sets and callinfo on IPMA assistant phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd75862
CSCsd77139	7985 should not fall back to SRST after the switch speed changed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd77139
CSCsd89221	Some softkeys not work correctly with CiscoIPPhoneInput object http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89221
CSCsd90282	Network status should contain last restart reason http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90282
CSCse00330	7985 appends device name in HTTP request when searching directory users http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse00330
CSCse01536	Background image after download is obscured by the image menu http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse01536
CSCse06703	Phone unexpectedly reset during a long duration H.263 call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse06703
CSCse21503	Packets received on PC port are not forwarded in some configurations http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse21503

Table 2 **Resolved Caveats for Firmware Release 4.1(3) (continued)**

Identifier	Headline
CSCse26167	Equation type input can have unexpected delay when pressing numbers http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse26167
CSCse26188	Hoot & Holler service does not display Handset icon with RTP/Rx RTP/Tx http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse26188
CSCse26950	Exit softkey sometimes does not work on Callback window http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse26950
CSCse27352	PC Voice VLAN disabled does not work with Admin VLAN http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse27352
CSCse54965	Restart reason is not correct under Network status http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse54965
CSCse55034	Hoot & Holler Icon was not removed after exiting the service http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55034
CSCse55039	Changing volume during Hoot & Holler service causes audio issues http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55039
CSCse60244	IPPA phone service shows some unepcted error messages when logging in http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse60244
CSCse73518	Phone did not register with the Call manager after network power loss http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse73518
CSCse92536	7985 - Ignore CDP V1 message for VLAN configuration purposes http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse92536
CSCsf32885	7985 phone not working with Mobile Connect Service (CMM/SNR) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf32885

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



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&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>

This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

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