



Cisco Unified IP Phone 7985G Release Notes for Firmware Release 4.1(4)

May 09, 2007

Use these release notes with a Cisco Unified IP Phone 7985G running Firmware Release 4.1(4). This firmware release is compatible with Cisco Unified CallManager release 4.1 or later.

Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

- [Related Documentation, page 1](#)
- [Important Notes, page 2](#)
- [Caveats, page 3](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 7](#)

Related Documentation

Cisco Unified IP Phone Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

Cisco Unified CallManager Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html



**Note**

The *Cisco Unified CallManager New and Changed Information Guide, Release 5.1(1)* describes new and changed 5.1(1) software features and acts as a supplement to the Cisco Unified CallManager Release 5.0(4) document set. Content in the *New and Changed* guide supersedes information contained in the 5.0(4) document set; however, chapters in the *New and Changed* guide may contain references to 5.0(4) documents. In such cases, refer to the 5.0(4) documents for more information.

Important Notes

This section contains these topics:

- [Supported Cisco Unified CallManager Releases](#)
- [Configuration Changes for Cisco Unified CallManager Administration Page](#)
- [Compatibility of Older Cisco Unified IP Phone 7985G 4.0 Software Versions with Revision 74-3636-02 Hardware](#)

Supported Cisco Unified CallManager Releases

This firmware release, 4.1(4), is compatible with Cisco Unified CallManager 4.1(3)SR1 and later.

**Note**

Cisco Unified CallManagers in the enterprise must be upgraded to 4.1(3)SR1 or later, to prevent problems with inter-cluster video calls. Use the [Bug Toolkit](#) to access CSCsb58780 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

Configuration Changes for Cisco Unified CallManager Administration Page

Some of the Cisco Unified IP Phone 7985G Release 4.1(4) 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(4) Cisco Unified CallManager Device pack: ciscocm.4-1-DevPack-27.7.exe
- Cisco Unified CallManager Release 5.0(3)

Compatibility of Older Cisco Unified IP Phone 7985G 4.0 Software Versions with Revision 74-3636-02 Hardware

- Revision 74-3636-02 hardware does not support older versions of software (loads older than Version 4.1(4)).
- When loading older versions of software on Rev 74-3636-02 hardware, the 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(4) can run on existing Rev 74-3636-01 hardware.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 3](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 6](#)

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

-
- | | |
|---------------|--|
| 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 . |
-

Open Caveats

Table 1 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7985G using firmware release 4.1(4).

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 3.

Table 1 Open Caveats for Cisco Unified IP Phone 7985G for Firmware Release 4.1(4)

Identifier	Headline and Bug Toolkit Link
CSCsh04586	Mobility cell pickup feature is not supported on 7985 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh04586
CSCsh77948	Status line is not updated when Call Forward All is performed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh77948
CSCsh82529	7985: To Park Number DN not displayed (5.1.1 CCM) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh82529
CSCsh87489	7985: Hit redial after call from 2nd line & CB, call goes out of 1st line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh87489
CSCsh89214	7985: Instance of call on phone not visible in a scenario. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh89214
CSCsh90893	7985: Phone restarts during active call if nw settings changed & saved. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh90893
CSCsh91214	7985: Transfer from Line1 to Line2 on 7985 doesnt work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh91214
CSCsh92840	7985: Video-disabled & background image changed, new image seen other end http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh92840
CSCsh94592	7985: Changing the CCM version doesnt change the background image. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94592
CSCsh94612	7985: Redundant back key in help http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94612
CSCsh94628	7985: Help for softkeys, menus, buttons does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94628
CSCsh94705	7985: Ringer stops when callback hit in a scenario. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94705
CSCsh94717	7985: Voicemail DN doesnt appear on phone when connected to VM http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94717

Table 1 **Open Caveats for Cisco Unified IP Phone 7985G for Firmware Release 4.1(4) (continued)**

Identifier	Headline and Bug Toolkit Link
CSCsh94754	7985 help: The <Links> sk seen on help screens which arent applicable. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94754
CSCsh94811	7985 phone doesnt display meetme number in a meetme conference. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94811
CSCsh96468	7985: Phone displays previous config if DHCP enable set to NO. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh96468
CSCsh98124	Cisco Unified IP Phone 7985 does a restart loop if load is different between DHCP and alternate TFTP http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh98124
CSCsh98317	Services button not working when DNS returns wrong address for CM5.x http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh98317
CSCsi03313	7985: Unable to make call from directory, from 2nd/other lines. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi03313
CSCsi03449	7985: Phone cannot place a call to 24 digit dn using directory http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi03449
CSCsi11684	7985 : Dialed digits are dropped, dialing from Directory in a scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11684
CSCsi11755	7985: Dialling from directory doesnt initiate newcall in a scenario. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11755
CSCsi11800	7985: Help for SSH login/password displays telnet information/help http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11800
CSCsi18517	7985: Phone displays Rejected by CM %S when autoreg disabled. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi18517
CSCsi20257	7985: gap before first speed dial http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi20257
CSCsi20261	7985: PAB softkey template has redundant keys http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi20261
CSCsi20273	7985: Wrong softkey template is retained http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi20273
CSCsi23673	7985: Firmware versions help should not be present under status help. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi23673
CSCsi32450	7985: G729 codec time lag is too long. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi32450
CSCsi43569	7985:No PC port connectivity when phone is in voice vlan http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi43569

Table 1 Open Caveats for Cisco Unified IP Phone 7985G for Firmware Release 4.1(4) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsi68045	7985 does not acknowledge reset message http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi68045
CSCsi68103	7985 does not failback when secondary CME is not available http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi68103

Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7985G using firmware release 4.1(4).

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 2 reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 3.

Table 2 Resolved Caveats for Cisco Unified IP Phone 7985G for Firmware Release 4.1(4)

Identifier	Headline and Bug Toolkit
CSCsc79730	RTP packets do not correctly mark 802.1p Class of Service (CoS) from IP DiffServ Code Point (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 is off http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc84363
CSCsd23559	Cisco Unified IP Phone 7985 screen powersave LED indicator cannot be distinguished from Message Waiting Indicator (MWI) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23559
CSCsf99294	Star50 feature is not working on Cisco Unified IP Phone 7985 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf99294
CSCsg81394	Cisco Unified IP Phone 7985 sources from random port rather than from the standard port specified in olc ack. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg81394
CSCsg87851	Cisco Unified IP Phone 7985 should use symmetrical UDP port numbers http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg87851
CSCsh79376	Cisco Unified IP Phone 7985 with no voice Virtual LAN (VLAN) configured fails DHCP (IP address) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh79376
CSCsh80864	Ringer stops when two incoming calls on Cisco Unified IP Phone 7985 and one call has ended http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh80864

Table 2 Resolved Caveats for Cisco Unified IP Phone 7985G for Firmware Release 4.1(4) (continued)

Identifier	Headline and Bug Toolkit
CSCsh86331	Cisco Unified IP Phone 7985 enters reboot loop on upgrade when using Alternate TFTP http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86331
CSCsh91159	On the Cisco Unified IP Phone 7985, the >> and delete softkeys in edit dial screen are not working http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh91159
CSCsh94603	Cisco Unified IP Phone 7985 ringer stops ringing when trying to change ringer during outgoing call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94603
CSCsi32472	Cisco Unified IP Phone 7985 IPMA - Manager screen goes off after every change. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi32472
CSCsi36049	The screen saver leaves Ps and As all over the screen. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi36049

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply partnership relationship between Cisco and any other company. (0709R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2007 Cisco Systems, Inc. All rights reserved.