



# Cisco Unified IP Phone 7985G Release Notes for Firmware Release 4.1(5)

---

**January 05, 2008**

Use these release notes with a Cisco Unified IP Phone 7985G running Firmware Release 4.1(5). This firmware release is compatible with Cisco Unified Communications Manager 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](#)
- [Firmware Installation Procedure, page 3](#)
- [Caveats, page 4](#)
- [Obtaining Documentation and Submitting a Service Request, page 8](#)

## Related Documentation

### **Cisco Unified IP Phone Documentation**

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

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

### **Cisco Unified Communications Manager Documentation**

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

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)



---

**Americas Headquarters:**  
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

© 2008 Cisco Systems, Inc. All rights reserved.

**Cisco Unified Communications Manager Business Edition Documentation**

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/ps7273/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## Important Notes

This section contains these topics:

- [Supported Cisco Unified Communications Manager Releases, page 2](#)
- [Configuration Changes for Cisco Unified Communications Manager Administration, page 2](#)
- [Cisco Unified IP Phone 7985G Release 4.0 Support On Revision 74-3636-02 Hardware, page 3](#)

## Supported Cisco Unified Communications Manager Releases

### Cisco Unified Communication Manager 4.x

This firmware release, 4.1(5), supports Cisco Unified Communications Manager 4.1(3)SR1 and later.

**Note**

---

Cisco Unified Communications Managers in the enterprise must be upgraded to release 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 Communications Manager 4.1. For a full description of the new phone features introduced in Cisco Unified Communications Manager 4.1, refer to the Release Notes for Cisco Unified Communications Manager Release 4.1(x):

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html)

### Cisco Unified Communication Manager 5.x

This firmware release provides full support for all releases of revision 5.x.

### Cisco Unified Communication Manager 6.x

This firmware release provide full support for all releases of revision 6.x.

## Configuration Changes for Cisco Unified Communications Manager Administration

This Cisco Unified IP Phone 7985G Release 4.1(5) require the following settings in the Cisco Unified Communication Manager to be checked or changed.

For Cisco Unified Communications Manager Release 4.x, the parameter “Advertise G.722 Codec” in the Phone Configuration/Product Specific Configuration window, must be set accordingly to the required audio quality and network bandwidth (CSCsi96604). Click the question mark “?” in the Product Specific Configuration window to see a help text about this parameter.

To gain access to this parameter the following Dev-Pack must be installed:

```
ciscoxm.4-1-DevPack-65.exe
ciscoxm.4-2-3-DevPack-39.exe
ciscoxm.4.3.1-DevPack-18.exe
cmterm-devicepack5.1.2.3114.cop.sgn
cmterm-devicepack6.0.1.2114 -1.cop.sgn
```

For information about how to install the Dev-Pack please see:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-41>

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-42>

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-43>

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-51>

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-60>

(You may be asked for username and password to gain access.)

- For Cisco Unified Communications Manager Release 5.x and later, the parameter “Advertise G.722 Codec” in the Enterprise Parameters Configuration window, must be set accordingly to the required audio quality and network bandwidth (CSCsi96604)

For more information about the recommended video/audio quality and bandwidth constraints, please read the enclosed user documentation for the Cisco Unified Communications Manager.

## Cisco Unified IP Phone 7985G Release 4.0 Support On Revision 74-3636-02 Hardware

Revision 74-3636-02 hardware supports Cisco Unified IP Phone 7985G release 4.1(4) and later.

If an earlier release is installed on Rev 74-3636-02 hardware, the phone displays the error message: “System Upgrade failed: Using previous image, Press OK“ and revert back to existing image. However, release 4.1(4) can run on existing Rev 74-3636-01 hardware.

## Firmware Installation Procedure

Before using the Cisco Unified IP Phone 7985 with Cisco Unified Communications Manager release 4.x or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster. 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>

(You may be asked for username and password to gain access.)

- Step 2** Download the firmware for Cisco Unified IP Phone 7985:
- For Cisco Unified Communications Manager 4.3 and earlier: cmterm-7985.4-1-5-0.exe
- For Cisco Unified Communications Manager 5.0(1) to 5.0(3): cmterm-7985-4-1-5-0-sccp.cop
- For Cisco Unified Communications Manager 5.0(4) and later: cmterm-7985-4-1-5-0-sccp.cop.sgn



**Note** CUCM versions 5.1(1) and later require signed cop files.

- Step 3** Go back to the URL shown in Step 1, and download the Readme file, which contains installation instructions for the firmware: cmterm-7985-sccp.4-1-5-Readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats List, page 5](#)
- [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://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs>.
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click **Go**.

## Open Caveats List

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7985G using firmware release 4.1(5).

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 4.

**Table 1** Open Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1(5)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsh82529</a>	Cisco Unified IP Phone 7985G does not display ‘To Park Number’ in a parked call scenario in Cisco Unified Communications Manager 5.1.1 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh82529">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh82529</a>
<a href="#">CSCsh89214</a>	Instance of an incoming call is not visible in a scenario for Cisco Unified IP Phone 7985G <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh89214">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh89214</a>
<a href="#">CSCsh92840</a>	Selecting ‘video-disabled’ key on Cisco Unified IP Phone 7985G and attempt to change background image changed causes new background image at other end <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh92840">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh92840</a>
<a href="#">CSCsh94592</a>	Changing the Cisco Unified Communications Manager version does not change the background image on a Cisco Unified IP Phone 7985G <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94592">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94592</a>
<a href="#">CSCsh94754</a>	The Links softkey is seen on help screens but are not applicable <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94754">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94754</a>
<a href="#">CSCsi03313</a>	Unable to make call from directory using second line or other lines <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi03313">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi03313</a>
<a href="#">CSCsi11800</a>	Help for Secure Shell (SSH) login or password displays telnet information <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11800">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11800</a>
<a href="#">CSCsi18517</a>	Cisco Unified IP Phone 7985G displays ‘Rejected by CM %S’ when auto-registration is disabled <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi18517">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi18517</a>
<a href="#">CSCsi23673</a>	Cisco Unified IP Phone 7985G Help firmware versions should not be present under status Help <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi23673">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi23673</a>

## Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7985G using firmware release 4.1(5).

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 4.

**Table 2** Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1(5)

Identifier	Headline and Bug Toolkit
CSCsh04586	Mobility cell pickup feature is not supported on Cisco Unified IP Phone 7985G <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh04586">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh04586</a>
CSCsh77948	Status line is not updated when Call Forward All is performed <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh77948">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh77948</a>
CSCsh87489	When redial is selected after call from second line and callback, the call goes out of first line <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh87489">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh87489</a>
CSCsh90893	Cisco Unified IP Phone 7985G restarts during active call if network settings are changed and saved <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh90893">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh90893</a>
CSCsh91214	Transfer from Line1 to Line2 on Cisco Unified IP Phone 7985G does not work <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh91214">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh91214</a>
CSCsh94811	Cisco Unified IP Phone 7985G does not display MeetMe number in a MeetMe conference <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94811">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh94811</a>
CSCsh96468	Cisco Unified IP Phone 7985G displays previous configuration if DHCP enable is set to ‘NO’ <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh96468">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh96468</a>
CSCsh98124	Cisco Unified IP Phone 7985G does a restart loop if load is different between DHCP and alternate TFTP <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh98124">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsh98124</a>
CSCsi11684	Dialed digits are dropped dialing the from Directory in a scenario <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11684">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11684</a>

**Table 2** Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1(5) (continued)

Identifier	Headline and Bug Toolkit
CSCsi11755	Dialing from Directory does not initiate a new call in a scenario <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11755">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11755</a>
CSCsi11847	Cisco Unified IP Phone 7985G network configuration is locked; the erase button is still accessible <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11847">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi11847</a>
CSCsi20257	Cisco Unified IP Phone 7985G has a gap before first speed dial <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi20257">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi20257</a>
CSCsi20273	Incorrect softkey template is retained <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi20273">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi20273</a>
CSCsi32450	G.729 codec time lag is too long <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi32450">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi32450</a>
CSCsi68045	Cisco Unified IP Phone 7985G does not acknowledge reset message <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi68045">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi68045</a>
CSCsi88218	Cisco Unified IP Phone 7985G does not support video bit rates of less than 64kbps <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi88218">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi88218</a>
CSCsi96604	Cisco Unified IP Phone 7985G cannot disable advertisement of G.722 codec <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi96604">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsi96604</a>
CSCsj16414	Should be able to audio only conference on Cisco Unified IP Phone 7985G <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj16414">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsj16414</a>
CSCsk46491	Change of CallManager application name to Cisco Unified Communications Manager <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk46491">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk46491</a>
CSCsk86556	Cisco Unified IP Phone 7985G uses old alternate TFTP IP address instead of existing IP address <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk86556">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk86556</a>
CSCsk86579	Cisco Unified IP Phone 7985G key sequence **##** to unlock needs to key-in very fast <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk86579">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsk86579</a>
CSCeh05812	When registering to TFTP server the Cisco Unified Communications Manager configuration is incorrect <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCeh05812">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCeh05812</a>

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, 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, Networkers, 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 a partnership relationship between Cisco and any other company. (0711R)

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.

© 2008 Cisco Systems, Inc. All rights reserved.