



Cisco Unified IP Phone 7985G Release Notes for Firmware Release 4.1(7)

Updated April 03, 2009

Use these release notes with a Cisco Unified IP Phone 7985G running Firmware Release 4.1(7). This firmware release is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0 and Cisco Unified CallManager releases 5.1, 5.0, 4.3, 4.2, 4.1.

Contents

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

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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

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:



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

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

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

Important Notes

This section contains these topics:

- [Supported Cisco Unified Communications Manager Releases, page 2](#)
- [Configuration Changes for Cisco Unified Communications Manager Administration, page 3](#)
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Supported Cisco Unified Communications Manager Releases

This section describes how the releases of the Cisco Unified Communications Manager (Unified CM) are supported.

Cisco Unified CallManager 4.x

This firmware release, 4.1(7), supports Cisco Unified CallManager 4.1(3)SR1 and later.

**Note**

Cisco Unified CallManager 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 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/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html

Cisco Unified Communications Manager 5.x

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

Cisco Unified Communications Manager 6.x

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

Configuration Changes for Cisco Unified Communications Manager Administration

The following configuration changes apply:

- No configuration change in the Cisco Unified Communications Manager Administration is required if the Cisco Unified IP Phone 7985G is upgraded from release 4.1(5).
- If the Cisco Unified IP Phone 7985G is upgraded from a release earlier than 4.1(5), required changes in the Cisco Unified Communications Manager Administration configuration for the earlier releases must also be verified or changed. In this case, please refer to each release note from that release.

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 firmware release 4.1(4) and later.

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

Firmware Installation Procedure

Before using the Cisco Unified IP Phone 7985G with Cisco Unified CallManager 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone 7985G > Skinny Client Control Protocol (SCCP) Software**.
- Step 5** Choose the **Latest Releases > 4.1(7)** to view the list of firmware upgrade files and a link to the Release Notes.
- Step 6** Download the firmware for Cisco Unified IP Phone 7985G:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7985.4-1-7-0.exe
 - For Cisco Unified Communications Manager 5.0(1) to 5.0(3):
cmterm-7985-4-1-7-0-sccp.cop

- For Cisco Unified Communications Manager 5.0(4) and later:
cmterm-7985-4-1-7-0-sccp.cop.sgn

**Note**

Unified CM versions 5.1(1) and later require signed cop files.

- Step 7** Click the **Release Notes** hyperlink and download the Readme file, which contains installation steps for the firmware:

cmterm-7985-sccp.4-1-7-Readme.htm

- Step 8** Follow the steps in the Readme file to install the firmware.
-

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 5](#)

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.
-

Open Caveats

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7985G using firmware release 4.1(7).

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(7)

| Identifier | Headline and Bug Toolkit Link |
|----------------------------|--|
| CSCsv66167 | Cisco Unified IP Phone 7985G intermittently crashes when receiving H.323 trunk video calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv66167 |
| CSCsv71156 | Cisco Unified IP Phone 7985G will not fallback to active Unified CM after a long, intermittent test http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv71156 |
| CSCsv78837 | Cisco Unified IP Phone 7985G can still register to Unified CM after auto-registration is disabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv78837 |
| CSCsv84745 | Unknown number in call history http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv84745 |
| CSCsv93964 | Cisco Unified IP Phone 7985G softkey conference will drop one conference participant in Survivable Remote Site Telephony (SRST) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv93964 |
| CSCsv94222 | Cisco Unified IP Phone 7985G cannot display the first 32 items if directory exceeds 32 items http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv94222 |

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(7).

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(7)

| Identifier | Headline and Bug Toolkit |
|------------|--|
| CSCsf12038 | Active call statistics stop updating when Unified CM failover occurs http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsf12038 |
| CSCsk98446 | SRST is given higher priority than TFTP when Unified CM hostname is unresolved http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk98446 |
| CSCso27064 | Cisco Unified IP Phone 7985G is stuck in invalid Unified CM status after stress failover testing http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso27064 |
| CSCso40039 | Call history is cleared after Unified CM restarts the Cisco Unified IP Phone 7985G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso40039 |
| CSCso57189 | Cisco Unified IP Phone 7985G cannot change background image when video mute is active http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso57189 |
| CSCso57275 | External call gets incorrect ring on the Cisco Unified IP Phone 7985G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso57275 |
| CSCso64188 | Cisco Unified IP Phone 7985G always shows the far end alerting name in 'Placed Calls' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso64188 |
| CSCso73453 | IP Address 255.255.255.255 can be accepted by Cisco Unified IP Phone 7985G as a valid subnet mask http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso73453 |
| CSCso95109 | Cisco Unified IP Phone 7985G exceeds maximum frame rate for H.264 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso95109 |
| CSCsq37704 | Missing SDK version information from HTTP header http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq37704 |
| CSCsq46351 | Cisco Unified IP Phone 7985G upgrade 'libpng' version http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq46351 |
| CSCsq61959 | Cisco Unified IP Phone 7985G does not support flow control bit rate equal to 0 to remove video http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq61959 |

Table 2 Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1(7) (continued)

| Identifier | Headline and Bug Toolkit |
|----------------------------|--|
| CSCsu41369 | Alternate TFTP Cisco Unified IP Phone fails to register to upgraded Unified CM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu41369 |
| CSCsu54814 | Cisco Unified IP Phone 7985G cannot call voicemail; RTP drops data http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu54814 |
| CSCsv13827 | Malformed ICMP packets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv13827 |
| CSCsv79043 | The end call softkey does not work under certain situations http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv79043 |
| CSCsv84226 | Cisco Unified IP Phone 7985G does not adjust the brightness when pressing default key http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv84226 |
| CSCsv84639 | Cisco Unified IP Phone 7985G does not accept the 9th or 13th softkey http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv84639 |

Documentation Updates

This section describes recent documentation changes that were made available after Cisco Unified IP Phone 7985G firmware 4.1(7) was released.

Cisco Unified IP Phone 7985G Administration Guide

This section provides information about changes to the *Cisco Unified IP Phone 7985G Administration Guide (Cisco Unified CallManager 4.1 and later)*.

- [List.xml File Format Requirements, page 7](#)
- [Configuring a Background Image, page 8](#)

List.xml File Format Requirements

In the *List.xml File Format Requirements* section, the List.xml Example should be as follows:

List.xml Example

```
<CiscoIPPhoneImageList>
  <ImageItem Image="TFTP:Desktops/800x600x16/TN-Fountain.png"
    URL="TFTP:Desktops/800x600x16/Fountain.png" />
  <ImageItem Image="TFTP:Desktops/800x600x16/TN-FullMoon.png"
    URL="TFTP:Desktops/800x600x16/FullMoon.png" />
</CiscoIPPhoneImageList>
```

Configuring a Background Image

In the *Configuring a Background Image* section, the corrected PNG file path is listed in Step 2.

Procedure

Step 1 Create two PNG files for each image (a full size version and a thumbnail version). Ensure the PNG files comply with the format guidelines that are listed in the “[PNG File Requirements for Custom Background Images](#)” section on page 6-6.

Step 2 Place the new PNG files that you created in the following folder on the TFTP server for each Cisco Unified CallManager in the cluster:

C:\Program Files\Cisco\TFTPPath\Desktops\800x600x16



Note

Cisco recommends that you also store backup copies of custom image files in another location. You can use these backup copies if the customized files are overwritten when you upgrade Cisco Unified CallManager.

Step 3 Use a text editor to edit the List.xml file. See the “[List.xml File Format Requirements](#)” section on page 6-5 for the location of this file, formatting requirements, and a sample file.

Step 4 Save your modifications and close the List.xml file.



Note

When you upgrade Cisco Unified CallManager, a default List.xml file will replace your customized List.xml file. After you customize the List.xml file, make a copy of the file and store it in another location. After upgrading Cisco Unified CallManager, replace the default List.xml file with your stored copy.

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>

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