Cisco Unified Wireless IP Phone 7921G Release Notes for Firmware Version 1.0(3)

May 14, 2007

Use these Release Notes with the Cisco Unified Wireless IP Phone 7921G running with Cisco Unified CallManager Versions 5.1, 5.0, 4.3, 4.2, 4.1, and later.

Contents

These release notes provide the following information:

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/hw/phones/ps379/tsd_products_support_series_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

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New and Changed Features

These sections describe new features and changes for the Cisco Unified Wireless IP Phone 7921G for firmware release 1.0(3).

Voice Quality Handling with Multicast Filtering

CSCsi22784 - High multicast can degrade unicast Realtime Transport Protocol (RTP) voice quality.

Support for Vibrate Feature with XML Applications

With firmware release 1.0(3), the Cisco Unified Wireless IP Phone 7921 can receive a URI message from a third party XML application that activates the vibrate device on the phone. You can use these parameters to customize the vibration sequence:

- Vibrate Duration—Sets the vibrate-on interval in milliseconds
- Silence Duration—Sets the vibrate-off interval in milliseconds
- Count—Sets the number of times to repeat the vibrate on/off sequence

The syntax for the vibrate URI is:

Vibrate:[{*vibrateDuration*}:{*silenceDuration*}:{*count*}]

Cisco Unified Wireless IP Phone 7921G Localization

These translated and localized versions of the phone user interface are available with firmware version 1.0(3):

Table 1 Translated Language Support

Bulgarian	Catalan	Croatian	Czech
Danish	Dutch	English	Finnish
French	German	Greek	Hungarian
Italian	Japanese	Korean	Norwegian
Polish	Portuguese	Romanian	Russian
Serbian	Slovak	Slovenian	Spanish
Swedish			

To provide localized versions of the Cisco Unified Wireless IP Phone 7921G, follow these steps:

Procedure

Step 1 Download the locale-specific version of the Cisco Unified CallManager Locale Installer at this URL: http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/locale-installer.shtml.

Step 2 Install the locale-specific version of the Cisco Unified CallManager Locale Installer on every Cisco Unified CallManager server in the cluster. This ensures that you have the latest translated text, user and network locales, and country-specific phone tones available for the Cisco Unified IP Phones. See the following for more information about installation:

- For Cisco Unified CallManager Release 4.1 and later, refer to *Using the Cisco Unified IP Telephony Locale Installer for Cisco Unified CallManager* for your Cisco Unified CallManager release.
- For Cisco Unified CallManager Releases 5.1 and later, refer to the "Locale Installation" section in the *Cisco IP Telephony Platform Administration Guide.*

Step 3 After modifying the user locale on the Cisco Unified Wireless IP Phone 7921G, power cycle the phone.

When deploying Cisco Unified Wireless IP Phone 7921G for the first time, you must install the 7921G Device Pack to add the new phone type to Cisco Unified CallManager. Then you must reinstall the locale specific Cisco Unified CallManager Locale Installer to update the user locale for the Cisco Unified Wireless IP Phone 7921G.

Installation Notes

This section contains these topics:

Installing Firmware Release 1.0(3) for SCCP

This section describes how to install firmware release 1.0(3) for SCCP.

Firmware Installation Procedure for SCCP

Before using the Cisco Unified Wireless IP Phone 7921G with Cisco Unified CallManager, you must install the latest firmware on all Cisco Unified CallManager servers in the cluster.

Before You Begin

To make the Cisco Unified Wireless IP Phone 7921G available in the Cisco Unified CallManager system, you might need to upgrade your system with the latest DevPack patch for your release of Cisco Unified CallManager. Check the ReadMe file (**cmterm-7921-sccp.1-0-3-Readme.htm)** that is posted with the firmware version 1.0(3) for more information.

To download and install the firmware, follow these steps:

Procedure

Step 1 To access the firmware files, go to this URL:

http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto

Step 2 On that website, click one of these hyperlinks, and follow the prompts to download the firmware:

- For Cisco Unified CallManager release 4.3 and earlier:
  cmterm-7921-sccp.1-0-3.exe
- For Cisco Unified CallManager release 5.0 to 5.0(3):
  cmterm-7921-sccp.1-0-3.cop
- For Cisco Unified CallManager release 5.0(4) and later:
  cmterm-7921-sccp.1-0-3.cop.sgn
- For image upgrade via USB:
  CP7921G-1.0.3.TAR

Step 3 Go back to the URL shown in Step 1, click the following hyperlink and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

cmterm-7921-sccp.1-0-3-Readme.htm—Readme file for Cisco Unified Wireless IP Phone 7921G—Firmware Version 1.0(3).

Step 4 Follow the instructions in the Readme file to install the firmware.

Using the Cisco Unified Wireless IP Phone 7921G with Cisco Unified CallManager Express 4.1

The Cisco Unified Wireless IP Phone 7921G is only supported with Cisco Unified CallManager Express 4.1 or later. When this release is available, you must download the Cisco Unified Wireless IP Phone 7921G version 1.0(3) firmware image file from the software download center.

To install the firmware, follow these steps:

Procedure

Step 1 To access the firmware files, go to this URL:

http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto

Step 2 On the web page, click this hyperlink, and follow the prompts to download the firmware image:

CP7921G-1.0.3.TAR

Step 3 Extract these files from the TAR image, manually copy them to Cisco Unified CallManager Express TFTP server (router flash), and enable them for TFTP:

- APPS-1.03.SBN
- GUI-1.0.3.SBN
- SYS-1.0.3.SBN
- TNUX-1.0.3.SBN

- TNUXR-1.0.3.SBN
- WLAN-1.0.3.SBN
- CP7921G-1.0.3.LOADS

Step 4 For the 7921G device type, set the load type to **CP7921G-1.0.3.LOADS**

For more information about this procedure, refer to the "Setting Up Phones" chapter in the *Cisco Unified CallManager Express Administration Guide* for Cisco Unified CallManager Express 4.1 at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html

Important Notes

This section provides general information about using and supporting the Cisco Unified Wireless IP Phone 7921G in your system:

Use in Healthcare Environments

This product is not a medical device and may use an unlicensed frequency band that is susceptible to interference from other devices or equipment.

Unplugging the Headset from the Phone

When you slowly unplug the headset from the phone while connected to a call, the call might disconnect. To prevent this from occurring, disconnect your call before unplugging the headset.

Online Help for the Cisco Unified Wireless IP Phone 7921G

Online help for the Cisco Unified Wireless IP Phone 7921G is available only for systems with Cisco Unified CallManager 4.2(3) or Cisco Unified CallManager 5.1. Users can access online help by pressing the center navigation button from the main phone screen.

When users access online help for earlier releases of Cisco Unified CallManager, a message states that the online help feature is not available.

Cisco Unified CallManager Password Feature and TFTP Encryption

If you are running Cisco Unified CallManager 5.1 or later, you must set the password in Cisco Unified CallManager Administration on the Phone Configuration page. The password set in Cisco Unified CallManager takes precedence over the password that is set on the Cisco Unified Wireless IP Phone 7921G web pages.

Caution When setting the Administration Password in the Product Specific Configuration section in Cisco Unified CallManager 5.1 Administration, you must enable TFTP encryption. Otherwise, the password appears in readable text in the phone configuration file and can be viewed from any host that has access to TFTP server.

Adjusting the PHY Rate When Using 802.11b and Call Admission Control

If your wireless LAN has access points that use 802.11b and you plan to use Call Admission Control (CAC) with TSPEC, then you must modify the PHY rate to a supported rate for your 802.11b access points.

To modify the PHY rate on the phone web page, follow these steps:

Procedure

Step 1 Access the web page for the phone. Refer to the "Accessing the Web Page for a Phone" section in the *Cisco Unified Wireless IP Phone 7921G Administration Guide*.

Step 2 Choose the network profile that you want to configure.

Step 3 Click the **Advanced Profile** link at the top of the page.

Step 4 In the TSPEC Setting area, change the **Minimum PHY Rate** to a supported rate, such as 11 mbps.

Step 5 Click **Save** to make the change.

System Log Trace Files Can Impact Voice Quality

Voice quality can be impaired when you set system log trace files for higher debug levels. Set only the modules that are required when capturing trace files for a phone.

Regulatory Domains for Cisco Unified Wireless IP Phone 7921G

You can use a Cisco Unified Wireless IP Phone 7921G only within the region in which it is purchased. The Cisco Unified Wireless IP Phone 7921G might not function properly in another region, because it is manufactured and sold for specific regulatory domains. For example, domains such as North America and Japan, have regulations that control the radio frequency (RF) channels and transmission power that are available for wireless phones.

You can determine the regulatory domain for your phone by accessing **Settings** > **Model Information** > **WLAN Regulatory Domain**.

Table 2 shows the supported regulatory domains.

Table 2 Supported Regulatory Domains

Regulatory Domain Number	Geographic Region
1050	North America
3051	Europe (ETSI)
4157	Japan
5252	World mode including Australia/New Zealand, Asia, and Pacific

Note When deploying the Cisco Unified Wireless IP Phone 7921G with World regulatory domain (CP-7921G-W-K9), you must enable the access points for world mode (802.11d). The world model phone gets the channels and power information from the access point.

For more information about supported regulatory domains, go to the Wireless LAN Compliance Status page at this URL:

http://www.cisco.com/application/pdf/en/us/guest/products/ps5861/c1650/cdccont_0900aecd80537b6a.pdf

Supported Access Points

When deploying voice over the wireless LAN, ensure the autonomous access points have Cisco IOS Version 12.3(8)JEA or later, and controllers have version 4.0 or later.

The Cisco Unified Wireless IP Phone 7921G uses Cisco Aironet Access Points (APs) that support Cisco IOS in autonomous mode and APs in lightweight mode with lightweight access point protocol (LWAPP) that use a wireless LAN controller.

Note Voice over the wireless LAN (VoWLAN) does not currently support MESH technology such as Cisco Aironet 1500 Series Lightweight Outdoor Mesh Access Points.

Table 3 lists the supported AP models and their operation mode in the WLAN.

Table 3 Supported Access Points and Modes

Access Point Models	Autonomous Mode	Lightweight Mode
Cisco Aironet AP 350	Yes	No
Cisco Aironet AP 1100	Yes	Yes
Cisco Aironet AP 1130	Yes	Yes
Cisco Aironet AP 1200	Yes	Yes
Cisco Aironet AP 1240	Yes	Yes
Cisco Aironet AP 1300	Yes	Yes
Cisco 1000 Series Lightweight AP	No	Yes

Wi-Fi compliant APs that are manufactured by third-party vendors should support the Cisco Unified Wireless IP Phone 7921G, but might not support key features such as Dynamic Transmit Power Control (DTPC), ARP-caching, LEAP/EAP-FAST, or QBSS.

Configuring Cisco Airespace Access Points with EAP-FAST

If you are using EAP-FAST with Cisco Airespace technology, you must increase the EAP request (802.1x) timeout to a minimum of 20 seconds to enable the phone to receive the PAC credentials successfully.

To change the EAP request timeout, follow these steps:

Procedure

Step 1 Use SSH or Telnet to access the Airespace controller or controllers.

Step 2 Enter `config advanced eap request-timeout 20`.

Step 3 Enter `save config`.

Step 4 Enter `y` to confirm.

Battery Reading Calibration

Firmware release 1.0(3) provides a new mechanism to provide accurate battery reading by incorporating information collected by battery reading calibration at production.

Note Once the Cisco Unified Wireless IP Phone 7921G is upgraded to firmware release 1.0(3), it cannot be downgraded to earlier versions.

Firmware release 1.0(3) provides an automatic battery reading calibration mechanism when IP Phones are not calibrated for battery reading at production and the user experiences short battery life,

To calibrate the Cisco Unified Wireless IP Phone 7921G battery, follow these steps:

Procedure

Step 1 Press the **RED** key to turn off the power on the Cisco Unified Wireless IP Phone 7921G.

Step 2 Plug in an AC adaptor to the IP Phone.

Step 3 The automatic battery reading calibration will complete within one minute after the charging LED on the phone turns solid green.

Note To confirm the IP Phone has been calibrated for battery reading, choose **Settings Menu** > **Status Menu** > **Firmware Version Menu**. The Boot Load ID field under the Firmware Version Menu indicates the IP Phone has been calibrated. If the Boot Load ID ends with *****, the IP Phone has not been calibrated. (For example, BL-P202-E995FCF0* is a non-calibrated IP Phone; BL-P202-E995FCF0 is a calibrated IP Phone.)

Caveats

This section contains these topics:

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**.

Step 5 To search for a list of open bugs, in the drop-down list under "Search for bugs in the Cisco software and hardware products," select **Cisco IP Phone FW 7900 Series Software** and click **Next.**

Step 6 In Select Features or Components area, select **7921** and click **Next**.

Step 7 You can refine your search by entering key words (item 3) or setting advanced options (item 4) and click **Next**.

After a few moments, a list of open bugs appears based on your search criteria.

Open Caveats

Table 4 lists Severity 1, 2 and 3 defects that are open for Cisco Unified Wireless IP Phone 7921G using firmware release 1.0(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 4 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 9.

Table 4 Open Caveats for Cisco Unified Wireless IP Phone 7921G in Firmware Version 1.0(3)

Identifier	Headline and Bug Toolkit
CSCsi68185	High multicast can impact battery life http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi68185

Resolved Caveats

Table 5 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified Wireless IP Phone 7921G using firmware release 1.0(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 5 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 9.

Table 5 Resolved Caveats for Cisco Unified Wireless IP Phone 7921G in Firmware Version 1.0(3)

Identifier	Headline and Bug Toolkit
CSCsh86221	Special number call is cancelled after one ring when keypad is locked http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86221
CSCsh86894	Cisco Unified IP Wireless Phone vibrates if headset is attached when vibrate alert is set http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86894
CSCsi16085	User cannot do factory reset if setting access is disabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi16085
CSCsi22784	High multicast can degrade unicast Realtime Transport Protocol (RTP) voice quality http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi22784
CSCsi26846	Battery icon shows 75% but appears with full battery http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi26846
CSCsi44504	Cisco Unified IP Wireless 7921 does not work with Cisco CallManager Express (CME) unicast paging http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi44504
CSCsi86567	Power consumption high after roaming during a call with tspec enabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi86567

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 *What's New* in the Cisco Product Documentation page at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html#wp63023

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.

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