



# Cisco Unified IP Conference Station 7937G Release Notes for Firmware Release 1.4(5)

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**Updated: April 1, 2015**

Use these release notes with a Cisco Unified IP Conference Station 7937G running firmware release 1.4(5).

Cisco Unified IP Conference Station 7937G is compatible with Cisco Unified Communications Manager (Cisco Unified CM) releases 8.6, 8.5, 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager 5.1 and 4.3.

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## Related Documentation

### **Cisco Unified IP Conference Station Documentation**

Refer to publications that are specific to your language, conference station model and Cisco Unified CM release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

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

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



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

[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)

#### Cisco Business Edition 5000 Documentation

Refer to the Cisco Business Edition 5000 Documentation Guide and other publications that are specific to your Cisco Unified CM 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)

## New Information

The following feature is added.

## Recording Information Option

The Recording Information Option feature adds the ability to configure call recording options in Cisco Unified Communications Manager Administration.



#### Note

This feature requires the installation of a Cisco Unified Communications Manager Device Pack. For information about the Cisco Unified IP Phones and the required Cisco Unified Communications Manager device packs, see

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/devpack\\_comp\\_mtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html).

The following fields are added to control the record tone behavior:

- Recording Tone
- Recording Tone Local Volume
- Recording Tone Remote Volume
- Recording Tone Duration

## Installation Notes



#### Note

If your Cisco Unified IP Conference Station 7937G is running firmware release 1.2.1 or earlier, upgrade to firmware release 1.3(2) before upgrading to firmware release 1.4(5).

Some new phones may not downgrade below 1.4(4) due to incompatible hardware.



#### Note

If you plan on adding new conference stations to your network, it is recommended that you upgrade all existing Cisco Unified IP Conference Stations 7937G to firmware release 1.4(5) to simplify the administration of your conference stations.

Before you use Cisco Unified IP Conference Station 7937G with Cisco Unified Communications Manager releases 8.6, 8.5, 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager 5.1 and 4.3., you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To load and install the required firmware image, follow these steps:

### Procedure

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- Step 1** Navigate to the folder that contains the firmware files:
- a. Go to the following URL:  
<http://software.cisco.com/download/type.html?mdfid=281433475&flowid=5271>
  - b. Choose **Log In**, and then log in with your User Name and Password.
  - c. For the Software Type, choose **Skinny Client Control Protocol (SCCP) Software**.
  - d. Choose **Expand all**, and then choose **1.4(5)**.
- Step 2** To download the firmware for Cisco Unified IP Conference Station 7937G, click the **Download Now** button next to the following file and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:  
**cmterm-7937-1-4-5-7-SCCP.exe**
  - For Cisco Unified Communications Manager 7.1(5) and later:  
**cmterm-7937-1-4-5-7-SCCP.cop.sgn**
- Step 3** To download the Readme File, select the files in [Step 2](#), and click **Readme**.
- **cmterm-7937-1-4-5-7-SCCP-readme.html**
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## Registering the Cisco Unified IP Conference Station with Cisco Unified Communications Manager

To register the Cisco Unified IP Conference Station 7937G with Cisco Unified Communications Manager release 7.1 and later, follow these steps:

### Procedure

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- Step 1** Log in to the Cisco Unified Communications Manager Administration application.
- Step 2** From the menu bar, choose **Device > Phone**.  
The Find and List Phones window appears.
- Step 3** Click **Add New**.  
The Add a New Phone window appears.




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**Note** Depending on the Cisco Unified CM version you have, you may have to click **Add a New Phone** instead.

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- Step 4** Select the **Cisco 7937** phone type from the drop-down menu and click **Next**.  
The Phone Configuration window appears.

**Step 5** In the Phone Configuration window, enter information in the following fields:

- MAC Address
- Device Pool
- Phone Button Template
- Device Security Profile



**Note**

Depending on the Cisco Unified CM version you have, some fields may not display.

**Step 6** Click **Save**.

## Flash Compatibility Matrix

[Table 1](#) shows the Flash compatibility matrix for the Cisco Unified IP Conference Station 7937G running various firmware releases.



**Note**

Note the following:

- Firmware is not designed to downgrade to un-supported Flash-based units.
- New firmware supports current and older Flash-based units.
- For certain customers who do not want to upgrade to a new firmware release, but require new units, old releases with new Flash support can be provided.

**Table 1** *Flash Compatibility Matrix for the Cisco Unified IP Conference Station 7937G*

Firmware Release	STM M29W128FH	Samsung K8Q2815UQB	Spansion S29GL128P	STM M29W128GH
1.1	Supported	Not Supported	Not Supported	Not Supported
1.2(1)	Supported	Not Supported	Not Supported	Not Supported
1.3(1)	Supported	Not Supported	Not Supported	Not Supported
1.3(2)	Supported	Not Supported	Not Supported	Not Supported
1.3(3)	Supported	Supported	Supported	Not Supported
1.3(4)	Supported	Supported	Supported	Not Supported
1.4(1)	Supported	Supported	Supported	Supported
1.4(2)	Supported	Supported	Supported	Supported
1.4(3)	Supported	Supported	Supported	Supported
1.4(4)	Supported	Supported	Supported	Supported
1.4(5)	Supported	Supported	Supported	Supported

# Limitations and Restrictions

## Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [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 the 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 the following URL:  
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in 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**.
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For information about how to search for bugs, create saved searches, create bug groups, etc., click **Help** in the Bug Toolkit page.

## Open Caveats

There are no open Severity 1, 2, and 3 defects for this release.

Because defect status continually changes, the release notes reflect 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 5](#).

## Resolved Caveats

[Table 2](#) lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Station 7937G using firmware release 1.4(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 5](#).

**Table 2** *Resolved Caveats for the Cisco Unified IP Conference Station 7937G*

Identifier	Description
<a href="#">CSCsu70484</a>	7937 accepts untagged DHCP Offer after sending Discover on Voice Vlan
<a href="#">CSCtl03266</a>	JPN+KOR: CUCM: 7937: XML error occurs on Extension Mobility.
<a href="#">CSCto96639</a>	7937 multi-level administration not working
<a href="#">CSCtr26552</a>	Non-native VLAN non-CDP environment cause 7937 to fail DHCP renewal
<a href="#">CSCtr56885</a>	Conference Phones Cisco 7937 continually request for DHCP
<a href="#">CSCtr67514</a>	Outbound call payload issue with Cisco SCCP IP phone
<a href="#">CSCtt47002</a>	ETSGJ-CH:External Phone number mask not displays on 7937 IPPhone in srst
<a href="#">CSCtu29681</a>	C7937 - Corporate directory search results are incorrect
<a href="#">CSCty20078</a>	7900 phones do not respond to EAPOLv3 messages during 802.1x
<a href="#">CSCty27483</a>	7937: Distinctive Ring not working
<a href="#">CSCty45948</a>	7937 Abbreviated Dial Sends additional digits
<a href="#">CSCty51752</a>	phone 7937 does not respond to EAPOL/EAP v3 sent by switch during 802.1x
<a href="#">CSCtz27731</a>	7937 tears down transmit and receive channels on a closeReceiveChannel
<a href="#">CSCtz28825</a>	7937 unable to insert devicename in URL
<a href="#">CSCub02420</a>	7937- No Dial, Edit#, Prev and Exit softkeys for Custom Corporate Direct
<a href="#">CSCub31532</a>	7937 XML parse error when accessing corporate directory, Russian locale
<a href="#">CSCuc51098</a>	7937 Does not have Recording configuration option on CCMAdmin
<a href="#">CSCuc76481</a>	7937 Does not have Recording tone

**Table 2**      **Resolved Caveats for the Cisco Unified IP Conference Station 7937G (continued)**

Identifier	Description
<a href="#">CSCug27485</a>	No way audio after re-INVITE when Call Recording Enabled on a 7937 line
<a href="#">CSCug94672</a>	Phone 7937 gets the DHCP before the 802.1x and keeps on guest vlan
<a href="#">CSCuh05012</a>	7937 freezing when exit button clicked
<a href="#">CSCuh05018</a>	Callback feature not working properly on the Cisco 7937 Conference
<a href="#">CSCuh05033</a>	Unable to see Network Configuration information using http
<a href="#">CSCuh15351</a>	7937 multi-level web access, CDP and LLDP not working
<a href="#">CSCuh42052</a>	7937 Vulnerable to Denial-of-Service Condition
<a href="#">CSCuh62333</a>	[XML compliance issue]: /DeviceLogX?n XML URL should work for 7937
<a href="#">CSCuh80609</a>	Cisco 7937 Conference Phones retains the duplicate IP address
<a href="#">CSCui12654</a>	XML Error when select the Directories on Cisco 7937

## Documentation Updates

The following update applies to the “Setting Up the Conference Station” chapter in the *Cisco Unified IP Conference Station 7937G Administration Guide for Cisco Unified Communications Manager 6.0*.

- Replace all references to an “optional mobile conference station device” with “optional third-party wireless microphone kit.”

## 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.

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