

# Release Notes for Cisco Unified Communications UC320W Firmware Version 2.1.2

## October 2011

These Release Notes describe resolved issues, known issues, system requirements, and firmware upgrade procedures for Cisco Unified Communications UC320W firmware version 2.1.2.

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## Device Firmware

This version of the Cisco UC320W firmware includes the following device firmware.

- **Cisco SPA525:** 7.4.8(012j)
- **Cisco SPA501, SPA502, SPA504, SPA508, SPA509, SPA301, SPA303:** 7.4.7v23

- **Cisco SPA8800: 6.1.9 (GW010)**

## Changes Since Firmware Version 2.1.1

- Enhanced the Configuration Utility to work with Flash Player Version 11.

## Known Issues

This section includes the following types of issues:

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### Browser Requirements for Configuration Utility

- Cisco recommends Internet Explorer version 7 or 8, Firefox version 3.6.19, Safari version 4 or 5, and Google Chrome 10.
- Internet Explorer 9 is not supported. There are known issues running Flash programs in Internet Explorer 9.
- Mozilla Firefox version 4 has not been tested.
- Because the configuration utility requires Adobe Flash Player, it is not compatible with Apple iPhone, iPod Touch or iPad devices.

**NOTE** Do not run the configuration utility from a computer that is connected to the PC port of a Cisco IP phone. When you apply the configuration, which causes the phone to reboot, you will lose connectivity to the configuration utility. Instead, run the configuration utility from a computer that is connected either to a LAN port of the Cisco UC320W or to the LAN port of a switch that has connectivity to the Cisco UC320W.

## System Management

- After restoring a configuration with different LAN or network topology settings than were in use for the current session, there may be issues launching the configuration utility. (CSCtn57188)  
**Work Around:** Ensure that your PC received an IP address in the correct range for the restored configuration. Restart the browser and enter the new IP address for the Cisco UC320W.
- With very high data traffic to and from the WAN (rates over 100MB), system performance may be slow. Administrators also will notice slow performance in the configuration utility. (CSCtj13887)  
**Work Around:** Configure the Cisco UC320W as a DHCP client of the data network, if WAN network throughput above 100 Mbps are required.
- There are intermittent issues in which configuration changes are not passed down to a Cisco SPA8800 gateway. (CSCtk15802)  
**Work Around:** To synchronize configuration changes, factory reset the Cisco SPA8800 by using the built-in IVR. Connect an analog phone to Port 1 of the unit. Press the star key four times: \*\*\*\*. After the greeting plays, enter the R-E-S-E-T option, followed by the pound key: **73738#**. Press **1** to confirm.
- The Cisco UC320W does not support detailed logging of activity on Cisco SPA8800 FXO ports. Consequently the *Status > Support Tools > System Logs* page does not list those ports. (CSCtn59149)  
**Work Around:** If debug logging of a particular FXO line is required, swap ports to place that line on a UC320W FXO port.
- Spanning Tree Protocol is not currently implemented in the built-in switch of the Cisco UC320W. The administrator must be careful not to introduce any Layer 2 network loops. (CSCtl77145)
- Creating a new configuration does not erase Call History logs from the phones. (CSCtn08849)  
**Work Around:** After initiating a new configuration in the configuration utility, use the phone menus to factory reset the phones. Instructions are provided below.
  - **Cisco SPA301 or Cisco SPA501:** Lift the receiver, and access the Interactive Voice Response unit by pressing the \* key four times: \*\*\*\*. Enter the R-E-S-E-T option, **73738**, followed by #. Press **1** to confirm. Wait about 40 seconds for the *Option Successful* message, and then hang up.

- **Cisco SPA303 and other Cisco SPA50x Series models:** Press the Setup key on the phone keypad. Scroll down to **Factory Reset**, and press **Select**. When the confirmation message appears, select **OK**.
- **Cisco SPA525G/G2:** Press the Setup key on the phone keypad. Scroll down to **Device Administration**, and press **Select**. Scroll down to **Factory Reset**, and press **Select**. When the confirmation message appears, select **OK**.
- After an attempt to load a configuration file with the same wireless settings as the current configuration, the wireless SPA525G phones get stuck in a resynchronization loop. (CSCtq64852)  
**Work Around:** Use the Setup menu on the phone to reboot the phone.
- Intermittently, during an attempt to restore a configuration, an error occurs and the Configuration Utility becomes non-responsive. (CSCts41575)  
**Work Around:** Wait a few minutes for the operation to finish. Then re-launch the Configuration Utility and apply the configuration.
- When the codec is set to G729a, the Auto Attendant Prompt Recorder garbles the playback of prompts 1 to 4, although the prompts are recorded successfully. (CSCts41524)  
**Work Around:** Call into the Auto Attendant to hear the prompts.

### Audio Quality

- Echo may be heard if the IP phones are connected to a switch that is not configured with a voice VLAN. (CSCth53813)  
**Work Around:** Cisco recommends Cisco Small Business 300 Series Managed Switches and Cisco ESW500 Series Ethernet Switches. These switches require no special configuration for use with the Cisco UC320W. Other switches may require special configuration of the voice VLAN (100). For more information about switch configuration, see [www.cisco.com/go/partner/smartdesigns](http://www.cisco.com/go/partner/smartdesigns)

### Call Routing

- When a call is placed to an external number through an FXO trunk, there is a long delay before the ringback tone plays. (CSCtl49731, CSCtj57861)
- When the Outside Line digit is not 9, the system ignores the Emergency Trunk Assignment settings on the *Configuration > Ports and Trunks > Outbound Trunks* page. Instead, the Outbound Trunk Assignment settings are used for emergency calls. (CSCtq65533)  
**Work Around:** Use 9 as the Outside Line digit.

## Voicemail

- If a user records a temporary greeting, it remains in use until it is deleted. (CSCtn56684)  
**Work Around:** If a user no longer wants to use a temporary greeting, the user can log in to the mailbox and go through these options: Press **4** for setup options, press **4** for the temporary greeting, and then press **2** to erase the temporary greeting.
- When a Shared Extension or Hunt Group is busy, the caller hears the “unavailable” greeting instead of the “busy” greeting. (CSCtj21082)
- When all Hunt Group members are busy, the call is not forwarded to voicemail. (CSCtk68137)
- The Voicemail Pilot may not recognize a mailbox number that is input very quickly. The system may prompt for the mailbox again. (CSCtl06864)
- The voicemail callback feature fails for a message left by an external caller. (CSCtl20136)
- When voicemail boxes are reinitialized from the *Status > Voicemail* page, SIP calls may experience intermittent silences or distorted audio. (CSCtr70807)  
**Work Around:** Perform this type of task during periods when you are least likely to affect user activity.

## Display Issues

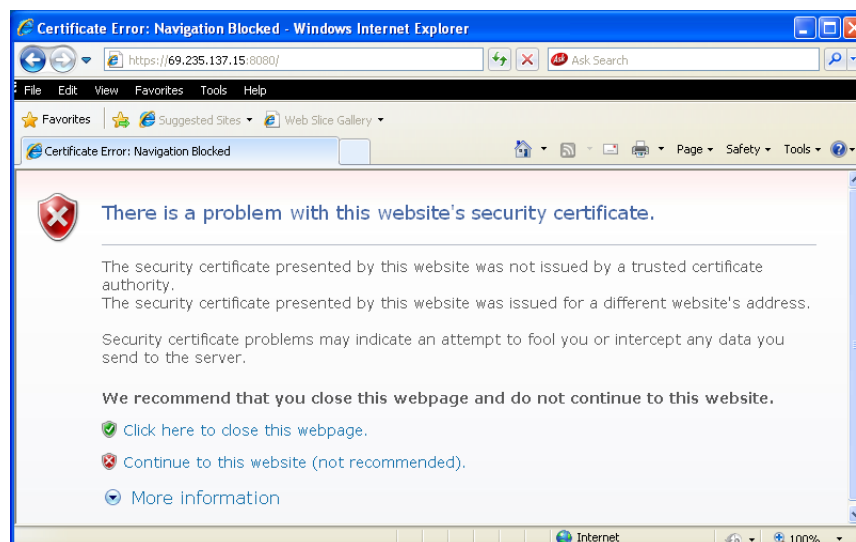
- A “Button errors” message at the top of the *Phone Buttons* page may cause confusion because it does not specify which phone has the errors. (CSCtj73525)  
**Work Around:** To find the phones with the errors, use the Previous Set and Next Set buttons. When all button errors are fixed, the error message disappears.
- Very long drop-down lists, such as a long list of voicemail boxes, are partly hidden from view. (CSCtj61728)
- The *Status > External Trunks* page continues to show the state as Registered even when the Cisco UC320W loses its WAN connection. (CSCtr72901)
- When the system is configured for Austria, the phone displays the extension number of the calling party with an exclamation point, such as !100) (CSCtr73551)

- After a user changes the phone language settings by using the phone menu, the SPA525G display remains in English. (CSCts21464)

### Other

- FXS phones are omitted from the Stations Directory on the phones. (CSCtf45911)
- On a wireless network with Security Strength set to None, changes in the Network Name (SSID) are not successfully communicated to wirelessly connected phones. (CSCtl43344)  
**Work Around:** Use a stronger security setting (strongly recommended). Alternatively, work around this issue by temporarily connecting the wireless phones to the network with Ethernet cables. After the phone reboot, they will receive the new wireless network settings, and you can disconnect the cables.
- The star codes for parking and unparking calls (\*38 and \*39) do not work on FXS phones. (CSCth88200)
- The settings menu on the phone screen allows the user to edit the IP address and other network settings. Users should not change these settings. Any changes will be overwritten by the settings entered in the configuration utility. (CSCti02670)
- Star code 66 (call back) does not work on analog phones. (CSCto74691)
- After an initial configuration is applied, further changes in the phone language preference may be made only through the phone menus (to avoid losing user settings).  
**Work Around:**
  - On SPA50x models, press the Setup button and then choose the Language menu. Choose a language from the list, and then press Select.
  - On SPA525G/G2, press the Setup button and then choose the Device Administration menu. In the Language field, press the right-arrow navigation button, choose a language from the list, and then press Select.

- A certificate warning may appear when you connect to the configuration utility by using HTTPS. You can acknowledge the message and continue to the website. (CSCtn24097)



- When you restart the Cisco UC320W from the *Status > Devices* page, the phones' Call History records remain. To remove Call History records, reset the phones by using the phone menu.
- When a call is forwarded to an external number, the call is not identified with the user-specific CLID but instead uses the default CLID for the SIP trunk. (CSCtr07810)
- Call transfers to external numbers fail from an analog phone that is connected to a Cisco SPA8800 FXS port. (CSCtr76487)
- If you downgrade the firmware or factory reset the Cisco UC320W and then try to load a saved configuration that included a Region Pack from the Cloud, the configuration is not loaded correctly. (CSCts35159, CSCts35195)  
**Work Around:** Start a new configuration, and reinstall the Region Pack by using the link on the *Configuration > Site > Region* page. After the Region Pack is installed, you can load the saved configuration.
- If you try to create a new configuration after installing a Region Pack from the Cloud, the default dial plan displays "Not Allowed" for all digits on the *Configuration > Telephony > Internal Dialing* page. (CSCts38887)  
**Work Around:** Select the desired function for each digit in the dial plan.

# Required Equipment and Services

For best results, please be aware of the following requirements:

- **Internet service:** An active Internet connection is required, and the system must be able to establish a WAN connection during the initial configuration process.  
**Note:** The phones and Cisco SPA8800 gateways restart when the Internet connection is lost or the WAN IP address changes (for example, when a DHCP lease expires). If you have ongoing issues with DHCP lease renewal, consider obtaining a static IP address from your Internet Service Provider.
- **Ethernet switch selection:** If you wish to install an Ethernet switch with your Unified Communications system, Cisco recommends Cisco Small Business 300 Series Managed Switches and Cisco ESW500 Series Ethernet Switches. These switches require no special configuration for use with the Cisco UC320W. Other switches may require special configuration of the voice VLAN (100). For more information about switch configuration, see [www.cisco.com/go/partner/smartdesigns](http://www.cisco.com/go/partner/smartdesigns)  
**Note:** Be sure to upgrade your switch to the latest firmware before installing it into the Cisco UC320W LAN.
- **Web browser:** For best results, use Internet Explorer version 7 or 8 or Mozilla Firefox version 3.6.
- **Adobe Flash player:** The configuration utility requires the free Adobe Flash player version 10.1 or later. To install the latest version, see <http://get.adobe.com/flashplayer/>.

# Upgrading the Firmware

Cisco recommends that you install the latest firmware as it becomes available. You can install the firmware from the Cloud or from a file on your computer.

See the following topics:

- [Installing Updates from the Cloud \(Recommended Method\), page 9](#)
- [Downloading Firmware from the Cloud for Later Installation, page 10](#)
- [Downloading the Firmware from Cisco.com, page 10](#)
- [Upgrading from Files on Your PC, page 11](#)



**NOTE**

- As a best practice, back up your configuration before you begin the upgrade process.
- If the new firmware involves changes in required settings, error icons may appear on some configuration pages after the upgrade is completed. Read the messages on the screen to learn more.
- Configuration files are not backward compatible. If you back up a configuration file and later downgrade to an earlier version of the firmware, you cannot restore that configuration file.
- For best results, close other browser windows before starting an upgrade. When other browser windows are open, the browser may display memory errors.
- Due to the large file size, do not use a wireless connection to upgrade the firmware.
- For best results, ensure that the WAN port of the Cisco UC320W is physically connected to your WAN or Internet access device.
- If you have a slow WAN link or are experiencing errors on the WAN connection, the application may stall when attempting to install updates from the Cloud. If this occurs, use the manual upgrade process instead. See [Upgrading from Files on Your PC, page 11](#).

## Installing Updates from the Cloud (Recommended Method)

When the Cisco UC320W has access to the Cloud, firmware updates are offered periodically. Cisco recommends installing the latest firmware. You can click a button to immediately upgrade the firmware, or wait for a more convenient time.

**NOTE** This process requires that the WAN port of the Cisco UC320W is physically connected to your WAN or Internet access device.

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- STEP 1** When the *Firmware Available* window appears, install the latest available firmware. If this window does not appear, click the **Upgrade Available** link to display it.
- STEP 2** Read the messages and follow the prompts that appear. Progress messages may appear as the two-part upgrade proceeds.
- STEP 3** When the login window appears, enter your username and password and click **Log In**.

- STEP 4** Click the **Apply Configuration Required** button to apply the updates to the connected hardware.
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### Downloading Firmware from the Cloud for Later Installation

When the Cisco UC320W offers a firmware update, you can download firmware for later installation.

#### NOTE

- This process requires that the WAN port of the Cisco UC320W is physically connected to your WAN or Internet access device.
- If you are upgrading from version 2.0.x, you will need to download firmware version 2.0.12(8) and firmware version 2.1.2.

- STEP 1** When the *Firmware Available* window appears, click the download icon for firmware version 2.1.2.  
**Note:** If this window does not appear, you can click the **Upgrade Available** link to display it.
- STEP 2** Read any messages that appear.
- STEP 3** Save the firmware on your computer.
- STEP 4** Continue with the procedure **Upgrading from Files on Your PC, page 11**.
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### Downloading the Firmware from Cisco.com

If you do not to download the firmware via the *Firmware Available* window in the configuration utility, follow these instructions to get the firmware from Cisco.com.

- STEP 1** Go to [www.cisco.com/go/UC300](http://www.cisco.com/go/UC300).
- STEP 2** Click the **Resources** tab, and then click the **Cisco Unified Communications UC320W Firmware** link.
- STEP 3** Click the icon under **Latest Releases**, and then follow the on-screen instructions to download the zipped file.

**STEP 4** When the file is downloaded, extract it. You will use the *.bin* files for the upgrade.

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## Upgrading from Files on Your PC

Use this procedure if you have a slow WAN connection or if you prefer to upgrade the firmware without being connected to the Internet.

### Upgrading from version 2.0.x (if applicable)

If you are upgrading from version 2.0.x, complete this procedure before you install firmware version 2.1.2. If you are upgrading from version 2.1.1, skip this procedure and go to [Installing version 2.1.2, page 11](#).

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**STEP 1** Launch the Cisco UC320W Configuration Utility.

**STEP 2** Click the **Status** menu, and then click **Devices**.

**STEP 3** Click the **Upgrade from your PC** button.

**STEP 4** When the confirmation message appears, click **OK** to continue.

**STEP 5** Select the *.bin* file for 2.0.12(8), and then click **Open**. Status indicators appear as the upgrade proceeds.

**STEP 6** When the upgrade is complete, the device status window appears. You can wait for all devices to be detected, or click the button to launch the Configuration Utility without waiting.

**Note:** If the *Firmware Available* window appears, you can either install firmware version 2.1.2 from the Cloud or click the **Close** button to continue with the manual upgrade process.

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### Installing version 2.1.2

Follow this procedure if you are upgrading from version 2.1.1.

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**STEP 1** Launch the Cisco UC320W Configuration Utility.

**STEP 2** Click the **Status** menu, and then click **Devices**.

**STEP 3** Click the **Upgrade from your PC** button.

**STEP 4** When the confirmation message appears, click **OK** to continue.

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- STEP 5** Click **Choose File**, and select the *.bin* file for firmware version 2.1.2. Status indicators appear as the upgrade proceeds.
- STEP 6** Click **Upgrade**. Status indicators appear as the upgrade proceeds.
- STEP 7** When the login window appears, enter your username and password and click **Log In**.
- STEP 8** Click the **Apply Configuration Required** button to apply the updates to the connected hardware.
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## Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco UC320W.

Support	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/go/sbsc">www.cisco.com/go/sbsc</a>
Cisco UC320W Firmware Downloads	<a href="http://www.cisco.com/go/uc300">www.cisco.com/go/uc300</a>
Cisco Small Business Open Source Requests	<a href="http://www.cisco.com/go/smallbiz_opensource_request">www.cisco.com/go/smallbiz_opensource_request</a>
Product Documentation	
Unified Communications Cisco UC320W	<a href="http://www.cisco.com/go/uc300">www.cisco.com/go/uc300</a> Select the Resources tab for links to all technical documentation.
Smart Designs	<a href="http://www.cisco.com/go/partner/smartdesigns">www.cisco.com/go/partner/smartdesigns</a>
Cisco SPA300 Series IP Phones	<a href="http://www.cisco.com/go/300phones">www.cisco.com/go/300phones</a>
Cisco SPA500 Series IP Phones	<a href="http://www.cisco.com/go/spa500phones">www.cisco.com/go/spa500phones</a>
Cisco SA500 Series Security Appliances	<a href="http://www.cisco.com/go/sa500">www.cisco.com/go/sa500</a>
Cisco ESW500 Ethernet Switches	<a href="http://www.cisco.com/go/esw500help">www.cisco.com/go/esw500help</a>

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Cisco SPA8800 IP Telephony Gateway	<a href="http://www.cisco.com/go/gateways">www.cisco.com/go/gateways</a>
<b>Cisco Small Business</b>	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>

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