

# Release Notes for Cisco Unified Communications 300 Series UC320W Firmware Version 2.3.2

## September 2012

These Release Notes describe the changes, known issues, system requirements, and firmware upgrade procedures for Cisco Unified Communications 300 Series UC320W version 2.3.2.

## Contents

This document includes the following topics:

- [Enhancements in Firmware Version 2.3.2, page 2](#)
- [New Devices, page 5](#)
- [Issues Fixed Since Firmware Version 2.2, page 6](#)
- [Known Issues, page 9](#)
- [Required Equipment and Services, page 16](#)
- [Upgrading the Firmware, page 16](#)
- [Where to Go From Here, page 20](#)

## Enhancements in Firmware Version 2.3.2

The following enhancements are included in firmware version 2.3.2:

### Getting Started Configuration Page Skip Functionality

The Getting Started Configuration page now has “Skip” functionality to allow for the user to skip through sections and accept default settings.

### Paired Phone

The paired phone scenario was visually enhanced on the Assigned Phones page.

### New Generic Intercom Button

Initiates a two-way intercom call to a dialed user through the speaker of the dialed phone.

### SMTP Test Email

SMTP settings can be tested via a new SMTP Test Email button on the Voicemail > SMTP Setting page.

### SIP Configuration

The user can now specify the SIP field that stores the Calling Line ID, either “From” or “Remote-Party-ID,” on the Configuration > SIP/BRI Trunks page.

### TCP Dump Tool

The administrator can now capture IP packets on the WAN, data VLAN or voice VLAN to a TCP dump file and save to a USB key in the UC320W.

### FXO/FXS Loopback

For troubleshooting purposes, the user can measure the attenuation of specified FXO ports with a new internal loopback test. In conjunction with Cisco Support, this test helps determine if a problem exists with internal FXO ports as opposed to a problem with external PSTN connections which can be tested with the new **FXO/FXO Loopback** test, described below.

### **FXO/FXO Loopback**

For troubleshooting purposes, a new FXO-FXO loopback test measures the end-to-end attenuation between two FXO ports as a test call goes through the PSTN. During the test, a call exits a specified FXO port, goes to the central office, and returns via another specified FXO port thus making an external loop. In conjunction with Cisco Support, this test helps determine if a problem exists in external PSTN connections.

### **Hot Phones**

The assignment and presentation of hot phones has been enhanced on the Users page and the Assign Phones page.

### **Dial-Plan Changes**

- Dial-plans France, Ireland, Austria, and Brazil have been changed.
- Toll free numbers have been split as a separate classification from Long Distance numbers for North American Dial-plan.

### **Animated Help**

New helper movies have been added to the Line (FXO) Ports and FXS Ports pages.

### **FXO Impedance**

New FXO Impedance check is encouraged during day-0 setup.

### **Roaming Users**

The Dialing Privileges page was divided to include a “Roaming Users” section for configuration of their privilege level when not at their phone.

### **Steering Digit for Call Return**

If you have more than one external line, you must choose a steering digit for call return purposes on the Outbound Trunks page. This steering digit specifies the number to be prepended to the Caller ID. On systems with only one outside line, this value defaults to the steering digit associated with that number.

### **Return Call without Edit Dial**

This feature enables users to place calls from their phone's Call History list to external users without needing to edit the numbers in the Call History list in many cases.

### **Enhanced Caller ID Directory Mapping**

When an incoming call is received, and if the Calling Line ID (CLID) matches an entry in the directory, then the name on the directory is displayed for many cases.

### **Auto-upgrade of Region Packs to Internal Regions**

For many of the Region Packs introduced with Version 2.2, these changes were integrated into the corresponding internal region rendering those Region Packs obsolete. For example, if your application referenced the Region Pack named `UnitedStates_x2_x4`, then the UC320W Configuration Utility will automatically set the system to use the default United States region. The old Region Packs that have been installed will still be present in the list of regions; however, it is recommended that they not be used. Finally, if a Region Pack is considered to be obsolete, then it will not be offered when installing from the Cloud.

### **Return Missed Call Support**

Missed call return capability has been enhanced to recognize the Caller ID on incoming external calls and manipulate the Caller ID that is stored in the phone's call history to improve call return. Note: with a 10-digit presentation "xxx-xxx-xxxx," there is ambiguity about whether the number is long distance or local and therefore "local" will be assumed. For example: for SIP Providers that only provide 10 digits for the Caller ID, the UC320W will assume that it is a local number and not a long distance number. In that case, if a number comes in as 4695551111, and the steering digit is "9," then the number stored in the phone history will be 94695551111, not 914695551111.

Return missed call support has been added for the following countries:

- Australia
- Canada
- France
- Germany
- Hong Kong
- Ireland
- Italy
- Malaysia

- Mexico
- New Zealand
- Spain
- United Kingdom
- United States

For the following countries, missed call support may not be fully implemented. For example, the phone history may not include all of the necessary digits to return a missed international call. The workaround is to edit the number in the phone history before redialing it.

- Austria
- Brazil
- Chile
- Portugal
- Singapore

## New Devices

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

- **Cisco SPA512 IP Phone**
- **Cisco SPA514 IP Phone**



### CAUTION

Software versions previous to version 2.3 will not support these phones. These phones should be removed from the system if you perform a downgrade to an earlier version of software. We recommend that you save your session or perform a Site Backup in case you wish to upgrade and restore this configuration later.

## Issues Fixed Since Firmware Version 2.2

- The user can now specify a “steering digit” to an inbound calling number. (CSCtq18979)
- For Ireland, fixed the “office” ringtone. (CSCtw67148)
- For Ireland, fixed an issue where the dial plan was missing certain patterns. (CSCty06960)
- For Austria, fixed an issue where customers had to dial area code to complete calls. (CSCty57869)
- Fixed an issue that prevented the UC320W from dialing out if the “Use number as Calling Line ID” check box was selected. (CSCty66826)
- Fixed an issue that could prevent Excel from reading a CDR record. (CSCua31579)
- Fixed an issue in which connecting an unsupported phone corrupted the Cisco UC320W configuration file. (CSCty95062)
- Fixed a display issue in which ungrouped dialing options appeared to be regrouped on the Configuration > Telephony > Dialing Restriction page. (CSCty94233)
- Added a link to the Configuration > Telephony > Devices page to provide troubleshooting information for unregistered phones. (CSCty84634)
- Fixed an issue with an empty configuration file. (CSCtz10157)
- Fixed a display issue in which the *Apply Configuration* link continued to appear although there were no unsaved configuration changes. (CSCty62293)
- Added a feedback category for syslog issues. (CSCtz10346)
- Fixed an issue in which the inbound call routing and user call forwarding functions always directed calls to the daytime targets, regardless of the day/night settings. (CSCty43541, CSCty13218)
- Fixed an issue in which phone ring tone settings were modified when the region was changed. (CSCtz10672)
- Resolved an issue in which users were unable to leave voicemail over a Cbeyond trunk. (CSCty20101)

- Fixed an issue in which call authorization settings were not applied when a user entered a Call Forward number. (CSCty78548)
- Fixed conflicts between dial plan processing and call restrictions to ensure that call authorization settings are enforced on all SIP calls. (CSCty48775, CSCty33247)
- Fixed an issue in which a memory overrun condition prevented successful phone firmware upgrades. (CSCty43648)
- Fixed an issue in which connecting smart phones to the wireless LAN caused CPLD overflows and eventual voice delays. (CSCtz15264)
- Fixed an issue in which a busy lamp line monitor button did not correctly display the monitored extension's status after the Cisco UC320W rebooted. (CSCty86297)
- Fixed an issue in which Service Numbers [2-7]11 could not be dialed if call authorization account codes were disabled. (CSCty35868)
- Made changes intended to reduce echo in some scenarios involving FXO calls. (CSCtz67419)
- Fixed issues with dialing privileges and authorization codes in the regional dial plans for France and Mexico. (CSCtz38590, CSCtz96782)
- Fixed an intermittent issue in which the AA did not answer inbound FXO calls. (CSCty62404)
- Fixed an issue with retrieving IP addresses by using DNS SRV records. (CSCtz73614)
- Fixed an issue in which Caller ID was not displayed for FXO calls. (CSCty26717)
- Fixed an issue in which login failed when using Google Chrome for remote management via HTTPS. (CSCtx77008)
- Fixed a Voicemail to Email issue involving addresses with more than one period in the domain name. (CSCty29315)
- Fixed an issue with firmware upgrades on systems with Region Packs. (CSCty30314)
- Fixed an issue with loading a saved configuration that included a Region Pack. (CSCts35159, CSCts35195)
- Fixed an issue in which the default dial plan was corrupted after installing a Region Pack from the Cloud. (CSCts38887)

- 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)
- Released new phone firmware to fix an issue in which the Cisco SPA301 IP phone became non-functional when the region was set to Ireland. (CSCTw64357)
- Fixed an issue with the DTMF playback parameters (DTMF\_Playback\_Level and DTMF\_Playback\_Twist) for DTMF signalling when the region is set to Malaysia. (CSCTt94775)
- Fixed an issue in which heavy use of Universal Plug and Play (UPnP) may have leaked resources and caused network performance to degrade. (CSCTu21473)
- Fixed intermittent issues in which the phone display froze and the call lost audio during callback or when receiving a second incoming call. (CSCTu31473)
- Fixed an issue in which the generation of an internal configuration file resulted in an empty configuration file, resulting in problems with impedance matching and failure of analog calls. This fix will rebuild the configuration file on impacted systems. (CSCTu21627)
- Fixed issues with the Italian dial plan settings that prevented outbound routing of emergency numbers through some FXO lines. (CSCTt42316)
- Fixed issues that prevented the dialing of 0825 and 07 numbers in the French dial plan. (CSCTu10072)
- Modified the North American dial plan for 0+ address dialing.
- Fixed issues that occurred in the internal dial plan after a region pack was installed from the Cloud. (CSCTu02726)
- Added the Puerto Rico Time Zone (GMT -4) to the time zone options for the United States. (CSCTs71888)
- Fixed an issue with the caller ID for missed calls.
- Fixed an issue in which the voicemail system failed to detect user inputs on calls received via a SIP trunk. (CSCTs56514)
- Fixed an issue in which callers heard garbled Auto Attendant prompts when the codec was set to G729a and the region was set to a dual language. (CSCTs44317, CSCTs41524)



- Fixed an issue in which the default Auto Attendant prompts were garbled when the codec was set to G729a and the prompts were played back through the Auto Attendant Prompt Recorder. (CSCts41524)
- Fixed an issue affecting the display of caller ID on FXO calls from certain telephone service providers. (CSCtt05088)
- Fixed an issue where very long drop-down lists, such as a long list of voicemail boxes, were partly hidden from view. (CSCtj61728)
- Fixed an issue in which Call transfers to external numbers failed from an analog phone that were connected to a Cisco SPA8800 FXS port. (CSCtr76487)
- When Internet Explorer is used, the Upgrade button on the Status > Devices page may appear to be unavailable when in fact it is functional. (CSCty13494)

## Known Issues

This section includes the following types of issues:

- [System Management, page 10](#)
- [Audio Quality, page 11](#)
- [Dialing and Call Routing, page 12](#)
- [Voicemail, page 12](#)
- [Display Issues in the Configuration Utility, page 12](#)
- [Other, page 13](#)

### Browser Options for Configuration Utility

Cisco recommends the following web browsers for use with the Cisco UC320W Configuration Utility:

- Internet Explorer version 7, 8, or 9  
**NOTE** Adobe Flash does not support 64-bit versions of IE on XP or Vista.
- Firefox version 12 or 13
- Safari version 5

- Google Chrome 19, 20, or 21
- Opera 9

#### NOTE

- Because the configuration utility requires Adobe Flash Player, it is not compatible with Apple iPhone, iPod Touch or iPad devices.
- 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 FXS 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.

### 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)

## Dialing and 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)

## 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 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.
- Voicemail to email using Gmail SSL port 465 fails. (CSCts44375)

## Display Issues in the Configuration Utility

- The Status > External Trunks page continues to show the state as Registered even when the Cisco UC320W loses its WAN connection. (CSCtr72901)
- After a user changes the phone language settings by using the phone menu, the SPA525G display remains in English. (CSCts21464)
- When using Firefox on a Mac computer, the upgrade from PC page places the Upgrade button on the top of the end of the text box and covers the Browse button with the Cancel button. (CSCuc24017)  
**Work Around:**
  - The Browse button can still be used if the user is careful to click on the visible bits of the Browse button without clicking on the Cancel button instead.

## Other

- In the Stations directory on the phone, extension numbers are prepended with the numerals 777. This issue is a display issue only, and does not cause any issues in dialing. (CSCty26565)
- Changes in wireless client status are not reflected promptly on the Status > Wireless Clients page. (CSCtx65911)
- 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)
- When using an SPA8800 with the UC320W, the SPA8800 does not register or no audio is encountered. (CSCub54377)

**Work Around:**

- Do not use network 192.168.0.x (255.255.255.0) when configuring the UC320W. This is an issue when an SPA8800 is installed because 192.168.0.x is a reserved auxiliary network in the SPA8800.
- After deleting a Paired phone from the Devices page (without un-assigning it on the Assign Phones page first), the Assigned phone is removed from the Assign Phones page instead of the Paired phone. (CSCuc16591)

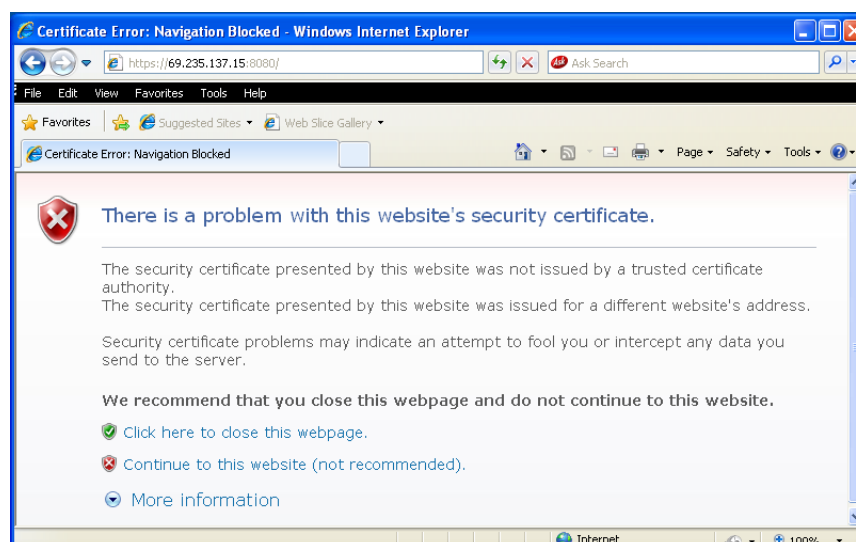
**Work Around:**

- Un-assign the Paired phone from Assign Phones page before deleting it.

- 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)
- If the WAN is not connected or the NTP server is not reachable, you can set the system clock from a phone. Be aware that this manual setting will be lost if the Cisco UC320W loses power.

To set the system time by using a Cisco SPA300 or SPA50x Series IP phone:

1. Press the Setup button.
2. Select **Time/Date**. Enter the date in the mm/dd/yy format. Press \* or # for the forward slash. For example, enter 10\*01\*11 for Oct. 10, 2011.
3. Press the down-arrow navigation button, and then enter the time in hh:mm:ss format. Press \* or # for the colon. For example, enter 6\*21 for 6:21.
4. Press the down-arrow navigation button, and then enter the time zone **Offset** in ±H:m:s format. Press \* for + or # for -. Press \* or # for the colon. For example, in the U.S. Pacific Time zone, enter \*8\*00 for -8:00.
5. Press **save**.
6. Press the Setup button to close the window. The time setting is propagated to the UC320W and the other phones.

**To set the time on Cisco SPA525 and Cisco SPA525G IP phones:**

1. Press the Setup button.
2. Select **Device Administration**.
3. Select **Date/Time**.
4. Move the cursor to **Set Current Time Manually**. Press the right-arrow navigation button.
5. In the table, press the up or down navigation button to move up or down in the list. Press the right or left navigation button to move to a different field.
6. After entering the year, month, day, hour, and minute, press **Save**.
7. Press **Set**.
8. Press the Setup button to close the window. The time setting is propagated to the UC320W and the other phones.

## 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.
- **Adobe Flash player:** The configuration utility requires the free Adobe Flash player version 10.1 or later. Only version 10.x is compatible with UC320W releases prior to UC320W version 2.1.2. To install version 10.x, see [http://kb2.adobe.com/cps/142/tn\\_14266.html#main\\_Archived\\_versions](http://kb2.adobe.com/cps/142/tn_14266.html#main_Archived_versions). If you are upgrading from UC320W version 2.1.2 and wish to install the latest version of the Flash player, 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.

**NOTE** Firmware version 2.3.2 converts region packs that are referenced by the site to the built-in region. For example, if you have previously installed and referenced the “UnitedStates x2\_v4” region pack, the built-in “United States” region will be used instead. After upgrading, we recommend that you verify that the dialplan is correct for your region.



**NOTE** If you are upgrading from a firmware version earlier than 2.1.2(1), you must first install interim version 2.1.4(3). If you do not install the interim release first, the upgrade to 2.3.2 will fail. This two-part process is streamlined by installing the firmware from the Cloud.



**CAUTION** Cisco SPA512/514 IP phones must be disconnected from the system if you plan to run the UC320W with firmware version 2.2.2(1), otherwise the UC320W configuration file will become corrupt.

---



**CAUTION** The configuration file for version 2.3.2 is not backward compatible to any prior release. It is highly recommended that you backup the current configuration file before upgrading to version 2.3.2.

---

See the following topics:

- [Installing Updates from the Cloud \(Recommended\), page 18](#)
- [Upgrading from a File on Your PC, page 19](#)

**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 a File on Your PC, page 19](#).

## Installing Updates from the Cloud (Recommended)

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

- If you are upgrading from a firmware version earlier than 2.0.12, the Upgrade Utility streamlines the required two-step upgrade process.
- This process requires an active Internet connection.

### Performing the two-step upgrade by installing from the Cloud:

- 
- STEP 1** When the Firmware Available window appears, click the **Install** button for firmware version 2.3.2. If this window does not appear, click the **Upgrade Available** link to display it.
- STEP 2** Read the message about the two-step process, and then click **Continue**. The Update Status window appears, and status indicators display the progress of the upgrade.
- STEP 3** When the **Restart the Configuration Utility** button appears, click it to continue with the second part of the upgrade process. The Update Status window reappears, and status indicators display the progress of upgrade.
- STEP 4** When the login window appears, enter your username and password and click **Log In**.
- STEP 5** Click the **Apply Configuration Required** button to apply the updates to the connected hardware.
-

## Upgrading from a File 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.

**IMPORTANT:** When using the Upgrade Utility, do not factory reset the Cisco UC320W.

**NOTE** If you are upgrading from a firmware version earlier than 2.0.12, download the files for firmware version 2.0.12(8) and version 2.3.2. Then follow this procedure to complete the two-part upgrade process. If you do not install firmware version 2.0.12(8) first, the upgrade to version 2.3.2 will fail.

---

**STEP 1** After downloading the firmware, extract the BIN file from the downloaded ZIP file.

**STEP 2** Install the firmware as described below.

**Note:** If you are upgrading from a firmware version earlier than 2.0.12, first install firmware version 2.0.12(8) and then immediately repeat this procedure to install version 2.3.2.

- a. Launch the Cisco UC320W Configuration Utility.
- b. Click the **Status** menu, and then click **Devices**.
- c. Click the **Upgrade from your PC** button.
- d. When the confirmation message appears, click **OK** to continue.
- e. Select the BIN file for the firmware, and click **Open**. Status indicators appear as the upgrade proceeds.
- f. 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.

**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.

---

The Firmware Available window will pop up, offering the Release Candidate firmware as an option to install. If the window does not appear automatically, click the **Upgrade** link near the top right corner of the Configuration Utility window.

---

## 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/sbssc">www.cisco.com/go/sbssc</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>
Cisco Small Business 300 Series Managed Switches	<a href="http://www.cisco.com/go/300switches">www.cisco.com/go/300switches</a>
Cisco SPA8800 IP Telephony Gateway	<a href="http://www.cisco.com/go/gateways">www.cisco.com/go/gateways</a>
Cisco Small Business	
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>

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned 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. (1110R)

© 2012 Cisco Systems, Inc. All rights reserved.

OL-24884-02