

7921, 7925 and 7926 Wireless Phones Hardware Replacement and Troubleshooting



Document ID: 115922

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Feb 11, 2013

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Introduction

This document provides information to help you determine whether a hardware replacement is likely to solve the problems you are experiencing with your Cisco 7921, 7925, 7926 Wireless Phones via troubleshooting steps.

Some of the questions in this document refer to the "Diagnostic tool" that is built in to the phone menu. This tool is available for use as of release 1.3.4. Refer to this link for more information on the Diagnostic Tool: "Viewing Hardware Diagnostics" in the Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G User Guide.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

792x Power Issues

- If the 792x phone will not power on,
 - ◆ may need to hold the red power button down for as much as 10 seconds
 - ◆ check with known good AC adapter and/or battery
 - ◆ replace the defective part (handset, AC adapter or battery)
- If the 792x battery will not hold a charge, check with known good AC adapter and battery.
 - ◆ If the issue is the battery, then you need to check to see if the battery is still in the warranty period or not.

792x Display Issues

- If the 792x phone has display issues, remove the battery to power cycle the phone to see if the issue gets resolved or not.
 - ◆ If the display issue remains, then replace the 792x phone.

792x Keypad Issues

- If the 792x has keypad issues, test the keypad via the integrated hardware diagnostics tool.
 - ◆ If any key fails to respond, then ask for a hardware replacement of the 792x phone.
 - ◆ If keypad is sluggish, reset the phone to factory default.

792x Wireless Issues

- If the 792x has wireless issues, test the WLAN via the integrated hardware diagnostics tool (need to ensure the SSID is entered in the network profile correctly; case sensitive).
 - ◆ If successful and in range of the configured network, then available access points will be listed. This indicates that the WLAN hardware is working.
 - ◆ If the SSID is correct, but no access points are visible, and if other client devices in the same vicinity can access the WLAN, then ask for a hardware replacement of the 792x phone.

792x Bluetooth Issues

- If the 792x has Bluetooth issues, test Bluetooth by attempting to pair a known working headset to the 792x phone after Bluetooth is enabled.
 - ◆ If the Bluetooth headset works with another 792x phone, then ask for a hardware replacement of the 792x phone.

792x Audio Issues

- If the 792x has audio issues, test the microphone, handset, headset or speakerphone via the integrated hardware diagnostics tool.
 - ◆ If any test fails, then ask for a hardware replacement of the 792x phone.

- Reset the phone to factory default and reconfigure the phone to access the local network. If the audio problems persist, and if other phones in the same location work fine, then ask for a hardware replacement of the 792x phone.

792x Headset Issues

- If the 792x has headset issues, test the headset by disconnecting and re-inserting the headset, then attempt to make a call.
 - ◆ If the test fails and the headset works with another 792x phone, then ask for a hardware replacement of the 792x phone.

Other Issues

For non-hardware related issues, contact the TAC by raising a service request (registered customers only) to pursue troubleshooting.

Wireless TAC issues typically include:

- Experiencing voice gaps, one-way or no way audio, or choppy audio
- Experiencing roaming failures
- Experiencing WLAN authentication failures

Voice TAC issues typically include:

- Unable to register to CUCM
- Unable to upgrade firmware
- Unable to place or receive a call
- CUCM feature issues
- Echo while on call, noise

Related Information

- **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 11, 2013

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