



Cisco Unified Wireless IP Phone 7921G Release Notes for Firmware Version 1.0(4)

Updated March, 2008

Use these Release Notes with the Cisco Unified Wireless IP Phone 7921G running with Cisco Unified Communications Manager Versions 6.0, 5.1, 5.0, 4.3, 4.2, 4.1, and earlier.

Contents

These release notes provide the following information:

- [Related Documentation, page 1](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 3](#)
- [Important Notes, page 5](#)
- [.Caveats, page 9](#)
- [Obtaining Documentation and Submitting a Service Request, page 12](#)

Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager 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 Communications Manager Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html



Americas Headquarters:

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

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Cisco Unified Communications Manager Business Edition Documentation

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

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

New and Changed Information

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

- [Using the Cisco Unified Wireless IP Phone 7921G with an Integrated Wireless Router with Access Point \(AP\) Functionality, page 2](#)
- [Off-hook Flash Feature, page 2](#)
- [Native Support for Push To Talk \(PTT\) with Cisco Unified Communications Manager Express, page 2](#)
- [LCD Screen Remains On With AC Power, page 3](#)

Using the Cisco Unified Wireless IP Phone 7921G with an Integrated Wireless Router with Access Point (AP) Functionality

When multicast traffic is sent by the Integrated Wireless Router with Access Point functionality to the Cisco Unified Wireless IP Phone 7921G, you should set the call power save mode to **None**. Disabling the call power save mode will use active mode instead of Unscheduled Automatic Power Save Delivery (U-APSD) or Power-save Poll (PS-Poll). For more information, refer to [CSCsi21389](#).

Off-hook Flash Feature

The Cisco Unified Wireless IP Phone 7921G supports the off-hook flash feature through XML schema. This feature is enabled by setting the value of module 'sendKeyAction' as follows:

- **0** = On-hook Dialing
- **1** = Off-hook Dialing

To enable the off-hook option, set the value of the 'sendKeyAction' module variable to **1**.

service phone sendKeyAction 1

For more information on this feature, refer to [CSCsh06595](#).

Native Support for Push To Talk (PTT) with Cisco Unified Communications Manager Express

This feature allows the application button on the side of the Cisco Unified Wireless IP Phone 7921G to link to a line button. This button can be configured as an intercom button and interacts with the Cisco Unified Communications Manager Express (CME) paging service to provide PTT functionality.

To link the application button to a line button, the user sets the value of module 'thumbButton1' to a PTTH value of **1** to **6**, where the PTTH value represents to line button number. To tie the application button to line button 2, the user enters the following within an ephone template:

```
service phone thumbButton1 PTTH2
```

The user pushes and holds the button to talk and releases the button when finished talking. Refer to the following URL for information on configuring Cisco Unified Communications Manager Express

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_configuration_guide_book09186a00807c5776.html

Enabling Modules using XML Schema

You must configure the following modules manually within an ephone template, using the values in the table. To enable any modules, enter the following:

```
service phone <module> <value>
```

Module	Value
disableSpeaker	false = Enabled; true = Disabled
garp	0 = Enabled; 1 = Disabled
settingsAccess	0 = Disabled; 1 = Enabled; 2 = Restricted
webAccess	0 = Full; 1 = Disabled; 2 = ReadOnly
WLANProfile<1-4>	0 = Unlocked; 1 = Locked; 2 = Restricted
loadServer	x.x.x.x
specialNumbers	<411, 911>
PushToTalkURL	http://x.x.x.x



Note

In Cisco Unified Communications Manager, the modules are part of the XML schema and are available in the Cisco Unified IP Phone configuration by default.

LCD Screen Remains On With AC Power

This feature allows the Cisco Unified Wireless IP Phone 7921G LCD screen to remain on while using AC power. For more information on this feature, refer to [CSCsg47307](#).

Installation Notes

This section contains these topics:

- [Installing Firmware Release 1.0\(4\) on Cisco Unified Communications Manager, page 4](#)
- [Installing Firmware Release 1.0\(4\) on Cisco Unified Communications Manager Express 4.1, page 4](#)

Installing Firmware Release 1.0(4) on Cisco Unified Communications Manager

This section describes how to install firmware release 1.0(4) on Cisco Unified Communications Manager.

Firmware Installation Procedure

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

Before You Begin

To make the Cisco Unified Wireless IP Phone 7921G available in the Cisco Unified Communications Manager system, you might need to upgrade your system with the latest DevPack patch for your release of Cisco Unified Communications Manager. Check the Readme file (**cmterm-7921-sccp.1-0-4-Readme.htm**) that is posted with the firmware version 1.0(4) 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 Communications Manager release 4.3 and earlier:
cmterm-7921-sccp.1-0-4.exe
 - For Cisco Unified Communications Manager release 5.0(1), 5.0(2), and 5.0(3):
cmterm-7921-sccp.1-0-4.cop
 - For Cisco Unified Communications Manager release 5.0(4) and later:
cmterm-7921-sccp.1-0-4.cop.sgn
 - For image upgrade via USB:
CP7921G-1.0.4.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.1-0-4-Readme.htm—Readme file for the Cisco Unified Wireless IP Phone 7921G—Firmware Version 1.0(4).
- Step 4** Follow the instructions in the Readme file to install the firmware.
-

Installing Firmware Release 1.0(4) on Cisco Unified Communications Manager Express 4.1

The Cisco Unified Wireless IP Phone 7921G is only supported with Cisco Unified Communications Manager Express 4.1 or later. You must download the Cisco Unified Wireless IP Phone 7921G version 1.0(4) 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-1.0.4.TAR
- Step 3** Extract these files from the TAR image, manually copy them to Cisco Unified Communications Manager Express TFTP server (router flash), and enable them for TFTP:
- APPS-1.04.SBN
 - GUI-1.0.4.SBN
 - SYS-1.0.4.SBN
 - TNUX-1.0.4.SBN
 - TNUXR-1.0.4.SBN
 - WLAN-1.0.4.SBN
 - CP7921G-1.0.4.LOADS
- Step 4** For the 7921G device type, set the load type to **CP7921G-1.0.4.LOADS**
-

For more information about this procedure, refer to the “Installing and Upgrading Cisco Unified CME Software” chapter in the *Cisco Unified Communications Manager Express System Administrator Guide* 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, page 6](#)
- [Unplugging the Headset from the Phone, page 6](#)
- [Online Help for the Cisco Unified Wireless IP Phone 7921G, page 6](#)
- [Cisco Unified CallManager Password Feature and TFTP Encryption, page 6](#)
- [Adjusting the PHY Rate When Using 802.11b and Call Admission Control, page 6](#)
- [System Log Trace Files Can Impact Voice Quality, page 7](#)
- [Regulatory Domains for Cisco Unified Wireless IP Phone 7921G, page 7](#)
- [Supported Access Points, page 7](#)
- [Configuring Cisco Airespace Access Points with EAP-FAST, page 8](#)
- [Battery Reading Calibration, page 8](#)

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 1 shows the supported regulatory domains.

Table 1 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/cdcont_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 2 lists the supported AP models and their operation mode in the WLAN.

Table 2 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 Aireospace Access Points with EAP-FAST

If you are using EAP-FAST with Cisco Aireospace 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 Aireospace 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, page 9](#)
- [Open Caveats, page 10](#)
- [Resolved Caveats, page 10](#)

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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log on with your Cisco.com user ID and password.
- To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click **Go**.
-

Open Caveats

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

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 3](#) 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 3 *Open Caveats for the Cisco Unified Wireless IP Phone 7921G for Firmware Release 1.0(4)*

Identifier	Headline and Bug Toolkit Link
CSCsk27161	Cisco Unified Wireless IP Phone 7921G cancels registration when making toll-free and long distance calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk27161

Resolved Caveats

[Table 4](#) lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified Wireless IP Phone 7921G using firmware release 1.0(4).

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 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 4 Resolved Caveats for the Cisco Unified Wireless IP Phone 7921G for Firmware Release 1.0(4)

Identifier	Headline and Bug Toolkit Link
CSCsi68185	High level of multicast traffic impacts battery life http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi68185
CSCsi95386	Proxy URL is not supported http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi95386
CSCsj06189	Cannot reset Cisco Unified Wireless IP Phone 7921G when idle URL is active http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj06189
CSCsj08685	Cisco Unified Wireless IP Phone 7921G cannot resume shared line held calls after the first call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj08685
CSCsj17853	Cisco Unified Wireless IP Phone 7921G does not show missed calls when keypad is locked; display disappears http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj17853
CSCsj19212	No audio if source resets Real-Time Transport Protocol (RTP) timestamp during a call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj19212
CSCsj20985	Cisco Unified Wireless IP Phone 7921G enters speakerphone mode after Call Park retrieval with Cisco Unified Communications Manager Express (CME) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj20985
CSCsj24173	Configuring current volume can affect other volume settings http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj24173
CSCsj24757	Cisco Unified Wireless IP Phone 7921G with Cisco Unified Communications Manager Express (CME) speed dial can corrupt system message display http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj24757
CSCsj26459	Headset microphone audio may be distorted if Cisco Unified Wireless IP Phone 7921G is in a noisy environment http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj26459

Table 4 Resolved Caveats for the Cisco Unified Wireless IP Phone 7921G for Firmware Release 1.0(4) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsj31395	Do Not Disturb (DND) does not work with Cisco Unified Communications Manager Express (CME) on Cisco Unified Wireless IP Phone 7921G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj31395
CSCsj40917	Ten second audio gap while roaming with static Wireless Encryption Protocol (WEP)128 enabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj40917
CSCsj60989	Alert tone does not always play when pushed via Play Uniform Resource Identifier (URI) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj60989

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>

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