



Cisco Unified Wireless IP Phone 7925G Release Notes for Firmware Version 1.3(1)

October 31, 2008

Use these Release Notes with the Cisco Unified Wireless IP Phone 7925G running with Cisco Unified Communications Manager Versions 7.0, 6.1, 6.0, 5.1, 4.3, 4.2, and 4.1.

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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



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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

The Cisco Unified Wireless IP Phone 7925G is the latest addition to the Cisco Unified Wireless IP Phone 7920 Series. Besides being a full-feature wireless IP Phone, the Cisco Unified Wireless IP Phone 7925G is rugged and resistant to dust and liquids, making it suitable for use in retail, warehouse, distribution centers, manufacturing, and healthcare environments.

Supported hardware features include the following:

- Resistance to drops, dust, alcohol-based wipes, and liquid splashes
- Support for Bluetooth wireless headset
- Headset port (with cover) for wired headsets
- Mini-USB connector (with cover) for charging and provisioning the phone
- Standard battery providing up to 9.5 hours talk time and 180 hours standby
- Extended battery providing up to 13 hours talk time and 240 hours standby

Supported software features are the same as for the Cisco Unified Wireless IP Phone 7921G with firmware release 1.2(1).

For more information, see the *Cisco Unified Wireless IP Phone 7925G Phone Guide for Cisco Unified Communications Manager 7.0* and the *Cisco Unified Wireless IP Phone 7925G Administration Guide for Cisco Unified Communications Manager 7.0*.

Accessories for the Phone

Accessories such as batteries and carry cases are available for the Cisco Unified Wireless IP Phone 7925G. For more information, see the *Cisco Unified Wireless IP Phone 7925G Accessory Guide*.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 1.3\(1\) on Cisco Unified Communications Manager, page 3](#)
- [Installing Firmware Release 1.3\(1\) on Cisco Unified Communications Manager Express, page 4](#)
- [Installing the Cisco Unified Wireless IP Phone 7925G Configuration Utility Software Package Using the Wavelink Avalanche Server Console, page 5](#)

Installing Firmware Release 1.3(1) on Cisco Unified Communications Manager

This section describes how to install firmware release 1.3(1) on Cisco Unified Communications Manager.

Firmware Installation Procedure

Before using the Cisco Unified Wireless IP Phone 7925G 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 7925G 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-7925-sccp.1-3-1-Readme.html**) that is posted with the firmware version 1.3(1) 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone 7925G > Skinny Client Control Protocol (SCCP) Software**.
- Step 5** 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-7925-sccp.1-3-1.exe
 - For Cisco Unified Communications Manager release 5.1 and later:
cmterm-7925-sccp.1-3-1.cop.sgn
 - For image upgrade via USB:
CP7925G-1.3.1.TAR

-
- Step 6** 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-7925-sccp.1-3-1-Readme.html—Readme file for the Cisco Unified Wireless IP Phone 7925G—Firmware Version 1.3(1).
- Step 7** Follow the instructions in the Readme file to install the firmware.
-

Installing Firmware Release 1.3(1) on Cisco Unified Communications Manager Express

The Cisco Unified Wireless IP Phone 7925G is only supported with Cisco Unified Communications Manager Express 7.0. You must download the Cisco Unified Wireless IP Phone 7925G version 1.3(1) 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone 7925G**.
- Step 5** On the web page, click this hyperlink, and follow the prompts to download the firmware image:
CP7925G-1.3.1.TAR
- Step 6** 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:
- APPSH-1.3.1.SBN
 - GUIH-1.3.1.SBN
 - SYSH-1.3.1.SBN
 - TNUXH-1.3.1.SBN
 - WLANH-1.3.1.SBN
 - CP7925G-1.3.1.LOADS
- Step 7** For the 7925G device type, set the load type to **CP7925G-1.3.1.LOADS**
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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

Installing the Cisco Unified Wireless IP Phone 7925G Configuration Utility Software Package Using the Wavelink Avalanche Server Console

To install the Cisco Wireless IP Phone 7925G Configuration utility, follow these steps:

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- Step 1** To access the file, go to this URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Log in to the Tools and Resources Download page.
- Step 3** Choose the **IP Telephony** folder by clicking +.
- Step 4** Choose **IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Phone 7925G**.
- Step 5** Download the 7925CU-1.3.1.AVA file to a host that is accessible to the Avalanche Console.
- Step 6** Launch the Avalanche Console and connect to an Avalanche agent.
- Step 7** Select **Software Management > Installing Software Package** from the menu.
- Step 8** Enter the path for the 7925CU-1.3.1.AVA file.
- Step 9** Click **New**, and enter the 7925CU-1.3.1.AVA file name.
- Step 10** Follow the prompts to complete the installation.
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Cisco Unified Wireless IP Phone 7925G Configuration Utility Requirement for Wavelink Server

For firmware release 1.3(1), Cisco Unified Wireless IP Phone 7925G Configuration Utility (7925CU) version 1.3(1) is required for using the Wavelink Avalanche server to configure the phone.



Note

If you use the Wavelink Avalanche Management Console to configure your phone, be aware that the Cisco Unified Wireless IP Phone 7925G Configuration Utility (CU) is labeled as 7921G, but the CU works for the both phones.

Important Notes

This section provides general information about using and supporting the Cisco Unified Wireless IP Phone 7925G in your system:

- [Coexistence \(802.11b/g and Bluetooth\)](#), page 6
- [USB Connection Disabled After Powering Off/On the Phone](#), page 6
- [Auto 802.11a Preferred Over 802.11b/g \(Dual Band\) Mode](#), page 6
- [Use in Healthcare Environments](#), page 6
- [Unplugging the Headset from the Phone](#), page 6
- [Online Help for the Cisco Unified Wireless IP Phone 7925G](#), page 7
- [Cisco Unified Communications Manager Password Feature and TFTP Encryption](#), page 7
- [Adjusting the PHY Rate When Using 802.11b and Call Admission Control](#), page 7

- [System Log Trace Files Can Impact Voice Quality, page 7](#)
- [Regulatory Domains for Cisco Unified Wireless IP Phone 7925G, page 8](#)
- [Supported Access Points, page 8](#)
- [Configuring Cisco Unified Access Points with EAP-FAST, page 9](#)

Coexistence (802.11b/g and Bluetooth)

When using coexistence where 802.11b/g and Bluetooth are used simultaneously, consider these limitations and deployment requirements:

- **Capacity**—Only up to two bi-directional RTP streams per access point / channel are supported.
- **Battery Life**—There can be up to 40-50% reduction of battery life when on call and using coexistence.
- **Multicast Audio**—Multicast audio from Push To Talk (PTT), Music on Hold (MMOH) and other applications are not supported when using coexistence.
- **Data Rate Configuration**—It is advised to only enable 802.11g (OFDM) data rates (that is > 12 Mbps) to prevent from engaging in CTS for 802.11g protection, which can impact voice quality.

USB Connection Disabled After Powering Off/On the Phone

If you power off the Cisco Unified Wireless IP Phone 7925G with the USB cable connected and then power it on again, the USB connection might fail.

To enable the USB connection, unplug the USB cable from the phone and then plug it back in.

Auto 802.11a Preferred Over 802.11b/g (Dual Band) Mode

If you configured the 802.11 mode (in Network Profile) as Auto 802.11a preferred over 802.11b/g (dual band), the preferred band (if available) will be used at power-on, but the phone may switch to the less preferred 2.4 GHz band (if available) and the preferred band is lost. Once the phone has connected to the less preferred band, it will not scan for the preferred band if the current band is acceptable, and may remain connected to the less preferred band.

Use in Healthcare Environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

Unplugging the Headset from the Phone

If the headset plug is removed slowly while a call is active, the call may be disconnected. To avoid an unexpected call drop, disconnect the call before unplugging the headset.

Online Help for the Cisco Unified Wireless IP Phone 7925G

Online help for the Cisco Unified Wireless IP Phone 7925G is available only for systems with Cisco Unified Communications Manager 7.0 and later. 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 Communications Manager, a message states that the online help feature is not available.

Cisco Unified Communications Manager Password Feature and TFTP Encryption

If you are running Cisco Unified Communications Manager 5.1 or later, you must set the password in Cisco Unified Communications Manager Administration on the Phone Configuration window. The password set in Cisco Unified Communications Manager takes precedence over the password that is set on the Cisco Unified Wireless IP Phone 7925G web pages.



Caution

When setting the Administration Password in the Product Specific Configuration section in Cisco Unified Communications Manager 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 7925G 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 7925G

You can use a Cisco Unified Wireless IP Phone 7925G only within the region in which it is purchased. The Cisco Unified Wireless IP Phone 7925G 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

Geographic Region	Regulatory Domain Number	CP-7925 Model
North America	1050	CP-7925G-A-K9
Europe (ETSI)	3051	CP-7925G-E-K9
Japan	4157	CP-7925G-P-K9
World mode including Australia/New Zealand, Asia, and Pacific	5252	CP-7925G-W-K9



Note

When deploying the Cisco Unified Wireless IP Phone 7925G with World regulatory domain (CP-7925G-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 7925G uses Cisco Aironet Access Points (APs) that support Cisco IOS in autonomous mode and APs in unified mode with lightweight access point protocol (LWAPP) that use a wireless LAN controller.

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	Unified
Cisco 500 Series	Yes	Yes
Cisco Aironet 1100 Series	Yes	Yes
Cisco Aironet 1130 Series	Yes	Yes
Cisco Aironet 1200 Series	Yes	Yes
Cisco Aironet 1230 Series	Yes	Yes
Cisco Aironet 1240 Series	Yes	Yes
Cisco Aironet 1250 Series	Yes	Yes
Cisco Aironet 1300 Series	Yes	Yes
Cisco 1000 Series Lightweight AP	No	Yes



Note

Voice over the wireless LAN (VoWLAN) does not currently support MESH technology such as Cisco Aironet 1500 Series.

Wi-Fi compliant APs that are manufactured by third-party vendors should support the Cisco Unified Wireless IP Phone 7925G, but might not support key features such as Wi-Fi MultiMedia (WMM), Unscheduled Auto Power Save Delivery (U-APSD), Traffic Specification (TSPEC), QoS Basic Service Set (QBSS), Dynamic Transmit Power Control (DTPC), or proxy ARP.

Configuring Cisco Unified Access Points with EAP-FAST

If you are using EAP-FAST with the Cisco Unified Wireless LAN Controller, 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 Cisco Unified Wireless LAN Controller.
- Step 2** Enter `config advanced eap request-timeout 20`.
- Step 3** Enter `save config`.
- Step 4** Enter `y` to confirm.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 10](#)
- [Resolved Caveats, page 11](#)

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 7925G using firmware release 1.3(1).

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 10](#).

Table 3 **Open Caveats for the Cisco Unified Wireless IP Phone 7925G**

Identifier	Headline and Bug Toolkit Link
CSCsv37241	Image upgrade via Web may cause temporal file system inconsistency http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv37241

Resolved Caveats

There are no resolved caveats for firmware release 1.3(1).

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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