



Cisco Unified Wireless IP Phone 7925G and 7921G Release Notes for Firmware Version 1.3(3)

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Use these Release Notes with the Cisco Unified Wireless IP Phone 7925G or 7921G running with Cisco Unified Communications Manager Versions 7.1, 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



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

The following information is introduced in Cisco Unified Wireless IP Phone firmware release 1.3(3):

- [Dynamic PHY Rate, page 2](#)
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Dynamic PHY Rate

In release 1.3(3), a dynamic PHY rate is used instead of the static PHY rate of earlier releases. The default PHY rate is still 12 Mbps, but if that rate is not enabled on the access point (AP), then the Wireless IP Phone will try the next highest data rate enabled on the AP. Supported PHY rates on Cisco APs are 5.5, 6, 11, 12, or 24 Mbps.

If an 802.11b AP is used, the highest available data rate would be 11 Mbps. If a data rate of 11 Mbps is already enabled on the phone, that data rate will automatically be used without any configuration change needed.

The dynamic PHY rate is also useful for other types of deployments. For example, high capacity deployments may only have 24 Mbps and higher data rates enabled. With previous releases, you would need to manually change the PHY rate to 24 from the default of 12 in order for CAC to work. With release 1.3(3), the change to 24 Mbps (in this case) is made automatically.

If 12 Mbps is not enabled on the AP, you must ensure that the next highest data rate is 24 Mbps (which is supported). For example, if 12 Mbps is disabled but 18 Mbps is enabled, the phone will try the next highest rate of 18 Mbps and fail because that rate is not supported.

802.11 Default Mode

Beginning with release 1.3(3), the default 802.11 mode is **Auto-a**; the default 802.11 mode for earlier versions is **Auto-RSSI**.

Using Auto-a, the phone associates to 5 GHz, if available. With Auto-RSSI, the phone associates to the frequency with the strongest signal—typically 2.4 GHz.

Auto Line Select

Auto Line Select is a feature that will enable a user to select whether a new incoming call will be brought into focus. This feature applies to multi-line scenarios where a user on a call can shift the focus to an incoming call on a different line. This feature is disabled by default, and if disabled, it will shift the call focus for incoming calls on the same line only—call waiting.

In order to enable this feature, a devpack or Cisco Unified Communications Manager update is required.


Firmware Downgrade Restrictions


The 1.3(3) firmware introduces a restriction on downgrading to earlier firmware revisions. It is strongly recommended that this firmware is validated for use in a network to ensure full compatibility before implementing this firmware into production.


Changes in the memory industry, coupled with analysis of some memory corruption, have necessitated a change to some memory drivers and power management algorithms. If it does become necessary to downgrade to an earlier version of firmware, please contact the Cisco Technical Assistance Center in order to learn details of the necessary steps to downgrade.

New Radio Signal Status Indicators

Beginning with release 1.3(3), additional radio signal status indicators will be displayed on the phone to provide more information about the connection status. The bars indicate the signal strength for the Access Point to which the phone attempts to associate.

—RF signal is available, but does not match any of the WLAN profiles.

—RF signal is available, matches a WLAN profile, and the phone is attempting to authenticate.

—The phone is authenticated to a valid WLAN profile.

Coexistence Improvement and Increased Call Capacity

Coexistence is when the Cisco Unified Wireless IP Phone 7925G uses a Bluetooth handsfree device—headset or speaker, while operating in 802.11b/g mode. There are no Coexistence concerns while operating in 802.11a mode.

Release 1.3(3) provides improvements in the handling of Coexistence between Bluetooth and 802.11b/g. As a result, call capacity for the Cisco Unified Wireless IP Phones has increased.



Note

The call capacity numbers in the following table are for one access point or channel.

802.11 Mode	Data Rate	Release 1.3(3)	Release 1.3(2) and Earlier
802.11b/g	11 Mbps and higher	Four concurrent calls	Two concurrent calls
802.11g	12 Mbps and higher	Seven concurrent calls	Four concurrent calls

Support for New Country Codes on Cisco Unified Wireless IP Phone 7925G

Release 1.3(3) adds support for these country codes:

- United Arab Emirates (AE)
- Vietnam (VN)
- Oman (OM)

Prompt Mode for WLAN Credentials

The Wireless IP Phones now provide the Prompt Mode feature. This feature is enabled only for the English locale. If enabled, a prompt for WLAN authentication credentials is displayed upon first bootup for the first network profile only. If Prompt Mode is enabled, the username is stored in flash, but the password is not stored and must be entered each time the phone is powered on.

The username can be overridden during the prompt for the user credentials.

If the login screen is dismissed, a softkey is displayed for logging in, or for using a different enabled network profile.

Installation Notes

This section contains these topics:

- [Release 1.3\(3\) Firmware Downgrade Restriction, page 4](#)
- [Installing Firmware Release 1.3\(3\) on Cisco Unified Communications Manager, page 4](#)
- [Installing Firmware Release 1.3\(3\) on Cisco Unified Communications Manager Express, page 6](#)
- [Installing the Cisco Unified Wireless IP Phone 792XG Configuration Utility Software Package Using the Wavelink Avalanche Server Console, page 7](#)

Release 1.3(3) Firmware Downgrade Restriction

Release 1.3(3) provides important power management enhancements for the Wireless IP Phones. To ensure that users can benefit from these enhancements, once release 1.3(3) is installed, downgrading the firmware to an earlier release is prohibited.

Installing Firmware Release 1.3(3) on Cisco Unified Communications Manager

This section describes how to install firmware release 1.3(3) on Cisco Unified Communications Manager.

Firmware Installation Procedure

Before using the Cisco Unified Wireless IP Phone 7925G or 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 7925G or 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-7925-sccp.1-3-3-Readme.html](#) or [cmterm-7921-sccp.1-3-3-Readme.html](#)) that is posted with the firmware version 1.3(3) 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**.
- Step 5** Choose either **Cisco Unified Wireless IP Phone 7925G** or **Cisco Unified Wireless IP Phone 7921G**.
- Step 6** Choose **Skippy Client Control Protocol (SCCP) Software**.
- Step 7** Do one of the following:
- For the Cisco Unified Wireless IP Phone 7925G, choose **1.3(3)** under the **Latest Releases** folder.
 - For the Cisco Unified Wireless IP Phone 7921G, choose **Expand All** and select the latest firmware version.
- Step 8** Click one of these hyperlinks, and follow the prompts to download the firmware:
- For Cisco Unified CallManager release 4.3 and earlier:
Cisco Unified Wireless IP Phone 7925G:
cmterm-7925-sccp.1-3-3.exe
Cisco Unified Wireless IP Phone 7921G:
cmterm-7921-sccp.1-3-3.exe
 - For Cisco Unified CallManager release 5.1 and later:
Cisco Unified Wireless IP Phone 7925G:
cmterm-7925-sccp.1-3-3.cop.sgn
Cisco Unified Wireless IP Phone 7921G:
cmterm-7921-sccp.1-3-3.cop.sgn
 - For image upgrade via USB:
Cisco Unified Wireless IP Phone 7925G:
CP7925G-1.3.3.TAR
Cisco Unified Wireless IP Phone 7921G:
CP7921G-1.3.3.TAR
- Step 9** Double-click one of the downloadable files in [Step 1](#), and click the Readme hyperlink, under the Additional Information section, which contains installation instructions for the corresponding firmware:
- Cisco Unified Wireless IP Phone 7925G:

cmterm-7925-sccp.1-3-3-Readme.html

- Cisco Unified Wireless IP Phone 7921G:
cmterm-7921-sccp.1-3-3-Readme.html

Step 10 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 1.3(3) on Cisco Unified Communications Manager Express

The Cisco Unified Wireless IP Phone 7925G or 7921G is only supported with Cisco Unified Communications Manager Express 7.0. You must download the Cisco Unified Wireless IP Phone 7925G or 7921G version 1.3(3) 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-1.3.3.TAR**
 - **CP7921G-1.3.3.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.
- For the Cisco Unified Wireless IP Phone 7925G:
- APPSH-1.3.3.SBN
 - GUIH-1.3.3.SBN
 - SYSH-1.3.3.SBN
 - TNUXH-1.3.3.SBN
 - WLANH-1.3.3.SBN
 - CP7925G-1.3.3.LOADS
- For the Cisco Unified Wireless IP Phone 7921G:
- APPS-1.3.3.SBN
 - GUI-1.3.3.SBN
 - SYS-1.3.3.SBN
 - TNUX-1.3.3.SBN

- WLAN-1.3.3.SBN
- CP7921G-1.3.3.LOADS

Step 7 For the 7925G device type, set the load type to **CP7925G-1.3.3.LOADS**
For the 7921G device type, set the load type to **CP7921G-1.3.3.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

Installing the Cisco Unified Wireless IP Phone 792XG Configuration Utility Software Package Using the Wavelink Avalanche Server Console

To install the Cisco Wireless IP Phone 792XG Configuration utility, follow these steps:

Procedure

- 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 or Cisco Unified IP Phone 7921G**.
- Step 5** Download the 7925CU-1.3.1.AVA or 7921CU-1.2.1.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 or 7921CU-1.2.1.AVA file.
- Step 9** Click **New**, and enter the 7925CU-1.3.1.AVA or 7921CU-1.2.1.AVA file name.
- Step 10** Follow the prompts to complete the installation.
-

Cisco Unified Wireless IP Phone 792XG Configuration Utility Requirement for Wavelink Server

For firmware release 1.3(3), Cisco Unified Wireless IP Phone 7925G Configuration Utility version 1.3(1) or the Cisco Unified Wireless IP Phone 7921G Configuration Utility version 1.2(1), depending on which model is used, 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) version 1.3(1) is labeled as 7921G, but that CU works for the both the Cisco Unified Wireless IP Phone 7925G and Cisco Unified Wireless IP Phone 7921G.

Important Notes

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

- [802.1x Authentication Configuration Requirement for Autonomous Access Points, page 8](#)
- [Power-Off Date and Time for Cisco Unified Wireless IP Phone 7925G, page 9](#)
- [EAP-TLS and PEAP Support, page 9](#)
- [WLAN IP Address Restriction, page 9](#)
- [Coexistence \(802.11b/g and Bluetooth\), page 9](#)
- [USB Connection Disabled After Powering Off/On the Phone, page 10](#)
- [Auto 802.11a Preferred Over 802.11b/g \(Dual Band\) Mode, page 10](#)
- [Use in Healthcare Environments, page 10](#)
- [Unplugging the Headset from the Phone, page 10](#)
- [Online Help for the Cisco Unified Wireless IP Phone, page 10](#)
- [Cisco Unified Communications Manager Password Feature and TFTP Encryption, page 10](#)
- [System Log Trace Files Can Impact Voice Quality, page 11](#)
- [Regulatory Domains for Cisco Unified Wireless IP Phone, page 11](#)
- [Supported Access Points, page 12](#)
- [Configuring Cisco Unified Access Points with EAP-FAST, page 13](#)

802.1x Authentication Configuration Requirement for Autonomous Access Points

If you use an autonomous access point (AP), you must configure the SSID for **open + eap** and **network-eap** authentication if using LEAP, EAP-FAST, PEAP, or EAP-TLS.

- Firmware 1.3(1) or earlier, **network-eap** is required (for Cisco Unified Wireless IP Phone 7925G and 7921G)
- Firmware 1.3(2) or later, **open eap** is required (for Cisco Unified Wireless IP Phone 7925G and 7921G)

The following configuration example allows the Cisco Unified Wireless IP Phone 7925G and 7921G with firmware 1.3(1) and earlier or 1.3(2) and later to authenticate to the autonomous access point successfully.

```
dot11 ssid voice
vlan 21
authentication open eap eap_methods
```



```
authentication network-eap eap_methods
authentication key-management wpa cckm
```

Power-Off Date and Time for Cisco Unified Wireless IP Phone 7925G

If you turn off the phone (without removing the battery) and then turn it on again, the current date and time will display on the phone screen during power-on, even before the phone connects to the access point and registers with Cisco Unified Communications Manager.

EAP-TLS and PEAP Support

Cisco Unified Wireless IP Phone 7921G firmware version 1.1(1) and later supports advanced wireless security features such as EAP-TLS and PEAP. If you use EAP-TLS or PEAP for authentication, it is highly recommended that you do not downgrade the firmware because the authentication settings will not be valid on firmware releases prior to 1.1(1) and the phones will lose connectivity to the network.



Note

Firmware release 1.2(1) and later supports PEAP with the server validation option.



Note

A downgrade attempt to a firmware release earlier than 1.1(1) will be blocked if a current enabled profile is configured for EAP-TLS or PEAP.

If you must downgrade the firmware, you need to disable any network profiles that use EAP-TLS and PEAP. If you upgrade to firmware version 1.1(1) or later after a downgrade, reconfigure the EAP-TLS and PEAP settings, including any user installed certificates required for authentication.

WLAN IP Address Restriction

It is recommended that you do not use the network **192.168.1.0 /24** for the WLAN. This is the default network used by the USB interface for Cisco Unified Wireless IP Phones. Using this network for the WLAN can cause problems if the USB interface is enabled to use that same network.

Workarounds include changing the WLAN network, changing the USB interface IP address on the phone, or restricting users from charging the phone via the USB interface.

Coexistence (802.11b/g and Bluetooth)



Note

This section refers to the Cisco Unified Wireless IP Phone 7925G only.

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

- Capacity—Only up to four bi-directional RTP streams using 802.11b/g or up to seven bi-directional RTP streams using 802.11g per access point or 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

Online help for the Cisco Unified Wireless IP Phone 7925G or 7921G 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.

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

You can use a Cisco Unified Wireless IP Phone only within the region in which it is purchased. The Cisco Unified Wireless IP Phone 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 or CP-7921 Model
North America	1050	CP-792XG-A-K9
Europe (ETSI)	3051	CP-792XG-E-K9
Japan	4157	CP-792XG-P-K9
World mode including Australia, New Zealand, Asia, and Pacific	5252	CP-792XG-W-K9

**Note**

The model filename in the above table will specify either a **1** or **5** in the filename, depending on the model type (ex. **CP-7925G-A-K9** or **CP-7921G-A-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/cdccont_0900aec80537b6a.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 or 7921G 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.

The minimum and recommended code versions for the LAN controller and the Access Points are as follows:

- Cisco Unified Wireless LAN Controller
 - Minimum—4.0.217.0 or later
 - Recommended—5.2.178.0 or later
- Cisco IOS Access Points (Autonomous)
 - Minimum—12.3(8)JEA or later
 - Recommended—12.4(3g)JA1 or later (Does not apply to 1100, 1140, 1200, 1230)

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 1140 Series	No	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) via Outdoor MESH technology (Cisco 1500 series) is not supported.

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 13](#)
- [Open Caveats, page 14](#)
- [Resolved Caveats, page 14](#)

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 and 7921G using firmware release 1.3(3).

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 13.

Table 3 *Open Caveats for the Cisco Unified Wireless IP Phone 7925G and 7921G*

Identifier	Headline
CSCta43669	Cisco Unified Wireless IP Phone 7925G gets hung intermittently at ‘Configuring IP’ after many calls

Resolved Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified Wireless IP Phone 7925G and 7921G using firmware release 1.3(3).

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 13.

Table 4 *Resolved Caveats for the Cisco Unified Wireless IP Phone 7925G and 7921G*

Identifier	Headline
CSCsk80137	Incorrect error message is prompted ‘WLAN Authentication Failed’
CSCsx18232	Cisco Unified Wireless IP Phone with Federal Information Processing Standards (FIPS) enabled displays updating firmware message during boot up

Table 4 **Resolved Caveats for the Cisco Unified Wireless IP Phone 7925G and 7921G (continued)**

Identifier	Headline
CSCsx24924	Ringer volume adjustment does not work on Cisco Unified Wireless IP Phone 7921G base while ringing
CSCsx25066	Cisco Unified Wireless IP Phone 7921G still rings on the desktop charger when ring is set to silent
CSCsx65417	Cisco Unified Wireless IP Phone 7925G cannot associate with WPA optional (TKIP and WEP) configured on Access Point (AP)
CSCsx67996	Cisco Unified Wireless IP Phone 7925G and 7921G send the incorrect timestamp (TSF) when roaming sometimes
CSCsy19119	Cisco Unified Wireless IP Phone 7925G does not send Traffic Stream Metrics (TSM) after roaming
CSCsy42833	Cisco Unified Wireless IP Phone 7925G and 7921G phone service page opens after exiting the CallBack screen in the Japanese locale
CSCsy60203	'XML Error [4]. Parse Error' when accessing services on Cisco Unified Wireless IP Phone 7921G
CSCsz15148	Cisco Unified Wireless IP Phone 7921G does not show subscribed directory services with Cisco Unified Communications Manager 7.0
CSCsz33011	The user can adjust the ring volume if settings access is disabled
CSCsz33051	Calibration realignment
CSCsz46243	Need to map DTMF 0, DTMF *, and DTMF #
CSCsz51795	Cisco Unified Wireless IP Phone 7925G corporate directory search menu is in English with Dutch locale
CSCta23683	GUI crashes when the Dial softkey requests an XML containing Dial Uniform Resource Identifier (URI)

Documentation Updates

This section contains documentation updates for the *Cisco Unified Wireless IP Phone 7921G Administration Guide for Cisco Unified Communications Manager 7.0* and *Cisco Unified Wireless IP Phone 7925G Administration Guide for Cisco Unified Communications Manager 7.0*.

Correction for Scan Mode Documentation

Beginning with firmware release 1.2(1), Scan Mode can only be configured from Cisco Unified Communications Manager, and not from the phone web page or on the phone. The Scan Mode option was included in the following documents in error:

- *Cisco Unified Wireless IP Phone 7921G Administration Guide for Cisco Unified Communications Manager 7.0*—Table 4-2, Network Profile Settings Items, and Table 5-3, WLAN Configuration Settings
- *Cisco Unified Wireless IP Phone 7925G Administration Guide for Cisco Unified Communications Manager 7.0*—Table 4-3, Basic Network Profile Settings, and Table 5-3, WLAN Configuration Settings

For information about configuring Scan Mode, see the following sections in the "Configuring Features, Templates, Services, and Users" chapter in these guides:

- *Cisco Unified Wireless IP Phone 7921G Administration Guide for Cisco Unified Communications Manager 7.0*—"Product-Specific Configuration Options for the Cisco Unified IP Phone 7921G"
- *Cisco Unified Wireless IP Phone 7925G Administration Guide for Cisco Unified Communications Manager 7.0*—"Product-Specific Configuration Options for the Cisco Unified IP Phone 7925G"

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