



# Cisco Unified IP Conference Station 7937G Release Notes for Firmware Release 1.4(1)

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Use these release notes with a Cisco Unified IP Conference Station 7937G running firmware release 1.4(1).

Cisco Unified IP Conference Station 7937G is compatible with Cisco Unified Communications Manager (Cisco Unified CM) releases 8.0, 7.1, 7.0, 6.1, 6.0 and Cisco Unified CallManager 5.1, 4.3, 4.2, and 4.1.

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## Related Documentation

### **Cisco Unified IP Conference Station Documentation**

Refer to publications that are specific to your language, conference station model and Cisco Unified CM release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

### **Cisco Unified CM Documentation**

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

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)



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**Cisco Unified CM Business Edition Documentation**

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

[http://www.cisco.com/en/US/products/ps7273/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

The following information is new for Cisco Unified IP Conference Station 7937G running firmware release 1.4(1).

### Monitoring and Recording Feature

Cisco Unified CM 6.0(1) or later allows a supervisor to monitor and record active calls. To enable monitoring or recording, a Cisco Unified CM administrator creates a profile for the phone type of a supervisor's phone. If a Cisco Unified CM administrator does not configure the Cisco Unified IP Conference Station 7937G to use the call monitoring or recording feature, you must update Cisco Unified CM with the latest device package from Cisco Connection Online (CCO).

**Where to Find More Information**

- Cisco Unified Communications Manager Features and Services Guide
- Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.0(1)

### E.164 Dialing Support Feature

Cisco Unified CM 7.0(1) or later includes E.164 dialing support. Using the E.164 format, you can place calls from a directory or call list to numbers that have a + prefix. Dialing numbers with a + prefix using the keypad is not supported.

**Where to Find More Information**

- Cisco Unified Communications Manager Features and Services Guide
- Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.0(1)

### Handling Large Cisco Unified CM Configuration Files

If you try to install firmware release 1.4(1) on Cisco Unified IP Conference Station 7937G, and the Cisco Unified CM configuration file is larger than 8K, the install will fail. To successfully install firmware release 1.4(1), follow these steps:

**Procedure**

- 
- Step 1** Log in to the Cisco Unified Communications Manager Administration application.
- Step 2** From the menu bar, choose **System > Enterprise Parameters**.  
The Enterprise Parameters Configuration window appears.

- Step 3** Scroll to **Phone URL Parameters**, and remove all parameter values.
- Step 4** Click **Update**.
- Step 5** From the menu bar, choose **Device > Phone**.  
The Find and List Phones window appears.
- Step 6** Find the Cisco Unified IP Conference Station 7937G:
- Enter search criteria and click **Find**.  
A list of phones that match the search criteria displays.
  - Click the name of the phone that you want to update.  
The Phone Configuration window appears.
- Step 7** Scroll to **Cisco IP Phone - External Data Locations**, and remove all Cisco IP Phone Services.  
To remove all services subscribed to the Cisco Unified IP Conference Station 7937G, refer to the *Cisco Unified Communications Manager Administration Guide*. Navigate from the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)
- Step 8** Click **Update**.
- Step 9** Install firmware release 1.4(1) on Cisco Unified IP Conference Station 7937G. To install firmware release 1.4(1), see the “[Installation Notes](#)” section on page 3.
- Step 10** From the Cisco Unified Communications Manager Administration application, add all the Phone URL Parameters and Cisco IP Phone Services you removed.
- Step 11** Reboot Cisco Unified IP Conference Station 7937G.
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## Installation Notes

**Note**

If your Cisco Unified IP Conference Station 7937G is running firmware release 1.2.1 or earlier, upgrade to firmware release 1.3(2) before upgrading to firmware release 1.4(1).

Some new phones may not downgrade below 1.4(1) due to incompatible hardware.

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**Note**

If you plan on adding new conference stations to your network, it is recommended that you upgrade all existing Cisco Unified IP Conference Stations 7937G to firmware release 1.4(1) to simplify the administration of your conference stations.

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Before you use Cisco Unified IP Conference Station 7937G with Cisco Unified CM releases 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1, you must install the latest firmware on all Cisco Unified CM servers in the cluster.

To load and install the required firmware image, follow these steps:

### Procedure

- 
- Step 1** Navigate to the folder that contains the firmware files:
- a. Go to the following URL:  
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
  - b. Choose **Requires Login and/or service contract**, and then enter your User Name and Password.
  - c. Choose **IP Telephony > IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Conference Station 7937G > Skinny Client Control Protocol (SCCP) Software**.
- Step 2** To download the firmware for Cisco Unified IP Conference Station 7937G, select one of the following files and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:  
**cmterm-7937-sccp.1-4-1.exe**
  - For Cisco Unified CallManager 5.1(1), and Cisco Unified CM 6.0 and later:  
**cmterm-7937-sccp.1-4-1.cop.sgn**
- Step 3** To download the Readme File, which contains installation instructions for the corresponding firmware, select one of the files in [Step 2](#), and click **Readme**.  
**cmterm-7937-sccp.1-4-1-readme.html**
- Step 4** Follow the instructions in the Readme file to install the firmware.
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## Registering the Cisco Unified IP Conference Station with Cisco Unified CM

To register the Cisco Unified IP Conference Station 7937G with Cisco Unified CM releases 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1, follow these steps:

### Procedure

- 
- Step 1** Log in to the Cisco Unified Communications Manager Administration application.
- Step 2** From the menu bar, choose **Device > Phone**.  
The Find and List Phones window appears.
- Step 3** Click **Add New**.  
The Add a New Phone window appears.



**Note** Depending on the Cisco Unified CM version you have, you may have to click **Add a New Phone** instead.

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- Step 4** Select the **Cisco 7937** phone type from the drop-down menu and click **Next**.  
The Phone Configuration window appears.

**Step 5** In the Phone Configuration window, enter information in the following fields:

- MAC Address
- Device Pool
- Phone Button Template
- Device Security Profile



**Note**

Depending on the Cisco Unified CM version you have, some fields may not display.

**Step 6** Click **Save**.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 6](#)

## 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 the 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 the following URL:

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

**Step 2** Log in with your Cisco.com user ID and password.

**Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.

For information about how to search for bugs, create saved searches, create bug groups, etc., click **Help** in the Bug Toolkit page.

## Open Caveats

Table 1 lists Severity 1, 2, and 3 defects that are open for the Cisco Unified IP Conference Station 7937G using firmware release 1.4(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 1 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 5.

**Table 1** Open Caveats for the Cisco Unified IP Conference Station 7937G

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCta42825</a>	7937 Volume bar is not updating as per RTPMRx Volume <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCta42825">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCta42825</a>
<a href="#">CSCtf78088</a>	7937 phone sends malformed xml in response to POST command <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf78088">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf78088</a>
<a href="#">CSCtf81426</a>	7937 Set Volume too low when POST to 7937 Without setting Volume <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf81426">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf81426</a>
<a href="#">CSCtf96717</a>	High screeching sound when 7937 joins a conference call <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf96717">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf96717</a>
<a href="#">CSCtg12112</a>	7937 needs to convert special characters <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtg12112">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtg12112</a>
<a href="#">CSCtg18510</a>	7937 is restarting due to IPX traffic coming to the switch port <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtg18510">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtg18510</a>

## Resolved Caveats

Table 2 lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Station 7937G using firmware release 1.4(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 2 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 5.

**Table 2** Resolved Caveats for the Cisco Unified IP Conference Station 7937G

Identifier	Headline and Bug Toolkit Link
CSCsv85029	Unknown Number in Call history <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv85029">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv85029</a>
CSCsw29413	SR 613208483 - CRPHO Cisco 7937G Rings <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw29413">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw29413</a>
CSCta74654	7937: RTPRx Icon does not get cleared on phone restart <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCta74654">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCta74654</a>
CSCtb43311	7937: increase tftp retry timeout to be 4 seconds instead of 1 second <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb43311">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb43311</a>
CSCtb43333	7937 unregisters from Cisco Unified CM after 3 second delay was added to the network <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb43333">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb43333</a>
CSCtb69204	MMOH triggered from skinny message to pick volume from Ringer volume <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb69204">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb69204</a>
CSCtb79638	7937 phones goes into SRST mode before defaulting to TFTP server <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb79638">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb79638</a>
CSCtb79680	7937 does not take "Use default gateway" option for SRST <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb79680">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtb79680</a>
CSCtc50913	7937 UI: would not use DIAL from directory for CFWdALL number <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtc50913">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtc50913</a>
CSCtd94563	7937 Parse Error For Large Ringlist <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtd94563">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtd94563</a>
CSCte58406	7937 Does not adhere to its Connection Monitor Duration <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCte58406">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCte58406</a>
CSCtf79794	7937 does not parse configuration files over 8192 bytes <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf79794">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCtf79794</a>

## Documentation Updates

The following update applies to the “Setting Up the Conference Station” chapter in the *Cisco Unified IP Conference Station 7937G Administration Guide for Cisco Unified Communications Manager 6.0*.

- Replace all references to an “optional mobile conference station device” with “optional third-party wireless microphone kit.”

## 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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