



Cisco Unified IP Conference Station 7937G Release Notes for Firmware Release 1.4(3)

November 19, 2010

Use these release notes with a Cisco Unified IP Conference Station 7937G running firmware release 1.4(3).

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.

Contents

The release notes provide the following information:

- [Related Documentation, page 1](#)
- [Installation Notes, page 2](#)
- [Caveats, page 3](#)
- [Documentation Updates, page 6](#)
- [Obtaining Documentation and Submitting a Service Request, page 6](#)

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

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



Americas Headquarters:

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

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

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(3).

Some new phones may not downgrade below 1.4(3) due to incompatible hardware.



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(3) to simplify the administration of your conference stations.

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 **Login & Valid Contract Required**.
 - c. Choose **Log In**, and then log in with your User Name and Password.
 - d. Choose **IP Telephony > IP Phones > Cisco Unified IP Phones 7900 Series > Cisco Unified IP Conference Station 7937G > Skinny Client Control Protocol (SCCP) Software**.
 - e. Choose **Expand all**, and then choose **1.4(3)**.
- Step 2** To download the firmware for Cisco Unified IP Conference Station 7937G, click the **Download Now** button next to one of the following files and follow the prompts:
- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7937-sccp.1-4-3.exe
 - For Cisco Unified CallManager 5.1(1), and Cisco Unified CM 6.0 and later:
cmterm-7937-sccp.1-4-3.cop.sgn
- Step 3** To download the Readme File, select one of the files in [Step 2](#), and click **Readme**.
cmterm-7937-sccp.1-4-3-readme.html
-

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.

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 3](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 5](#)

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(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 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 3.

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

Identifier	Headline and Bug Toolkit Link
CSCtj64963	Conference station is unable to load locale for certain hardware revisions http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj64963
CSCtj84349	Conference station doesn't send ORC ACK if it receives SMT before ORC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj84349

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(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 2 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 3.

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

Identifier	Headline and Bug Toolkit Link
CSCtg64915	XML: CiscoIPPhoneInput UP flag does not work http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg64915
CSCtg67261	XML: CiscoIPPhoneImage Depth tag does not work when its value is 1 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg67261
CSCtg67275	XML: CiscoIPPhoneImage Width tag with a value of -2 causes the conference station to crash http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg67275
CSCtg67366	XML: CiscoIPPhoneImage Height tag with a value of -2 causes the conference station to crash http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg67366
CSCtg70615	CiscoIPPhoneExecute does not execute 3 ExecuteItems http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg70615
CSCth58770	Intermittent audio issues (CFD) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCth58770
CSCti53676	No way audio issue (SR 615164185 / Cisco Unified CM 7.1.3) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti53676
CSCtj00712	XML: CiscoIPPhoneGraphicMenu image will occupy softkey position http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj00712
CSCtj00719	XML: CiscoIPPhoneIconMenu Data tag boundary issue http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj00719

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.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2010 Cisco Systems, Inc. All rights reserved.

© 2010 Polycom, Inc. All rights reserved. 1725-40073-001 Rev. A9