



Cisco Unified IP Conference Station 7937G Release Notes for Firmware Release 1.4(4)

July 11, 2011 (updated October 29, 2012)

Use these release notes with a Cisco Unified IP Conference Station 7937G running firmware release 1.4(4).

Cisco Unified IP Conference Station 7937G is compatible with Cisco Unified Communications Manager (Cisco Unified CM) releases 8.6, 8.5, 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager 5.1 and 4.3.

Contents

The release notes provide the following information:

- [Related Documentation, page 1](#)
- [New Information, page 2](#)
- [Installation Notes, page 3](#)
- [Caveats, page 6](#)
- [Documentation Updates, page 8](#)
- [Obtaining Documentation and Submitting a Service Request, page 8](#)

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

New Information

The following information is new for Cisco Unified IP Conference Station 7937G running firmware release 1.4(4):

- [Accessibility Feature](#)
- [Audio Parameter](#)
- [Early Offer Feature](#)
- [LLDP-MED and CDP Support](#)

Accessibility Feature

The Cisco Unified IP Conference Station 7937G now supports a Color Blind feature when the user goes on mute. When you mute the Cisco Unified IP Conference Station 7937G, 'MUTE-ON' displays on the phone screen until you unmute the phone.

Audio Parameter

Cisco Unified CM Administration supports a new audio parameter that administrators use to set voice quality control. Use the voice quality control parameter when the Cisco Unified IP Conference Station 7937G is used in large conference rooms.

To access the Voice Quality Control parameter, 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** Search for the phone you want to configure.
A list of matching records displays.
 - Step 4** Select the phone you want to configure.
The Phone Configuration window appears.
 - Step 5** In the Product Specific Configuration Layout portion of the window, enable or disable the Voice Quality Control parameter.
-

Early Offer Feature

Cisco Unified CM 8.5(1) or later allows an administrator to enable the Early Offer feature on the trunk without the use of a MTP resource. To support this, the SCCP stack has been enhanced with the 'getPort capability,' and three new SCCP messages are added. This allows Cisco Unified CM to open and close audio and video ports on the Cisco Unified IP Conference Station 7937G, which Cisco Unified CM uses to build the SDP offer.

Where to Find More Information

- *New and Changed for Cisco Unified Communications Manager Release 8.5(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/delta/delta.html#wp1849900

LLDP-MED and CDP Support

The Cisco Unified IP Conference Station 7937G supports Link Layer Discovery Protocol-Media Endpoint Discovery (LLDP-MED) and Cisco Discovery Protocol (CDP). Using Cisco Unified CM, administrators enable and disable LLDP-MED and CDP from the Phone Configuration window.

To set the LLDP-MED and CDP parameters, 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** Search for the phone you want to configure.
A list of matching records displays.
 - Step 4** Select the phone you want to configure.
The Phone Configuration window appears.
 - Step 5** In the Product Specific Configuration Layout portion of the window, enable or disable the following parameters:
 - Cisco Discovery Protocol (CDP): Switch Port
 - Link Layer Discovery Protocol-Media Endpoint Discovery (LLDP-MED): Switch Port
-

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(4).

Some new phones may not downgrade below 1.4(4) 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(4) to simplify the administration of your conference stations.

Before you use Cisco Unified IP Conference Station 7937G with Cisco Unified CM releases 8.6, 8.5, 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager 5.1 and 4.3, 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 **Log In**, and then log in with your User Name and Password.
 - c. To select a product, choose **Products > Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 7900 Series > Cisco Unified IP Conference Station 7937G**.
 - d. For the Software Type, choose **Skinny Client Control Protocol (SCCP) Software**.
 - e. Choose **Expand all**, and then choose **1.4(4)**.
- 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.1-4-4.exe
 - For Cisco Unified CallManager 5.1(1), and Cisco Unified CM 6.0 and later:
cmterm-7937-sccp.1-4-4.cop.sgn
- Step 3** To download the Readme File, select one of the files in [Step 2](#), and click **Readme**.
- **cmterm-7937-sccp.1-4-4-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 8.6, 8.5, 8.0, 7.1, 7.0, 6.1, and 6.0 and Cisco Unified CallManager 5.1 and 4.3, 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**.

Flash Compatibility Matrix

[Table 1](#) shows the Flash compatibility matrix for the Cisco Unified IP Conference Station 7937G running various firmware releases.



Note Note the following:

- Firmware is not designed to downgrade to un-supported Flash-based units.
- New firmware supports current and older Flash-based units.
- For certain customers who do not want to upgrade to a new firmware release, but require new units, old releases with new Flash support can be provided.

Table 1 *Flash Compatibility Matrix for the Cisco Unified IP Conference Station 7937G*

Firmware Release	STM M29W128FH	Samsung K8Q2815UQB	Spansion S29GL128P	STM M29W128GH
1.1	Supported	Not Supported	Not Supported	Not Supported
1.2(1)	Supported	Not Supported	Not Supported	Not Supported
1.3(1)	Supported	Not Supported	Not Supported	Not Supported
1.3(2)	Supported	Not Supported	Not Supported	Not Supported
1.3(3)	Supported	Supported	Supported	Not Supported
1.3(4)	Supported	Supported	Supported	Not Supported
1.4(1)	Supported	Supported	Supported	Supported
1.4(2)	Supported	Supported	Supported	Supported
1.4(3)	Supported	Supported	Supported	Supported
1.4(4)	Supported	Supported	Supported	Supported

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 7](#)

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 2](#) lists Severity 1, 2, and 3 defects that are open for the Cisco Unified IP Conference Station 7937G using firmware release 1.4(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 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 6](#).

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

Identifier	Headline and Bug Toolkit Link
CSCto73134	Talk and listen—audio from transmit sounds out of the conference station’s speaker at the same time. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCto73134
CSCtq97729	LLDP TLV boundary values need an update. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtq97729

Resolved Caveats

[Table 3](#) lists Severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Conference Station 7937G using firmware release 1.4(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 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 6.

Table 3 Resolved Caveats for the Cisco Unified IP Conference Station 7937G

Identifier	Headline and Bug Toolkit Link
CSCtf65642	If the options have a total size greater than 312, the DHCP packet should not be accepted by the Cisco Unified IP Conference Station 7937G. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtf65642
CSCtj64963	Cisco Unified IP Conference Station 7937G is unable to load locale for certain hardware revisions. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj64963
CSCtj84349	Cisco Unified IP Conference Station 7937G does not acknowledge ORC. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj84349
CSCtr04399	Voice quality (tunneling sound) in a large conference room. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtr04399
CSCtr07654	Intermittent no-way audio through a SIP trunk. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtr07654

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)

© 2011 Cisco Systems, Inc. All rights reserved.

© 2011 Polycom, Inc. All rights reserved. 1725-40073-001 Rev. A10