



Release Notes for Phone Designer Release 7.1

May 13, 2011

These release notes describe Phone Designer Release 7.1(3) SR2, Release 7.1(3) SR1, Release 7.1(3), and Release 7.0(1).

To see the end-of-sale and end-of-life announcement for Phone Designer, go to:

http://www.cisco.com/en/US/products/ps9829/prod_eol_notices_list.html

To access the Phone Designer software, go to:

http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html

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Introduction

These release notes describe requirements, restrictions, and caveats for Phone Designer Release 7.1(3) SR2, Release 7.1(3) SR1, Release 7.1(3), and Release 7.0(1). These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Phone Designer, review this document for information about issues that might affect your system.



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System Requirements

- [Server and Client PC Requirements, page 2](#)
- [Cisco Unified IP Phone Requirements, page 2](#)

Server and Client PC Requirements

Table 1 Phone Designer Installation Requirements

Item	Description
Server/Network	<p>Cisco Unified Communications Manager Release 6.0 or later¹</p> <p>Note Cisco Unified Communications Manager Release 8.5 or later is not supported.</p> <ul style="list-style-type: none"> • The Cisco Unified Communications Manager server must be installed, configured, and operating correctly as described in the Cisco Unified Communications Manager documentation, at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html • The Cisco Unified Communications Manager server must be configured to support the Phone Designer application.
Client PC	<p>Operating Systems: Microsoft Windows XP Professional, Microsoft Windows Vista Business Edition or Enterprise Edition</p> <p>Note Windows 7 is not supported.</p> <p>Note 64-bit operation is not supported.</p> <p>Disk Space: 80MB free hard disk space</p> <p>Recommended Monitor Resolution: 1024 x 768 pixels</p>

1. Spaces between values in the userID parameter are only supported in Cisco Unified Communications Manager Release 6.1, version 6.1.2.1103-1 or later. Spaces in the userID parameter are not supported in earlier Cisco Unified Communications Manager Release 6.1 versions, or in Cisco Unified Communications Manager Releases 6.0 or 7.0.

Cisco Unified IP Phone Requirements

Table 2 lists the supported Cisco Unified IP Phone models, the required firmware, and main supported features.

Table 2 Supported Cisco Unified IP Phones

Phone Model	Phone Firmware	Supported Features
9971	9.0(0) or later	Wallpaper and ringtone personalization
9951	9.0(0) or later	Wallpaper and ringtone personalization
8961	9.0(0) or later	Wallpaper and ringtone personalization
7975G	8.4(1) or later	Wallpaper and ringtone personalization
7971G	8.4(1) or later	Wallpaper and ringtone personalization

Table 2 **Supported Cisco Unified IP Phones**

Phone Model	Phone Firmware	Supported Features
7971G-GE	8.4(1) or later	Wallpaper and ringtone personalization
7970G	8.4(1) or later	Wallpaper and ringtone personalization
7965G	8.4(1) or later	Wallpaper and ringtone personalization
7962G	8.4(1) or later	Wallpaper and ringtone personalization
7961G	8.4(1) or later	Wallpaper and ringtone personalization
7961G-GE	8.4(1) or later	Wallpaper and ringtone personalization
7945G	8.4(1) or later	Wallpaper and ringtone personalization
7942G	8.4(1) or later	Wallpaper and ringtone personalization
7941G	8.4(1) or later	Wallpaper and ringtone personalization
7941G-GE	8.4(1) or later	Wallpaper and ringtone personalization
7931G	8.4(1) or later	Ringtone personalization only
7925G	1.3(3) or later	Wallpaper and ringtone personalization
7921G	1.3(3) or later	Wallpaper and ringtone personalization
7911G	8.4(1) or later	Ringtone personalization only
7906G	8.4(1) or later	Ringtone personalization only
6961	8.5(3) or later	Ringtone personalization only
6941	8.5(3) or later	Ringtone personalization only
6921	8.5(3) or later	Ringtone personalization only

Finding Documentation

Provide the following URL to your users:

http://www.cisco.com/en/US/products/ps9829/products_user_guide_list.html

For the latest versions of all Phone Designer documentation, go to:

http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html

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 URL:

<http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240>

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

Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find information.

Use the following formula in the search field:

<product name> *<release number>* *<topic keywords>* **site:cisco.com**

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

Limitations and Restrictions

- [Installation Limitations, page 4](#)
- [Recording Device Not Available on Record Ringtone Screen, page 4](#)
- [EnablePhoneDesignerRingtoneTab Registry Key Value and Multiple Phones, page 4](#)
- [Quality of Wallpaper Images Lower in Preview Than on Phones, page 5](#)

Installation Limitations

When installing Phone Designer, please be aware of the following limitations:

- If a firewall exists between Cisco Unified Communications Manager and the Cisco Unified IP Phone, users might not be able to send ringtone or wallpaper content from the PC client to the Cisco Unified IP Phone.
- If the Cisco Unified IP Phone is connected to Cisco Unified Communications Manager by means of Cisco Unified Phone Proxy, then the Phone Designer application is not available.

Recording Device Not Available on Record Ringtone Screen

This limitation is applicable to Microsoft Windows Vista. The recording device is not available in the list of devices menu on the Record Ringtone screen. This occurs when the recording device is installed after the Record Ringtone screen is open. As a workaround, install the recording device first, and then open the Record Ringtone screen.

EnablePhoneDesignerRingtoneTab Registry Key Value and Multiple Phones

If you do not want your users to see or use the Ringtones tab, you can set the EnablePhoneDesignerRingtoneTab registry key value to 0 before you distribute the application to your users. In some circumstances, when the EnablePhoneDesignerRingtoneTab parameter is set to 0, users with two phones can only see one phone in Phone Designer. For example, when a user who has one phone which supports both wallpaper and ringtone, and one phone which supports ringtone only, the user can only see the phone that supports both wallpaper and ringtones.

Quality of Wallpaper Images Lower in Preview Than on Phones

Phone Designer uses different images for Cisco Unified IP Phone 9900 and 8900 series phones, than for 7900 series phones. The size of the wallpaper images for the 9900 and 8900 series is 640 by 480 pixels. To avoid a display issue with images of this size, when Phone Designer displays previews, it uses smaller images. You might find that the quality of the image appears better on the screen of your 9900 and 8900 series phone than in the preview in Phone Designer.

Other Limitations

The following limitations also apply to Phone Designer:

- Phone Designer does not support Cisco IP Communicator.
- You cannot use Phone Designer to update more than one phone at the same time.
- When users try to import unsupported audio files, appropriate error warnings are not displayed.

Important Notes

- [Communications Failure Error Message, page 5](#)
- [Wallpaper Image Configuration File, page 5](#)
- [Corrections to Online Help, page 6](#)

Communications Failure Error Message

The Phone Designer application might display the following error message:

A communications failure occurred

Use the troubleshooting information in the *Installation Guide for Phone Designer* to resolve this issue.

If the phone associated with the error is a Cisco Unified IP Phone 6900 series model, or a 9971, 9951, or 8961 model, verify that web access is enabled for the phone on the Cisco Unified Communications Manager server.

Wallpaper Image Configuration File

[Table 3](#) describes a new Phone Designer configuration file.

Table 3 Phone Designer Configuration File Description

Configuration Files	Description
RTwallpaper.xml file	This file contains the list of wallpaper images for Cisco Unified IP Phone 9900 and 8900 series models.

Corrections to Online Help

Topic	Text	Correct Text
Logging In	“If you are required to enter the address of the server running the CCMCIP Service, either obtain the server address from your system administrator, or obtain the server IP address from your Cisco Unified IP Phone by pressing Settings > Network Configuration (& TFTP Server) > IPvX > TFTP Server. ”	<p>“If you are required to enter the address of the server running the CCMCIP Service, obtain the server address in one of the following ways:</p> <ul style="list-style-type: none"> • Ask your system administrator. • Get the TFTP server address from your Cisco Unified IP Phone. For information about how to get the TFTP server address from your Cisco Unified IP Phone, navigate to the documentation for your phone model from the following URL: <p>http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240”</p>
Cisco Unified IP Phone Personalization Setting, Frequent Error Messages	“To check this setting, press Settings > Device Configuration > UI Configuration > Personalization on your Cisco Unified IP Phone. ”	<p>“For information about how to check the personalization setting on your Cisco Unified IP Phone, navigate to the documentation for your phone model from the following URL:</p> <p>http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240”</p>

Caveats

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

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

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, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The open and closed caveats in [Table 4](#) describe possible unexpected behavior in the latest Phone Designer release. The caveats are listed in order of severity and then in alphanumeric order by bug identifier.

Table 4 *Open and Closed Caveats for Phone Designer*

Identifier	Severity	Component	Headline
CSCsq28988	2	installer	Application will not start after install. Application crashes and closes
CSCsr11327	3	ringtone-designer	.RAW file format.
CSCsr63203	3	wallpaper-designer	Actual focus on image/ringtone after import
CSCsj42885	3	ringtone-designer	Phone Designer does not work across firewall
CSCsr63448	3	installer	Possible to open multiple instances of the PD application
CSCsr75897	3	wallpaper-designer	Slow import of images and ringtones
CSCsq99311	4	wallpaper-designerr	.NET framework exception
CSCsr16350	4	ringtone-designer	F4 key not functioning as expected - Vista
CSCsr65361	4	ringtone-designer	Possible to zoom on the sound wave on the edit ringtone window
CSCsr76859	4	wallpaper-designer	Vista - Ctrl+A not functioning after image/ringtone (<20 sec) import
CSCsr86096	4	wallpaper-designer	Delayed update of user associated phone(s)
CSCsz83081	4	ringtone-designer	Importing corrupt file (<1s long), causes app to crash
CSCtb49512	4	ringtone-designer	Previewing 2 wallpapers in a row causes app to freeze for > 30sec(RT)
CSCtc52055	4	wallpaper-designer	update from 7.1(3) to "7.1(3)SR 1" may not remove corrupt filename

Table 4 *Open and Closed Caveats for Phone Designer*

Identifier	Severity	Component	Headline
CSCtb49949	5	ringtone-designer	No error message when user tries to import unsupported audio file
CSCtn99400	6	wallpaper-designer	Phone Designer Unable to Update more than one phone

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see [Using Bug Toolkit, page 6](#)).

The following sections list caveats that are resolved in Phone Designer Release 7.1(3) SR1 but that may have been open in previous releases:

- [Release 7.1\(3\) SR1, page 8](#)

Release 7.1(3) SR1

[Table 5](#) lists the caveats that were resolved in Release 7.1(3) SR1.

Table 5 *Resolved Caveats for Phone Designer*

Identifier	Severity	Component	Headline
CSCtc45819	2	wallpaper-designer	Ringtone and wallpaper filename problems in non-English or Dutch locales
CSCtc49774	3	wallpaper-designer	TNP images are not filtered out for RT phones for non English locales

Troubleshooting

The *Installation Guide for Phone Designer* provides troubleshooting information. You can access this guide from the following URL:

http://www.cisco.com/en/US/products/ps9829/prod_installation_guides_list.html

The Phone Designer online help also provides troubleshooting information.

Documentation Updates

For the latest versions of all Phone Designer documentation, go to:

http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html

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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