

Release Notes for Cisco DX Series Firmware Release 10.2(5)

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New and Changed Features



Note

Some features may require the installation of a Cisco Unified Communications Manager Device Package. Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

Features Available with Firmware Release

Access to Call Statistics

There is now a shortcut to call statistics on screen during a call.

CA Trust List Update

For a DX Series device to authenticate an Expressway certificate and establish a TLS session, the Expressway certificate must be signed by a public Certificate Authority that is trusted by the DX Series firmware. It is not possible to install or trust other CA certificates on DX Series devices for authenticating an Expressway certificate. See www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-technical-reference-list.html for the current list of supported CA certificates.

Contacts Search

Users can now search for and call contacts from the corporate directory from the Calls tab.

Default Wallpaper (DX650 Only)

The default wallpaper folder has changed for DX650, to Desktops/1569x600x24/. Wallpapers that were pushed to the device before this release still displays on the device, unless it is factory reset. A DX650 with the 10.2(5) load that is registered to CUCM receives the wallpaper from CUCM only if the wallpaper is in the Desktops/1569x600x24/ folder (and the **Background Image** field is set properly in CUCM).

HDMI Audio

Audio from a PC that is connected to the HDMI port of a DX device will play through the DX device's speakers. During a call, the audio from the PC will be mixed with the audio received from the call. During a call with a presentation, audio from the PC will be shared on the call.

Password Protection for Settings

Administrators can restrict access to the Settings application by setting a password in the **Local Phone Unlock Password** field on the **Common Phone Profile** window.

After the **Common Phone Profile** is applied to a device, users are prompted to enter a password when they open the Settings application. There is a link to file a problem with the Problem Report Tool on the sign-in screen. All Settings shortcuts are removed from the desktop. The Settings shortcut is removed from the system tray, however users are still able to access call statistics during a call. Users are not able to change the desktop wallpaper.

SIP URI

Users can now tap a SIP URI to start a call, from applications such as Meetings or Email.

Stay in PC Mode

While a user is working in PC Mode, they receive calls in a Picture-in-Picture (PiP) window. If they use Jabber desk phone control mode, they can also make calls from the Jabber application on their PC and have it appear in a PiP window. The PiP works for both audio and video calls, includes a keypad, and can be expanded to full screen.

USB Redirect (Marketing Beta)

**Note**

The marketing beta release of USB Redirect is made available to allow customers to test and evaluate the feature, but is NOT recommended for production use. There is no official Cisco TAC support for this feature.

When a user has a PC connected to their DX device in PC Mode, they can use a USB keyboard and mouse to control the PC.

Use the System While an Outgoing Call is Ringing

Users can now use other applications while they have an outgoing call ringing out in the Call application.

User Interface Changes for No Radio Hardware

Elements of the user interface which don't apply to No Radio versions of the DX70 and DX80, such as the Wi-Fi and Bluetooth settings menus, are now hidden.

Features Available with Latest Device Packs

It is required that the latest device packs be installed before configuring your Cisco DX Series devices.

For information about Cisco DX Series devices and the required Cisco Unified Communications Manager device packs, see the following URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

Alternate Phone Book Server

You can set an alternate phone book server in the Product Specific Configuration Layout portion of the Device Configuration window in Cisco Unified Communications Manager.

Only UDS and the HTTPS protocol are supported for alternate phone book servers.

If you are using Mobile and Remote Access through Expressway, add the alternate phone book server to the Expressway server's HTTP Allow List, and import the UDS server's CA certificate into the Expressway server's trust list. The alternate phone book support through Expressway limits requests to 256 characters. This includes the alternate phone book server host name, API strings and a search query name entered by the user.

Automatic Problem Report Upload

You can enable automatic uploads for the Problem Report Tool in the Product Specific Configuration Layout portion of the Device Configuration window in Cisco Unified Communications Manager.

FIPS Mode

You can enable Federal Information Processing Standards (FIPS) mode for a device in the in the Product Specific Configuration Layout portion of the Device Configuration window in Cisco Unified Communications Manager.

Installation Notes

System Requirements

Cisco DX Series devices are supported by Cisco Unified Communications Manager Release 8.5(1), 8.6(1), 8.6(2), 9.1(2), 10.5(1) and later.

The initial release of Cisco DX Series devices requires the latest device pack installed on each Cisco Unified Communications Manager release.

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have "k3" in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the `ciscocm.version3-keys.cop.sgn` to determine if this additional cop file must first be installed on your specific

Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco DX Series firmware release on the Cisco Unified Communications Manager, install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

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- Step 1** Go to the following URL: <http://software.cisco.com/download/navigator.html>.
- Step 2** Choose **Collaboration Endpoints > Collaboration Desk Endpoints > Cisco DX Series**.
- Step 3** Choose your device type.
- Step 4** In the Latest Releases folder, choose **10.2(5.60)**.
- Step 5** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:
- For Cisco DX70: cmterm-dx70.10-2-5-60.k3.cop.sgn
 - For Cisco DX80: cmterm-dx80.10-2-5-60.k3.cop.sgn
 - For Cisco DX650: cmterm-dx650.10-2-5-60.k3.cop.sgn
 - For all Cisco DX Series devices: cmterm-dxseries.10-2-5-60.k3.cop.sgn
- Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 6** Click the arrow next to the firmware filename in the Download Cart section to access additional information about this file. The link for the readme file is in the Additional Information section. The readme file contains installation instructions for the corresponding firmware.
- Step 7** Follow the instructions in the readme file to install the firmware.
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Install Firmware ZIP files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

Firmware upgrades over the WLAN interface may take longer than upgrades that use a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

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- Step 1** Go to the following URL: <http://software.cisco.com/download/navigator.html>.
- Step 2** Choose **Collaboration Endpoints > Collaboration Desk Endpoints > Cisco DX Series**.
- Step 3** Choose your device type.
- Step 4** In the Latest Releases folder, choose **10.2(5.60)**.
- Step 5** Download the relevant zip files.

- For Cisco DX70: cmterm-dx70.10-2-5-60.zip
- For Cisco DX80: cmterm-dx80.10-2-5-60.zip
- For Cisco DX650: cmterm-dx650.10-2-5-60.zip

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the folder on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Important Note

Cisco Virtual Office Setup

In a Cisco Virtual Office setup, Cisco recommends the use of a Cisco 881 Integrated Services Router instead of the Cisco 871 router.

Limitations and Restrictions

- When a user is sharing their computer desktop in a Cisco DX70 or a Cisco DX80 presentation call, any audio from the desktop is not shared.
- Users should only pair their mobile phone with one Cisco DX Series device at a time.
- The only supported external cameras for Cisco DX650 are the Logitech C920-C Webcam and Logitech C930e.
- Cisco DX Series devices do not support Android apps that require portrait mode, GPS, or Accelerometer. However, apps that support both portrait and landscape are supported in landscape mode.
- Use the Google Play™ Store to find and add applications to your devices. Depending on your security settings, the Google Play Store may not be available. Cisco does not guarantee that an application that you download from a third-party site works.
- For Cisco DX70, the HDMI Out port only supports mirror mode.
For Cisco DX80, the HDMI Out port is disabled.
Cisco DX650 and Cisco DX70 support HDCP through the HDMI Out port in mirror mode. An HDMI monitor (or any HDMI sink device) that is connected to a Cisco DX650 or a Cisco DX70 must be HDCP-compliant. Cisco DX Series devices do not support HDCP on the HDMI in port.
- Cisco DX650 devices labeled with TAN 68-5217-xx can't be downgraded below version 10.2(2).
- Cisco DX70 and Cisco DX80 No Radio (NR) hardware models can't be downgraded below version 10.2(4.99).
- Cisco DX70 devices labeled with TAN 68-5387-06 can't be downgraded below version 10.2(5).
- Cisco DX80 devices labeled with TAN 68-5673-01 can't be downgraded below version 10.2(5).

- If you are deploying Cisco DX Series devices for secure calls with IPv6 and an earlier Cisco Unified Communications Manager version than Release 11, go to the CUCM **Service Parameters** page, select **Advanced Options**, and set **SIP Max Incoming Message Size** to the maximum setting (20000).
- There is a known issue when using a Jabra 450 headset, with audio occasionally coming out of the DX device speaker instead of the headset. the workaround is to unplug the USB cable from the headset base, then plug it back in.
- Due to a known issue (CSCux21956), users that are creating a new contact with a Japanese language name should only leave a single space between last and first names. If more than one space is included between the names, that contact will not show up in search results when the user searches by first name.
- After a firmware upgrade, a device that was previously deployed with a static IP address may default back to DHCP.

Device Redistribution

When an administrator redistributes a device (that is, gives the device to a different user), the administrator should execute a factory reset of the device to remove any user data that was previously stored on the device.

If an administrator changes the user ID of a device from user A to user B, none of the data that is associated with user A will be available to user B. The new user must download apps and other data. This scenario may apply to a single user that changes from an old user ID to a new user ID.

Behavior During Times of Network Congestion

Anything that degrades network performance can affect voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects, schedule administrative network tasks during a time when the devices are not being used or exclude the devices from testing.

Supported Languages

Arabic, Egypt (ar_EG)	French, France (fr_FR)	Portuguese, Brazil (pt_BR)
Bulgarian, Bulgaria (bg_BG)	German, Germany (de_DE)	Portuguese, Portugal (pt_PT)
Catalan, Spain (ca_ES)	Greek, Greece (el_GR)	Romanian, Romania (ro_RO)
Chinese, PRC (zh_CN)	Hebrew, Israel (he_IL)	Russian (ru_RU)
Chinese, Taiwan (zh_TW)	Hungarian, Hungary (hu_HU)	Serbian, Republic of Serbia (sr_RS)
Croatian, Croatia (hr_HR)	Italian, Italy (it_IT)	Slovak, Slovakia (sk_SK)
Czech, Czech Republic (cs_CZ)	Japanese (ja_JP)	Slovenian, Slovenia (sl_SI)
Danish, Denmark (da_DK)	Korean (ko_KR)	Spanish, Spain (es_ES)

Dutch, Netherlands (nl_NL)	Latvian, Latvia (lv_LV)	Swedish, Sweden (sv_SE)
English, Britain (en_GB)	Lithuanian, Lithuania (lt_LT)	Thai, Thailand (th_TH)
English, US (en_US)	Norwegian bokmål , Norway (nb_NO)	Turkish, Turkey (tr_TR)
Finnish, Finland (fi_FI)	Polish (pl_PL)	

View Caveats

You can search for problems by using the Cisco Bug Search. To access Cisco Bug Search, you need a Cisco.com user ID and password.

Known caveats (bugs) are graded according to severity level, and can either be open or resolved.

Step 1

Perform one of the following actions:

- To find all caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2\(5\)&sb=anfr&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2(5)&sb=anfr&svr=3nH&srtBy=byRel&bt=custV)
- To find all open caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2\(5\)&sb=anfr&sts=open&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2(5)&sb=anfr&sts=open&svr=3nH&srtBy=byRel&bt=custV)
- To find all resolved caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2\(5\)&sb=anfr&sts=fd&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284711383&rls=10.2(5)&sb=anfr&sts=fd&svr=3nH&srtBy=byRel&bt=custV)

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 field, then press **Enter**.

Documentation, Service Requests, and Additional Information

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/c/en/us/td/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.

Related Documentation

Cisco DX Series

All Cisco DX Series documentation is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html>

User-oriented documents are available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-user-guide-list.html>

Administrator-oriented documentation is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html>

The *Cisco DX Series Wireless LAN Deployment Guide* is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-implementation-design-guides-list.html>

Translated publications are available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-translated-end-user-guides-list.html>

Open Source license information is available as the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-licensing-information-listing.html>

Regulatory Compliance and Safety Information is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-installation-guides-list.html>

Cisco Unified Communications Manager

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

Cisco Business Edition 6000

Refer to the *Cisco Business Edition 6000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 6000 release. Navigate from the following URL:

<http://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/tsd-products-support-series-home.html>

Cisco and the Environment

Related publications are available at the following URL:

<http://www.cisco.com/go/ptrdocs>

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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