

Release Notes for Cisco Small Business IP Phone SPA50X and SPA30X Firmware Version 7.4.7

December 17, 2010

These Release Notes describe the new updates and fixes in the Cisco Small Business IP Phone SPA50X and SPA30X firmware version 7.4.7.

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Changes Since Cisco Small Business IP Phone SPA50X and SPA30X Firmware Version 7.4.6

Updates were made and problems were fixed.

Updates Since Firmware Version 7.4.6

Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED)

The Cisco SPA500 Series and Cisco SPA300 Series IP Phones support LLDP-MED for deployment with Cisco or other third-party network connectivity devices that use a Layer 2 auto-discovery mechanism. Implementation of LLDP-MED is done in accordance with IEEE 802.1AB (LLDP) Specification of May 2005, and ANSI TIA-1057 of April 2006.

For more information on LLDP-MED, including configuration instructions, see Chapter 5, Configuring Security, Quality, and Network Features, in the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*.

Voice Quality Report Enhancements

The Cisco SPA500 Series and Cisco SPA300 Series IP Phones provide a new parameter, **Voice Quality Report Address**. This parameter is used for configuration of the phones to work with a SIP event package, SIP PUBLISH, that enables the collection and reporting of metrics that measure the quality for VoIP sessions. This parameter can be configured for each extension in the Ext <number> tab of the configuration utility. More information can be found in Chapter 4, Configuring SIP, SPCP, and NAT, in the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*.

Resynchronizing the Phone Configuration Based on the Time of Day

A new parameter, **Resync At**, has been added in the Provisioning tab of the configuration utility. This parameter allows you to specify the time of day at which you want the IP phone to resynchronize with the server; for example, to download a new configuration. See the *Cisco Small Business IP Telephony Devices Provisioning Guide* for more information.

Macro Expansion for XML Provisioning

The Cisco SPA IP phones support macro expansion for use in XML provisioning. For more information, see Chapter 2 and Chapter 4 of the *Cisco Small Business IP Telephony Devices Provisioning Guide*.

Accessibility Control for the Phone User Interface

Firmware release 7.4.7 allows you to restrict the menus and options that phone users see when they use the phone interface. The **Phone-UI-user-mode** parameter can be enabled in a provisioning file or in the configuration utility. For more information, see Chapter 6, Provisioning Basics, of the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*, and Chapter 2 of the *Cisco Small Business IP Telephony Devices Provisioning Guide*.

SIP “Reason” Header in CANCEL Message Support

Firmware version 7.4.7 includes support for the SIP “Reason” header in CANCEL messages. No configuration is required.

Fixed Problems Since Firmware Version 7.4.6—Phones Used With a SIP Call Control System

Identifier	Phone Model	Summary
CSCth67580	SPA30X/ SPA50X	Syslog messages report “upgrade” when a phone plays music via an XML application.
CSCth69550	SPA50X	When canceling a conference call, if canceling before dialing, user had to manually resume call. If canceling the conference call after dialing, the call automatically resumed. Different behavior occurs when canceling one conference call. The fixed status is that when a conference call is canceled, the phone will not resume the call previously put on hold. This makes the SPA50X phones' behavior consistent with the SPA525G's behavior.
CSCth69658	SPA301/ SPA501	Using the phone's interactive voice response (IVR) system to disable SPCP did not save the selected mode.
CSCth71332	SPA301	Using the phone's IVR system to configure with 220 or 230 would cause the SPA301 to immediately exit the IVR and dial the number.
CSCth71385 / CSCti04979	SPA301/ SPA501	Cannot disable Web Server access with phone's IVR 7932# command.
CSCth76144	SPA30X/ SPA50X	Speed dial in extended function fails if userID has period in it; for example, fnc=sd;ext=a.b@192.168.2.181. Debug log showed “Calling:@a.b:0.”

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Identifier	Phone Model	Summary
CSCth88233	SPA30X/ SPA50X	Changing the Regional > Prompt Tone with the phone's web-UI did not take effect until the phone was manually rebooted. The change now takes effect without rebooting the phone.
CSCth88793	SPA303/ SPA50X (except SPA501)	PC port on phone did not properly change packet priority when VLAN priority 1 was configured.
CSCti03040	SPA30X/ SPA50X	Phone replied with ICMP port unreachable to first DNS server even if the DNS server did not supply requested information.
CSCti03325	SPA30X/ SPA50X	Phone ignores TTL in DNS answer.
CSCti03334 / CSCti38767	SPA303/ SPA50X (except SPA501)	Incorrect message displayed when caller ID withheld by inbound caller and phone is configured for language other than English.
CSCti03537	SPA30X/ SPA50X	DTMF intermittently fails.
CSCti04511	SPA30X/ SPA50X	Audio deteriorates if the jitter is between 30 and 45 ms.
CSCti07123	SPA303/ SPA50X (except SPA501)	The answer and ignore softkeys should display when involved in a conference call and another call comes in.
CSCti13821	SPA30X/ SPA50X	Phone used same sequence number for SIP PUBLISH even after it received a 200-OK.
CSCti28265	SPA30X/ SPA50X	DHCP OPTION 6 provided 2 DNS servers. Phone would initially try secondary DNS server but reverts to trying a failed primary DNS server without trying the secondary DNS server.
CSCti29323	SPA303 / SPA50X (except SPA501)	Resume and End softkeys only work for Line Key 1 and not the remaining line keys.

Identifier	Phone Model	Summary
CSCti29546	SPA303 / SPA50X (except SPA501)	<p>Softkey behavior differs from SPA525G. Example:</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60;vid= 1;nme=MOH Off</PSK_3></pre> <p>had to be modified to</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60@\$PROXY;vid= 1;nme=MOH Off</PSK_3></pre> <p>Corrected behavior now allows</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60;vid= 1;nme=MOH Off</PSK_3></pre> <p>and the phone automatically applies @PROXY.</p>
CSCti31524	SPA50X (except SPA501) with SPA500S	When using the SPA500S to perform a Group Call Pickup, a second incoming call cannot be picked up.
CSCti31574	SPA303/ SPA50X (except SPA501)	A programmable softkey configured for all-group [multicast] speed dial does not work when configured as follows: fnc=sd;ext=800;vid= 1;nme= All Page
CSCti51224	SPA303/ SPA50X (except SPA501)	HTTPS used for contact, message, and logout in a line key's extended function results in "request failed."
CSCti58390	SPA303/ SPA50X (except SPA501)	<p>When idle and configured with the following, the lcr idle-state softkey is not displayed in position 6, but cfwd is displayed in position 6:</p> <p>Miss_Call_Shortcut: No</p> <p>Log_Missed_Calls_For_EXT_1: Yes</p> <p>Programmable_Softkey_Enable: Yes</p> <pre><Idle_Key_List ua="na">redial;dir;dnd;psk4;psk2;lcr;cfwd;chkcfd;psk1;psk3;</Idle_Key_List></pre>

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Identifier	Phone Model	Summary
CSCti60766	SPA303/ SPA50X (except SPA501)	When using a click-to-dial application, the phone being controlled displays “page from”. This behavior has been changed so that the phone now displays “From.”.
CSCti78526	SPA30X/ SPA50X	The phone hangs if the RTP packet size is set to ≥ 50 ms.
CSCti84953	SPA30X/ SPA50X	The SIP proxy length field is changed from 127 to 255 characters.
CSCti88731	SPA30X/ SPA50X	SIP PUBLISH: added remote statistics, Erroneous Signal and Noise, and corrected start and stop timestamps.
CSCti97085	SPA30X/ SPA50X	Phone locked up after receiving in response to a register request, a 200 OK with an empty organization field.
CSCti99050	SPA303/ SPA50X (except SPA501)	Phone UI user access control not honoring ua=na in XML configuration file.
CSCtj15774	SPA30X/ SPA50X	Reorder Delay value is now defaulted to 255. Refer to https://supportforums.cisco.com/docs/DOC-12123 .
CSCtj16200	SPA30X/ SPA50X	Cisco XML API next key does not function properly.
CSCtj16866	SPA303/ SPA50X (except SPA501)	Directory softkey not displayed when performing a blind transfer.
CSCtj21747	SPA303/ SPA50X (except SPA501)	Phone doesn't reboot after reinstalling ethernet cable. If phone powered with an external power supply and is connected to a network without DNS, the phone displays “searching for DNS.” Disconnecting the phone's network cable and inserting into another switch does not result in the phone trying to find a DNS server on the new network or rebooting.

Identifier	Phone Model	Summary
CSCtj32326	SPA30X/ SPA50X	Phone sends 200 OK ACK with only its first CODEC preference. The phone's behavior is now changed such that: <ol style="list-style-type: none"> 1. Set ExtN > Audio Configuration > Release Unused Codec: no 2. Phone's 200 OK responses to INVITE now include preferred CODEC list with the extension's preferred CODEC listed first.
CSCtj32333	SPA30X/ SPA50X	Phone was using its preferred CODEC from the SIP INVITE 200 OK SDP negotiation instead of the preference listed in the 200 OK.
CSCtj71183	SPA30X/ SPA50X	Phone's SPC utility incorrectly lists the XML as supporting "5x5" phones. This has changed to "50x" phones and does not affect functionality in any way.
CSCtj74644	SPA30X/ SPA50X	The phone's syslog output did not properly display .[periods] and instead displayed "%2E" in IP addresses or macro expanded \$SWVER variables.
CSCtj77032	SPA30X/ SPA50X	SIP PUBLISH report is not sent if call is canceled while being transferred.
CSCtj77165	SPA30X/ SPA50X	RTCP-XR packets are only sent to 1 party in conference call instead of all parties.
CSCtj79804	SPA30X/ SPA50X	With Feature Key Synchronization (FKS) and call forward no answer (CFNA) the ringtime period is based on seconds, not ringtimes. CFNA is now handled only on the server so ringtimes will not trigger local timer on phone.
CSCtj80646	SPA30X/ SPA50X	When being provisioned and receiving a 301 (moved permanently) redirect, the phone did not submit a request to the new address provided in the redirect.
CSCtj81280	SPA30X/ SPA50X	The \$ISCUST, \$INCOMINGNAME, \$REMOTENUMBER, \$AUTHID, \$DISPLAYNAME variables were not properly expanded during XML provisioning.
CSCtj86094	SPA30X/ SPA50X	In the SIP PUBLISH report, the from and to tags in the DialogID field are incorrect when the call is forwarded.
CSCtj86116	SPA30X/ SPA50X	In the SIP PUBLISH report, the Call-ID-Parameter in the DialogID field is incorrect.
CSCtj86371	SPA30X/ SPA50X	In the SIP PUBLISH report, the Remote Address port is always 5060.

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Identifier	Phone Model	Summary
CSCtj99684	SPA30X/ SPA50X	In the SIP PUBLISH report, when Do Not Disturb is configured and a call is forwarded, the “from” and “to” ID are incorrect.
CSCtk12261	SPA30X/ SPA50X	In the SIP PUBLISH report, the remote port reported was reported as SIP. This has been corrected to report as RTP.
CSCtk13789	SPA30X/ SPA50X	Phone was unresponsive for two minutes while sending DNS address lookups for an unknown SIP proxy.

Fixed Problems Since Firmware Version 7.4.6—Phones Used With a Smart Phone Control Protocol (SPCP) System

This section lists fixed problems found in phones used with an SPCP call control system; for example, the Cisco Unified Communications 500 Series (UC500) System.

Identifier	Phone Model	Summary
CSCth69550	SPA50X	When canceling a conference call, if canceling before dialing, user had to manually resume call. If canceling the conference call after dialing, the call automatically resumed. Different behavior occurs when canceling one conference call. The fixed status is that when a conference call is canceled, the phone will not resume the call previously put on hold. This makes the SPA50X phones' behavior consistent with the SPA525G's behavior.
CSCth69658	SPA301/ SPA501	Using the phone's IVR system to disable SPCP did not save the selected mode.
CSCth71332	SPA301	Using the phone's IVR system to configure with 220 or 230 would cause the SPA301 to immediately exit the IVR and dial the number.
CSCth71385 / CSCti04979	SPA301/ SPA501	Cannot disable Web Server access with phone's IVR 7932# command.
CSCth76822	SPA50X with SPA500S	SPA500S LED button flashes red instead of orange for incoming call.
CSCth88793	SPA30X/ SPA50X	PC port on phone did not properly change packet priority when VLAN priority 1 was configured.

Identifier	Phone Model	Summary
CSCti30982	SPA303 / SPA50X (except SPA501)	Changing ring type using the French language dictionary causes the phone to hang.
CSCtj93580	SPA303/ SPA50X (except SPA501)	The “EditDial” softkey in the Personal Speed Dial menu does not work. Pressing other keys repeatedly resulted in phone halting.

Known Issues

The following table lists known issues, including the identifier, phone model, and to which protocol the issue applies (if phones are used with a SIP call control system or if phones are used with an SPCP call control system).

Identifier	Phone Model	Protocol	Description/Workaround
CSCtj81288	SPA30X/ SPA50X	SIP	<p>The phone tries resynchronization for longer time period than expected if the profile rule file is invalid.</p> <p>Symptom: Using Phone Display (Option 18 profile rule) - using HTTP as the protocol to a missing file can cause the phone to try to resynchronize for a longer time period than expected.</p> <p>Workaround: Ensure the file name and file path is correct when using the HTTP protocol or use the TFTP protocol which does not exhibit the same behavior on a missing file.</p>
CSCtk14652	SPA502	SIP	<p>Missing “toggle” softkey while call state is in conference or transfer mode.</p> <p>Symptom: “Toggle” softkey is missing.</p> <p>Workaround: Change <Line_Navigation> to “Per Call”. Then the user can use the navigation key to switch between calls.</p>

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Identifier	Phone Model	Protocol	Description/Workaround
CSCtk15125	SPA301/ SPA501	SIP	<p>Can't end IP dialing call when <Make Call Without Reg> is disabled.</p> <p>Symptom: After call is answered using the speaker button, pressing speaker button again will not release the call.</p> <p>Workaround: Pressing the Line Key will release the call.</p>
CSCtk15169	SPA301/ SPA501	SIP	<p>Cannot answer IP dialing call while accessing IVR; phone freezes.</p> <p>Symptom: With configuration < Make Call Without Reg> set to No, and <Ans Call Without Reg> set to yes, answering an inbound call while accessing IVR can hang the phone.</p> <p>Workaround: Do not answer IP dialing call when accessing IVR menu of the SPA301 or SPA501 phone.</p>
CSCtk56267	SPA30X/ SPA50X	SPCP	<p>TimeCardView recording message failed.</p> <p>Symptom: TimeCardView service is unable to record message.</p> <p>Workaround: None.</p>
CSCtk56276	SPA30X/ SPA50X	SPCP	<p>TimeCardView user logout does not return to main menu.</p> <p>Symptom: When performing the following:</p> <ol style="list-style-type: none">1. Services > TimeCardView > Login2. Logout -> display logout > Exit <p>The phone goes back to the option window, not the main menu.</p> <p>Workaround: None.</p>

Related Information

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	<p>www.cisco.com/go/smallbizfirmware</p> <p>Select a link to download firmware for Cisco Small Business Products. No login is required.</p> <p>Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).</p>
Product Documentation	
Cisco Small Business SPA50X	www.cisco.com/go/spa500phones
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb

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