

Release Notes for Cisco Unified Communications UC320W Firmware Version 2.0.9

June 2011

These Release Notes describe resolved issues, known issues, system requirements, and firmware upgrade procedures for Cisco Unified Communications UC320W firmware version 2.0.9.

Contents

This document includes the following topics:

- [Device Firmware, page 2](#)
- [Enhancements, page 2](#)
- [Issues Fixed Since Firmware Version 2.0.6 \(10\), page 3](#)
- [Known Issues, page 5](#)
- [Required Equipment and Services, page 11](#)
- [Upgrading the Firmware, page 12](#)
- [Where to Go From Here, page 14](#)

Device Firmware

This version of the Cisco UC320W firmware includes the following device firmware.

- **Cisco SPA525:** 7.4.8(012f)
- **Cisco SPA501, SPA502, SPA504, SPA508, SPA509, SPA301, SPA303:** 7.4.7v11
- **Cisco SPA8800:** 6.1.9 (GW001)

Enhancements

- A new Support Tools section was added to the Status module. This section includes the following features:
 - **System Logs (formerly Troubleshooting):** You can use the *Status > Support Tools > System Logs* page to enable, view, and download system logs.
 - **Ping:** Use the *Ping* page to use ICMP Echo (ping) requests to test connectivity between the Cisco UC320W and a specified IP address or domain name.
- Troubleshooting Tips are available through the Help menu, when the system is connected to Cloud Services.
- You can use the Upgrade Available link near the top of the window to download the latest firmware to your computer.
- The system makes it easier to recover a configuration file after a firmware downgrade. A prompt allows you to choose from compatible session files and applied configurations.

Issues Fixed Since Firmware Version 2.0.6 (10)

- Fixed an issue in which Hunt Group routing continued beyond the specified Number of Attempts when the Ring Duration was set to 30 seconds or longer. (CSCtk62425)
- Fixed an issue in which call forwarding to voicemail failed when the Call Return softkey was used to dial a Shared Extension or an Additional Extension. (CSCtn38841)
- Fixed an issue in which a SIP call was disconnected when transferred from the Auto Attendant to a group mailbox. (CSCtn51163)
- Fixed an issue that occurred when there was a single-menu Auto Attendant and day/night Call Routing. (CSCtn60132)
- Fixed an issue with inaccurate error indicators on the *Configuration > User/Group Features > Phone Buttons* page. (CSCtn16722)
- Fixed an issue in which the front panel illustration on the *Status > Devices* page did not accurately represent the current status of the system and the ports. (CSCtd64296)
- Fixed an issue in which the Auto Attendant played only one prompt of a prompt sequence. (CSCtj10126)
- Fixed audio issues with calls through FXO trunks on the Cisco SPA8800. (CSCtl00230)
- Fixed an issue in which the configuration utility always restored the last applied configuration, even if the configuration failed. Now the configuration utility launches with the last valid configuration. (CSCtg79399)
- Fixed an issue in which unneeded SIP parameters caused errors with calls through a SIP trunk. (CSCto42310)
- Fixed an issue with the call pickup feature of forwarded calls. (CSCto77890)
- Fixed an issue in which caller ID was not displayed for some FXO lines. (CSCtl51989)
- Fixed an issue in which the Block CLID feature button was not working properly for calls to external numbers. (CSCtn50244)
- Fixed an issue with the French translation on the *Configuration > Ports and Trunks > SIP/BRI Trunks* page. (CSCtn61411)

- Fixed an issue in which the Auto Attendant intermittently failed to play a greeting. (CSCtk67039)
- Fixed an issue with caller ID that was associated with a high Receive value in the FXO gain settings. (CSCtl93490)
- Fixed an issue in which a call failed when two hunt group members answered simultaneously. (CSCto71301)
- Fixed an issue in which DTMF tones (touch-tone sounds) occasionally were heard during calls, although no one was pressing the phone keys. (CSCtk03279)
- Fixed an issue in which all Shared Line member phones rang after a member transferred a call to his/her personal extension. (CSCtl21579)
- Fixed an issue in which the system displayed a message about Data VLAN settings even though the Data VLAN was disabled under the selected network topology. (CSCtl89881)
- Fixed an issue in which restoring a configuration caused settings to disappear from the *Configuration > Ports and Trunks > SIP/BRI Trunks* page. (CSCtk68680)
- Fixed an issue with the reinitialization of voicemail boxes on the *Status > Voicemail* page. (CSCto88500)
- Fixed an issue in which Cisco SPA525G rebooted when transferring a call that was picked up by using a BLF (Busy Lamp Field) button. (CSCtq13064)
- Fixed an issue in which the internal music source was used for held calls, even when the system was configured to use an external source. (CSCto88748)
- Fixed an issue in which call pickup failed for a forwarded call. (CSCto77890)
- Fixed an issue in which a Cisco SPA50x phone locked up after a user opened the External Directory. (CSCto72153)
- Fixed various issues with localization of French text in the configuration utility.

Known Issues

This section includes the following types of issues:

- [System Management, page 5](#)
- [Audio Quality, page 7](#)
- [Call Routing, page 7](#)
- [Voicemail, page 8](#)
- [Display Issues, page 8](#)
- [Other, page 9](#)

Browser Requirements for Configuration Utility

- Internet Explorer 9 is not supported. There are known issues running Flash programs in Internet Explorer 9.
- Mozilla Firefox version 4 and Google Chrome 10 have not been tested. Mozilla Firefox version 3.6 is supported.
- Because the configuration utility requires Adobe Flash Player, it is not compatible with Apple iPhone, iPod Touch or iPad devices.

System Management

- After restoring a configuration with different LAN or network topology settings than were in use for the current session, there may be issues launching the configuration utility. (CSCtn57188)
Work Around: Ensure that your PC received an IP address in the correct range for the restored configuration. Restart the browser and enter the new IP address for the Cisco UC320W.
- After a LAN IP address change, system access is blocked if the user starts a new session in a new browser window without first closing the initial browser window. (CSCtl74903)
Work Around: Close both browser windows, and then open a new session, using the new LAN IP address.
- Internet Explorer may stop responding after a site backup file is restored. (CSCtn24175)
Work Around: Restart Internet Explorer.

- With very high data traffic to and from the WAN (rates over 100MB), system performance may be slow. Administrators also will notice slow performance in the configuration utility. (CSCtj13887)
Work Around: Configure the Cisco UC320W as a DHCP client of the data network, if WAN network throughput above 100 Mbps are required.
- There are intermittent issues in which configuration changes are not passed down to a Cisco SPA8800 gateway. (CSCtk15802)
Work Around: To synchronize configuration changes, factory reset the Cisco SPA8800 by using the built-in IVR. Connect an analog phone to Port 1 of the unit. Press the star key four times: ****. After the greeting plays, enter the R-E-S-E-T option, followed by the pound key: **73738#**. Press **1** to confirm.
- On the *Status > Troubleshooting* page, the *Show SIP Only* filter is cleared when the user navigates away from the page. (CSCtk14157)
- The *Status > Troubleshooting* page includes the built-in FXO ports of the Cisco UC320W but does not include the ports of any connected Cisco SPA8800 units. (CSCtn59149)
- There are occasionally issues detecting some USB keys, specifically those using the USBest UT166 controller. (CSCtl89883)
Work Around: Use one of the following USB keys, which have been tested successfully with the Cisco UC320W: A-DATA C905, PD1, T807; Apacer AH225; KingMax super stick mini; Kingston Datatraveler, Kingston Datatraveler DT101C; Nokia 5310 mobile phone (micro SD); Patriot Memory RAZZO; PNY Attaché; PQL, PQL Intelligent Stick; Toshiba TransMemory; Transcend JetFlash 2A, v20, v33, JF150, V10; Zynnet
- Spanning tree protocol is not currently implemented in the built-in switch of the Cisco UC320W. The administrator must be careful not to introduce any Layer 2 network loops. (CSCtl77145)
- Creating a new configuration does not erase Call History logs from the phones. (CSCtn08849)
Work Around: After initiating a new configuration in the configuration utility, use the phone menus to factory reset the phones. Instructions are provided below.
 - **Cisco SPA301 or Cisco SPA501:** Lift the receiver, and access the Interactive Voice Response unit by pressing the * key four times: ****. Enter the R-E-S-E-T option, **73738**, followed by #. Press **1** to confirm. Wait about 40 seconds for the *Option Successful* message, and then hang up.

- **Cisco SPA303 and other Cisco SPA50x Series models:** Press the Setup key on the phone keypad. Scroll down to **Factory Reset**, and press **Select**. When the confirmation message appears, select **OK**.
- **Cisco SPA525G/G2:** Press the Setup key on the phone keypad. Scroll down to **Device Administration**, and press **Select**. Scroll down to **Factory Reset**, and press **Select**. When the confirmation message appears, select **OK**.
- When the system is configured with the Routes Voice Only topology, there are intermittent issues with applying or backing up a configuration. The process begins and a progress message appears, but the operation never completes. (CSCto97373)
Work Around: Click the Save button to save your session. Relaunch the configuration utility to clear the error. You can then apply or back up the configuration. After applying a configuration, log out and log in again to ensure that the configuration utility operates correctly.

Audio Quality

- Echo may be heard if the IP phones are connected to a switch that is not configured with a voice VLAN. (CSCth53813)
Work Around: For best results, Cisco recommends using a Cisco ESW500 Series switch. Other Cisco switches, such as Cisco Small Business SG/SF300 Series switches, can be used if a voice VLAN is configured.
Note: For more information about configuring a switch to inter-operate with the Cisco UC320W, see the Smart Designs at www.cisco.com/go/partner/smartdesigns.

Call Routing

- In certain call scenarios, which may include call transfer, users may see the message "Queueing" instead of "Ringing" on the phone display and may notice a delay in call completion. This problem will clear shortly. (CSCtq22456)
- When a call is placed to an external number through an FXO trunk, there is a long delay before the ringback tone plays. (CSCtl49731, CSCtj57861)
- When a SIP call is transferred to an extension, the caller hears music on hold instead of hearing a ringback tone. (CSCtk58177)
- When the Region is set to United Kingdom, there are issues with inbound and outbound FXO calls being disconnected upon call transfer. (CSCto22995)

Voicemail

- If a user records a temporary greeting, it remains in use until it is deleted. (CSCtn56684)
Work Around: If a user no longer wants to use a temporary greeting, the user can log in to the mailbox and go through these options: Press **4** for setup options, press **4** for the temporary greeting, and then press **2** to erase the temporary greeting.
- When a Shared Extension or Hunt Group is busy, the caller hears the “unavailable” greeting instead of the “busy” greeting. (CSCtj21082)
- When a Hunt Group call is transferred to voicemail, there is a long silence before the greeting plays. (CSCtk68137)
- The Voicemail Pilot may not recognize a mailbox number that is input very quickly. The system may prompt for the mailbox again. (CSCtl06864)
- The *Status > Voicemail* page does not correctly show the voicemail usage for Shared FXO Lines and Hunt Groups. (CSCti43843)
- The callback feature and the send message feature fail for Shared Extension mailboxes. (CSCtk60849, CSCtk60450)
- The voicemail callback feature fails for a message left by an external caller. (CSCtl20136)
- The Voicemail to Email feature does not include voicemail messages that are forwarded from one user’s mailbox to another’s. For example, if User1 listens to a message and forwards it to User2, no email is sent to User2. (CSCtq49285)

Display Issues

- A “Button errors” message at the top of the *Phone Buttons* page may cause confusion because it does not specify which phone has the errors. (CSCtj73525)
Work Around: To find the phones with the errors, use the Previous Set and Next Set buttons. When all button errors are fixed, the error message disappears.
- If you configure a phone with two Call Park slots that have the same park slot number, error indicators appear in the Configuration Utility for all park slot buttons on the selected phone. (CSCti08815)
Work Around: To clear the errors, ensure that each Call Park Slot button specifies a different park slot number.

- Very long drop-down lists, such as a long list of voicemail boxes, are partly hidden from view. (CSCtj61728)
- If a SIP provider has redundant IP addresses and a SIP trunk switches to the alternate address, the SIP trunk will appear twice on the *Status > External Trunks* page. (CSCth85437)
- When the system is localized for French, the corporate directory is displayed in English. (CSCto71808)
- When the phone language is French, the "FIN D APPEL" softkey is displayed incorrectly as "IN D APPEL." (CSCto81331)

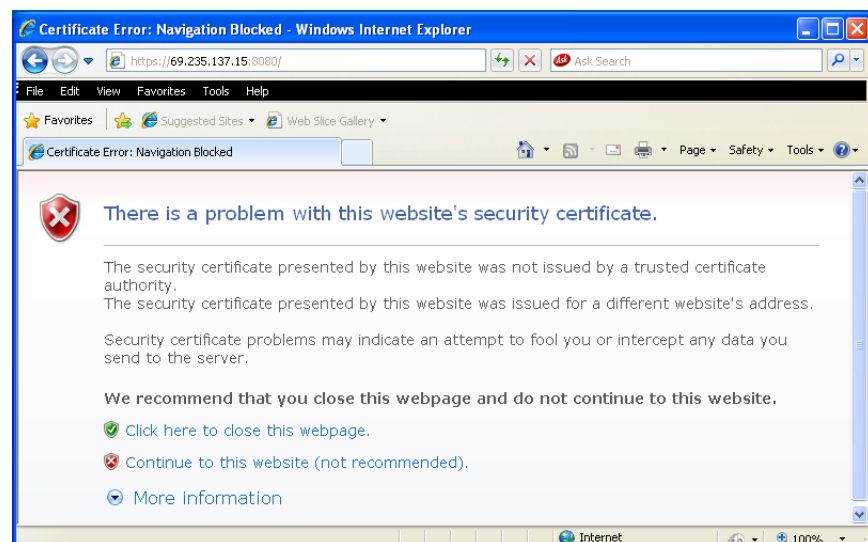
Other

- FXS phones are omitted from the Stations Directory on the phones. (CSCtf45911)
- On a wireless network with Security Strength set to None, changes in the Network Name (SSID) are not successfully communicated to wirelessly connected phones. (CSCtl43344)
Work Around: Use a stronger security setting (strongly recommended). Alternatively, work around this issue by temporarily connecting the wireless phones to the network with Ethernet cables. After the phone reboot, they will receive the new wireless network settings, and you can disconnect the cables.
- After a new Shared FXO Line is configured for a Cisco SPA8800 gateway, a member phone may display a "no service" message. (CSCtj54415)
Work Around: Reboot the Cisco SPA8800 gateway.
- There are intermittent issues with the detection of DTMF input. (CSCtk62126)
- The star codes for parking and unparking calls (*38 and *39) do not work on FXS phones. (CSCth88200)
- The settings menu on the phone screen allows the user to edit the IP address and other network settings. Users should not change these settings. Any changes will be overwritten by the settings entered in the configuration utility. (CSCti02670)
- Star code 66 (call back) does not work on analog phones. (CSCto74691)

- After an initial configuration is applied, further changes in the phone language preference may be made only through the phone menus (to avoid losing user settings).

Work Around:

- On SPA50x models, press the Setup button and then choose the Language menu. Choose a language from the list, and then press Select.
 - On SPA525G/G2, press the Setup button and then choose the Device Administration menu. In the Language field, press the right-arrow navigation button, choose a language from the list, and then press Select.
- A certificate warning may appear when you connect to the configuration utility by using HTTPS. Refer to the example below. You can acknowledge the message and continue to the website. (CSCtn24097)



- The dial plan is not updated correctly when the administrator enables the option to prefix dialed numbers with +1 (*Configuration > SIP/BRI Trunks* page). (CSCtq46457, CSCtq51942, CSCtq37949)

Work Around: Contact your Cisco Small Business Support Center to see if a PMF is available for your region.

- There are issues with Music On Hold for SIP providers that furnish Music On Hold from their own network resources. (CSCtq37896, CSCto80496)
- Issues may occur if the local network settings conflict with the default settings for the Cisco UC320W (192.168.10.1) or the Cisco SPA8800 (192.168.0.10). (CSCtq11270)

Work Around: Use a different network address than 192.168.0.x.

- The Auto Attendant Prompt Recorder plays instructions in English even when the Region is set to Canada (French). (CSCtq11206)
- User-defined speed dial buttons must comply with the dial plan rules. A digit cannot be used as a speed dial if it is configured as Dial Immediately, Not Allowed, or Outside Line on the *Configuration > Telephony > Internal Dialing* page.

Required Equipment and Services

For best results, please be aware of the following requirements:

- **Internet service:** An active Internet connection is required, and the system must be able to establish a WAN connection during the initial configuration process.
Note: The phones and Cisco SPA8800 gateways restart when the Internet connection is lost or the WAN IP address changes (for example, when a DHCP lease expires). If you have ongoing issues with DHCP lease renewal, consider obtaining a static IP address from your Internet Service Provider.
- **Ethernet switch selection:** If you wish to install an Ethernet switch with your Unified Communications system, a Cisco ESW500 Series Ethernet switch is recommended. This switch uses CDP to advertise the voice settings required for operation of the IP phones and gateways. Other switches require special configuration of the voice VLAN (100). If you need assistance configuring another switch, please see www.cisco.com/go/partner/smartdesigns
Note: Be sure to upgrade your switch to the latest firmware before installing it into the Cisco UC320W LAN.
- **Web browser:** For best results, use Internet Explorer version 7 or 8 or Mozilla Firefox version 3.6.
- **Adobe Flash player:** The configuration utility requires the free Adobe Flash player version 10.1 or later. To install the latest version, see <http://get.adobe.com/flashplayer/>.

Upgrading the Firmware

Cisco recommends that you install the latest firmware as it becomes available. You can use the automatic updates or install firmware that you have stored on your PC.

See the following topics:

- [Automatic Updates, page 12](#)
- [Upgrading from a File on Your PC, page 13](#)

NOTE

- If you have previously configured the Cisco UC320W, back up your configuration before you upgrade the firmware.
- If the new firmware involves changes in required settings, error icons may appear on some configuration pages after the upgrade is completed. Read the messages on the screen to learn more.
- Configuration files are not backward compatible. If you back up a configuration file and later downgrade to an earlier version of the firmware, you cannot restore that configuration file.
- For best results, close other browser windows before starting an upgrade. When other browser windows are open, the browser may display memory errors.
- Due to the large file size, do not use a wireless connection to upgrade the firmware.

Automatic Updates

After you create a configuration and enable your WAN connection, firmware update notifications will be available periodically. When you log on to the configuration utility, an alert will appear if new firmware is available. Cisco recommends installing the latest firmware. You can click a button to immediately upgrade the firmware, or wait for a more convenient time.

After upgrading the firmware, you must apply the configuration to pass all of the new settings to the connected devices.

NOTE If the web browser pauses indefinitely while installing the new firmware (as indicated by a message such as *96% complete*), you can click the **Download Firmware to PC** button to download the new firmware. After saving the firmware, you can install it from the *Status > Devices* page as described below.

Upgrading from a File on Your PC

To upgrade the firmware from a file on your PC:

1. Click the **Status** menu, and then click **Devices**.
 2. Click the **Upgrade from your PC** button.
 3. When the confirmation message appears, click **OK** to continue, or click **Cancel** to close the message without upgrading the firmware.
 4. After clicking **OK**, select a file from your PC, and then click **Open**.
 5. When the upgrade is complete, log on to the configuration utility.
 6. To ensure that the new firmware is passed down to all of the connected devices, go to the *Apply Changes > Apply Configuration* page and click **Apply All**.
-

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco UC320W.

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/go/sbsc
Cisco UC320W Firmware Downloads	www.cisco.com/go/uc300
Cisco Small Business Open Source Requests	www.cisco.com/go/smallbiz_opensource_request
Product Documentation	
Unified Communications Cisco UC320W	www.cisco.com/go/uc300
Smart Designs	www.cisco.com/go/partner/smartdesigns
Cisco SPA300 Series IP Phones	www.cisco.com/go/300phones
Cisco SPA500 Series IP Phones	www.cisco.com/go/spa500phones
Cisco SA500 Series Security Appliances	www.cisco.com/go/sa500
Cisco ESW500 Ethernet Switches	www.cisco.com/go/esw500help
Cisco SPA8800 IP Telephony Gateway	www.cisco.com/go/gateways
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

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.

OL-25238-01