

Release Notes for Cisco Small Business Pro IP Phone SPA 50XG Firmware Version 7.4.3

December 23, 2009

These Release Notes describe the updates and enhancements in the Cisco Small Business Pro IP Phone SPA 50XG firmware version 7.4.3.

Contents

This document includes the following topics:

- [Changes Since the Last Firmware Release](#)
- [Installation Notes](#)
- [Product Resources](#)

Changes Since the Last Firmware Release

Updates were made, and problems were fixed. This section contains the following:

- [Updates, page 2](#)
- [Fixed Problems Since Firmware Release 7.3.7 \(SIP\), page 3](#)
- [Fixed Problems Since Firmware Release 7.1.3 \(SPCP\), page 5](#)
- [Known Issues](#)

Updates

The following updates were made:

- Added call duration information to call log. (SIP)
- Added support for macro expansion in Cisco XML requests. (SIP and SPCP)
You can now use macro variables in XML URLs. The following macro variables are supported:
 - User ID—UID1, UID2
 - Display name—DISPLAYNAME1, DISPLAYNAME2
 - Auth ID—AUTHID1, AUTHID2
 - Proxy—PROXY1, PROXY2
 - MAC Address—MA
 - Product Name—PN
 - Product Series Number—PSN
 - Serial Number—SERIAL_NUMBER
- The URL in extended function line keys and programmable soft keys can now be up to 511 characters. (SIP)
- Added the Default Character Encoding parameter in the Web Administration Interface under the Regional tab. The default is ISO-8859-1 for backward compatibility with Cisco SPA900 series phones. If set to UTF-8, line keys and other labels entered via the Web Administration Interface containing UTF-8 characters will be displayed correctly on the phone. (SIP)
- The phone now handles “alert” notification with specific call appearance ID that comes before the INVITE message. (SIP)

Fixed Problems Since Firmware Release 7.3.7 (SIP)

The following problems were fixed in this release:

Identifier	Summary
CSCtc11805	When call waiting or security indication tone is playing, AER is disabled and there is echo.
CSCtc16681	CMX activated by SIP NOTIFY did not work.
CSCtc49368	SIP NOTIFY XML request authentication issue.
CSCtc49999	SPA 501G IVR problem.
CSCtc52378	Cancel key has no effect when connecting to invalid BroadSoft directory server.
CSCtc53925 CSCtc54014	Dial assistance related problems.
CSCtc54084	Phone GUI ring tone entry names wrong for ext 10 to 12.
CSCtc56373	LCD contrast - softkey cancel saves the changes.
CSCtc57230 CSCtc56065	Incoming calls during FW upgrade are now blocked.
CSCtc59440	"Restricted Number" not displayed for BroadSoft CLR scenario.
CSCtc59564 CSCtc76183	Softkey issues with shared line key.
CSCtc60808	Auto-recovery fails if using http/https in upgrade rule.
CSCtc76671	DTMF does not send outgoing AVT packets when call waiting or security indication tone is playing.
CSCtc77162	Phone freezes when initiating conference call using BroadSoft conference bridge.
CSCtc77961	SPA 501G does not ask for password for IVR menu 7932.
CSCtc79791	Now uses SEP<deviceMAC> instead of SipuraSPA as hostname.
CSCtc79878	Advanced BroadSoft search failing to add certain fields in query.

Release Notes

Identifier	Summary
CSCtc92207	IP dialing ending in # causes phone to freeze for 50 seconds.
CSCtc95633	BroadSoft DFKS DND Splash compliance issue.
CSCtc96792	Web GUI display issue with fields that are very long.
CSCtc98552	BroadSoft private hold losing header after auth challenge.
CSCtd11532 CSCtc55807 CSCtc77961 CSCtc77919 CSCtc57201 CSCtc55808 CSCtc77963 CSCtc76132 CSCtc76111 CSCtc76181 CSCtc55807 CSCtc75630 CSCtc57201 CSCtc55808 CSCtd07870 CSCtc49999 CSCtd07781 CSCtd07754 CSCtd07310	SPA 501G IVR problems.
CSCtd47052	Wrong TCP connection if phone parameters change without reboot.
CSCtd69779	XML softkey labels with UTF8 now shows correctly.
CSCtd72299	When DND/CFWD service is disabled, the corresponding soft keys are now disabled.
CSCtd75416	\$PROXY macro in BLF List URI now expands correctly.

Fixed Problems Since Firmware Release 7.1.3 (SPCP)

The following problems were fixed in this release:

Identifier	Summary
CSCtb09307	MOH has no music.
CSCtb09309	Speed dial does not work.
CSCtb53865	When being paged, pressing the speaker button now mutes the incoming audio.
CSCtb53893	SPA 502G button labels with more than 4 characters were truncated.
CSCtb56312	SPA 502G rings in silent mode, the MWI now blinks.
CSCtb99394	When there are three DNS servers, "DNS Server 2" display in the phone GUI is truncated.
CSCtc26120	Speed dial does not work for buttons with BLF/speed dial.
CSCtc29752	When many buttons are assigned to the same parallel hunt group, the phone hangs when it answers the hunt.
CSCtc44154	Wrong connection with two incoming calls.
CSCtc44178	MWI blinking problem for SPA 502.
CSCtc44470	Cannot answer incoming call with line button.
CSCtc46633 CSCtc44124	MWI blinking behavior with multiple incoming calls.
CSCtc49979	Phone does not reboot when changing network under some conditions.
CSCtc68250	Cannot dial from local directory when off-hook.
CSCtc68306	Show "From:" instead of "To:" calling shared line.
CSCtc70930	Cannot transfer call via local directory.
CSCtc75449	Show "From:" instead of "To:" calling myself.

Release Notes

Identifier	Summary
CSCtc75466 CSCtc75457	Transfer and conference buttons are swapped.
CSCtc77961	SPA 501G does not ask for password for IVR menu 7932.
CSCtc83791	SPA 502G: Voice mail icon won't show.
CSCtc83839	RTP packets now have COS priority 5.
CSCtc91841 CSCtc92196 CSCtc92194 CSCtc92208 CSCtc92187 CSCtc91845 CSCtc55819 CSCtc91869 CSCtc80400 CSCtc55799 CSCtc80449 CSCtc55793 CSCtc80412 CSCtc83445 CSCtc55819 CSCtc46655	SPA 501G IVR problems.
CSCtc91856	Headset audio path issue with hold/resume.
CSCtc95633	BroadSoft DFKS DND Splash compliance issue.
CSCtc98552	Phone unresponsive during long duration call.
CSCtd07047	Phone does not auto register after CME reload.
n/a	"Missed Call" message disappears after 10 seconds or so.
n/a	Phantom MWI when shared lines are involved.
n/a	Miscellaneous problems with SPA 500S attendant console support
n/a	Paging does not work.
n/a	CME service does not work for some UC500's.
n/a	Improved robustness against network instability.

Known Issues

There are no known significant issues at the time of release.

Getting More Information About Problems

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

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- STEP 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
 - STEP 2** Log on 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**. To get a list of problems for a specific product, select the product category and product from the drop-down list and click **Search**.
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Installation Notes

To install firmware for the Cisco IP Phone SPA 50X, follow these instructions.

Downloading the Firmware

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- STEP 1** Download the firmware from Cisco.com. Go to:
<http://www.cisco.com/en/US/products/ps10499/index.html>
 - STEP 2** Click the **Download Software** link.
 - STEP 3** Choose the correct firmware version. Download the zip file and unzip the .exe file to your PC.
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Getting Your Phone's IP Address

Before you upgrade, you'll need the IP address of the phone you are upgrading. To get your IP address:

Cisco SPA 502G, SPA 504G, SPA 508G, SPA 509G:

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- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **Network** and press **select**.
 - STEP 3** The Current IP field shows the IP address of your phone.
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SPA 501G:

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- STEP 1** Press the **Setup** button.
 - STEP 2** Enter **110**, then press **#**. The IP address is recited.
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Installing the Firmware

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- STEP 1** Extract the firmware onto your PC.



NOTE If you are in a VPN connection, you may need to disconnect before proceeding so that your PC can communicate directly with your phone for the upgrade.

- STEP 2** Run the executable file for the firmware upgrade (for example, double click **spa5x5-7-4-3.exe**).
- STEP 3** Click **Continue** after reading the message regarding upgrading and your service provider.
- STEP 4** Enter the IP address of your phone and verify the address of your PC.
- STEP 5** Click **OK**. The system displays information about your phone's current software and hardware.

STEP 6 Click **Upgrade** to begin the upgrade.



NOTE Do not disconnect your phone's power until the upgrade is complete (the lights on your phone are no longer blinking).

STEP 7 Click **OK** to dismiss the status message of the upgrade.

Product Resources

Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco Small Business Pro IP Phone SPA 50XG.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Online Technical Support and Documentation (Login Required)	www.cisco.com/support
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Software Downloads (Login Required)	Go to tools.cisco.com/support/downloads , and enter the model number in the Software Search box.
Product Documentation	
IP Phone	www.cisco.com/en/US/products/ps10499/tsd_products_support_series_home.html
Accessories	http://cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html
Cisco SPA 9000 Voice System	www.cisco.com/en/US/products/ps10030/tsd_products_support_series_home.html

Release Notes

Cisco Unified Communications 500 Series for Small Business	www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html
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
Marketplace	www.cisco.com/go/marketplace

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