

Release Notes for Cisco Small Business Pro SPA 50XG IP Phone Firmware Version 7.4.4

03/31/2010

These Release Notes describe the new features and enhancements in the Cisco Small Business Pro SPA 50XG IP Phone firmware version 7.4.4.

Contents

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Changes Since Cisco Small Business Pro SPA 50XG IP Phone Firmware Version 7.4.3

Updates were made, and problems were fixed.

Updates

The following updates were made:

- Added search feature in Personal Directory. (SIP)
- Added support for macro expansion in SIP registration using Extension Mobility credentials. (SIP)

- Added the following new parameters to the configuration utility:

Extension Tab

- **Restrict MWI**—When enabled, message waiting indicator lights only for messages on private lines. (SIP)
- **Voice Mail Subscribe Interval**—The expiration time, in seconds, of a subscription to a voice mail server. (SIP)

Phone Tab

- **SCA Sticky Auto Line Seize**—When enabled, taking the phone off-hook will not automatically pick up an incoming call on a shared line. (SIP)
- Added support for the following Cisco XML objects (SIP):
 - CiscoIPPhoneStatus
 - Init:CallHistory
 - Key:Headset
 - EditDial:n
 - Added “help” option (press 9) for the Cisco SPA 501 Interactive Voice Response Menu. (SIP and SPCP)
 - Added speed-dial function to BroadSoft auto-busy lamp field key. (SIP)
 - Added “EndCall” softkey support in the following call states (SIP):
 - Off Hook
 - Connected
 - Start-Xfer
 - Start-Conf
 - Conferencing

Fixed Problems Since Firmware Release 7.4.3 (SIP)

The following problems were fixed in this firmware release:

Identifier	Summary
CSCte95773	One-way audio when using sRTP or during a remote hold/resume event.
CSCte86992	BLF subscription with a single "@" causes incorrect phone behavior.
CSCte57792	Double-click needed to navigate through the softkeys when logged in to BroadSoft EM.
CSCte57778	DND synchronization with BroadSoft doesn't work from phone's menu.
CSCtf04003	Phone reboots when in the configuration utility, the Provision tab Provision Enable parameter is set to no.
CSCte42765	Using a group paging script from the phone tab causes the phone to lock up.
CSCtd82184	Phone does not download dictionary file when dictionary URL contains a domain and there are invalid domain name entries elsewhere in the configuration.
CSCtf00752	Programmable softkeys do not work if upper case letters are used.
CSCtf28419	Automatic Call Distribution login avail/unavail softkeys are not visible.
CSCtf13705	Cisco IPPhoneText XML script does not work properly.
CSCtf11775	DNS A lookup performed before SRV lookup when SRV lookup is enabled.
CSCtf11632	Setting "horizontal first" SCA behavior does not work.

Fixed Problems Since Firmware Release 7.4.3 (SPCP)

The following problems were fixed in this firmware release:

Identifier	Summary
CSCtf06239	SPA504 locks up on second call with “call-waiting ring” configured. (Configure “call-waiting beep” instead.)

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 (SIP Version)

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

Downloading the Firmware

- 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:

- 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:

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

- 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 **spa5x5-7-4-4.exe**).

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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.

Installation Notes (SPCP Version)

Firmware updates are done from the Cisco Unified Communications 500 Series. For detailed upgrade instructions, see the [Cisco Configuration Assistant Smart Business Communications System Administrator Guide](#) for your software release. See the "Phone Load Management" section in the "Maintenance" chapter.

To upgrade:

STEP 1 Download the phone software to your PC that is running the Cisco Configuration Assistant software.

STEP 2 Launch the Cisco Configuration Assistant (CCA) and connect to the customer site or UC 500 device.

STEP 3 Choose **Home > Topology** to open the Topology View if it is not already open.

STEP 4 On the PC running CCA, locate the phone firmware file that you downloaded from Cisco.com (for example: spa50X-7-4-4.bin).

STEP 5 In the Topology View, use the mouse to drag the phone load file from your PC and drop it onto the UC 500 icon.

If CCA recognizes the file as a valid phone load, a popup dialog displays and you are prompted to upload the file.

STEP 6 Click **Upload**. The dialog displays the upload and upgrade progress.

Affected phones are restarted after the upgrade is applied.

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	
SPA 50XG	www.cisco.com/go/spa500phones
Cisco Small Business Communications System	www.cisco.com/go/sbcsresources
Cisco Configuration Assistant	www.cisco.com/en/US/products/ps7287/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

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