Release Notes for Cisco Small Business Pro IP Phone SPA 50XG Firmware Version 7.3.7

November 4, 2009

These Release Notes describe the updates and enhancements in the Cisco Small Business Pro IP Phone SPA 50XG firmware version 7.3.7.

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Changes Since Firmware Release 7.1.3

Updates were made, and problems were fixed.

Updates

The following updates were made:

- Increased the number of supported extensions from four to eight (Cisco SPA 501G and Cisco SPA 508G) and from four to twelve (Cisco SPA 509G).
- Added Programmable Soft Keys functionality. Administrators can change the softkeys that appear on the phone screen during certain times.
- Added the Ignore softkey to allow user to ignore an incoming call.

- Conferences can now be cancelled during establishment using the **Cancel** soft key.

- Added dual font support for softkey labels. If the **Softkey Labels Font** in the administration web page **Phone** tab is set to **Narrow**, a narrow font is used for all softkey labels. If this field is set to **Auto**, only those labels that won't fit the available space are rendered in narrow font.

- Added shortcut to create speed dials by pressing an unused phone line button for three seconds.

- Added support for call park using the Cisco SPA 500S and extended function line keys.

- Added serverless multi-group paging.

- Added Cisco XML Support. XML services can be accessed through the phone menu, or, if programmed, by line keys, SPA 500S keys, and soft keys. These can also be accessed by SIP NOTIFY XML messages.

- Added the following BroadSoft features:

  - BroadSoft Directory

  - Extension Mobility

  - ASFE feature synchronization

  - Private hold

- Added the following Busy Lamp Field (BLF) changes:

  - Added BLF auto configuration support.

  - A BLF (in conjunction with the Cisco SPA 9000) can now monitor phone stations in addition to individual lines.

- Added the following call statistics to the Line x Call Status fields in the administration web page:

  - End System Delay

  - Lost Rate

  - Discard Rate

  - Burst Duration

  - Gap Duration

This status information is also displayed even after the call is disconnected.

- Added support for RTCP-XR. XR sender reports are now sent out alongside the normal RTCP packets. R factor, MOS-LQ and MOS-CQ are added to the call statistics display.

- Added RFC3311 SIP UPDATE support.

- Added SW and PC port status display on the administration web status page.

- Added DNS cache and parallel requests support.

- Added DHCP option 2 "time offset" support.

- Provisioning server can now be obtained via DHCP.

- DTMF Tx Volume for AVT packets is now configurable using the administration web page.

Fixed Problems

The following problems were fixed in this release:

Identifier	Summary
CSCsj97689	SPA 500S LED stays on after unit is configured to be disabled.
CSCsv79832	BLF DUT call pickup on call originator.
CSCsw49178	TCP server error on registration when configuring SPA 500S or extended function line keys for BLF.
CSCsz28199	VLAN priority issue with register messages.
CSCsz41581	Web page text box does not refresh properly.
CSCsz49777	Should not accept DHCP response without voice VLAN tag.
CSCsz84432	There is now LCD display and LED support in recovery mode.
CSCsz88485/ CSCsz68933	Phone freezes when a pending call starts ringing.
CSCsz88597	PC port sometimes works without CDP disabled.
CSCta00312	PC port VLAN tagging issue.

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CSCta45702	BroadSoft interoperability stability issues.
CSCta47634	DHCP renew issue when no DHCP server is present.
CSCta49822	Server failover problem with SIP over TCP.
CSCta91440	PING/INVITE requests use old URI instead of MAC address from 301 message.
CSCtb38548	SPA 502 phone exhibits poor call handling of multiple calls. Resolution: **Toggle** softkey is added. You must restart the phone to make the new softkey available, or add it from the administration web interface. Choose **Admin** > **Advanced** > **Phone** > **Programmable Softkeys**, and add **toggle|4** to the Ringing Key List.
CSCtb48560	SPA 500S key does not illuminate when programmed only for speed dial.
CSCtb70357	PC side CDP packet causes phone to reboot.
CSCtb72437	SPA 50X phones do not display resume softkey when shared line is on hold. Resolution: **Resume** softkey is added.
CSCtb82020	When multiple DNS servers are specified (and some are invalid), there is a socket leak resulting in audio loss after a few hours.
CSCtb84983	When an extension is not registered, the phone GUI shows "Fail" instead of "Not registered."
CSCtb97474	Increase web page height margin so that the bottom line will show for SPA 509.
CSCtc03862	When ending a call when microphone is muted, the next call has only one-way audio.
CSCtc04840	False SIP DTMF INFO message sent under certain conditions.
CSCtc09912	Setting *Resync From SIP* parameter to no has no effect.
CSCtc11760	Removed unnecessary parameters from administration web page for SPA 501, SPA 502, SPA 504, and SPA 508 phones.
CSCtc13686	BLF LED goes off during a blind transfer.

Identifier	Summary
CSCtc13948	Under some circumstances only the first two DNS servers are used.
CSCtc31539	Poor voice quality on G.711A calls through PSTN network.
CSCtc34032	With failed BroadSoft or Sylantro BLF subscriptions, line key LED goes off when the phone is idle.
CSCtc49368	SIP NOTIFY XML—Phone now challenges sender for authentication.
CSCtc51577	Shared line behavior incompatible with SPA 9XX phones.
CSCtc53200	BroadSoft BLF URI list parameter does not work.

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.

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**.

Installation Notes

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.

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.

SPA 501G:

STEP 1   Press the **Setup** button.

STEP 2   Enter **110**, then press **#**. The IP address is recited.

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 **spa5x5-7-3-7.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.

Release Notes

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
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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