

# Release Notes for Cisco Unified Communications UC320W Firmware Version 2.0.6 (10)

## March 2011

These Release Notes describe resolved issues, known issues, system requirements, and firmware upgrade procedures for Cisco Unified Communications UC320W firmware version 2.0.6 (10).

## Contents

This document includes the following topics:

- **Device Firmware, page 2**
- **Known Issues, page 2**
  - **System Management, page 2**
  - **Audio Quality, page 3**
  - **Call Routing, page 4**
  - **Auto Attendant, page 4**
  - **Voicemail, page 5**
  - **Directory, page 5**
  - **Display Issues, page 5**
  - **Other, page 7**
- **Required Equipment and Services, page 8**
- **Upgrading the Firmware, page 8**
- **Where to Go From Here, page 13**

## Device Firmware

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

- **Cisco SPA525:** 7.4.8(012)
- **Cisco SPA501, SPA502, SPA504, SPA508, SPA509, SPA301, SPA303:** 7.4.7v2
- **Cisco SPA8800:** 6.1.8(GW014)

## Known Issues

### 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.

- When you launch the configuration utility, it always restores the last applied configuration, even if the configuration failed. As a result, additional errors appear. (CSCtg79399)  
**Work Around:** Use the **Load** button to restore the last configuration that was applied without errors.
- 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; Zynet

### Audio Quality

- There are intermittent issues with one-way audio during calls through FXO trunks on the Cisco SPA8800. (CSCtl00230)
- During a call with an external party, there may be echo when both parties talk at the same time. (CSCtl52004)
- 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](http://www.cisco.com/go/partner/smartdesigns).

### Call Routing

- Hunt Group routing continues beyond the specified Number of Attempts when the Ring Duration is set to 30 seconds or longer. (CSCtk62425)  
**Work Around:** Set the Ring Duration to less than 30 seconds.
- When the Call Return softkey is used to call a Shared Extension or Additional Extension, call forwarding to voicemail fails. The user hears a busy tone instead. (CSCtn38841)  
**Work Around:** Dial the extension directly, rather than using the Call Return softkey.
- When a call is transferred to an external number through an FXO trunk, there is a long delay before the ringback tone plays. (CSCtj57861, CSCtl49731)
- When a SIP call is transferred to an extension, the caller hears music on hold instead of hearing a ringback tone. (CSCtk58177)
- When a call is received on a Shared Line, and is transferred to a personal extension for a member of the shared line, all member phones ring. (CSCtl21579)

### Auto Attendant

- Intermittently, when a call is connected to the Auto Attendant, no greeting plays. (CSCtk67039)
- When a prompt sequence is selected as the path for Invalid Input or Timeout, the Auto Attendant plays only the first prompt, not the entire sequence. (CSCtj10126)
- When the Auto Attendant attempts to transfer a SIP trunk call to a group mailbox, the call is disconnected. (CSCtn51163)
- If a Day/Night schedule is enabled for Call Routing, but the Auto Attendant has a single menu, the Auto Attendant does not function as expected. (CSCtn60132)  
**Work Around:** If you enable a Day/Night schedule for Call Routing, also enable a Day/Night menu for the Auto Attendant. It is not necessary to enter special settings for the Night menu; all settings default to “Same As Day.”

## 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)

## Directory

- FXS phones are omitted from the Stations Directory on the phones. (CSCtf45911)
- The system default page groups are included in the Groups directory, although only configured page groups are functional. These groups can be disregarded. (CSCtj77617)

## Display Issues

- On the *Configuration > Ports and Trunks > SIP/BRI Trunks* page, the Provider drop-down list is not localized into French. (CSCtn61411)
- Some error indicators do not clear after corrections are made on the *Configuration > User/Group Features > Phone Buttons* page. (CSCtn16722)

- 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.
- After the system is successfully configured with the topology option “UC320W Routes Voice Only,” the configuration utility mistakenly displays an informational message about Data VLAN changes whenever any configuration changes are applied. (CSCti89881)  
**Work Around:** Ignore the message unless you have changed the topology.
- 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.
- When a Cisco SPA500S attendant console (“side car”) is added or removed, the changes are not shown in the configuration utility. (CSCti62854, CSCtk13980)  
**Work Around:** Restart the configuration utility to see these changes on the screen.
- Very long drop-down lists, such as a long list of voicemail boxes, are partly hidden from view. (CSCtj61728)
- On the *Status > Devices* page, the illustration of the LEDs on the Cisco UC320W front panel does not accurately represent the current status. (CSCtd64296)  
**Work Around:** For accurate status information, refer to the text on the *Status > Devices* page and the actual LEDs on the front panel of the unit.
- 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)

## Other

- 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.
- There are issues displaying the caller ID for incoming FXO calls when the FXO gain is set with a Receive value of 6 or higher. (CSCtl93490)  
**Work Around:** Set the FXO Gain with a Receive value of 5 db or less.
- 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, CSCtl21766)
- When a configuration is restored from a backup file on a USB drive, the SIP password is removed from the *Configuration > Ports and Trunks > SIP/BRI Trunks* page. (CSCtk68680)  
**Work Around:** After restoring from a backup file, apply the configuration to ensure that all settings are displayed.
- 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)

## 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](http://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, install the latest version of your web browser.
- **Adobe Flash player:** The configuration utility requires and 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 9](#)
- [Upgrading from a File on Your PC, page 9](#)
- [Issues Fixed Since Firmware Version 2.0.1, page 10](#)



**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**.
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### Issues Fixed Since Firmware Version 2.0.1

#### Fixed in 2.0.6 (10)

- Fixed an issue in which the Cisco SPA504G phones lost their connection to the Cisco UC320W when the Region was set to Canada (French). (CSCtn62986)
- Fixed an issue in which the configuration utility did not accept special characters in WPA passphrases. (CSCtn20902)
- Fixed an issue with an incorrect informational pop-up appearing after a change in the WAN settings. (CSCtl18125)
- Fixed an issue displaying French in the configuration utility when using Internet Explorer IE 8.0. (CSCtl83720)
- Fixed issues with audio quality and outbound call routing through phone lines connected to the Cisco UC320W FXO ports 2, 3, and 4. (CSCtk99077, CSCtl59194, CSCtl53930, CSCtl59194, CSCtn05974, CSCtl75081)
- Fixed issues with one-way audio during FXO calls. (CSCtk62774, CSCtk62777)
- Fixed an issue in which the WEP wireless key was not saved. (CSCtl10906)
- Fixed an issue in which, the Auto Attendant intermittently paused or transmitted noise before playing a greeting. (CSCtk67409)
- Fixed issues with system performance and phone functionality during periods of high call volume. (CSCtk48838, CSCtk53596)
- Fixed an issue in which pages could not be transferred. (CSCtk10802)
- Fixed an issue in which call forwarding failed for inbound FXO calls that were forwarded to voicemail. (CSCtn08197)
- Fixed an issue in which an Additional Extension could not be monitored by a Busy Lamp Field (BLF) button. (CSCtk34594, CSCtj47348)

- Fixed an issue in which phones only temporarily displayed caller ID for incoming FXO calls. (CSCtl45765)
- Fixed an issue with the Reset Lock Code feature on the *Status > Devices* page. (CSCtj70512)
- Fixed an issue in which the Auto Attendant was disabled in the Configuration Utility but appeared in the phone directory. (CSCti50702)
- Fixed an issue with unexpected Auto Attendant prompt sequence changes after deletion of an Auto Attendant prompt. (CSCti66221)
- Fixed an issue with the validation of email addresses on the *Configuration > User/Group Features > Voicemail to Email* page. (CSCtn14471)

### Fixed in 2.0.5

- Fixed an issue in which the Auto Attendant would not accept a single-digit extension number. (CSCtk34692)
- Fixed an issue in which the call waiting tone interrupted the audio stream for the conversation. (CSCtl47812) Fixed an issue with detection of caller ID information during heavy voice traffic. (CSCtj56504)
- Fixed an issue in which Pickup Individual feature buttons failed when two sidecars were connected to a phone. (CSCtj59687)
- Fixed an issue in which a SIP call could not be transferred to an external number. (CSCtk53217)
- Fixed call forwarding issues for Shared FXO Lines and Additional Extensions. (CSCtk98773, CSCtk60396)
- Fixed an issue with external access to voicemail messages through the Voicemail Pilot. (CSCtl52018)
- Fixed display issues with the *Status > Troubleshooting* page. (CSCtl50471)

### Fixed in 2.0.4

- Fixed an issue with incomplete site backups to the PC. (CSCtk39338)
- Fixed an issue with the callback feature for voicemail messages left for a personal extension. (CSCtk60918, CSCti42466)
- Fixed an issue with upgrades launched from the Critical Updates window. (CSCtk74848)
- Fixed a display issue with the Finish and View System Status button that appears after a configuration is applied. (CSCtk34316)

## Release Notes

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- Fixed an issue with restoring a site configuration from a backup file when the device was in the factory default state. (CSCTl17954)
- Fixed an issue with the Group Pickup feature when attempting to pick up an FXO call for a shared extension. (CSCTj18115)
- Fixed an Auto Attendant issue in which a call remained connected indefinitely after the caller dialed an invalid extension number.
- Fixed an issue with incorrect data validation on the Topology page. (CSCTl45134)
- Fixed an issue to ensure that FXO gain settings are retained when the Cisco UC320W reboots. (CSCTl18489)

## 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.

<b>Support</b>	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/go/sbcs">www.cisco.com/go/sbcs</a>
Cisco Small Business Firmware Downloads	<a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a>
Cisco Small Business Open Source Requests	<a href="http://www.cisco.com/go/smallbiz_opensource_request">www.cisco.com/go/smallbiz_opensource_request</a>
<b>Product Documentation</b>	
Unified Communications Cisco UC320W	<a href="http://www.cisco.com/go/uc300">www.cisco.com/go/uc300</a>
Smart Designs	<a href="http://www.cisco.com/go/partner/smartdesigns">www.cisco.com/go/partner/smartdesigns</a>
Cisco SPA300 Series IP Phones	<a href="http://www.cisco.com/go/300phones">www.cisco.com/go/300phones</a>
Cisco SPA500 Series IP Phones	<a href="http://www.cisco.com/go/spa500phones">www.cisco.com/go/spa500phones</a>
Cisco SA500 Series Security Appliances	<a href="http://www.cisco.com/go/sa500">www.cisco.com/go/sa500</a>
Cisco ESW500 Ethernet Switches	<a href="http://www.cisco.com/go/esw500help">www.cisco.com/go/esw500help</a>
Cisco SPA8800 IP Telephony Gateway	<a href="http://www.cisco.com/go/gateways">www.cisco.com/go/gateways</a>
<b>Cisco Small Business</b>	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>

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