# Cisco VG248 Analog Phone Gateway Version 1.2(1) Release Notes

**December 11, 2002**

These release notes are for use with the Cisco VG248 Analog Phone Gateway with software version 1.2(1). The VG248 enables you to integrate analog telephony devices and voice mail systems with Cisco CallManager IP telephony systems.

These release notes provide the following information:


- Documentation Roadmap, page 2
- New and Changed Information, page 3
- Cisco CallManager Compatibility, page 7
- Resolved Caveats, page 9
- Open Caveats, page 10
- Obtaining Documentation, page 23
- Obtaining Technical Assistance, page 24



**Corporate Headquarters:**
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

# Documentation Roadmap

Table 1 provides summaries and locations of available documents for the Cisco VG248 Analog Phone Gateway.

***Table 1 Available Documentation for the Cisco VG248***

| Document Title | Description | Where to Find It |
|---|---|---|
| *Cisco VG248 Analog Phone Gateway Hardware Installation Guide* | Provides the site preparation, safety information, and hardware installation and setup instructions to safely install the VG248. | • In the box—A printed version of this document ships with the product<br>• Online at Cisco.com—HTML and PDF versions of this document are available from Cisco.com:<br>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/apg/vg248/v1_0/hard_ins/index.htm<br>• By ordering—See the "Obtaining Documentation" section on page 23 for details |
| *Cisco VG248 Analog Phone Gateway Software Configuration Guide* | Provides information about understanding, configuring, managing, and troubleshooting the VG248. | Online at Cisco.com—HTML and PDF versions of this document are available from Cisco.com:<br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/index.htm |
| *Cisco VG248 Analog Phone Gateway Version 1.2(1) Release Notes* | Describes known caveats and any documentation errata for the VG248. | Online at Cisco.com—HTML and PDF versions of this document are available from Cisco.com:<br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/index.htm |

# New and Changed Information

The following topics describe features now available in version 1.2(1) of the VG248 software:


- Support for SRST, page 3
- Support for Additional Voice Mail Protocols, page 4
- Improved Fax and Modem Handling, page 4
- Support for Additional Countries, page 5
- Redundant TFTP Servers, page 5
- Additional Call Supervision Method for Billing Systems, page 5
- Call Control Mode Enhancements, page 6
- Restart Not Necessary, page 6
- Additional Enhancements, page 6


## Support for SRST

The Survivable Remote Site Telephony (SRST) feature provides the Cisco CallManager with fallback support for the VG248. On the VG248, you have two settings to configure to use SRST:

- SRST Policy—Choose **Configure > Telephony > Advanced Settings > SRST Policy**
- SRST Provider—Choose **Configure > Telephony > Advanced Settings > SRST Provider**

For additional information about using SRST with the VG248, refer to the "Using SRST" section of the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:

http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swv.htm#xtocid26

# Support for Additional Voice Mail Protocols

The VG248 now supports MCI and Ericsson analog voice mail protocols, in addition to SMDI. The VG248 has several universal voice mail settings and others that are specific to the particular voice mail protocol you are using. You can access the voice mail parameters by choosing **Configure > Voice Mail**.

For additional information about using these additional voice mail protocols, refer to the "Configuring Voice Mail Settings" chapter of the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:

http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248smd.htm

# Improved Fax and Modem Handling

Many updates have been added to improve fax and modem handling on the VG248. These updates enhance the compatibility of the VG248 with other Cisco and third-party devices.

Previously, you could enable Cisco fax relay on a per port basis. Now, you can also:

- Enable Error Correction Mode
- Enable Non-standard facilities (NSF)
- Modify the fax pass-through signalling
- Change the Cisco fax relay payload size
- Modify Cisco fax relay speed
- Modify the Cisco fax relay playout delay

Some of these options are configured on a per port basis while others are configured for the device. For additional information about using these new fax options with the VG248, refer to the "Configuring Fax and Modem Settings" section of the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:

http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swv.htm#xtocid15

# Support for Additional Countries

The VG248 now supports the tones, cadences and telephone impedances used by standard analog phones in Argentina, Australia, New Zealand, India, Korea, and China. Countries previously supported include: North America (USA and Canada), United Kingdom, Italy, Germany, France, Austria, and Switzerland.

# Redundant TFTP Servers

The VG248 now supports up to five TFTP servers either through extended use of DHCP option 150 or by entering comma-, semicolon- or space-separated entries in the TFTP server option. To add additional TFTP servers, choose **Configure > Telephony > CallManager TFTP server**.

# Additional Call Supervision Method for Billing Systems

Previously, the VG248 supported disconnect supervision, which indicates to an analog device that the remote caller has hung up. For example, if a user calls someone with an answering machine, leaves a message, and hangs up, disconnect supervision is the electrical state that briefly drops the loop current and indicates to the answering machine that the caller has hung up.

However, telephone billing applications require a different type of call supervision which indicates when to start and when to stop charging. This is signalled using polarity reversal.

Many billing systems cannot handle multiple calls, and some need to recognize an on-hook state between calls to restart the billing for the next call. To support these requirements, the VG248 supports a new call control mode, Restricted. See the "Call Control Mode Enhancements" section on page 6 for details.

To choose a call supervision method, choose **Configure > Telephony > Port specific parameters > Call supervision method**.

For additional information about using these call supervision methods, refer to the "Choosing a Call Supervision Method" section of the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*.

http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swv.htm#xtocid11

# Call Control Mode Enhancements

The call control mode determines how users interact with their analog phones to access features such as speed dialing, call transfer, conference, call waiting, and so on.

The VG248 1.2(1) release provides several enhancements to the call control mode feature, including:

- Addition of Restricted mode—Previously, the VG248 supported three call modes: basic, standard, and feature. Now, the VG248 also supports restricted mode, which is the most limited of the available call modes. Restricted mode is most appropriate for situations in which a billing system is used that begins charging when calls connect. Therefore, call waiting and other features requiring hook flash are not supported.
- Assignment of call control mode on a per port basis, rather than for the entire device.
- Group pickup is now available in all call control modes.

To choose a call control mode, choose **Configure > Telephony > Port specific parameters > Call control mode**.

# Restart Not Necessary

You do not need to restart the VG248 after making configuration changes. The changes apply immediately.

# Additional Enhancements

Many additional enhancements, which are described in detail in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide* include:

- Improved logging capabilities
- Enhancements to the web-based and terminal interfaces
- Greater control over call preservation
- Media receive time-out
- Alternative digit detection method

# Cisco CallManager Compatibility

The Cisco VG248 Analog Phone Gateway Software Configuration Guide provides the detailed information needed to use the VG248 with Cisco CallManager 3.1, 3.2, and 3.3. Refer to the "Documentation Roadmap" section on page 2 for information on obtaining this document.

Refer to these sections for brief tips on using the VG248 with your version of Cisco CallManager:


- Upgrading Cisco CallManager, page 7
- Using Cisco CallManager 3.1, page 7
- Using Cisco CallManager 3.2, page 7
- Using Cisco CallManager 3.3, page 8


## Upgrading Cisco CallManager

If you are upgrading from Cisco CallManager 3.1 to 3.2 or 3.3, and you already have a VG248 configured in the database, the information is retained.

During the upgrade process, Cisco CallManager automatically creates a new VG248 gateway device based on the port information you entered in Cisco CallManager 3.1

## Using Cisco CallManager 3.1

To use auto-registration with the VG248 and Cisco CallManager 3.1, you must use Cisco CallManager 3.1(3a), which is available at the following location on Cisco.com: http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-31.

## Using Cisco CallManager 3.2

Cisco CallManager 3.2 includes some interface changes that require you to manage the VG248 slightly differently than with Cisco CallManager 3.1.

These requirements include the following:

- Add the VG248 as a gateway, rather than as a VGC phone, to Cisco CallManager
- You cannot use auto-registration to add a VG248 to Cisco CallManager 3.2.
- If you are upgrading to Cisco CallManager 3.2 from Cisco CallManager 3.1, On the VG248 gateway configuration page in Cisco CallManager, the Reset Device button does not work.
- When configuring the VG248 ports as VGC phone models, additional fields that are not used by the VG248 appear, including:
  - Auto Answer
  - Line text label
  - MW lamp policy

  You can ignore these fields; they are not used by the VG248.
- If you perform a search for the VG248 gateway type (from **Device > Gateway** in Cisco CallManager Administration) the results indicate "Device Not Found".

  Although you cannot locate the device using the gateway search, you can locate the device by searching for the VGC phone model.
- After configuring one port (VGC phone) on the VG248, Cisco CallManager provides the option to "Configure all ports like Port 1".

  If you use this option, Cisco CallManager automatically configures 49 ports, rather than 48. You can delete port 49; it is not functional.

# Using Cisco CallManager 3.3

When using the VG248 with Cisco CallManager 3.3, add the device as a Cisco VG248 gateway and configure each port as VGC phone model. This consolidates each of the 48 analog or SMDI ports onto a single device. However, you still must configure these ports in the VG248 interface, and you should not enter any values in the Port Specific fields of the Phone Configuration window. These fields are not operational using the VG248 1.2(1) or earlier software. You must configure these settings locally on the VG248

# Resolved Caveats

Table 2 includes the list of caveats from the VG248 1.1(2) that have been resolved with this software update 1.2(1).

*Table 2 VG248 1.1(1) Resolved Caveats*

| Bug ID | Summary |
|---|---|
| CSCdx36671 | Need standard transfer to complete in proceeding call state |
| CSCdx70392 | VG248 reloads intermittently when using 30 ms G.711 packets |
| CSCdy61571 | Fax pass through calls may fail in legacy mode using NTEs |
| CSCdy75507 | One way audio on calls to NetMeeting if MTP is disabled |
| CSCdz07203 | VG248 does not support 48 byte payload for FAX relay |
| CSCdz27631 | First TCP SYN packet from VG248 to Cisco CallManager has wrong DSCP value |
| CSCuk27613 | Fax machines go on-hook condition immediately after answering an incoming call. |
| CSCuk33611 | SMDI keep-alive numbers with leading zeros cause failures |
| CSCuk35368 | Cisco fax relay calls often fail when limited to 2400 bps |
| CSCuk35633 | Call preservation insufficient if remote Cisco CallManager endpoint fails |
| CSCuk36832 | Unsupervised transfers from automatic systems may occasionally fail |
| CSCuk37149 | Silence suppression (VAD) not supported |
| CSCuk37897 | Cisco CallManager treats VG248 ports as idle when physically off hook |
| CSCuk38606 | Excessive HTTP traffic causes VG248 reload |
| CSCuk39071 | Caller ID not displayed in certain circumstances |
| CSCuk39550 | Disconnect supervision not always sent to port; port stays off hook |
| CSCuk39551 | Idle port rings for a long time and is never answered |
| CSCuk39552 | 3 beeps heard at the end of voice mail messages |
| CSCuk39621 | Modem connections to PSTN often fail when made through IOS gateways |

# Open Caveats

Open caveats are unexpected behaviors or defects in the software releases for a product. Table 3 contains information about known problems for the VG248.

If you have a Cisco.com account, you can search for known problems on the Cisco bug tracking system tool, called Bug Toolkit. To access Bug Toolkit do one of the following tasks using a web browser:

- Enter http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
- Log in to Cisco.com and choose **Service & Support > Technical Support Help-Cisco TAC > Tool Index > Software Bug Toolkit**.

***Table 3 VG248 Open Caveats***

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu44880 | Audio volume is reduced on extensions with a Ringer Equivalence Number (REN) of three. | The VG248 has a maximum ringer equivalency number (REN) load of three (3). Because some devices might have a REN load greater than one (1), you cannot necessarily connect three devices to the chain. The VG248 allows a maximum of two devices to be off hook at any time.<br><br>The VG248 will not be damaged if devices with a total REN greater than two are off hook at the same time on a single port, but users on these extensions might experience quieter audio than normal, and possibly no audio at all.<br><br>To work around this problem, ensure that no more than two extensions on a single port are off hook at the same time. To, do this, restrict the total REN of all extensions on a port to two.<br><br>For more information, refer to the section "Connecting Too Many Phones to the VG248" in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:<br><br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swt.htm#xtocid6 |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu54384 | VG248 loses audio during excess broadcast network traffic. | If the VG248 is attached to a network on which a large amount of broadcast traffic occurs, this traffic might have adverse effects on the operation of the VG248. These effects include reduced audio quality and, in extreme circumstances, loss of Cisco CallManager registration for some ports. If the latter situation arises, a large number of discarded packets are reported (both for receive and transmit) on the VG248 Network Statistics screen. To get to the Network Statistics screen from the Main screen, select **Display > Network statistics**.<br><br>These situations would occur only if the broadcast traffic were to exceed several Megabits per second. This is far higher than the normal rate and likely would cause other network problems.<br><br>The workaround is to identify the source of the broadcast data and prevent it from generating excessive amounts of network traffic. The VG248 will recover and recommence normal operation once the excessive broadcast condition ceases. |
| CSCdu57118 | FTP sessions to the VG248 will be disconnected after 10 minutes of inactivity. | When an FTP connection has been established to the VG248 (typically for the purposes of performing a software upgrade), and has been left idle for 10 minutes, the VG248 automatically disconnects that session. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu59990 | Successive VG248 ports are not guaranteed to obtain sequential directory numbers when registering with Cisco CallManager in auto-registration mode. | On start up, the VG248 attempts to register all its enabled ports with Cisco CallManager in numerical order. However, this numerical registration of directories is not guaranteed. One reason numerical registration might not be successful is that there might not be large enough contiguous blocks of directory numbers available.<br><br>To work around this problem, manually create the ports in Cisco CallManager before enabling them on the VG248. You must know the device name that the VG248 will give to each port; this name is normally derived from the VG248 MAC address. You can then explicitly assign directory numbers to ports, thus following any desired pattern.<br><br>For more information, refer to the chapter "Configuring Analog Phones Using Cisco CallManager" in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:<br><br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swp.htm |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu60375 | VG248 port status shows up as "Not Found" in Cisco CallManager. | The VG248 requires Cisco CallManager version 3.1(1) or greater. However, version 3.1(1) and certain other Cisco CallManager versions do not contain support for the VG248 within the Real-time Information Service, which is used to collect information for display through the Cisco CallManager web interface. Therefore, the current status of VG248 port registrations is not available for these versions of Cisco CallManager.<br><br>This is solely a display problem; VG248 ports are able to register successfully with all versions of Cisco CallManager from 3.1(1) onwards. The ability of the ports to perform all required telephony operations is not affected by the lack of support by the Real-time Information Service. |
| CSCdu62479 | Loss of functionality due to insufficient network bandwidth. | Cisco recommends that you connect the VG248 to a switch or router port capable of full duplex operation. In addition, Cisco recommends that this port be capable of running at 100 Mbps. If there is insufficient network bandwidth available, reduced audio quality is likely to occur. Also, some ports might lose their Cisco CallManager registrations.<br><br>The bandwidth requirement does not apply only to the connection between the VG248 and the Ethernet port to which the VG248 is attached. The same capacity is potentially required at each intermediate connection in the path to remote endpoints or gateways. For example, if the route to the rest of the VoIP network involves a 1.5-Mbps T1 link, this is likely to result in losses of functionality on all but the most lightly loaded VG248. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu79519 | Voltage might be too low for Message Waiting Indication (MWI) lamps on some phones. | Some older phones that use MWI lamps might not light up, even if the VG248 port is configured to indicate Message Waiting with the **Lamp** setting. To check this setting, choose **Telephony > Port specific parameters > MWI type** from the Main screen:<br><br>This problem arises because these MWI lamps require a line voltage greater than the maximum voltage that the VG248 can supply.<br><br>If you suspect that the MWI lamp should be lit, check the configuration of the port and the status of the messages in the mailbox. If the configuration is correct and messages are waiting, you should try replacing the phone with one of a similar type to confirm that the phone is not faulty. If the lamp still does not light, the phone probably cannot have its MWI lamp lit by the VG248. Other phone functionality is not impaired by the lamp deficiency.<br><br>The only workaround to this problem is to consider replacing the phone. Test the new phone before committing to a large purchase. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdu84588 | Interrupted FTP **put** operation might leave a partial file present on the VG248 filing system. | If you are using an FTP **put** operation to write a file to the VG248 internal filing system, and the operation is interrupted, a portion of the file might remain on the VG248 system. In such a scenario, if the partial file is a software build-image file, the VG248 will probably fail when restarted.<br><br>To work around this problem, always check the size of the file after the transfer to make sure it is the same size as the original file. If it is not the same size, re-attempt the file transfer.<br><br>For more information, refer to the "Resolving an Incomplete Upgrade" section in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:<br><br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swt.htm#xtocid17 |
| CSCdv87437 | Failure to connect with Cisco CallManager in auto-registration mode | The VG248 should be able to connect to Cisco CallManager using auto-registration or manual registration. However, auto-registration might not work with some versions of Cisco CallManager 3.1 and 3.2.<br><br>To avoid this problem, configure the VG248 ports in Cisco CallManager before enabling them on the VG248 itself.<br><br>For more information, refer to the "Configuring VG248 Ports Using Cisco CallManager" section in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide*:<br><br>http://www.cisco.com/univercd/cc/td/doc//product/voice/c_access/apg/vg248/v1_2/sw_confg/vg248swp.htm |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdv90121 | Certain modem calls may fail if fax relay is enabled | Certain modems, when connected to the VG248, send signals during operation that the VG248 detects as fax tones. If the VG248 is configured with Cisco fax relay enabled and the Cisco fax relay negotiation between the VG248 and the remote party is successful, a Cisco fax relay connection initiates between the two endpoints. However, this Cisco fax relay connection is not suitable for general modem traffic, and the modem call fails soon after it has been established.<br><br>The only workaround for this problem is to disable the use of Cisco fax relay and to rely on fax pass through instead. |
| CSCdw25272 | Async LEDs light even if serial settings are incorrect | An analog voice mail system or PBX attached to one of the Async ports on the VG248 via a serial connection must have its own serial interface running with settings matching those on the VG248. Specifically, these settings are: 9600 baud, 8 data bits, no parity, 1 stop bit and no flow control.<br><br>When the Async 1 or Async 2 port has a serial connection to a voice mail system or PBX, the corresponding LED on the VG248 front panel should light, indicating the link is established at the hardware level. However, a lit LED does not necessarily indicate that the speed and parity settings are correctly matched.<br><br>If you experience problems using SMDI, check that the necessary Async 1 or Async 2 LEDs are lit, and then check the serial interface settings of the voice mail system or PBX. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdw54749 | Input gain set too high might cause dialing problems | The **Input gain** setting determines how much to increase or decrease the volume of audio from the attached analog handset before sending it across the IP Telephony network. The default value is 0dB, which leaves the audio unchanged, but can range from -6dB to +14dB. With certain telephone handsets, if this parameter is set to too high a value (for example, 12dB or higher), problems might occur when dialing digits. These problems result because dialing digits involves sending certain frequencies of tone from the telephone to the VG248. If the volume of these tones is increased to such an extent that they become distorted, the VG248 cannot recognize them properly. |
| CSCdz32930 | Configuration changes not preserved if VG248 restarted too quickly | When a configuration change is made on the VG248 via the menu interface, that change needs to be applied to the current operation of the VG248 and also need to be written to the Flash memory. This ensures that the new setting is preserved when the VG248 is restarted.<br><br>These changes require a short amount of time and if the VG248 is restarted too soon (less than a second) after making a configuration change, the VG248 might not have had time to commit the new setting to Flash memory. To ensure this problem does not occur, wait a few seconds after making a configuration change before restarting the VG248.<br><br>With VG248 software version 1.2(1) and later, you no longer need to restart the VG248 for configuration changes to take effect. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCdz35046 | Changes made to the Cisco CallManager device name are not reflected in SMDI validation output. | The "Validate SMDI configuration" option on the Diagnostics menu helps resolve configuration inconsistencies across VG248 devices using the SMDI voice mail protocol.<br><br>When listing entries for linked VG248 devices, the unique identifier shown for each VG248 device is its MAC address rather than its Cisco CallManager device name. Therefore, if you change the device name, the MAC addresses are still shown in the SMDI validation output. |
| CSCuk25852 | FTP directory listing on VG248 does not show correct date information. | When you issue a directory listing command in an FTP session, the date stamp for each file is shown as "Jan 1, 1900." This is because the VG248 filing system does not store a date or time for its files. However, because some FTP client programs normally show such information in directory listings, the VG248 displays a fixed date value for those clients for compatibility reasons. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCuk27560 | Message Waiting Indicator might cause some modems connected to VG248 to erroneously detect ringing. | If a VG248 port is configured to indicate Message Waiting with the **Lamp** setting configured, and there is a message waiting, then a modem connected to this port might falsely detect a ringing condition. If the modem is configured to auto-answer, it might also attempt to answer the call. In some cases, this situation can prevent the modem from making an outgoing call (even if auto-answer is not configured). From the main screen on the VG248 choose **Configure > Telephony > Port specific parameters > MWI type** to change the MWI type.<br><br>Not all modems detect the lamp Message Waiting Indication (MWI) as ringing, and those that do are typically not prevented from making outgoing calls altogether, although some attempts might fail.<br><br>The workaround for this problem is to disable the **Lamp** MWI for this port (ideally disable MWI altogether). If this is not possible or is impractical, then the problem might be cleared by retrieving the waiting message, then cancelling the MWI. Furthermore, you should disable auto-answer on modems connected to VG248 ports that have the **Lamp** MWI setting configured. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCuk27761 | Message Waiting Indicator (MWI) might not behave as expected after a configuration change. | The VG248 supports three methods of Message Waiting Indication (MWI):<br>• Lamp<br>• Caller ID<br>• stutter<br>You can select any of these three methods, pairings of the methods, or no MWI at all (from the main screen select **Telephony > Port specific parameters > MWI type**). The display on the phone will not necessarily be updated to reflect configuration changes you make.<br>The MWI Caller ID (CID) option is affected by whether incoming call Caller Identification is enabled or disabled for a port.<br>To work around these issues, clear all Caller Identification information before changing the MWI configuration for a given port. Then, manually check for waiting messages once the configuration is finalized. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCuk34443 | Dynamically changing Ethernet speed might not work in all cases<br>**Tip** Only software versions 1.2(1) and later allow you to dynamically change the Ethernet speed without restarting the VG248. | When transitioning from either 10 Mbps full duplex or 10 Mbps half duplex to either of 100 Mbps full duplex or 100 Mbps half duplex, Ethernet connectivity might not be restored.<br>This means that IP connectivity will be lost, and the Ethernet link light on the front panel of the VG248 will not be lit. In addition, there may be errors or warnings shown in the VG248 event log or on the status line of the console interface.<br>This situation should rarely occur because the Ethernet speed typically only changes during installation and initial configuration of the VG248.<br>However, there are three methods to restore connectivity if lost during the change from 10 Mbps to 100 Mbps:<br>• If the user has physical access to the VG248, then once the configuration change has been made and accepted, the Ethernet cable can be removed from the front panel, and re-inserted a few seconds later. If all other Ethernet connectivity is functioning correctly, the Link light should then light.<br>• If physical access is not available, the user may perform an intermediate transition from 10 Mbps to Auto Negotiation, wait a few seconds for the link to come up, and then transition once more to 100 Mbps. The Ethernet link should then be restored.<br>• The user may change the configuration, and then restart the VG248, either by selecting the appropriate menu option, or by power cycling the unit. When the VG248 restarts, Ethernet connectivity should be restored. always necessary to restart the VG248 if the Ethernet speed is changed. |

*Table 3 VG248 Open Caveats (continued)*

| Bug ID | Summary | Explanation |
|---|---|---|
| CSCuk38838 | SuperG3 fax calls never change to fax relay | The Cisco fax relay protocol supports only G3 fax and not SuperG3. SuperG3 calls appear to the VG248 as a modem call rather than a fax call.<br><br>SuperG3 fax calls should always succeed, but take place in pass through mode rather than in Cisco fax relay. |
| CSCuk39687 | Phones might once every five minutes when the VG248 is configured to provide CallerID VMWI with certain country configuration choices. | For some VG248 country configurations, the default scheme for sending MWI messages to connected phones involves preceding the actual data with a small burst of ringing.<br><br>The MWI message is resent every five minutes (while the phone is idle and on-hook) and shortly after the phone is returned to the on-hook condition. In addition, the message is resent if the MWI state changes. The MWI message is sent at these times, regardless of whether the message indicates the MWI should be turned on or off.<br><br>Some phones designed for use in countries that use this type of MWI surpressed the short ringing burst, resulting in silent MWI operation. However, other phones did not surpress the ring, and consequently rang briefly every five minutes.<br><br>To avoid this problem.<br><br>• Try an alternate brand of phone<br>• Disable Message Waiting Indication by Caller ID<br>• Select an alternate country configuration. |

# Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

http://www.cisco.com

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

http://www.cisco.com

# Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

http://www.cisco.com/register/

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.