

Cisco\_Unified\_IP\_Phones:\_RT\_Pro\_Phone\_99xx\_Series\_Limitation

<b>Problem Summary</b>	RT Pro Phone 99xx Series limitation
<b>Error Message</b>	IP Phone Agent (IPPA) Issue for RT Pro phones Exit/Close soft key (invoking services) does not work even with the latest phone load.
<b>Possible Cause</b>	None
<b>Recommended Action</b>	The only workaround is to select the Services button, then Running Applications, and then IPPA service (and possibly Generic Application), and then select Close App.
<b>Release</b>	Release 8.0
<b>Associated CDETS #</b>	None.