



Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 11.2(3)SR1

First Published: 2019-04-26

Introduction

Use these release notes with the Cisco IP Conference Phone 7832 Multiplatform Phones running SIP Firmware Release 11.2(3)SR1.

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Conference Phone 7832 Multiplatform Phones	BroadSoft BroadWorks 22.0 MetaSphere CFS version 9.4 Asterisk 11.0

Related Documentation

Use the following sections to obtain related information.

Cisco IP Conference Phone 7832 Documentation

Refer to publications that are specific to your language and call control system. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html>

New and Changed Features

Activation Code Onboarding

If your network is configured for Activation Code Onboarding, your administrator generates and provides each user with a unique 16-digit activation code. The user enters the activation code, and the phone automatically registers.

Activation codes can be used only once, and expire after a certain time. If a user enters an expired code, the phone displays `Invalid activation code` on the screen. If this happens, the administrator provides the user with a new code.

This feature keeps your network secure because the phone can't register until the user enters a valid activation code.

You can change existing phones to use this feature. To do this, reset the phone to the factory settings. After the factory reset and bootup, the phone registers when the user enters the activation code.

Where to Find More Information

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*
- *Cisco IP Conference Phone 7832 Multiplatform Phones User Guide*
- *Cisco IP Phone 7800 Series and Cisco IP Conference Phone 7832 Multiplatform Phones Provisioning Guide*

Upgrade the Firmware

The Cisco IP Conference Phone 7832 Multiplatform Phones support a single image upgrade using TFTP, HTTP, or HTTPS protocols with a URL.

After the firmware upgrade completes, the phone reboots automatically.

Procedure

-
- Step 1** Click the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=286311381&i=rm>
- Step 2** Select **IP Phone 7800 Series with Multiplatform Firmware** in the center pane.
- Step 3** Select **IP Conference Phone 7832 with Multiplatform Firmware** in the right pane.
- Step 4** Select the **Multiplatform Firmware** software type.
- Step 5** Under **Latest Release**, select the **11.2.3 MSR1-1** folder.
- Step 6** (Optional) Place your mouse pointer on the filename to display the file details and checksum values.
- Step 7** Download the `cmterm-7832.11-2-3MSR1-1_REL.zip` file.
- Step 8** Click **Accept License Agreement** when you accept the software license.
- Step 9** Unzip the firmware files.
- Step 10** Put the files in the TFTP, HTTP, or HTTPS download directory.
- Step 11** Upgrade the phone firmware with one of these methods.
- Upgrade the phone firmware from the phone administration web page:
 1. On the phone administration web page, go to **Admin Login > Advanced > Voice > Provisioning** tab, **Firmware Upgrade** section. In the **Upgrade Rule** field, enter the load file URL as described below.
 Load file URL format:

```
<upgrade protocol>://<server ip address>[:<port>]/<path>/<file name>.loads
```

 Example:

```
https://10.73.10.223/firmware/sip7832.11-2-3MSR1-1.loads
```

2. Click **Submit All Changes**.

- Upgrade the phone firmware directly from your web browser:

In the address bar of your web browser, enter the phone upgrade URL as described below.

Phone upgrade URL format:

```
<phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file URL>
```

Load file URL format:

```
<upgrade protocol>://<server ip address[:<port>]>/<path>/<file name>.loads
```

Example:

```
https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip7832.11-2-3MSR1-1.loads
```

Note Specify the <file name>.loads file in the URL. The <file name>.zip file contains other files.

Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and in some cases can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

Caller Identification and Other Phone Functions

Caller identification or other phone functions have not been verified with third-party applications for the visually or hearing impaired.

View Caveats

You can search for caveats using the Cisco Bug Search tool.

Known caveats (bugs) are graded according to severity level, and are either open or resolved.

Before you begin

To view the caveats, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

- Step 1** Perform one of the following actions:
- To find all caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2\(3\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2(3)&sb=anfr&bt=custV)
 - To find all open caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2\(3\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2(3)&sb=anfr&sts=open&bt=custV)
 - To find all resolved caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2\(3\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319849&rls=11.2(3)&sb=anfr&sts=fd&bt=custV)
- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxxxxxx*) in the **Search for** field, and press **Enter**.
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Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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