



# Cisco IP Phone 7832 Release Notes for Firmware Release 14.0(1)SR2

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## Cisco IP Phone 7832 Release Notes for Firmware Release 14.0(1)SR2

These release notes support the Cisco IP Conference Phone 7832 running SIP Firmware Release 14.0(1)SR2. The following table lists the support compatibility for the Cisco IP Phones.

**Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility**

Cisco IP Phone	Support Requirements
7832	Cisco Unified Communications Manager 10.5(2) and later Cisco Unified Communications Manager DST Olsen version D or later SRST 8.0 (IOS load 15.1(1)T) and above Cisco Expressway 8.7
7832	Unified CME 12.3 (Cisco IOS XE Fuji 16.9.1 release)

### 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/products/collaboration-endpoints/unified-ip-phone-7800-series/index.html>

#### Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

### New and Changed Features

This release contains no new or changed features.

## Installation

### Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device package. After you install a device package on the Cisco Unified Communications Manager servers in the cluster, you need to reboot all the servers.



**Note** If your Cisco Unified Communications Manager doesn't have the required device package to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packages, see [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucm-device-package-compatibility-matrix.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html).

### Install the Firmware Release on Cisco Unified Communications Manager

Before using the phone firmware release on the Cisco Unified Communications Manager, you must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

#### Procedure

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- Step 1** Go to the following URL:  
<https://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phone 7800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **14.0(1)SR2**.
- Step 6** Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts.  
The firmware filename is `cmterm-7832-sip.14-0-1-0201-171.k3.cop.sha512`
- Note** If you added the firmware file to the cart, click the **Download All** link when you are ready to download the file.
- Step 7** Click the + next to the firmware file name in the File Information section to access additional information about this file. The hyperlink for the Readme file is in the Details section, which contains installation instructions for the corresponding firmware.
- Step 8** Follow the instructions in the Readme file to install the firmware.
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### Install the Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following zip file is available to load the firmware: `cmterm-7832.14-0-1-0201-171.zip`

## Procedure

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- Step 1** Go to the following URL:  
<http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm>
- Step 2** Choose **Cisco IP Phones 7800 Series**.
- Step 3** Choose your phone model.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **14.0(1)SR2**.
- Step 6** Download the relevant zip files.
- Step 7** Unzip the files.
- Step 8** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.
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## Limitations and Restrictions

### Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and video quality, 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

### Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

### Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)
- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2**  
**A B C.**

## Caveats

### View Caveats

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

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

#### Before you begin

To view caveats, you need the following items:

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

#### Procedure

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##### Step 1

Perform one of the following actions:

- Use this URL for all caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1\),14.0\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1),14.0(1)&sb=anfr&svr=3nH&bt=custV)
- Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1\)&sb=af&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1)&sb=af&sts=open&svr=3nH&bt=custV)
- Use this URL for all resolved caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0\(1.\\*\),14.0\(1\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.0(1.*),14.0(1)&sb=fr&svr=3nH&bt=custV)

##### Step 2

When prompted, log in with your Cisco.com user ID and password.

##### Step 3

(Optional) Enter the bug ID number in the Search for field, then press **Enter**.

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### Open Caveats

There aren't any open bugs for Cisco IP Phone 7832 Series for Firmware Release 14.0(1)SR2.

For more information about an individual caveat, access the Bug Search Tool and search for the caveat using the Identifier. You must be a registered Cisco.com user to access this online information.

Because bug status continually changes, the list reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of open caveats, access the Bug Search Tool as described in [View Caveats, on page 4](#).

### Resolved Caveats

The following list contains severity 1, 2, and 3 caveats that are resolved for the Cisco IP Phone 7832 Series for Firmware Release 14.0(1)SR2.

For more information about an individual caveat, access the Bug Search Tool and search for the caveat using the Identifier. You must be a registered Cisco.com user to access this online information.

Because bug status continually changes, the list reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of resolved caveats, access the Bug Tool as described in [View Caveats, on page 4](#).

- CSCvx82765 Evaluation of 88x1/78x1/8832/7832 phone for OpenSSL March 2021 vulnerabilities
- CSCvx85820 Evaluation of 88x1/78x1/7832/8832 for debugsh read file escape
- CSCvy27416 Voicemail button does not go to VM pilot with delayed PLAR enabled
- CSCvy15256 7841 Built-in bridge audio level output is lower than original call
- CSCvy15834 Disturbed sound after 30minutes on MRA IP phones for video callback from Webex
- CSCvy16927 8845/65 Phones Over MRA won't refresh Token after power cycle
- CSCvw30093 Cisco IP Phone 8800 Series, CDP packets ignored if switch hostname starts with SEP
- CSCvw45287 8851 phone over MRA phone stuck after loosing connectivity
- CSCvy11282 88xx Download daemon may hang after configuration file download
- CSCvy67835 Evaluation of 7800 for boot script replacement vulnerability

## Cisco IP Phone Firmware Support Policy

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

## Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the `ciscocm.version3-keys.cop.sgn` to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

## Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP Phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access <https://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245>, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.




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**Note** The latest Locale Installer may not be immediately available; continue to check the website for updates.

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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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