



Cisco IP Phone 8832 Release Notes for Firmware Release 14.0(1)SR2

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Cisco IP Conference Phone 8832 Release Notes for Firmware Release 14.0(1)SR2

These release notes support the Cisco IP Conference Phone 8832 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
8832	Cisco Unified Communications Manager 10.5(2) and later Cisco Unified Communications Manager time zone update 2016d or later SRST 8.0 (IOS load 15.1(1)T) and above Cisco Expressway 8.7
8832	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 8832 Release Notes for Firmware Release 14.0(1)SR2

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Table 2: Cisco IP Phones, Support, and Firmware Release Compatibility

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8832	Unified CME 12.3 (Cisco IOS XE Fuji 16.9.1 release)

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

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

- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>
- Step 2** Choose **Cisco IP Phone 8800 Series**.
- Step 3** Choose your phone type.
- 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-8832-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 files are available to load the firmware:

cmterm-8832.14-0-1-0201-171.zip

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

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- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&flowid=75283>
- Step 2** Choose **Cisco IP Phones 8800 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

Firmware Limitation of Cisco IP Conference Phone 8832 with Cisco IP Conference Phone 8832 PoE Injector

The Cisco IP Conference Phone 8832 PoE Injector is supported on phones running firmware release 12.0(1)SR2 and later. Confirm that the latest firmware release is installed on the Cisco Unified Communications Manager before you connect the Cisco IP Conference Phone 8832 with the PoE injector to the network.

If you are not using the latest firmware release, then your phone may downgrade to an earlier firmware release, and lose the network connectivity.

To recover a phone that has lost network connectivity, update Device Defaults for the Cisco IP Conference Phone 8832 to **8832-sip.12-0-1SR2-2.k3.cop.sgn** or later in Cisco Unified Communications Manager Administration. Then, perform one of the following steps:

- Force the phone to reboot from the alternate software image that supports the PoE Injector. To reboot your phone from the backup image, see **Boot Up the Conference Phone from the Alternate Partition** section in the *Cisco IP Conference Phone 8832 Administration Guide for Cisco Unified Communications Manager*.

- Install and use the Cisco IP Conference Phone 8832 Ethernet Injector on the phone. This allows you to regain network connectivity. After the phone has upgraded to the latest firmware, you can again use the Cisco IP Conference Phone 8832 PoE Injector.

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.

Wireless Microphone Battery Limitation

When you press the **Show detail** softkey, the Cisco IP Conference Phone 8832 occasionally displays a false `Bad battery` warning. This issue occurs when you quickly reseal the wireless microphone 20 consecutive times or more.

To recover from this issue, perform the following steps in order:

- Remove the microphone from the charging cradle.
- Press the Mute  button for approximately 10 seconds or until the microphone LED stops blinking white. Then, reseal the microphone on the charging cradle.
- Restart the phone by disconnecting and reconnecting the Cisco IP Conference Phone 8832 Power Adapter. The `Bad battery` warning on the phone screen disappears and the current battery status appears. If you do not see the battery status, then the microphone battery has deteriorated and you must replace it.

Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

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.

Procedure

- 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=284729655&rls=14.0\(1.\),14.0\(1\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&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=284729655&rls=14.0\(1\)&sb=af&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&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=284729655&rls=14.0\(1.*\),14.0\(1\)&sb=fr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&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

The following list contains a snapshot of the severity 1, 2, and 3 caveats that are open for the Cisco IP Phone 8800 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 caveat status continually changes, the list reflects a snapshot of the caveat that were open at the time this report was compiled. For an updated view of open caveats, access Bug Search Tool as described in [View Caveats, on page 4](#).

- CSCvq55980 Network name still displayed ssid when no wifi radio available

Resolved Caveats

The following list contains the severity 1, 2, and 3 caveats that are resolved for the Cisco IP Phone 8800 Series that uses Firmware Release 14.0(1)SR2.

For more information about an individual caveat, you can access the online record for the defect from the Bug Search Toolkit. You must be a registered Cisco.com user to access this online information.

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

- CSCvx82791 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 losing connectivity
- CSCvy11282 88xx Download daemon may hang after configuration file download
- CSCvy67837 Evaluation of 8832 for boot script replacement vulnerability

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.



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

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.



Note The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.



Tip You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

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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