



# Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 11.1(2)

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## Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 11.1(2)

Use these release notes with the following Cisco IP Conference Phone 7832 Multiplatform Phones running SIP Firmware Release 11.1(2).

The following table describes the individual phone requirements.

Phone	Support Server
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

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

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

### New and Changed Features

#### Control Reverse Name Lookup

You can control the ability to display the caller name on the phone screen instead of the incoming or outgoing phone number. You must configure either the LDAP Directory or the XML directory. You enable or disable the reverse name lookup using the phone administration web page or by using XML provisioning.

Reverse name lookup is enabled by default.

**Where to Find More Information**

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*

**DHCP VLAN Options**

You can add DHCP VLAN options for the voice VLAN of your phones. You configure a predefined DHCP option to learn the VLAN ID.

The phone transfers the predefined DHCP option, such as option 132, using a DHCP request message in the existing VLAN. The server to which the phone is connected, returns the voice VLAN ID. When the phone receives the voice VLAN ID, it releases the IP address in the existing VLAN, switches to voice VLAN, and starts new DHCP settings.

The feature can be used when VLAN info is not available using CDP/LLDP and manual VLAN.

**Where to Find More Information**

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*

**Emergency Call Support**

You can register each IP-based phone with an emergency call service provider by supplying the E911 Geolocation information. Registration obtains the phone's location. The location can specify the street address, building number, floor, room, and other office location information. When you dial an emergency number, the emergency service receives the phone location and a call-back number. If an emergency call disconnects, the emergency service uses the call-back number to reconnect to the caller.

**Where to Find More Information**

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*
- *Cisco IP Conference Phone 7832 Multiplatform Phones Users Guide*

**HTTPS Support for XSI Services**

You can use the HTTPS protocol with the X/Open System Interface (XSI) services. When you add `HTTPS://` in the XSI host server, the server uses the HTTPS protocol instead of the default HTTP protocol.

**Where to Find More Information**

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*

**LDAP over TLS**

You can configure Lightweight Directory Access Protocol (LDAP) over Transport Layer Security (TLS), abbreviated LDAPS. LDAPS uses TLS to secure communication between the LDAP clients and the LDAP servers.

**Where to Find More Information**

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*

## Upgrade the Firmware

The Cisco IP Phone 7800 Series Multiplatform Phones have a different firmware image. For more information, see the Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(2), at this URL:

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

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

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|----------------|--|
| <b>Step 1</b>  | Click the following URL:<br><a href="https://software.cisco.com/download/home/286311381">https://software.cisco.com/download/home/286311381</a>  |
| <b>Step 2</b>  | Select the <b>IP Conference Phone 7832 with Multiplatform Firmware</b> in the right pane.  |
| <b>Step 3</b>  | Select <b>Multiplatform Firmware</b> .   |
| <b>Step 4</b>  | In the <b>All Releases &gt; MPPv11</b> folder, select <b>11.1.2</b> .  |
| <b>Step 5</b>  | (Optional) Place your mouse pointer on the filename to display the file details and checksum values.   |
| <b>Step 6</b>  | Download the <code>cmterm-7832.11-1-2MPP-351_REL.zip</code> file.  |
| <b>Step 7</b>  | Click <b>Accept License Agreement</b> when you accept the software license.  |
| <b>Step 8</b>  | Unzip the files.   |
| <b>Step 9</b>  | Put the files in the TFTP, HTTP, or HTTPS download folder.   |
| <b>Step 10</b> | <p>You can upgrade the phone firmware using either of the following methods:</p> <ul style="list-style-type: none"> <li>• Configure the <b>Upgrade Rule</b> on the <b>Provisioning</b> tab in the phone web page with the upgrade URL.<br/>URL Format: <code>&lt;upgrade_protocol&gt;://&lt;serv_ip[:port]&gt;/&lt;filepath&gt;/sipMMxx.RR-nnn.loads</code></li> </ul> <p>Where the user input values are:</p> <ul style="list-style-type: none"> <li>• <b>&lt;upgrade_protocol&gt;</b>—HTTP, TFTP, or HTTPS.</li> <li>• <b>&lt;serv_ip[:port]&gt;</b>—Server IP address and optional port number.</li> <li>• <b>&lt;filepath&gt;</b>—File folder on the server that contains the firmware upgrade <code>*.loads</code> file.</li> <li>• <b>MMxx</b>—Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)<br/>or<br/><b>MMxx</b>—Cisco specific phone model (for example, 8845_65 or 7832)</li> <li>• <b>RR</b>—Major and minor release numbers (for example, 11-1-2 or 11-1-1SR1)</li> <li>• <b>nnn</b>—Build number (for example, 351)</li> </ul> |

Example using the **Upgrade Rule** for the IP Conference Phone 7832 Multiplatform Phones.

**tftp://10.73.10.192/firmware/sip7832.11-1-2MPP-351.loads**

- Provide a URL in a web browser that directs the call server to download the firmware to the phone.

URL Format: <phone\_protocol>://<phone\_ip[:port]>/admin/upgrade?

<upgrade\_protocol>://<serv\_ip[:port]>/<filepath>/sipMMxx.RR-nnn.loads

Where the user input values are:

- <phone\_protocol>—HTTP or HTTPS only.
- <phone\_ip[:port]>—Phone IP address and optional port number.
- <upgrade\_protocol>—HTTP, TFTP, or HTTPS.
- <serv\_ip[:port]>—Server IP address and optional port number.
- <filepath>—File folder on the server that contains the firmware upgrade \*.loads file.
- **MMxx**—Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)  
or  
**MMxx**—Cisco specific phone model (for example, 8845\_65 or 7832)
- **RR**—Major and minor release numbers (for example, 11-1-2 or 11-1-1SR1)
- **nnn**—Build number (for example, 351)

Example using the **web browser URL** for the IP Conference Phone 7832 Multiplatform Phones.

**https://10.74.10.225/admin/upgrade?http://10.73.10.192/firmware/sip7832.11-1-2MPP-351.loads**

**Note** Use the \*.loads file in the URL. The \*.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 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

## 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.

## 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 the 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:
- To find all of the caveats for the 11.1.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/%20search?kw=&pf=prdNm&pfVal=284883944&rls=11.1\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/%20search?kw=&pf=prdNm&pfVal=284883944&rls=11.1(2)&sb=anfr&bt=custV)
  - To find all open caveats for the 11.1.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=11.1\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=11.1(2)&sb=anfr&bt=custV)
  - To find all resolved caveats for the 11.1.2 release, use this URL: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=11.1\(2\)&sb=fr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=11.1(2)&sb=fr&bt=custV)
- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) To look for information about a specific problem, enter the bug ID number (*CSCxxxxnnnn*) in the **Search for** field, and press **Enter**.
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### Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Conference Phone 7832 Multiplatform Phones that use Firmware Release 11.1(2).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxxxnnnn*). You must be a registered Cisco.com user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 5](#).

- CSCvi20892 Phone reboots when it has an incoming page call and maximum number calls.
- CSCvi57576 Phone can only receive 5 calls but the phone screen GUI shows 8 calls.
- CSCvi59903 Phone screen GUI displays Anonymous when changing the dial plan.
- CSCvi88531 Different behavior of call status for shared conference bridge from private conference bridge.
- CSCvi90594 Phone may un-register when switching between call history and personal directory.
- CSCvi96787 Secure call one way-audio if the caller and callee's SDP support IP mode and use secondary dial steps.
- CSCvi98838 Missing Back softkey when edit settings of the Enterprise Directory using the phone screen.
- CSCvi99554 Secure call transfer, no audio if transferee and person transferring the call have different SIP & SDP preference modes.
- CSCvj01440 Setting the wrong static IP, GW, or DNS at same time does not overwrite the older phone configuration.
- CSCvj3115 PRT HTTPS Report Rule using a POST upload hangs up or becomes corrupted upon adding authentication.

## Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Conference Phone 7832 Multiplatform Phones that use Firmware Release 11.1(2).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxxxnnnn*). You must be a registered *Cisco.com* user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 5](#).

- CSCvg91741 Phone cannot access the phone web page with the HTTP protocol.
- CSCvh13875 Agent with multiple call-center assigned only displays one call-center Queue Status after calls to each queue.
- CSCvh17106 The packet capture by phone has an FCS error when the switch port has a voice VLAN configuration.
- CSCvh19503 PC port mirror does not work on 78xx with a switch voice VLAN configured.
- CSCvh59168 Phone has an overlapping display when the LDAP directory name and contact name have a large number of characters.
- CSCvh67018 Phone upgrade fails when receiving an HTTP 302 or 303 response.
- CSCvh76496 Phone cannot get the correct content from an HTTP 301 response.
- CSCvh76689 Phone cannot handle the correct content from an HTTP 302 response.
- CSCvi28353 Phone reboots when a long XML User Name or password assigned.

- CSCvi30920 String **Show detail** is truncated on English Us locale.
- CSCvi79573 DUT failed to re-sync with multiple options.
- CSCvi88682 Re-enter Server All calls or Enterprise Directory, Cancel, and the phone reboots.
- CSCvi90186 Need to limit the **TOS/DiffServ Value** string length on web, if not, phone keeps rebooting.

## 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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