



Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 11.3(1)SR1

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Release Notes

Use these release notes with the Cisco IP Conference Phone 7832 Multiplatform Phones running SIP Firmware Release 11.3(1)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 9.5 Asterisk 11.0

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

This release is a maintenance release and doesn't contain any new or enhanced features.

To view the resolved and open caveats for this release, see [View Caveats, on page 3](#).

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 **11.3.1 MSR1-3** folder.
- Step 6** (Optional) Place your mouse pointer on the file name to display the file details and checksum values.
- Step 7** Download the `cmterm-7832.11-3-1MSR1-3_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:
 - a. 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
```

Examples:

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

```
https://server.domain.com/firmware/sip7832.11-3-1MSR1-3.loads
```

- b. 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?http://10.73.10.223/firmware/sip7832.11-3-1MSR1-3.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip7832.11-3-1MSR1-3.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 audio 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

View Caveats

You can search for caveats (bugs) with the Cisco Bug Search tool.

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

Before you begin

You have your Cisco.com user ID and password.

Procedure

-
- Step 1** Click one of the following links:
- To view all caveats that affect this release:
https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319849&sb=anfr&bt=custV
 - To view open caveats that affect this release:
https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319849&sb=anfr&sts=open&bt=custV
 - To view resolved caveats that affect this release:
https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319849&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 (*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 Phone 7800 Series Multiplatform Phones that use Firmware Release 11.3(1)SR1.

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 [View Caveats, on page 3](#).

- CSCvs54502 CP-8851-3PCC phone restarts when an incoming call arrives at the second line
- CSCvs59424 Phone is not uploading the configuration when Report To Server is set to On Local Change

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 11.3(1)SR1.

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 (*CSCxxxxxxx*). 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 [View Caveats, on page 3](#).

- CSCvr96094 VOIP phones should not accept CDP Broadcast
- CSCvs08547 Date format selection does not apply to phone screen saver
- CSCvs12586 6851 Not Getting Correct IP address on SG350X Switch
- CSCvr96058 CDP stack overflow in MPP
- CSCvs01888 CP-88xx-3PCC When Answer confirmation is set to ON there is one-way audio
- CSCvr76623 CP-7841-3PCC-K9= Conference URI not working
- CSCvs42512 phone crashes when GetStatusFile request is sent with no parameters
- CSCvs54500 3pcc-8800: error prompt in window Profile Account Setup and default input becomes alphanumeric

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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