# Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 12.0(4)

**First Published:** 2024-01-30

## Release Notes

Use these release notes with the Cisco IP Conference Phone 7832 Multiplatform Phones running SIP Firmware Release 12.0(4).

The following table describes the individual phone requirements.

| Phone | Support Requirements |
|---|---|
| Cisco IP Conference Phone 7832 Multiplatform Phones | Cisco BroadWorks RI<br>MetaSphere CFS version 9.5<br>Asterisk 18.0 |

## 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](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

### Administrator Sets Preferred Value

With the Firmware release 12.0(4), you can set preferred values for user with the attribute **user-pref** to provide them a seamless experience. Also, further changes made by the user using the phone or from the phone administration web page is preserved.

#### Where to Fine More Information

- *Cisco IP Conference Phone with Multiplatform Firmware (MPP) - Administration Guide*

## LLDP X-SWITCH-INFO Support for E911

For enterprises that might use nomadic 911 capabilities, public and private IP addresses are not sufficient to identify a specific location. In such scenarios, it is recommended to utilize the network switching infrastructure to help determine the client's location. In this approach, customer can add relevant network switches and switch ports into the map for a location or sub-location, and need to probe for and report their respective switch ports when reporting network data, as part of the emergency call flow.

To enable this feature from the phone administration web page for both wired and wireless phones, choose the **X-SWITCH-INFO Support** parameter from the **Voice** > **System** > **Optional Network Configuration**.

### Where to Find More Information

- *Cisco IP Conference Phone with Multiplatform Firmware (MPP) - Administration Guide*

## Support for One Call Per Line

With the Firmware release 12.0(4), you can configure a line to allow only one call at a time.

You can use the **Call Appearances Per Line** parameter in the phone administration web page from **Voice** > **Phone** to configure this feature.

### Where to Fine More Information

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

- *Cisco IP Conference Phone with Multiplatform Firmware (MPP) - Administration Guide*

- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

# Upgrade Firmware

Use the information in this section to upgrade the firmware on Cisco IP Conference Phone 7832 Multiplatform Phones.

The Cisco IP Phone 7811, 7821, 7841, and 7861 Multiplatform Phones have a different firmware image. For more information, see the Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(4), at this location:

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

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

#### Procedure

**Step 1**     Click this link:

https://software.cisco.com/download/home/286311381

On the **Software Download** web page that is displayed, ensure that **IP Phone 7800 Series with Multiplatform Firmware** is selected in the middle pane.

**Step 2**     Select **IP Conference Phone 7832 with Multiplatform Firmware** in the right pane.

**Step 3**      On the next page that is displayed, select **Multiplatform Firmware**.

**Step 4**      On the next page that is displayed, select **12.0.4** in the **All Releases** > **MPPv12** folder.

**Step 5**      (Optional) Place your mouse pointer on the file name to see the file details and checksum values.

**Step 6**      Download the `cmterm-7832.12-0-4MPP0001-195_REL.zip` file.

**Step 7**      Click **Accept License Agreement**.

**Step 8**      Unzip the file and place the files in the appropriate location on your upgrade server.

         The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

**Step 9**      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** > **Firmware Upgrade**.

    b. In the **Upgrade Rule** field, enter the load file URL as described below.

    Load file URL format:

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

    Example:

    ```
    https://10.73.10.223/firmware/sip7832.12-0-4MPP0001-195.loads
    ```

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

    Example:

    ```
    https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip7832.12-0-4MPP0001-195.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&rls=12.0(4)&sb=anfr&bt=custV

- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/
  search?kw=*&pf=prdNm&pfVal=286319849&rls=12.0(4)&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&rls=12.0(4)&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 (*CSCxxnnnnn*) in the **Search for** field, and press **Enter**.

## 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 12.0(4).

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 (*CSCxxnnnnn*). 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 .

- CSCwf10956—Macro $SERVIP is not expanded in Log Request Msg in syslog

- CSCwf70230—78xx is stripping leading "+" when dialling from the monitored line button without extension

- CSCwi60009—MPP should retry call park resume in race condition scenario with incoming call

## 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 12.0(3).

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 (*CSCxxnnnnn*). 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 .

- CSCwf29727—MPP Hard transfer button does not transfer

- CSCwh14446—MPP is losing registration randomly

- CSCwi66404—'Mute' cannot be disabled on a call to a predefined emergency number.

# Cisco IP Phone Firmware Support Policy

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