



Cisco IP Conference Phone 8832 Release Notes for Firmware Release 14.1(1)SR2

First Published: 2022-10-31

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These release notes support the Cisco IP Conference Phone 8832 running SIP Firmware Release 14.1(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 Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Conference Phone 8832.

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 on the [product support](#) page.

New Cisco IP Conference Phone Hardware version for 8832

The Cisco IP Conference Phone 8832 hardware has been updated. The new hardware version is V08.

Phones manufactured with the new hardware updates must run Firmware Release 14.1(1)SR2 or later. The phone firmware does not allow the phone to be downgraded to releases earlier than Firmware Release 14.1(1)SR2.

This feature has no user impact.

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 pack. After you install a device pack on the Cisco Unified Communications Manager servers in the cluster, reboot all the servers.



Warning

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 network connectivity.

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 [Software Download](#) page for the **Cisco IP Conference Phone 8832**
- Step 2** Choose **IP Conference Phone 8832**.
- Step 3** Choose **Session Initiation Protocol (SIP) Software**.
- Step 4** In the Latest Releases folder, choose **14.1(1)SR2**.
- Step 5** Select the firmware file, click the **Download** or **Add to cart** button, and follow the prompts.
The firmware filename is cmterm-8832-sip.14-1-1-0211-134.k4.cop.sha512.
- Note** If you added firmware to the cart, when you are ready to download the files, click the Cart and then click **Download All**.
- Step 6** Click the + next to the firmware file name in the Download Cart section to access additional information about this file.
- Step 7** Click the Readme link to open the installation instructions for the 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, a zip file is available to load the firmware.

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

- Step 1** Go to the [software download](#) page for the **IP Conference Phone 8832**
- Step 2** Choose **IP Conference Phone 8832**.
- Step 3** Choose **Session Initiation Protocol (SIP) Software**.
- Step 4** In the Latest Releases folder, choose **14.1(1)SR2**.
- Step 5** Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts. The firmware filename is `cmterm-8832.14-1-1-0211-134.zip`.
- Step 6** Unzip the files.
- Step 7** For information about how to manually copy the firmware files to the server, see the *Cisco Unified Communications Operating System Administration Guide*
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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.

Phone Data Migration Limitation for Cisco Unified Communications Manager Software Release 11.5SU8

The Phone Data Migration feature in Cisco Unified Communications Manager 11.5SU8 is not localized. Parameters and other items may not display in your native language. The limitation does not apply to information displayed on the phones.

Localization is complete for Cisco Unified Communications Manager Software Release 12.5(1)SU3 and later.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search.

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

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=14.1\(1\),14.1\(1.*\)&sb=anfr&sts=fd&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.1(1),14.1(1.*)&sb=anfr&sts=fd&svr=3nH&bt=custV)
- Use this URL for all open caveats: [https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.1\(1\)&sb=afrr&sts=open&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.1(1)&sb=afrr&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=14.1\(1\),14.1\(1.*\)&sb=fr&sts=fd&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284729655&rls=14.1(1),14.1(1.*)&sb=fr&sts=fd&svr=3nH&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 in the Search for field, and press **Enter**.

Open Caveats

The following list contains severity 1, 2, and 3 defects that are open for the Cisco IP Conference Phone 8832 for Firmware Release 14.1(1)SR2.

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

Because 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 open defects, access Bug Toolkit as described in [View Caveats, on page 5](#).

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

Resolved Caveats

The following list contains severity 1, 2, and 3 defects that are resolved for the Cisco IP Conference Phone 8832 for Firmware Release 14.1(1)SR2.

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

Because 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 open defects, access Bug Toolkit as described in [View Caveats, on page 5](#).

- CSCwa37034 Unable to push a new SSID and PSK via Wireless Device Profiles on CP-8832
- CSCwa92403 During DHCP Server migration, phones fail to rebind to the new DHCP Server
- CSCwc69646 Wi-Fi password is printed in phone log when bootup
- CSCwd04973 The phone can't connect to AP with EAP-TLS + MIC as User Cert
- CSCvx84768 Show Apps softkey by default

Application Programming Interface

Cisco supports phone API utilization by 3rd party applications that have been tested and certified through Cisco by the 3rd party application developer. Any phone issues related to uncertified application interaction must be addressed by the 3rd party and will not be addressed by Cisco.

For support model of Cisco certified 3rd party applications/solutions, please refer to [Cisco Solution Partner Program](#) website for details.

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3 or k4” in their name. To install a k3 or k4 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 you must install this additional cop file 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 the [Software Download](#) page, 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 the [Cisco IP Phone Firmware Support Policy](#).

