Upgrade IP Phone Firmware Individually

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Introduction

This document provides the procedure to upgrade Cisco IP phone firmware individually with Cisco Unified Communications Manager 4.x/5.x/6.x .

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Cisco IP phones are currently registered with Cisco Unified Communications Manager.

Cisco recommends that you have knowledge of these topics:

- Cisco Unified CallManager 4.x
- Cisco Unified Communications Manager 5.x/6.x
- Cisco Unified IP Phone

Components Used

The information in this document is based on these software and hardware versions, but applicable to all Cisco Unified Communications Manager releases and Cisco IP phone loads:

- Cisco Unified Communications Manager 4.x
- Cisco Unified IP Phone

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Related Products

This document can also be used with these hardware and software versions:

- Cisco Unified CallManager 4.x
- Cisco Unified Communications Manager 5.x/6.x

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Configure

In this section, you are presented with the procedure to upgrade the firmware of a single Cisco IP phone.

Steps to Upgrade Single IP Phone Firmware

Perform these steps to upgrade the phone load for a single IP phone and other phones to use the existing old phone load in your network environment. This situation can arise when new firmware has to be checked before deploying to the entire IP telephony network or any single phone that requires a feature supported by a particular firmware.

1. Download the required IP phone firmware from Cisco IP Phone – Software Download (registered customers only) . Download the required firmware version of the Cisco IP phone model in the format of zip or exe file.
2. Before you proceed to upgrade the firmware, go to the **Device** menu. Choose **Device Settings** > **Device Defaults** and copy the phone load name that you currently use for the particular Cisco IP phone model which you are planning to upgrade. Paste this file name in a notepad so that you can use the same file name to revert the default phone load name to the old firmware for all other phones.
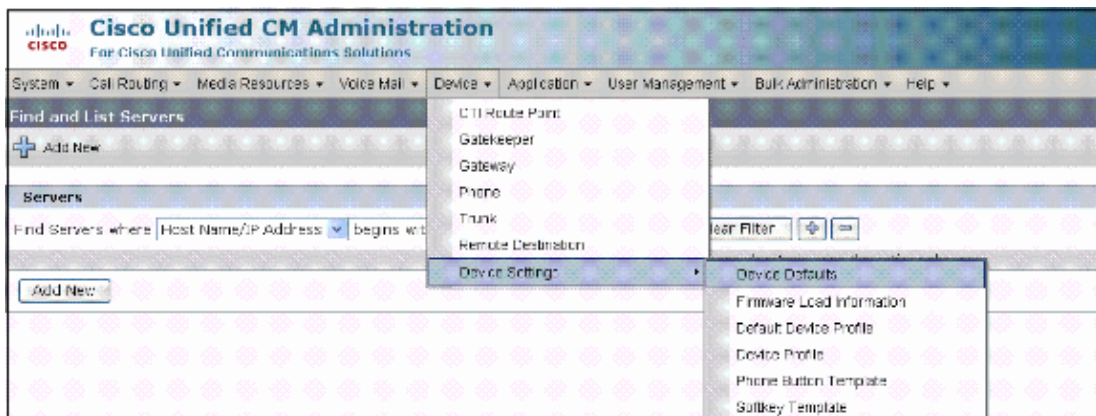
   Note: In order to get the phone load name from CallManager 4.x, go to **System** > **Device Defaults** > **Device Defaults Configuration** and copy the load information.
3. Run the upgrade patch file of the new IP phone load in Cisco Unified CallManager.

   This automatically changes the **Phone Load Name** in the device defaults for the particular phone model. During the installation of the new IP phone firmware, some of the services, such as the CallManager service, restart on their own.
4. Copy this new load information from the **Device Defaults** and paste it to the notepad file.
5. In order to maintain the old load name for other phones in the network, replace the old load information from the notepad repeating the procedure, **Device** > **Device Settings** > **Device Defaults**. Then, click **Update**.

   This helps all other phones to maintain the old device default load information.

Note: If any of the IP phones is restarted during this period, it sees a new IP phone firmware and tries to change the phone load.

6. Go to the **Device** menu >**Phone** and choose the IP phone on which you want to perform the upgrade. Paste the new load information to the **Phone Load Name** field and click **Update**.

Note: CallManager 4.x also follows this same step for changing the load name.

After you reset the IP phone, the new phone load is pulled from the CallManager.

Verify

In order to verify that the phone has copied the new firmware image, use one of these methods:

- Find the IP address of the IP phone on which the upgrade is performed. Use the IP address in the browser to obtain the Device information of the IP phone. Check for the version to see if the firmware has changed to the new one.
- Physically go to the IP phone and press the **Settings** button. Scroll down to **Model Information** and press **Select**. Then, scroll down to Load File and verify that it is the same load file which is upgraded.

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Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation – Cisco Systems**

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