

# Upgrade IP Phone Firmware Individually

Document ID: 108090

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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.

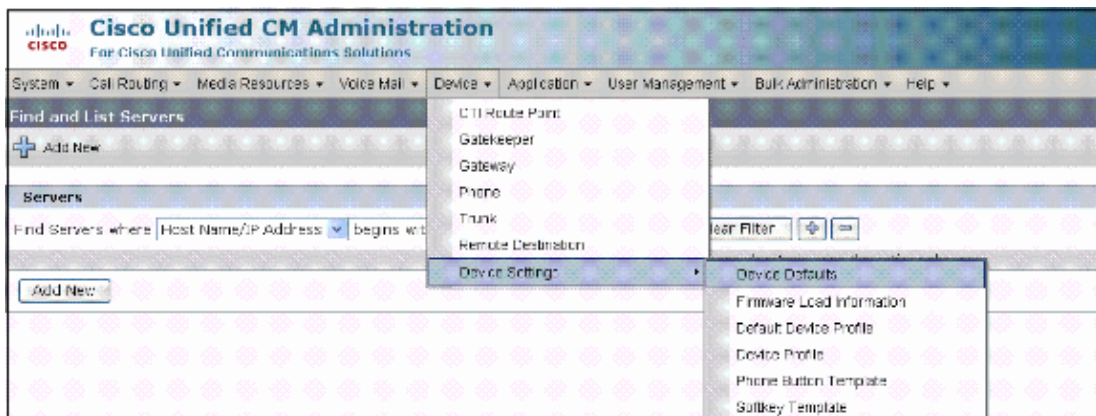
## Configure

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.

The screenshot shows the Cisco Unified Communications Manager (CUCM) administration console. The top navigation bar includes 'Device', 'Application', 'User Management', 'Bulk Administration', and 'Help'. Below the navigation bar, there is a 'Related Links' section with a button labeled 'Back To Find/Li'. The main content area displays a configuration page for a phone, with various settings listed in a table. The 'Phone Load Name' field is highlighted with a red box and contains the value 'P00308000900'. Other settings include 'Media Resource Group List', 'User Hold MOH Audio Source', 'Network Hold MOH Audio Source', 'Location\*', 'AAR Group', 'User Locale', 'Network Locale', 'Built In Bridge\*', 'Privacy\*', 'Device Mobility Mode\*', 'Owner User ID', 'Join Across Lines', 'Use Trusted Relay Point\*', 'BLF Audible Alert Setting (Phone Idle)\*', 'BLF Audible Alert Setting (Phone Busy)\*', and 'Calling Party Transformation CSS'.

Media Resource Group List	< None >
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >
Location*	Hub_None
AAR Group	< None >
User Locale	< None >
Network Locale	< None >
Built In Bridge*	Default
Privacy*	Default
Device Mobility Mode*	Default
Owner User ID	< None >
Phone Load Name	P00308000900
Join Across Lines	Default
Use Trusted Relay Point*	Default
BLF Audible Alert Setting (Phone Idle)*	Default
BLF Audible Alert Setting (Phone Busy)*	Default
Calling Party Transformation CSS	< None >

## 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.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice

Service Providers: Voice over IP

Voice & Video: Voice over IP

Voice & Video: IP Telephony

Voice & Video: IP Phone Services for End Users

Voice & Video: Unified Communications

Voice & Video: IP Phone Services for Developers

Voice & Video: General

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## Related Information

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

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Updated: Nov 10, 2008

Document ID: 108090

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