

How to Find the Firmware Version From a Cisco IP Phone

Document ID: 100306

Introduction

Prerequisites

Requirements

Components Used

Conventions

Firmware Naming Convention

Methods

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

The document describes how to find the IP phone firmware load from the Cisco IP Phone, as well as from a remote location.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Catalyst 6500 Switch
- IP Phone CP-7941G

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.

Conventions

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

Firmware Naming Convention

These conventions are used in naming the IP Phone firmware:

SCCP firmware: P003xxyyzzww.bin: where x represents the major version, y represents the major subversion, z represents the maintenance version, and w represents the maintenance subversion.

SIP firmware: P0S3-xx-y-zz: where x represents the major version, y represents the minor version, and z

represents the subversions.

MGCP firmware: POM3-xx-y-zz: where M is the third character. The major, minor, and subversions for MGCP are consistent with the SIP naming convention

For Java-based IP phones, the following naming conventions are used for image files.

SCCP firmware: TERMnn.xx-y-z-ww or **SCCPnn.xx-y-zz-ww:** where n represents the phone type, x represents the major version, y represents the major subversion, z represents the maintenance version, and w represents the maintenance subversion.

Methods

Complete one of these methods in order to find the firmware version of an IP phone:

- You can access the firmware version directly from the phone from the **Settings Menu**.
 1. Press **Settings**, scroll down, and select **Status**.
 2. Scroll down, and select **Firmware Versions**.

This lists the versions of the different kinds of load.

- If the IP Phone is located in a remote location, telnet to the Cisco switch to which the IP Phone is connected and issue the **show cdp neighbors <module/port> detail** command.

```
C6K-CatOS> (enable) sh cdp neighbor 3/3 detail
Port (Our Port): 3/3
Device-ID: SEP001C581CBF22
Device Addresses:
  IP Address: 172.16.2.182
Holdtime: 177 sec
Capabilities: HOST PHONE
Version:
  SCCP41.8-2-2SR1S
Platform: Cisco IP Phone 7941
Port-ID (Port on Neighbors's Device): Port 1
UTP Management Domain: unknown
Native VLAN: unknown
Duplex: full
System Name: unknown
System Object ID: unknown
Management Addresses: unknown
Physical Location: unknown
```

- If you know the IP address of the IP Phone, you can access directly the HTTP interface of the IP Phone.

Open a web browser, and enter **http://<ip phone ip address>/**. Where *ip phone ip address* is the IP address of the IP Phone.

Back Address http://172.16.2.182



Device Information

Cisco IP Phone CP-7941G (SEP001C581CBF22)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-------------|--------------|-----------|-----------------|----------|------|-------------|------------------------|--------------|----------------------------------|---------|------------------|-------------------|-----|---------------|-------------|--------------|----------|-----------------|----|-----|-------|--|---------------------|--|----------|
| <ul style="list-style-type: none"> Device Information Network Configuration Network Statistics Ethernet Information Access Network Device Logs Console Logs Core Dumps Status Messages Debug Display Streaming Statistics Stream 1 | <table style="width: 100%; border-collapse: collapse;"> <tr><td>MAC Address</td><td>001C581CBF22</td></tr> <tr><td>Host Name</td><td>SEP001C581CBF22</td></tr> <tr><td>Phone DN</td><td>1005</td></tr> <tr><td>App Load ID</td><td>Jar41sccp.8-2-2ES1.sbn</td></tr> <tr><td>Boot Load ID</td><td>7941G_64-02070631Amd64megRel.bin</td></tr> <tr><td>Version</td><td>SCCP41.8-2-2SR1S</td></tr> <tr><td>Hardware Revision</td><td>1.0</td></tr> <tr><td>Serial Number</td><td>FCH112490RR</td></tr> <tr><td>Model Number</td><td>CP-7941G</td></tr> <tr><td>Message Waiting</td><td>No</td></tr> <tr><td>UDI</td><td>phone</td></tr> <tr><td></td><td>Cisco IP Phone 7941</td></tr> <tr><td></td><td>CP-7941G</td></tr> </table> | MAC Address | 001C581CBF22 | Host Name | SEP001C581CBF22 | Phone DN | 1005 | App Load ID | Jar41sccp.8-2-2ES1.sbn | Boot Load ID | 7941G_64-02070631Amd64megRel.bin | Version | SCCP41.8-2-2SR1S | Hardware Revision | 1.0 | Serial Number | FCH112490RR | Model Number | CP-7941G | Message Waiting | No | UDI | phone | | Cisco IP Phone 7941 | | CP-7941G |
| MAC Address | 001C581CBF22 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Host Name | SEP001C581CBF22 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Phone DN | 1005 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| App Load ID | Jar41sccp.8-2-2ES1.sbn | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Boot Load ID | 7941G_64-02070631Amd64megRel.bin | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Version | SCCP41.8-2-2SR1S | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hardware Revision | 1.0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Serial Number | FCH112490RR | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Model Number | CP-7941G | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Message Waiting | No | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UDI | phone | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Cisco IP Phone 7941 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | CP-7941G | | | | | | | | | | | | | | | | | | | | | | | | | | |

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 |

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Dec 14, 2007

Document ID: 100306