



# Viewing Status, Statistics, and Firmware Information on the Cisco Wireless IP Phone 7920

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You can obtain network information, and verify the installed firmware version by using the Phone Settings menu on the Cisco Wireless IP Phone 7920.

This chapter includes these topics:

- [Viewing the Current Configuration, page 8-17](#)
- [Viewing Network Statistics, page 8-18](#)
- [Viewing Firmware Versions, page 8-19](#)
- [Viewing the Hardware Information, page 8-20](#)

## Viewing the Current Configuration

To use the Phone Status menu and current configuration option to determine the name of the configuration file for the Cisco Wireless IP Phone 7920, follow these steps:

### Procedure

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- Step 1** Press the **Menu** softkey.
- Step 2** Choose **Phone Settings > Phone Status**.

**Step 3** Select **Current Config File**.

The phone displays the name of the configuration file in the following format:  
SEPDefault.cnf.xml or SEP*macaddress*.cnf.xml

**Step 4** To exit the Current Config File screen, press the **Back** softkey.

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#### Related Topics

- [Viewing Network Statistics, page 8-18](#)
- [Viewing Firmware Versions, page 8-19](#)
- [Viewing the Hardware Information, page 8-20](#)

## Viewing Network Statistics

To view the Network Statistics screen on the Cisco Wireless IP Phone 7920 and see information about the phone and network performance, follow these steps:

#### Procedure

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**Step 1** Press the **Menu** softkey.

**Step 2** Choose **Phone Settings > Phone Status**.

**Step 3** Select **Network Statistics**; the list of statistics appears.

**Step 4** Use the Navigation button to scroll through the items in the Network Statistics screen.

[Table 8-1](#) describes the items that appear in this screen.

**Step 5** To exit the Network Statistics screen, press the **Back** softkey.

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**Table 8-1 Network Statistics Screen Items**

Item	Description
Up Time	Amount of elapsed time since the phone connected to Cisco CallManager
TxPkts	Number of packets transmitted from the phone
RxPkts	Number of packets received by the phone
Aged Pkts	Number of packets that timed-out and were not sent
Bcast Rx	Number of broadcast packets received
Tx Failed	Number of packet transmissions that failed
Ack Failed	Number of packet acknowledgements that failed
Retry Cnt	Number of times the phone retried to send packets

**Related Topics**

- [Viewing Firmware Versions, page 8-19](#)
- [Viewing the Hardware Information, page 8-20](#)
- [Viewing the Current Configuration, page 8-17](#)

## Viewing Firmware Versions

You can verify the firmware versions that are used on the Cisco Wireless IP Phone 7920 by viewing the Firmware Info screen.

The firmware version name is in the following format:

```
7920.x.x-yy-zz
```

where *x.x* is the supported version of Cisco CallManager (for example, 4.0), *yy-zz* is the phone firmware version (for example, 01-08). The following is an example of a firmware image name:

```
7920.4.0-01-08
```

To view the firmware information, follow these steps:

### Procedure

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**Step 1** Press the **Menu** softkey.

**Step 2** Choose **Phone Settings > Phone Status**.

**Step 3** Select **Firmware Info**.

To view one of the following, scroll to the item and press **Select**:

- **Firmware Version**—Phone firmware version running in the phone
- **BSP Load ID**—Board support package running in the phone
- **Boot Load ID**—Version of boot loader in the phone.

**Step 4** To exit the Firmware Info screens, press the **Back** softkey.

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### Related Topics

- [Viewing the Hardware Information, page 8-20](#)
  - [Viewing the Current Configuration, page 8-17](#)
  - [Viewing Network Statistics, page 8-18](#)
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## Viewing the Hardware Information

The Hardware Info screen in the Phone Status screen provides the hardware release information.

To verify the hardware version, follow these steps:

### Procedure

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**Step 1** Press the **Menu** softkey.

**Step 2** Choose **Phone Settings > Phone Status**.

- Step 3** Select **Hardware Info**. The number of the hardware release displays.
- Step 4** To exit the Hardware Info screen, press the **Back** softkey.
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#### Related Topics

- [Viewing the Current Configuration, page 8-17](#)
- [Viewing Network Statistics, page 8-18](#)
- [Viewing Firmware Versions, page 8-19](#)

