



# Updating Firmware for the Cisco IP Phone 7970

---

You update the firmware on a Cisco IP Phone 7970 using the Cisco CallManager Administration application. You cannot update the firmware from the Cisco IP Phones directly.

To determine the firmware version that is currently running on a phone, see the [“Firmware Versions Screen” section on page 7-9](#).

To update firmware, perform the following steps.



## Note

---

Read the “Read Me” files included with Cisco software updates. These files provide important updated information about installing and configuring the new software.

---

## Procedure

---

- Step 1** Obtain an updated phone load.
- You can download the latest available software from the Cisco Service & Support Software Center:
- <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
- Step 2** Install the updated phone load.
- Step 3** From the Cisco CallManager Administration choose **System > Device Defaults** and locate the **Device Type** field corresponding to the model IP Phone.

**Step 4** Enter the new device load in the **Load Information** field.

You can typically locate this information in the Read Me file distributed with the software update. The Read Me file for the Cisco IP Phone 7970 is named `cmterm-model-sccp.x-x-x.readme`, where:

- *model* is the phone model
- *x-x-x* is the compatible Cisco CallManager release

**Step 5** Click **Update**.

**Step 6** From Cisco CallManager Administration, choose **System > CallManager Group**.

**Step 7** From the Cisco CallManager Group list, choose the group you want to update.

**Step 8** Click **Reset Devices**.

---