



The bridge to possible

Product bulletin

Cisco public

Device Firmware Not Bundled with Cisco Unified Communications Manager

Overview

Beginning with Cisco Unified Communications Manager Release 15SU5, device firmware—including firmware for IP phones, Analog Telephone Adapters (ATAs), and headsets—is no longer bundled with the Cisco Unified Communications Manager software. This change provides greater flexibility and agility in delivering new features and security patches, as Cisco devices and Cisco Unified Communications Manager follow different release schedules.

Cisco now releases Device Packs, which include all device firmware and Quick Edge Device (QED) files, as separate updates. These packs are released with increased frequency to ensure timely access to the latest enhancements and security fixes.

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Products Affected

Products Affected	Version
Cisco Unified Communications Manager	15SU5

Impact

Cisco delivers new features and security fixes for devices through Device Packs rather than bundling them in the Cisco Unified Communications Manager ISO image. You can apply these updates to devices without a Unified Communications Manager system upgrade, providing the flexibility and agility to manage firmware updates independently.

Install the Device Pack on all nodes in the cluster, including the publisher node. To install the pack, navigate to **Software Upgrades > Install/Upgrade Cluster**. Excluding device firmware also reduces the overall size of the Cisco Unified Communications Manager ISO.

Action

Cisco devices retain their existing firmware version when you upgrade Cisco Unified Communications Manager using an ISO that does not include device firmware.

To upgrade device firmware to a newer version, you must install the corresponding Device Pack and configure the Device Defaults with the new firmware version. For detailed instructions, see <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/213288-upgrade-ip-phone-firmware-individually.html>.

Problem / Symptom

These changes do not impact business operations. Follow the procedures described above to upgrade Cisco devices.

Opening a Case With TAC

If you require further assistance, or if you have any further questions regarding this deprecation notice, contact [Cisco Systems Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a Service Request on cisco.com](#)
- [By Email](#)
- [By Telephone](#)

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