

Upgrade IP Phone Firmware Individually

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Introduction

This document provides the procedure to upgrade Cisco IP phone firmware individually with Cisco Unified Communications Manager (CUCM) 10.x and above.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM 10.x and above
- Cisco Unified IP Phone

Note: Ensure that the Cisco IP phones are currently registered with CUCM.

Components Used

The information in this document is based on these software and hardware versions, but applicable to all CUCM releases and Cisco IP phone loads:

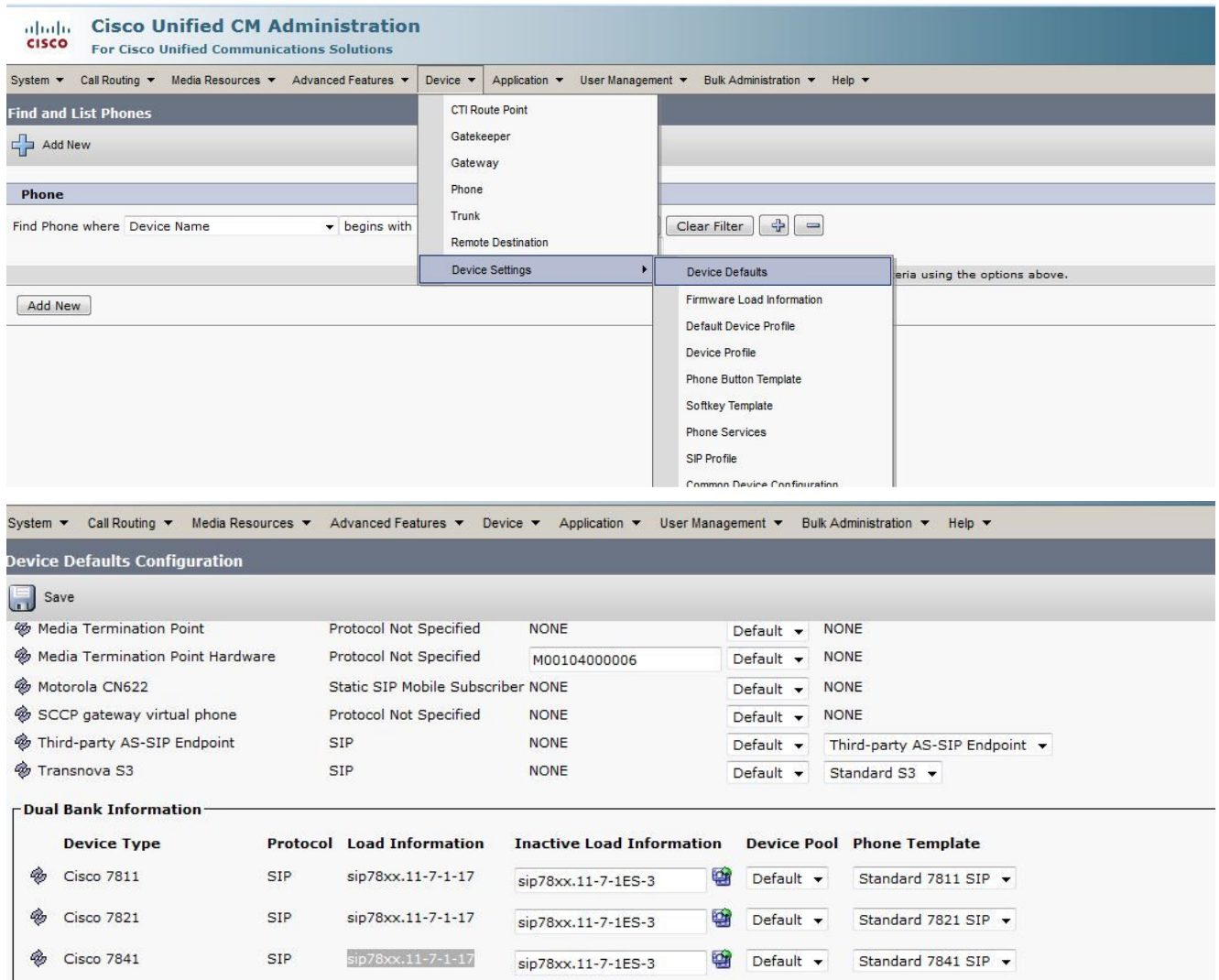
- Cisco Unified Communications Manager 11.x
- Cisco Unified IP Phone

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.

Configure

Perform these steps in order 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 arises when new firmware has to be checked before you deploy it 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).
2. Before you proceed to upgrade the firmware, navigate to the **Device** menu, select **Device Settings > Device Defaults** and copy the phone load name that you currently use for the particular Cisco IP phone model which you plan to upgrade. Paste this file name in a notepad so that you can use the same file name in order to revert the default phone load name to the old firmware for all other phones.



3. Run the upgrade patch file of the new IP phone load in Cisco Unified CallManager. You can do this by burning the patch file to a CD or DVD, or by sharing it via FTP or SFTP.

Navigate to **Cisco Unified OS Administration** in the navigation menu at the top right of the web page. Login with the platform administration credentials. Navigate to **Software Upgrades > Install/Upgrade**. Select the appropriate options for DVD/CD or network source, and provide details of where it can pull the file to download. When the install is complete, this automatically changes the **Phone Load Name** in the device defaults for the particular phone model.

Cisco 7821	SIP	sip78xx.11-7-1ES-11	sip78xx.11-7-1-17	Default	Standard 7821 SIP
Cisco 7841	SIP	sip78xx.11-7-1ES-11	sip78xx.11-7-1-17	Default	Standard 7841 SIP
Cisco 7861	SIP	sip78xx.11-7-1ES-11	sip78xx.11-7-1-17	Default	Standard 7861 SIP

- Copy this new load information from the **Device Defaults** and paste it to the notepad file.
- In order to maintain the old load name for other phones in the network, replace the old load information from the notepad and repeat the procedure, **Device > Device Settings > Device Defaults**. Then, click **Update**. This helps all other phones to maintain the old device default load information.

Cisco 7821	SIP	sip78xx.11-7-1-17	sip78xx.11-7-1ES-11	Default	Standard 7821 SIP
Cisco 7841	SIP	sip78xx.11-7-1-17	sip78xx.11-7-1ES-11	Default	Standard 7841 SIP
Cisco 7861	SIP	sip78xx.11-7-1-17	sip78xx.11-7-1ES-11	Default	Standard 7861 SIP

- Navigate to **Device Menu > Phone** and select 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**.

The screenshot shows the 'Phone Configuration' page for a Cisco IP phone. The 'Phone Load Name' field is set to 'sip78xx.11-7-1ES-11'. Other configuration options include Device Pool (Default), Common Device Configuration (< None >), Phone Button Template (Standard 7841 SIP), Softkey Template (Standard User), Common Phone Profile (Standard Common Phone Profile), and various other settings like Calling Search Space, AAR Calling Search Space, Media Resource Group List, User Hold MOH Audio Source, Network Hold MOH Audio Source, Location (Hub_None), AAR Group (< None >), User Locale (< None >), Network Locale (< None >), Built In Bridge (Default), Privacy (Default), Device Mobility Mode (Default), Owner (Anonymous (Public/Shared Space)), Owner User ID, Mobility User ID (< None >), Phone Personalization (Default), and Services Provisioning (Default).

- Finally, you have to restart TFTP service. Navigate to **Cisco Unified Serviceability**, then navigate to **Tools > Control Center-Feature Services** and restart the TFTP service.

Verify

Use this section in order to confirm that your configuration works properly.

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, press the **Settings** button on your IP phone. 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.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.