

How to Find the Firmware Version From a Cisco IP Phone

Document ID: 100306

Contents

Introduction

Prerequisites

Requirements

Components Used

Conventions

Firmware Naming Convention

Firmware Offered by CUCM

Methods

Related Information

Introduction

This 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
- Cisco Unified Communications Manager 7.x

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: P003xxyzzww.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: P0M3–xx–y–zz: where M is the third character. The major, minor, and subversions for MGCP are consistent with the SIP naming convention

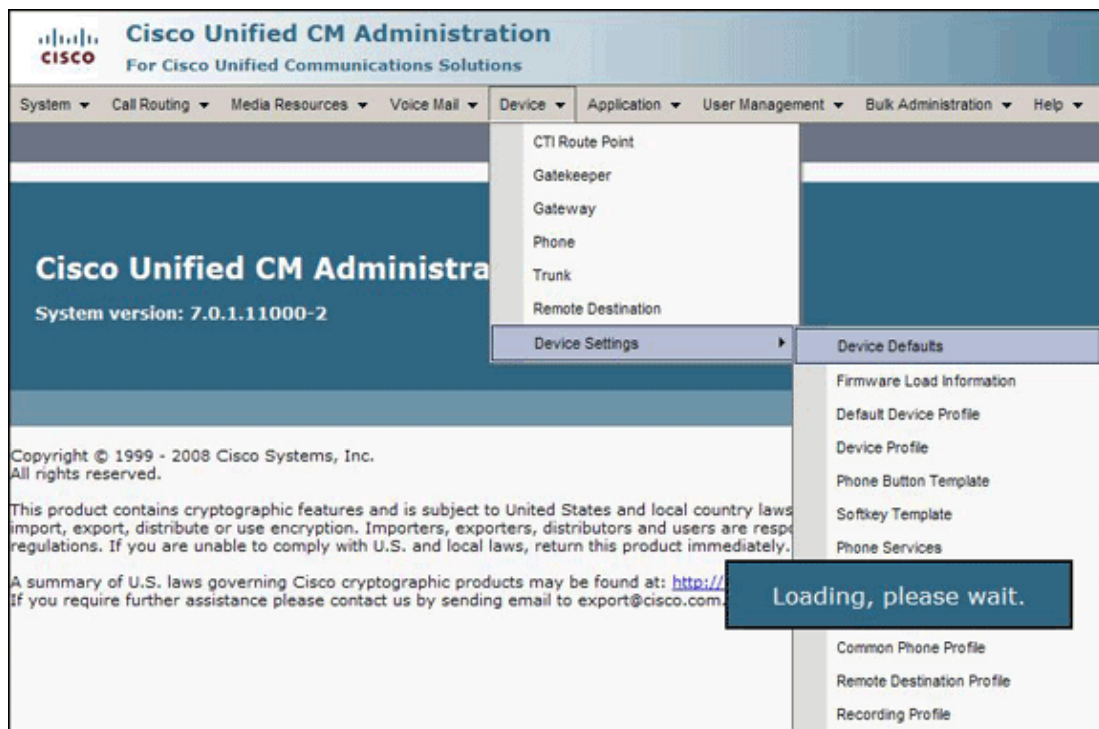
For Java–based IP phones, the following naming conventions are used for image files.

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.

Firmware Offered by CUCM

Complete these steps in order to view the software versions that the Cisco Unified Communications Manager offers:

1. Log in to the Cisco Unified Communications Manager Administration page.
2. Navigate to **Device > Device Settings > Device Defaults**.



The Device Defaults Configuration list appears. This list shows the firmware that the IP Phone will load when it registers with CUCM. In this example, the Cisco 7961 IP Phone will load SCCP41.8–4–1S when it register with the Cisco Unified Communications Manager.

Cisco Unified CM Administration For Cisco Unified Communications Solutions					
System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾					
Device Defaults Configuration					
Save					
Cisco 7945	SIP	SIP45.8-4-1S	Default	Standard 7945 SIP	
Cisco 7960	SIP	P0S3-08-8-00	Default	Standard 7960 SIP	
Cisco 7960	SCCP	P00308000900	Default	Standard 7960 SCCP	
Cisco 7961	SIP	SIP41.8-4-1S	Default	Standard 7961 SIP	
Cisco 7961	SCCP	SCCP41.8-4-1S	Default	Standard 7961 SCCP	
Cisco 7961G-GE	SIP	SIP41.8-4-1S	Default	Standard 7961G-GE SIP	
Cisco 7961G-GE	SCCP	SCCP41.8-4-1S	Default	Standard 7961G-GE SCC	
Cisco 7962	SCCP	SCCP42.8-4-1S	Default	Standard 7962G SCCP	
Cisco 7962	SIP	SIP42.8-4-1S	Default	Standard 7962G SIP	
Cisco 7965	SCCP	SCCP45.8-4-1S	Default	Standard 7965 SCCP	
Cisco 7965	SIP	SIP45.8-4-1S	Default	Standard 7965 SIP	
Cisco 7970	SIP	SIP70.8-4-1S	Default	Standard 7970 SIP	
Cisco 7970	SCCP	SCCP70.8-4-1S	Default	Standard 7970 SCCP	
Cisco 7971	SIP	SIP70.8-4-1S	Default	Standard 7971 SIP	
Cisco 7971	SCCP	SCCP70.8-4-1S	Default	Standard 7971 SCCP	

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**.
 - Press **Settings**, scroll down, and select **Status**.
 - 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

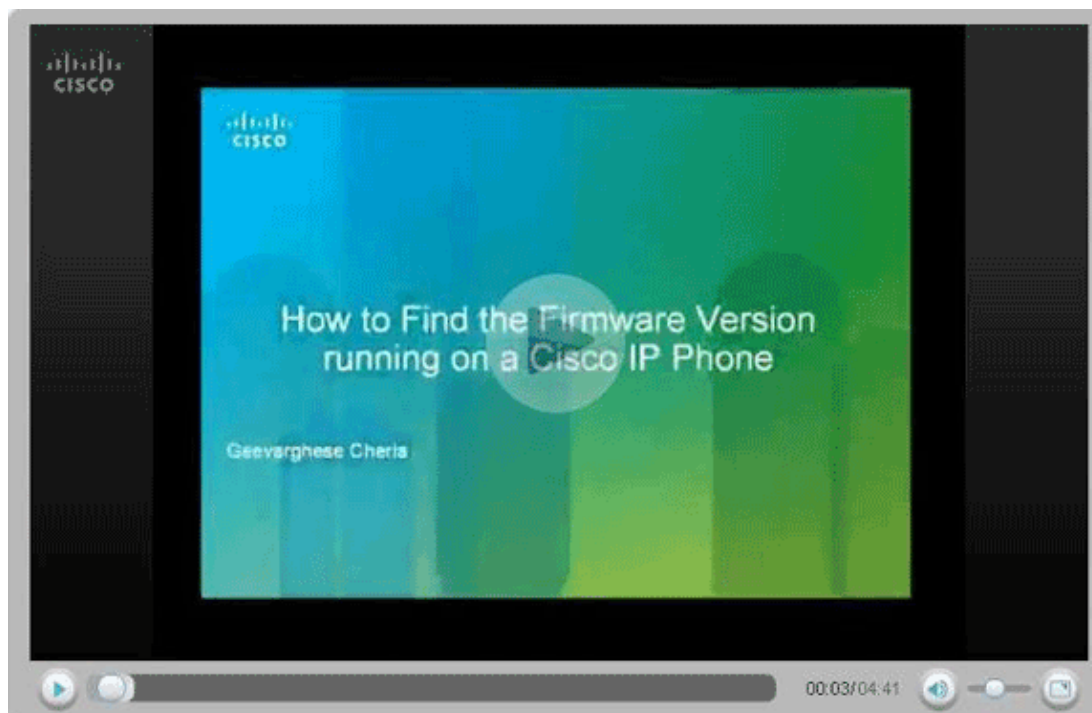
```

- 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.

	<h2 style="text-align: center;">Device Information</h2> <p style="text-align: center;">Cisco IP Phone CP-7941G (SEP001C581CBF22)</p>																											
<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 border="0"> <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	
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	CP-7941G																											

Here is a link to the video on the Cisco Support Community [☞](#) which explains the procedure to find the firmware version running on a Cisco IP Phone: How to find the Firmware version running on a Cisco IP Phone [☞](#)



Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) [☞](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Oct 25, 2011

Document ID: 100306
