The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

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CHAPTER 1

Cisco Unified Communications Manager Device Package Installation

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Introduction

Cisco Unified Communications Manager Device Package Installation Guide provides the information you need to install and manage the Cisco Unified Communications Manager device packages.

For a listing of recent device packages, see Cisco Unified Communications Manager Device Package Compatibility Matrix.

To download a recent device package, see the Download Software page on Cisco.com and select your Cisco Unified Communications Manager version.

Software Version Identification

You can determine the version of Cisco Unified Communications Manager software that is running on your server by accessing Cisco Unified Communications Manager Administration and then clicking Help/About.

Software Compatibility

Cisco Unified Communications Manager Device Package releases are compatible with Cisco Unified Communications Manager.
Review the Show Software page in Cisco Unified OS Administration to determine your installed Device Package. Cisco recommends that you do not install an older version of the Device Package.

Be aware that Cisco IP telephony endpoint releases do not always coincide with Cisco Unified Communications Manager releases. We recommend that you upgrade to the latest firmware.

For the latest compatibility combinations and defects, go to the following locations:

- For Cisco Unified IP Phone and TelePresence devices, see:
  - MX200: https://software.cisco.com/download/navigator.html?mdfid=283884154&i=rm
  - MX300: https://software.cisco.com/download/navigator.html?mdfid=283884154&i=rm
  - MX300G2: https://software.cisco.com/download/navigator.html?mdfid=283884154&i=rm
  - MX700: https://software.cisco.com/download/navigator.html?mdfid=283884154&i=rm
  - MX800: https://software.cisco.com/download/navigator.html?mdfid=283884154&i=rm
  - SX10: https://software.cisco.com/download/navigator.html?mdfid=283661043&i=rm
  - SX20: https://software.cisco.com/download/navigator.html?mdfid=283661043&i=rm
  - SX80: https://software.cisco.com/download/navigator.html?mdfid=283661043&i=rm

For additional TelePresence devices, see https://software.cisco.com/download/navigator.html?mdfid=283611944&flowid=21868

For Cisco Unified IP Phone documentation, see the Select Your Product or Technology page on Cisco.com. The URL is http://www.cisco.com/cisco/web/psa/default.html?mode=prod.

To navigate to your documentation:

- Select Products
- Select Collaboration Endpoints
- Select IP Phones or Collaboration Desk Endpoints
- Select your product
Install a Device Pack

Install a device package to introduce new phone types and upgrade the firmware for multiple phone models. Apply this device package to all of your Cisco Unified Communications Manager servers, beginning with the publisher server and the TFTP server.

Perform all software installations and upgrades by using the Software Upgrades menu options. The system can upload and process only Cisco approved software. You cannot install or use third-party or Windows-based software applications that you used with a previous version of Cisco Unified Communications Manager.

This Device Package is necessary to obtain configuration capability for new features and phone models. Otherwise individual device firmware is installed with the individual device load Cisco Options Package file. You can also upload the individual device load files to the TFTP directory. After the new files are present in the TFTP folder, restart the TFTP service from the Cisco Unified Serviceability Web Page. Then go to CCMAdmin > Device > Device Settings > Device Defaults and manually change the name of the load file (for specific devices) to the new load. Click Save. Reset the devices.

Before you begin

We recommend that you apply this device package during a maintenance window. Device packages are installed on the active partition and cannot be uninstalled. We recommend that you take a DRS backup before the installation. For backup procedure, see the Disaster Recovery System Administration Guide for each version of Cisco Unified Communications Manager at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Procedure

Step 1 Using your web browser, log in to the Cisco Unified Communications Operating System Administration web page.
Step 2 From the Software Upgrades menu, select Install/Upgrade.
Step 3 Fill in the appropriate values in the Software Location section and click Next.
Step 4 In the Available Software drop-down box, select the device package file and click Next.
Step 5 Verify that the MD5 has the correct value. Click Next.
Step 6 In the Warning box, verify that you selected the correct firmware and click Install.
Step 7 Check that you received a Success message.

Note Skip to Step 9 if rebooting the cluster.

Step 8 Restart the Cisco TFTP service on all nodes where the service is running.
Step 9 Reset the affected devices to upgrade the devices to the new load.
Step 10 From Cisco Unified CM Administration, choose Device > Device Settings > Device Defaults and manually change the name of the load file for specific devices to the new load.
Step 11 Click Save. Reset the devices.
Step 12 Restart the Cisco Tomcat service on all cluster nodes.
Step 13 If you are running 11.5(1)SU4 or lower, 12.0(1) or 12.0(1)SU1, reboot the cluster.

Step 14 If you are running 11.5(1)SU5 or higher, or 12.0(1)SU2 or higher, reboot the Cisco CallManager service on the publisher node. However, if you are running the Cisco Call Manager service on the subscriber nodes only, you can skip this task.

Troubleshoot a Device Package Installation

The following table lists common issues associated with a device package installation. Use this information to troubleshoot your installation.

Table 1: Common Issues with Device Package Installation

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>A new device doesn't register.</td>
<td>This issue often occurs because of a device type mismatch. Check the following:</td>
</tr>
<tr>
<td></td>
<td>• The device was added in the Phone Configuration window using the wrong device type. For example, Cisco DX80 was selected as the phone type instead of Cisco TelePresence DX80. Reconfigure the device with the correct device type.</td>
</tr>
<tr>
<td></td>
<td>• The Cisco Unified Communications Manager service doesn’t recognize the new device type. Restart the Cisco Unified Communications Manager service on the publisher node.</td>
</tr>
<tr>
<td>Devices aren’t upgrading to the new firmware.</td>
<td>Possible reasons:</td>
</tr>
<tr>
<td></td>
<td>• The device pack wasn’t installed on the TFTP server. As a result, the firmware isn’t available for download by the devices.</td>
</tr>
<tr>
<td></td>
<td>• The Cisco TFTP service wasn’t restarted after the install. Make sure to install the device pack on the TFTP server.</td>
</tr>
<tr>
<td>The Phone Configuration window in Cisco Unified CM Administration shows a broken link instead of device icon.</td>
<td>Restart the Cisco Tomcat service from the Command Line Interface (CLI).</td>
</tr>
</tbody>
</table>

Uninstall a Device Pack

You cannot uninstall the Device Package. However, you can change the device defaults for devices you wish to roll back.
**Procedure**

**Step 1** Using your web browser, log in to the Cisco Unified CM Administration web page.

**Step 2** Navigate to Device > Device Settings > Device Defaults.

**Step 3** Set the affected devices back to their previous firmware settings.

**Step 4** Click Save.

**Step 5** Reset the affected devices.

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**Log File Information**

The system creates log files that you can view using the Cisco Unified Communications Manager Serviceability Real-Time Monitoring Tool. Follow these paths to view each of the log files:

- Select Trace and Log Central > Remote Browse > Install and Upgrade Logs.
- Select Trace and Log Central > Collect Files > Install and Upgrade Logs.
- Select Trace and Log Central > Query Wizard > Install and Upgrade Logs.
- Select Trace and Log Central > Schedule Collection > Install and Upgrade Logs.

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**Unified Communications Manager Endpoints Locale Installer**

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP Phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access `https://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245`, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

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**Note**

The latest Locale Installer may not be immediately available; continue to check the website for updates.

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**Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager**

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides
are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

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**Note**

The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.

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**Tip**

You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.