



Phone Maintenance

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View the Phone Information Window

You can view your phone information from the **Settings** menu. Use this information to troubleshoot your device or to check the phone state. This information is different for each deployment model, but it includes:

- Device name.
- IP address.
- The Media Access Control (MAC) address and serial number.
- Current firmware and date of last update.

Procedure

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|---------------|--|
| Step 1 | Tap the top-left corner of the phone screen. |
| Step 2 | Tap Settings from the list of menu options. |
| Step 3 | Tap About this device . |
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Phone Firmware Upgrades

Phone firmware is the firmware that runs your Cisco Webex Room Phone and keeps your device secure and up to date. The Cisco Webex Room Phone is available with a pre-installed firmware release that is fully functional. But new firmware is available as we release new features.

Your deployment model determines how you upgrade your phone:

- Cisco Unified Communications Manager (Unified CM) Calling—Unified CM) sends the firmware upgrade to the phone. You install both the latest firmware release and the appropriate device packages on Unified CM so that you have the current features. Schedule your upgrade during an off-time or idle period.

A device pack introduces new phone types to Cisco Unified Communication Manager. The pack installs the firmware and the configuration files needed to enable features on your phone. New features may be turned off by default and they have attributes or settings that must be configured. To find which device packs are available for your Cisco Unified Communications Manager version and phone, go to http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/devpack_comp_mtx.html

- Cisco Webex Calling with Control Hub and Unified CM Calling with Control Hub—Cisco Webex Control Hub sends the firmware upgrade to the phone. Critical updates occur anytime and interrupt use of the phone. But routine upgrades occur between midnight and 6:00 a.m. local time when the device is idle. Updates require access to <https://binaries.webex.com> so confirm access to this server before deployment.

You configure the frequency of routine updates when you select your firmware channel in Cisco Webex Control Hub:

- Stable channel—Updates occur monthly.
- Preview channel—Updates occur weekly.

You can view the phone's firmware version in the **About** section of the phone **Settings** menu.

Users can postpone a firmware upgrade for 6 hours. Cisco Webex Calling with Control Hub and Unified CM Calling with Control Hub administrators note that if a user postpones the upgrade for two consecutive upgrade periods then the upgrade occurs 48 hours after the first attempt.

Users can't make or receive a call during the upgrade.

Stay current with the latest firmware release so you have the latest security patches, bug fixes, and phone features. Firmware updates are cumulative from previous releases.

Access the Device Web Page

Each device has a web page from which you can view information about your device, including:

- Device information.
- Media statistics
- Share audio statistics
- Device logs

Procedure

- Step 1** Tap the top-left corner of the phone screen.
 - Step 2** Tap **Settings** from the list of menu options.
 - Step 3** Tap **About this device**.
 - Step 4** Open a web browser and enter the following URL, where *IP_address* is the IP address of the Cisco IP Phone:
`http://IP_address`
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View Status Messages

After the phone has registered, you can view a list of system messages. This is a useful tool to troubleshoot issues or to view the phone network activity.

Procedure

- Step 1** Tap the top-left corner of the phone screen.
 - Step 2** Tap **Settings** from the list of menu options.
 - Step 3** Navigate **Issues and diagnostics** > **Status messages**.
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Reboot the Phone

You restart your device to apply a new configuration or setting. If you want to restore the original factory settings, then do a reset instead.

Procedure

- Step 1** Tap the top-left corner of the phone screen.
 - Step 2** Tap **Settings** from the list of menu options.
 - Step 3** Scroll through the menu options on the screen and tap **Restart**.
 - Step 4** Tap **Restart** to confirm your intention.
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Restart Your Device from Cisco Webex Control Hub

You can restart your device if you are having a technical issue. A device restart from Cisco Webex Control Hub doesn't affect your settings and it retains the log files.



Note If you do a power cycle, then you lose the recent version of the log files. This makes it difficult to troubleshoot so download the logs before you power cycle the device.

Procedure

- Step 1** From the customer view in <https://admin.webex.com/>, go to **Devices**.
 - Step 2** Select your device from the inventory and open **Advanced Configurations**.
 - Step 3** Click the search bar and select **Maintenance > Restart**.
 - Step 4** Select **Restart** from the drop-down list.
 - Step 5** Click **Apply**.
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Reset the Phone

You can reset the phone to the factory defaults. The phone resets user and network setup settings to their default values and then restarts.

Procedure

- Step 1** Tap the top-left corner of the phone screen.
 - Step 2** Tap **Settings** from the list of menu options.
 - Step 3** Scroll through the menu options on the screen and tap **Reset**.
 - Step 4** Tap **Reset** or **Cancel**.
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Send Phone Logs

You can generate and upload your phone logs to a server. Cisco technical services (TAC) use the logs when they troubleshoot your issue.

Your phone must be registered before you can generate your log files.

Procedure

- Step 1** Tap the top-left corner of the phone screen.
- Step 2** Tap **Settings** from the list of menu options.
- Step 3** Select **Issues and diagnostics > Send logs**.

The phone logs generated and are uploaded to a server. If successful, a message displays on the phone with the time and the log ID.

Generate a Problem Report from Cisco Webex Control Hub

A Problem Report contains the device logs used by Cisco technical support services when troubleshooting problems. Submit a report if you have a firmware or hardware issue to report.

Procedure

- Step 1** From the customer view in <https://admin.webex.com/>, go to **Devices**.
 - Step 2** Select your device from the inventory.
 - Step 3** Click **Report issues**.
A Webex Help Center window opens in your browser.
 - Step 4** Enter a description of the issue in the description field of the help window. You have a maximum of 249 characters.
 - Step 5** Click **Submit**.
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Cisco Technical Support

Cisco provides around-the-clock, technical support services, online and over the phone to all customers, partners, resellers, and distributors who hold valid Cisco service contracts.

You should have your Cisco.com User ID, Contract, and Serial numbers ready when you contact Cisco Support to prevent any delays with your support request.

In addition, support staff need the following information:

- Serial number and Wi-Fi MAC address—Every device has a serial number and Wi-Fi MAC address on the back of it.
- Time and date issue occurred—Support staff use device logs or cloud metrics to troubleshoot issues. It is helpful to have the approximate local time and date.
- Device Logs—Support staff may require the device logs to identify the root cause of your issue. You can submit these logs from Control Hub.
- A brief description—Include any actions prior to the incident.

Most firmware issues can be resolved by support staff without a Return Material Authorization (RMA). It is best to use the RMA process for hardware issues.

You can find a list of Cisco worldwide support centers at <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>.

