**Firmware Version 12.0.1MPP0001.245 for Cisco IP Phone 7800 Series Multiplatform Phones**

The 12.0.1MPP0001.245 firmware image applies to the Cisco 3rd Party Call Control IP Phone of following models:

        Cisco IP Phone 7811

        Cisco IP Phone 7821

        Cisco IP Phone 7841

        Cisco IP Phone 7861

**Installation Notes**

Direct upgrades, using signed load files, are supported to load 12.0.1MPP0001.245. You can use the following firmware release file for these direct upgrades:

**cmterm-78xx.12-0-1MPP0001-245\_REL.zip**

|  |  |  |  |
| --- | --- | --- | --- |
| **Cisco IP Phone Model** | **Supported Protocol** | **Executable on Software Page** | **MD5 hash** |
| 7811/7821/7841/7861 | SIP | cmterm-78xx.12-0-1MPP0001-245\_REL.zip | 38ac24b7f58e7ab98bdaa0acfece07f3 |

**Documentation**

For all phone documentation, click the following URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html>

**Installing the load**

1. Using your web browser, login to the phone Admin/Advanced web page.
2. Under the **Provisioning** menu, fill in the appropriate values in the **Upgrade Rule** section, and click **Submit All Changes**.
3. When phone shows Upgrading status, wait for several minutes phone will reboot automatically.

**Verifying the Firmware Load**

You may verify the installation of the firmware via following two ways:

1. Login phone webpage again to verify the new firmware version.
2. On phone LCD, under the **Information and settings** menu, select **Status** > **Product Information**. Verify the new firmware image name is listed in the **Software version** field for the Cisco IP Phone 7800 Series Multiplatform Phones.

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