

Upgrade the Firmware on the Cisco IP Phone 7800 and 8800 Multiplatform Series through the Web Browser Command

Introduction

A firmware is the program coded into the device to make it perform according to its capabilities. Just like software updates on a computer, firmware updates are typically improvements that the manufacturer has made to the code to fix product deficiencies, or roll out new features.

Keeping the firmware of your device updated generally keeps it at its best working condition.

There are two methods on how to upgrade the firmware of your Cisco 7800 and 8800 Series Multiplatform IP Phone:

- Through the web browser command - This method allows you to upgrade the firmware directly by entering the upgrade command in a web browser Address bar.
- Through the Upgrade Rule - This method allows you to upgrade the firmware using the web-based utility of your IP Phone. To learn how, click [here](#) for instructions.

Objective

This article aims to show you how to perform a firmware update on your Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series through the web browser command.

Applicable Devices | Firmware Version


- IP Phone 7800 Series | 11.0.1 ([Download latest](#))
- IP Phone 8800 Series | 11.0.1 ([Download latest](#))

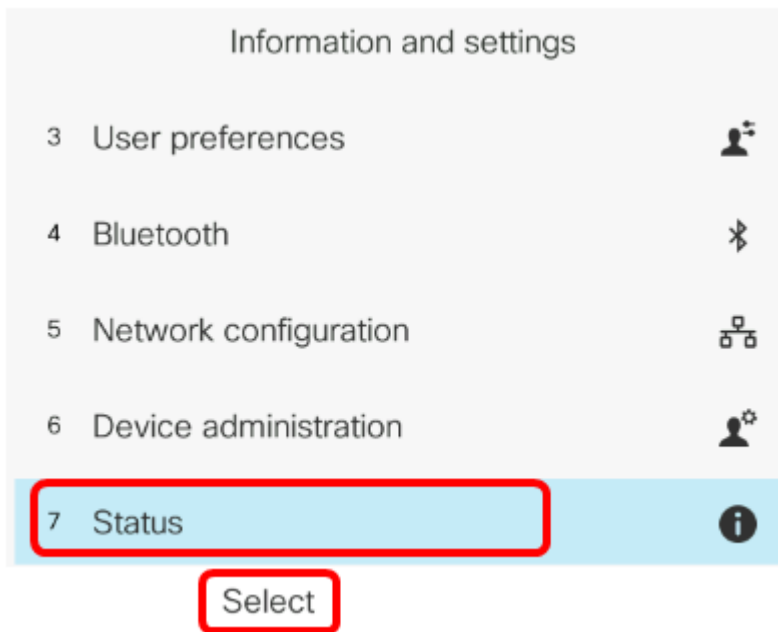
Upgrade the Firmware

Determine the Model and Version

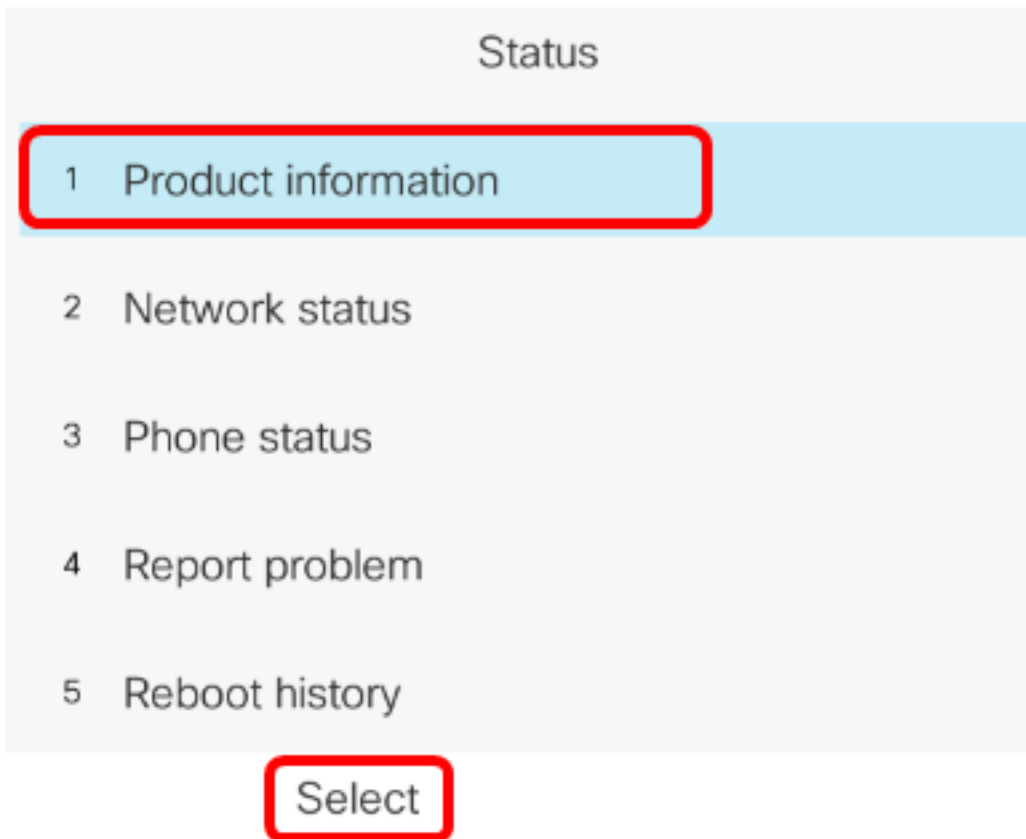
Step 1. On your Cisco IP Phone, press the **Applications** button.



Step 2. Using the Navigation cluster  button, navigate to **Status** and press the **Select** softkey.

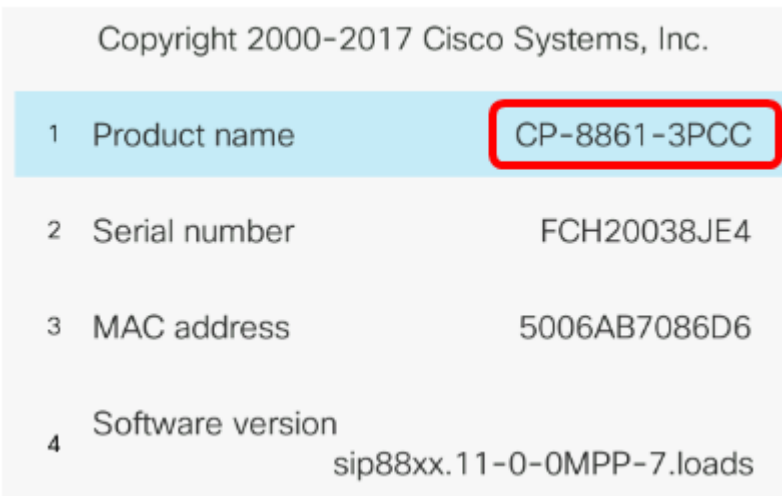



Step 3. Choose **Product information** and press the **Select** softkey.



Step 4. Take note of the Product name. This is the model number of your phone.

Note: In this example, the Product name is CP-8861-3PCC.



Step 5. Using the Navigation cluster  button, navigate to **Hardware version**. Take note of the version of the hardware before the firmware upgrade is performed.

Note: In this example, the Hardware version is V01.

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3 MAC address 5006AB7086D6

4 Software version sip88xx.11-0-0MPP-7.loads

5 Hardware version V01

6 Certificate Installed

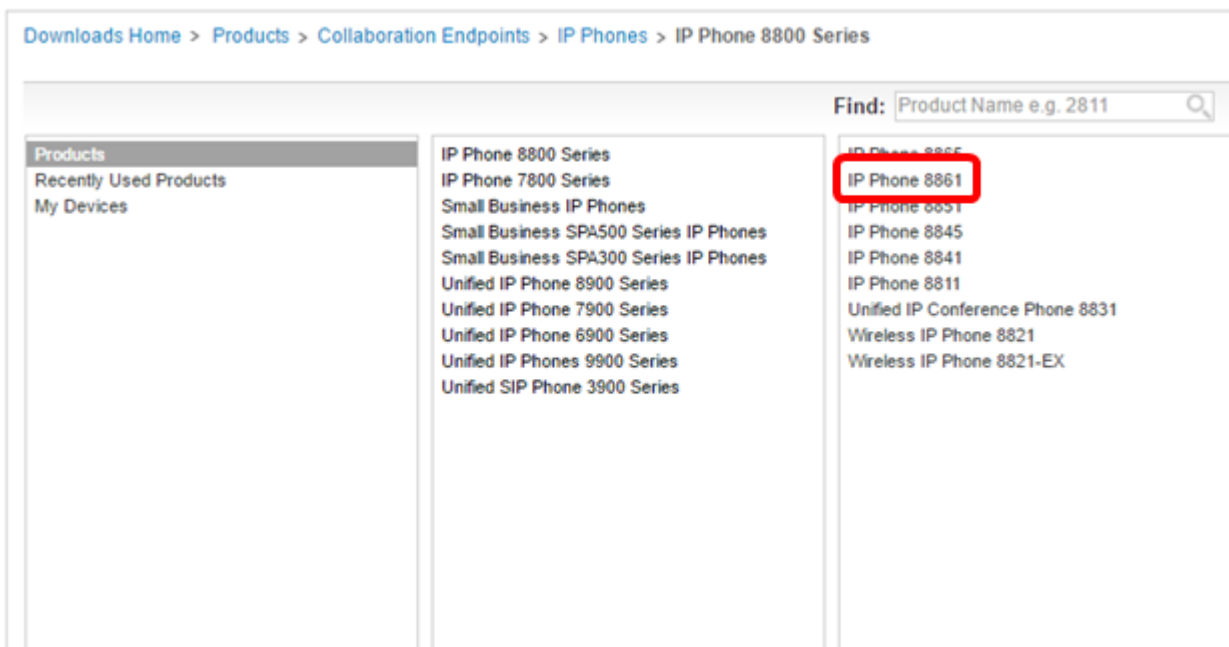
You now have determined the model and version of your Cisco IP Phone 7800 Multiplatform Series or Cisco IP Phone 8800 Multiplatform Series.

Download the Latest Firmware

Step 1. On your computer, go to the Downloads page of the Cisco [website](#).

Step 2. Choose **Products > Collaboration Endpoints > IP Phones > IP Phone 8800 Series** or **IP Phone 7800 Series**.

Step 3. Choose the exact model of your device. In this example, IP Phone 8861 is chosen.



The screenshot shows the Cisco Downloads website navigation path: Downloads Home > Products > Collaboration Endpoints > IP Phones > IP Phone 8800 Series. A search bar is visible with the text "Find: Product Name e.g. 2811". Below the search bar, there are three columns of product listings. The first column is titled "Products" and includes "Recently Used Products" and "My Devices". The second column lists various IP Phone models, including "IP Phone 8800 Series", "IP Phone 7800 Series", "Small Business IP Phones", "Small Business SPA500 Series IP Phones", "Small Business SPA300 Series IP Phones", "Unified IP Phone 8900 Series", "Unified IP Phone 7900 Series", "Unified IP Phone 6900 Series", "Unified IP Phones 9900 Series", and "Unified SIP Phone 3900 Series". The third column lists specific models, including "IP Phone 8861", "IP Phone 8851", "IP Phone 8845", "IP Phone 8841", "IP Phone 8811", "Unified IP Conference Phone 8831", "Wireless IP Phone 8821", and "Wireless IP Phone 8821-EX". The "IP Phone 8861" model is highlighted with a red box.

Step 4. Click the **Session Initiation Protocol (SIP) Software** link as the Software Type.

Download Software

[Downloads Home](#) > [Products](#) > [Collaboration Endpoints](#) > [IP Phones](#)

Select a Software Type:

[Session Initiation Protocol \(SIP\) Software](#)

[Unified Communications Manager Endpoints Locale Installer](#)

Step 5. Choose the software that you need to download for your product. In this example, 8811/8841/8851/8861 SIP IP Phone Firmware for 3rd Party Call Control cp-88xx-sip.11-0-1MPP-477.zip will be downloaded.

Release 11.0(1) MPP

File Information ▲	Release Date	Size	
8811/8841/8851/8861 SIP IP Phone Locales for 3rd Party Call Control cp-88xx.11-0-1MPP-477-Locale-1.zip	29-JUN-2017	0.57 MB	Download Add to cart
8811/8841/8851/8861 SIP IP Phone Firmware for 3rd Party Call Control cp-88xx.11-0-1MPP-477.zip	29-JUN-2017	109.50 MB	Download Add to cart

IMPORTANT: For Small Business Multiplatform Phone (MPP) Series, make sure that you choose the software version with the MPP label on it. In this example, it will be the 11.0(1) MPP version.

Search... 

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▼ Latest

- 11.0(1) MPP**
- 11.7(1)
- 10.3(1)

▼ All Releases

- ▼ MPP Firmware
 - 11.0(1) MPP
 - 11.0(0.7) MPP
- ▶ SIP v.11
- ▶ SIP v.10

Step 6. Click **Download**.

Release 11.0(1) MPP

File Information ▲	Release Date	Size	
8811/8841/8851/8861 SIP IP Phone Locales for 3rd Party Call Control cp-88xx.11-0-1MPP-477-Locale-1.zip	29-JUN-2017	0.57 MB	Download Add to cart
8811/8841/8851/8861 SIP IP Phone Firmware for 3rd Party Call Control cp-88xx.11-0-1MPP-477.zip	29-JUN-2017	109.50 MB	Download Add to cart

Step 7. Click to read the Cisco End User License Agreement link and then click **Accept License Agreement**.




Step 8. Extract the downloaded file.

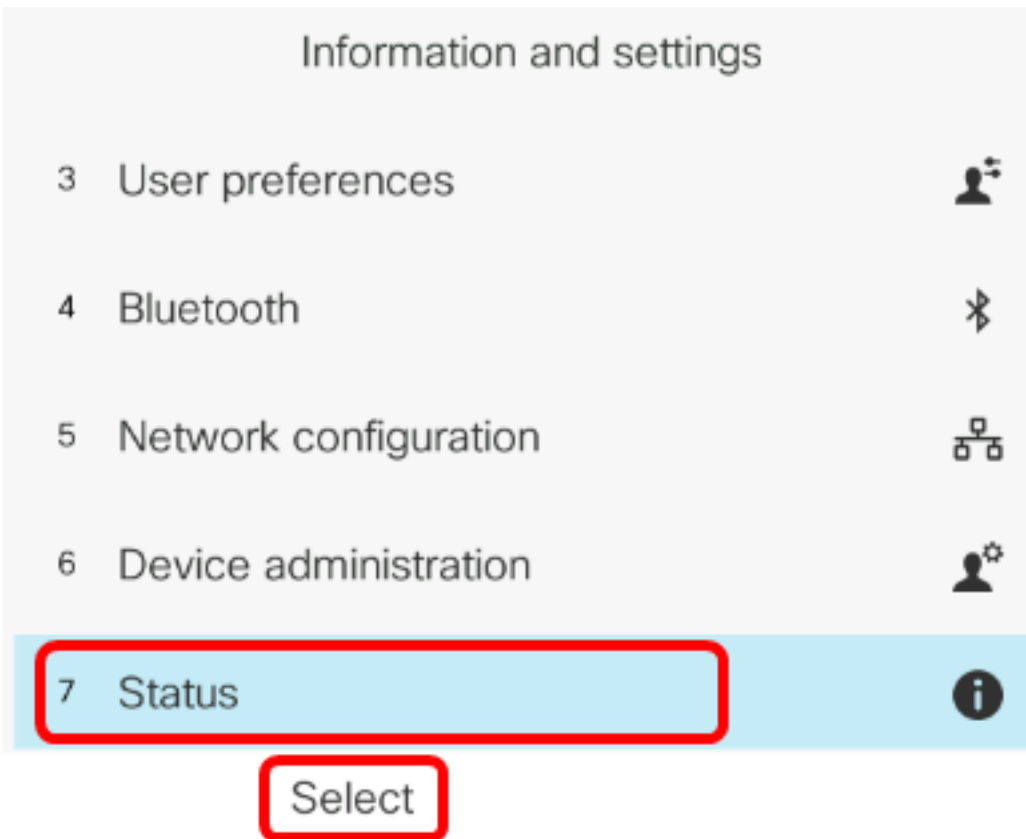
Note: Take note of the location where the file is extracted.

Upgrade the Firmware

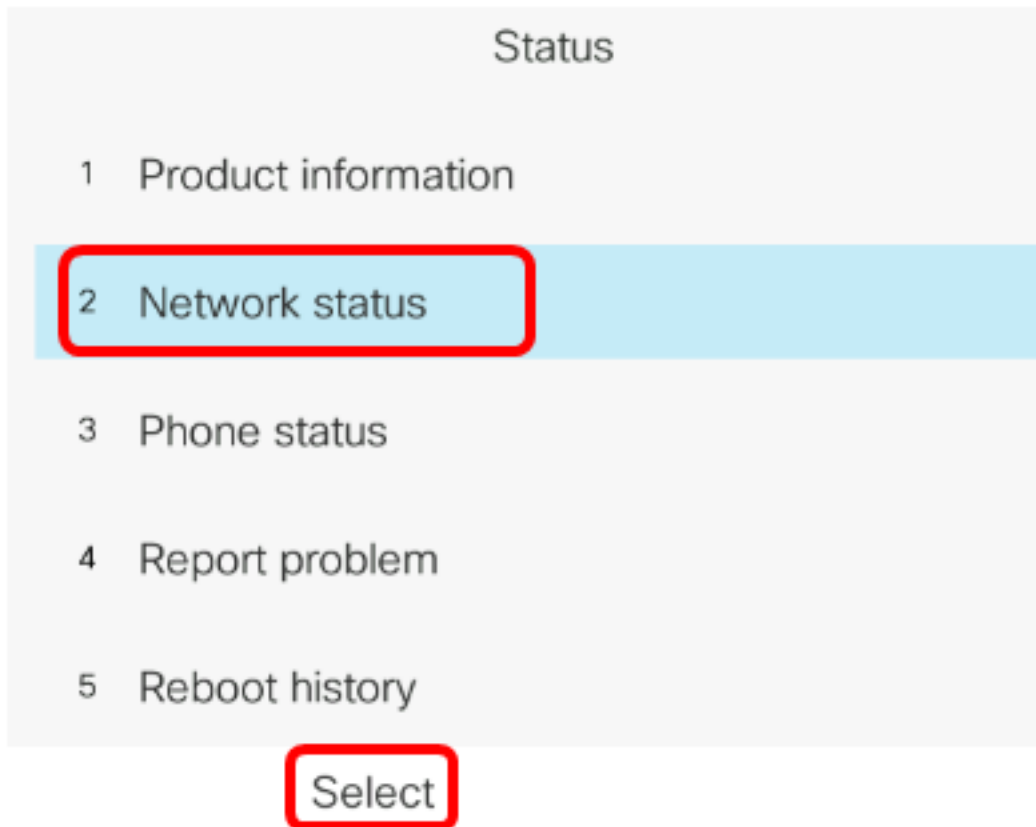
Step 1. On your IP Phone, determine its IP address by pressing the **Applications** button.



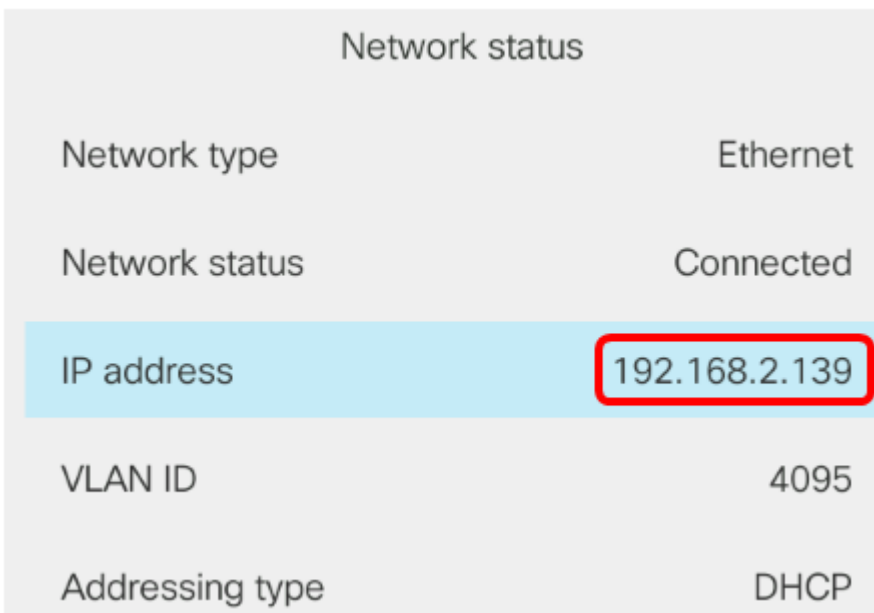
Step 2. Using the Navigation cluster  button, navigate to **Status** and press the **Select** softkey.



Step 3. Navigate to **Network status** and press the **Select** softkey.



Step 4. Look for the IP address and take note of it. In this example, the IP address is 192.168.2.139.



Step 5. On your computer, launch a browser and enter the following format in the Address bar: `http://<phone_ip>/admin/upgrade?<schema>://<serv_ip[:port]>/filename` then press the **Enter** key.

Note: In this example, the file has been saved in a tftp server with the IP address 192.168.2.147. Thus, `http://192.168.2.139/admin/upgrade?tftp://192.168.2.147/sip88xx.11-0-1MPP-477.loads` is entered in the address bar.



IMPORTANT: Make sure that your IP Phone and the computer you are using are both connected

to the same network.


Step 6. Wait for the phone to finish upgrading.

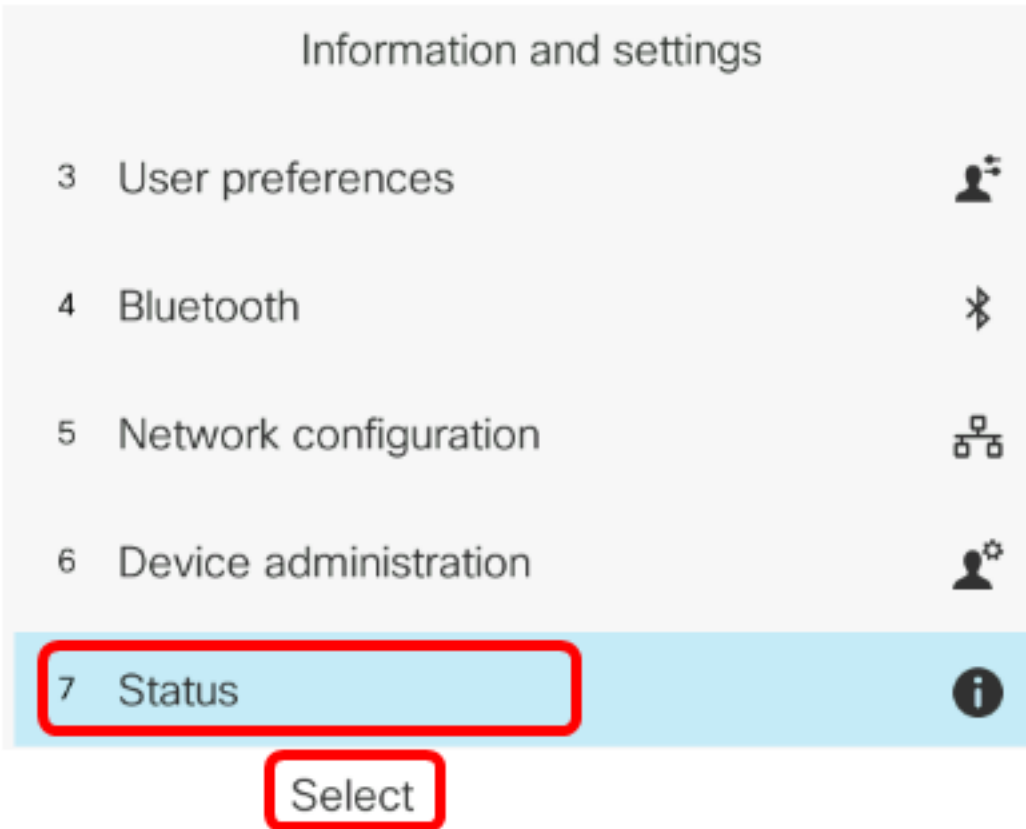
Note: The phone may restart a couple of times while the firmware is upgrading. Do not power down the phone while the firmware upgrade process is in progress.


Verify the Firmware Version

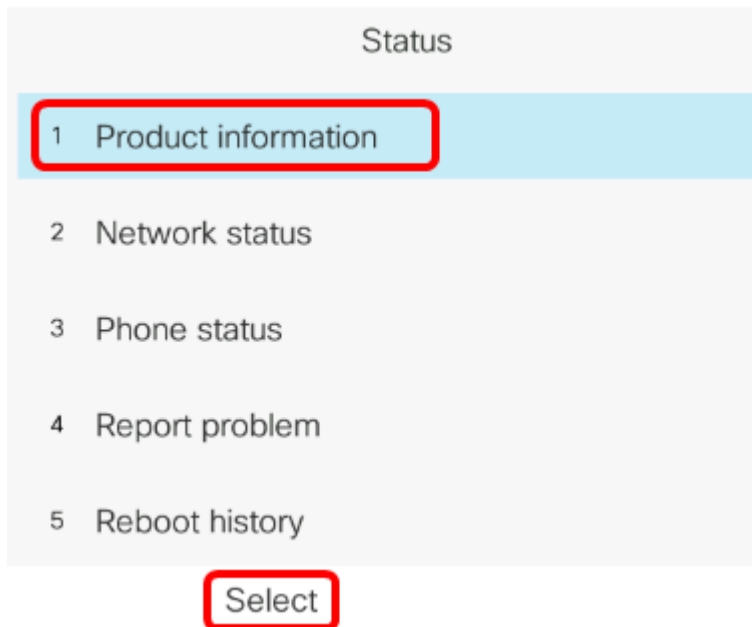
Step 1. Press the **Applications** button.



Step 2. Using the Navigation cluster  button, navigate to **Status** and press the **Select** softkey.



Step 3. Using the Navigation cluster  button, navigate to **Product information** and press the **Select** softkey.



Step 4. Check the Software version area and verify that the software you downloaded is now on the phone.

1	Product name	CP-8861-3PCC
2	Serial number	FCH20038JE4
3	MAC address	5006AB7086D6
4	Software version	sip88xx.11-0-1MPP-477.loads

You now have successfully upgraded the firmware on your Cisco IP Phone 7800 Series or Cisco IP Phone 8800 Series Multiplatform phone.

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