

How to do a Remote Ping Test on the Cisco IP Phone 7800 and 8800 Multiplatform Series

Objective

If the Cisco IP Phone is not working or not getting registered, possible reasons may be due to a network error or misconfiguration. You may need to do some troubleshooting steps to know what is causing the problem. One way to identify the problem is by doing a ping test on the phone to a specific IP address or a domain name. By doing this, the phone can try to reach the specific destination and show the results on the web page.

This article aims to show you how to perform a remote ping test on your Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series.

Applicable Devices

- IP Phone 7800 Series
- IP Phone 8800 Series


Software Version

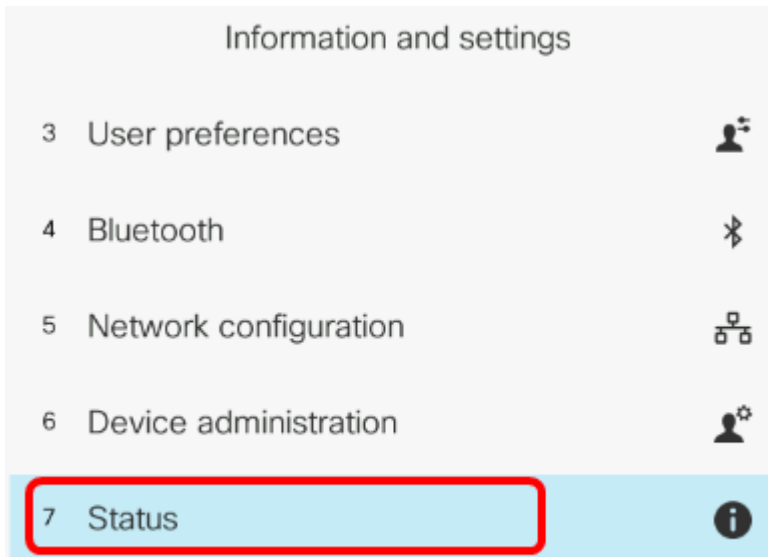
- 11.0.1

Remote Ping Test

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

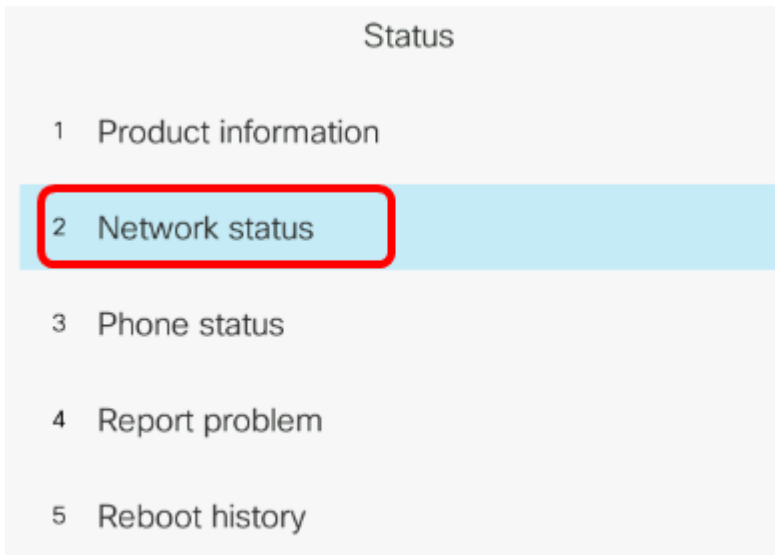


Step 2. Using the Navigation cluster  button, navigate to **Status** and press the **Select** softkey.



Select

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




Select

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

Network status	
Network type	Ethernet
Network status	Connected
IP address	192.168.2.139
VLAN ID	4095
Addressing type	DHCP

Step 5. On your computer, launch a browser and enter the following format in the address bar: `http://<Phone IP>/admin/ping?<ping destination>` and then press the **Enter** key.

Note: In this example, the phone which has the IP address 192.168.2.139, is going to ping cisco.com. Thus, <http://192.168.2.139/admin/ping?cisco.com> is entered in the address bar.

 <http://192.168.2.139/admin/ping?cisco.com>

Step 6. Wait for a few moments while the phone is trying to ping the address.

Phone is ping the address now, please wait
 You will be redirected to next page in 30 seconds.
 If you are not redirected automatically, you can click [here](#) to go to the next page.

Step 7. Check the ping results that will be displayed. In this example, results show that the phone is able to ping cisco.com successfully which is an indication that the phone does not have a network problem.

Ping result
 You will be redirected to next page in 30 seconds.
 If you are not redirected automatically, you can click [here](#) to go to the next page.

PING cisco.com (72.163.4.161): 56 data bytes
 64 bytes from 72.163.4.161: seq=0 ttl=233 time=219.528 ms
 64 bytes from 72.163.4.161: seq=1 ttl=233 time=209.951 ms
 64 bytes from 72.163.4.161: seq=2 ttl=233 time=209.945 ms
 64 bytes from 72.163.4.161: seq=3 ttl=233 time=212.351 ms

--- cisco.com ping statistics ---
 4 packets transmitted, 4 packets received, 0% packet loss
 round-trip min/avg/max = 209.945/212.943/219.528 ms

You should now have successfully performed a remote ping test on your Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series.