Contents

Introduction

This document describes you, how to check phone information like phone's Active and Inactive load names, directory numbers, model number, login user ID and other information from RTMT.

Prerequisites

Requirements

There are no specific requirements for this document.

Components used

The information in this document is based on these software versions:

- CUCM Version: 11.0
- RTMT version: 11.0
- Windows 10 operating system

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.
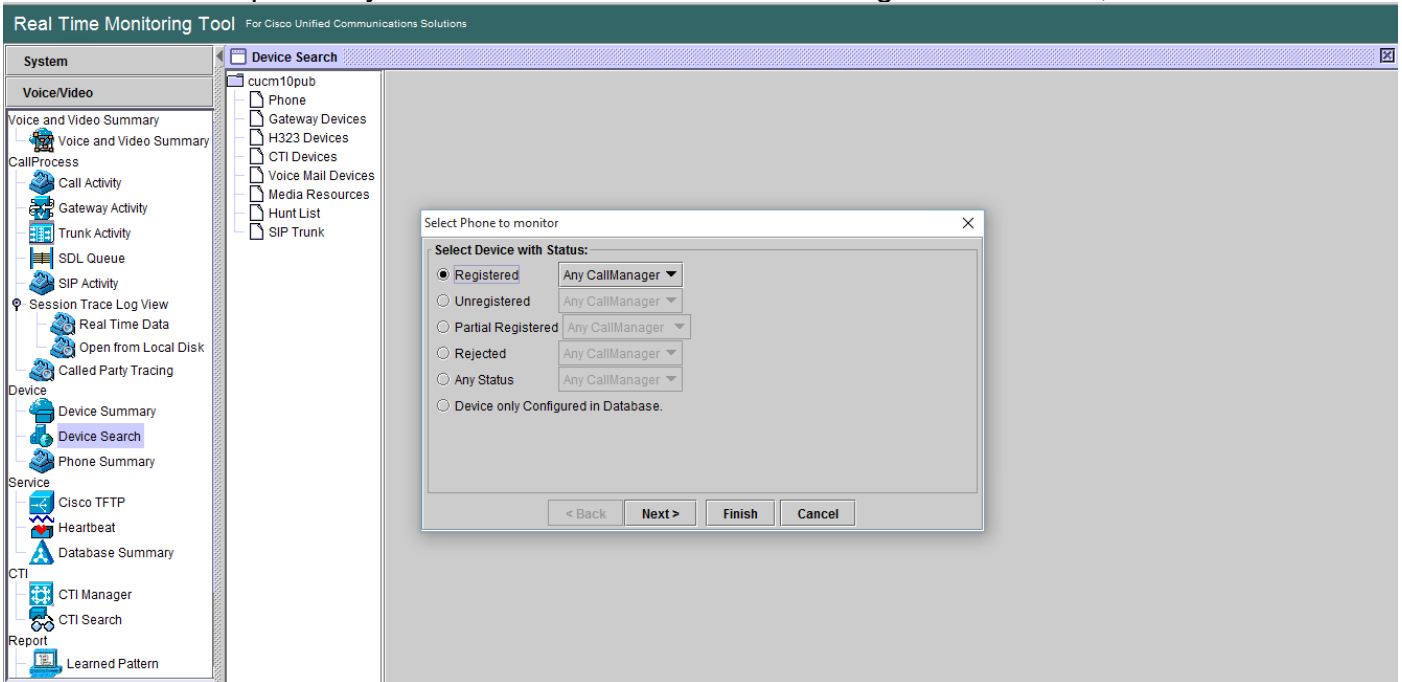
Background Information

This document helps Whan adiministrator would like to know the firmware used by the the phones, or if adiminstrator wants to know if the phones upgraded to latest firmware or not or if wants to know the phone status if upgrade failed/success. Also, if they weants to know the phone registration status after the upgrades or major changes.
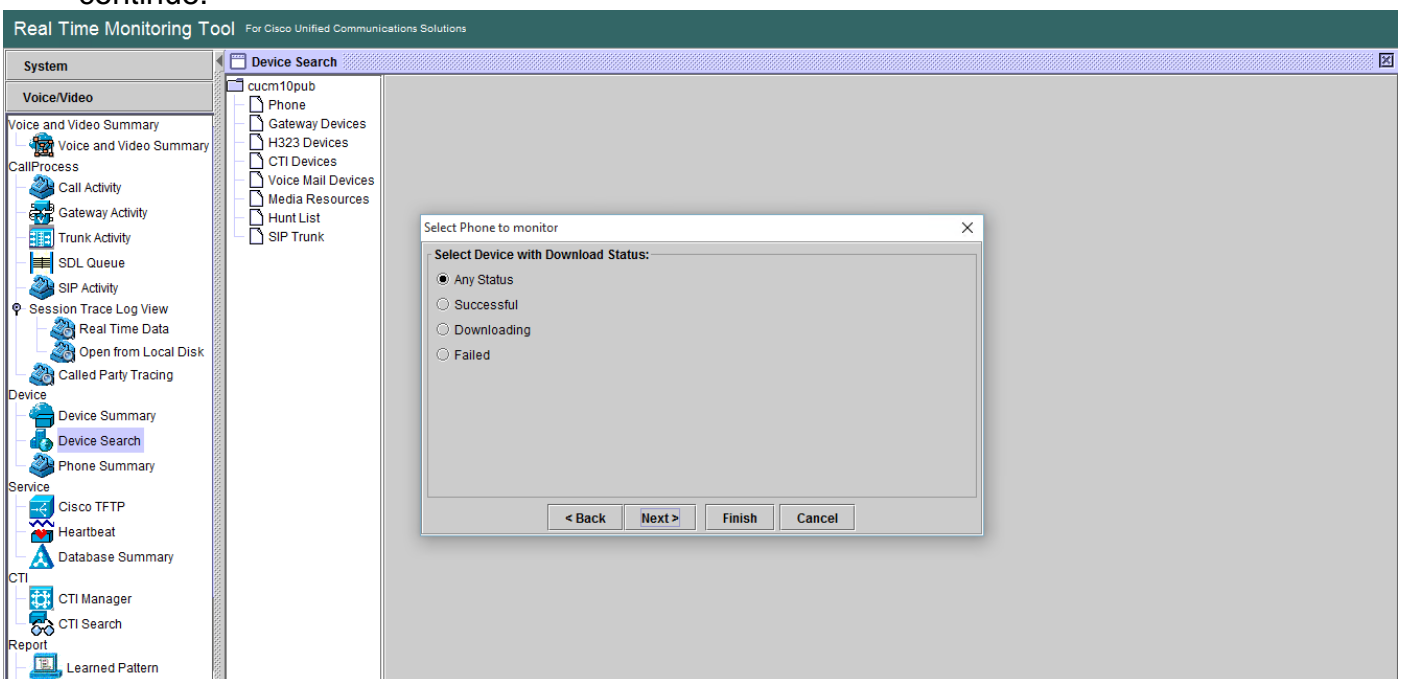
Procedure

1. Log in to RTMT (Click the document for installation assistance) [Cisco Unified Real-Time Monitoring Tool Administration Guide, Release 10.0(1)](#)
2. Navigate to **Voice/Video > Device > Device Search > Open Device Search > Phone**.
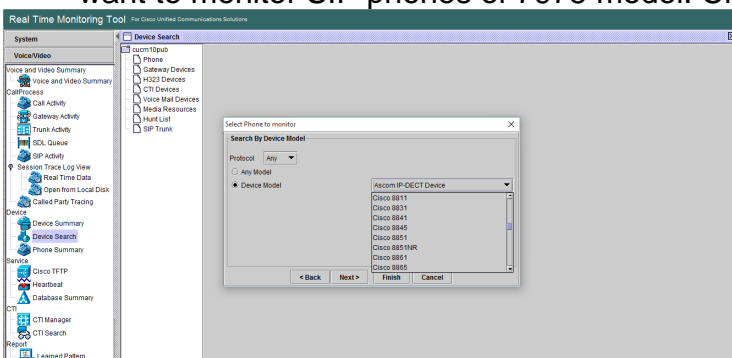
1. Choose the phones you want to monitor based on the registration status, and Click **Next**.
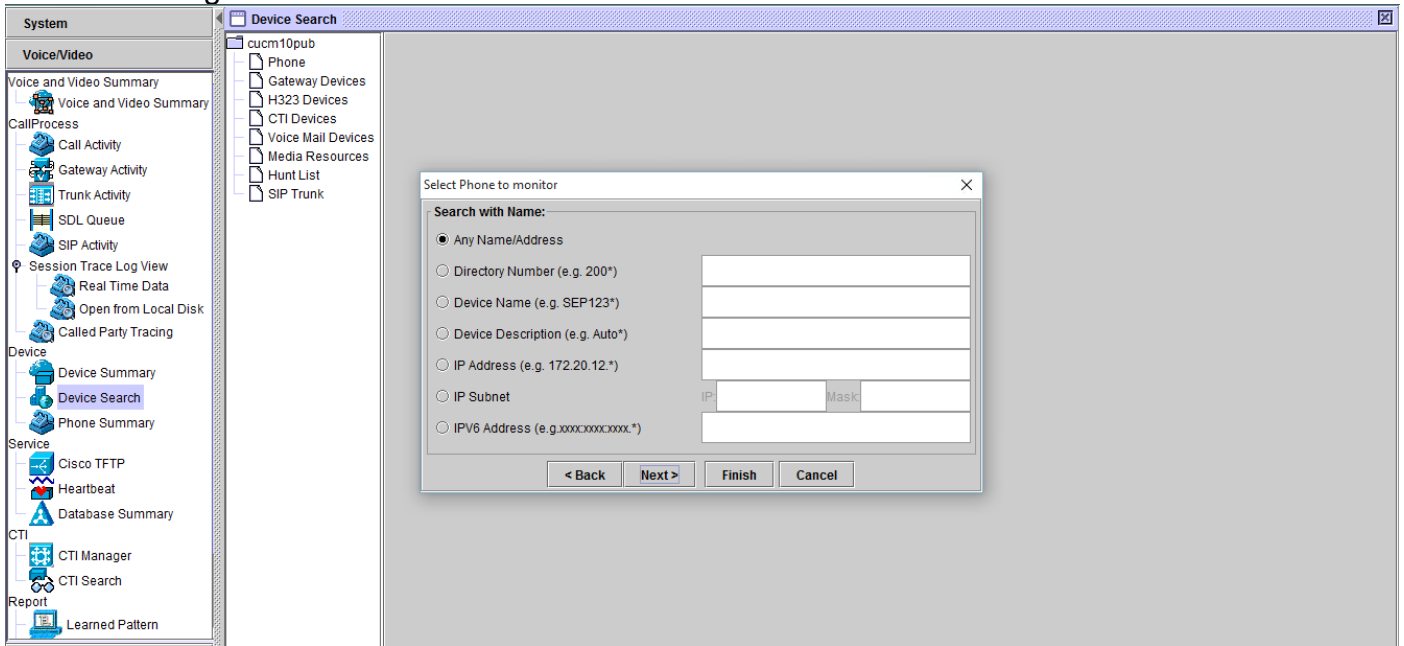

1. Next, choose the phone based on the phone firmware download status. For example, in order to get the list of phones, which firmware download status failed etc. Click **Next** to continue.
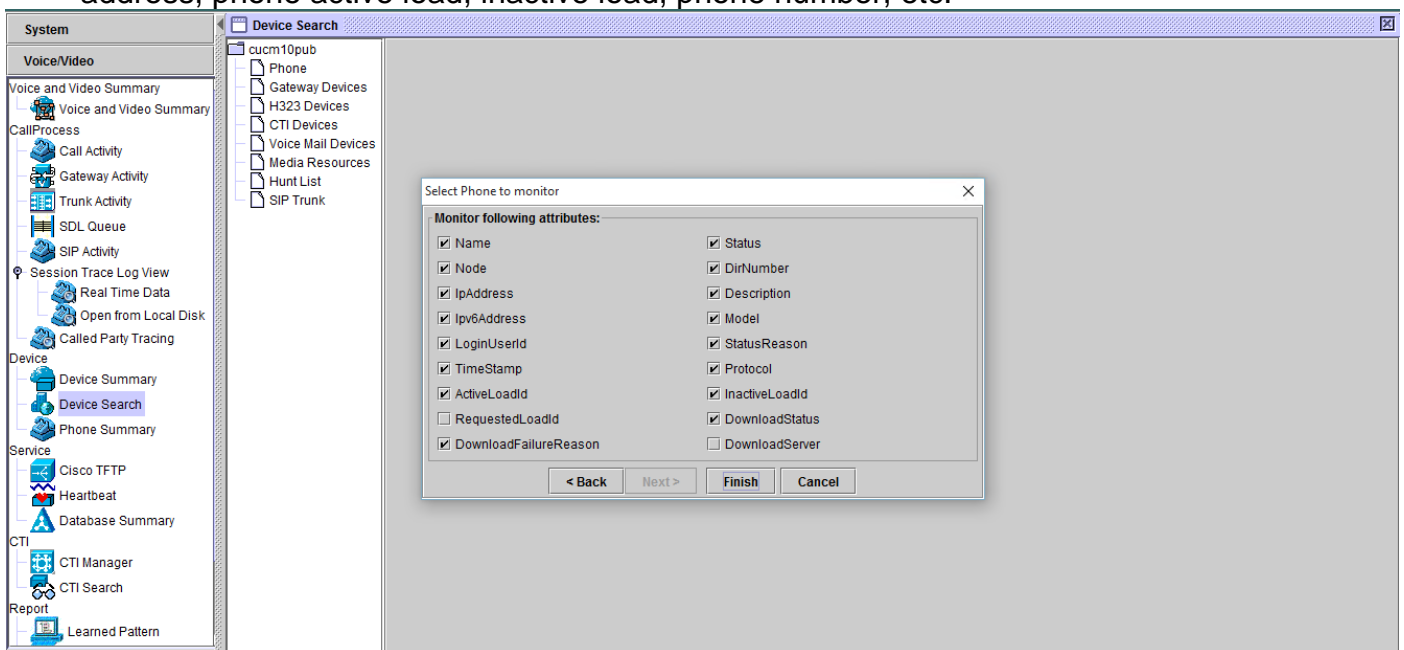

1. Choose the phone by phone protocol and based on device model. For example, if you want to monitor SIP phones of 7975 model. Choose the option and Click **Next** to continue.

1. Choose the phones begins with MAC or numbers begins with number or phones with IP address range. For example phone MACs begins with SEP0A6BE993*, or numbers 646471* or IP range 10.1.1.* and click **Next** to continue.

1. Now, you have the option to choose the fields you would like to display such as phone MAC address, phone active load, inactive load, phone number, etc.

Note: At this time, you only have option to view the information and there is no option

available to export the data.