

Upgrade the Firmware on the Cisco IP Phone 6800 Series with Multiplatform Firmware through the Web Browser Command

Introduction

Voice communication is transforming to be more unified, flexible, and integrated. Cisco multiplatform phones are ideal for offices powered by [Cisco BroadCloud](#). For a video demonstration of Broadcloud, click [here](#). The multiplatform phones also work with supported third-party cloud-calling platforms including [Asterisk](#), [Centile](#), and [Metaswitch](#) platforms.

If you would like to compare models, or watch a two minute video overview of the Multiplatform phones across all series, click [here](#).

Once you have your Cisco IP phones set up, you will want to make sure they continue to work efficiently. Keeping the firmware of your device updated generally keeps it at its best working condition.

Firmware, also known as an image, is the program coded into the phone, to make it perform according to its capabilities. Just like software updates on a computer, firmware upgrades are typically improvements that the manufacturer has made to the code to fix product deficiencies, or roll out new features. Think of your device as a car. The car can get you where you need to go, but without proper maintenance, problems can occur and the car won't work efficiently or may even break down. Updates are crucial. A car won't be very useful without regular oil changes, safe tires, and gas in the tank.

There are two methods on how to upgrade the firmware of your Cisco IP phone 6800 series with multiplatform firmware:

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. Those steps are listed below.

Through the upgrade rule — this method allows you to upgrade the firmware using the web-based utility of your IP Phone. For an explanation of this process, click [here](#).

Objective

This article aims to show you how to perform a firmware update on your Cisco IP phone 6800 series with multiplatform firmware through the web browser command.

Applicable Devices

Cisco IP phone 6821 with multiplatform firmware

Cisco IP phone 6841 with multiplatform firmware

Cisco IP phone 6851 with multiplatform firmware

Software Version

11.2.3

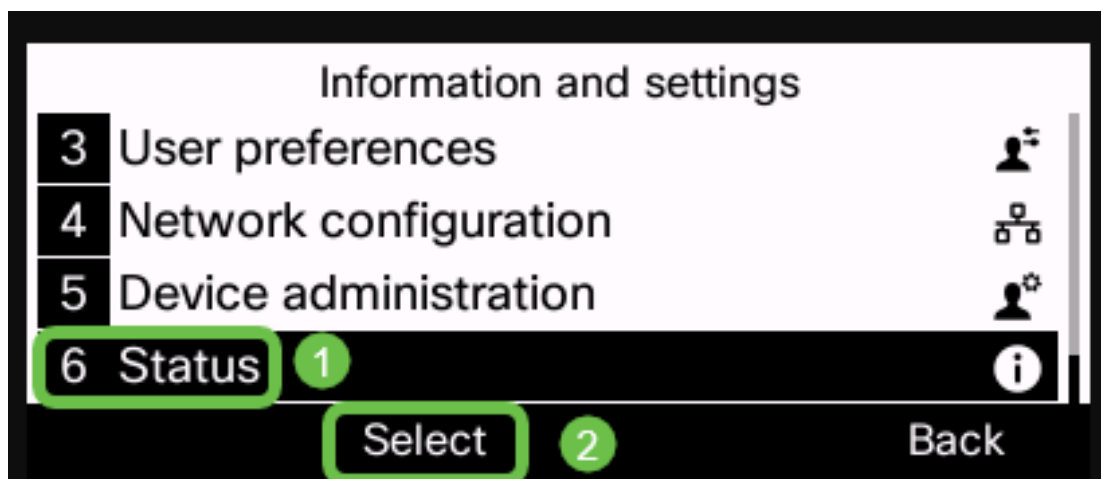
Upgrade the Firmware

Determine the Model and Version

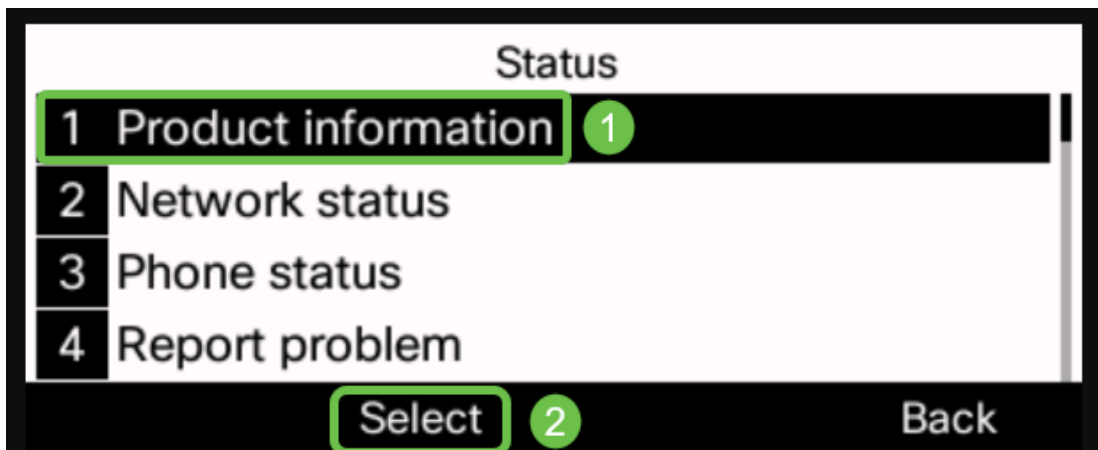
Step 1. On your Cisco IP Phone, press the **Applications** button.



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

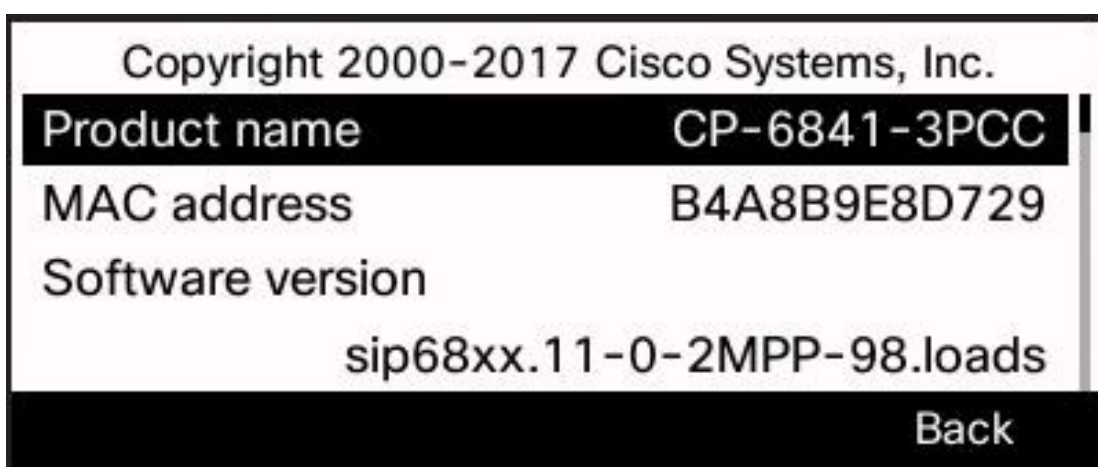


Step 3. Choose **Product information** and press the **Select** softkey.



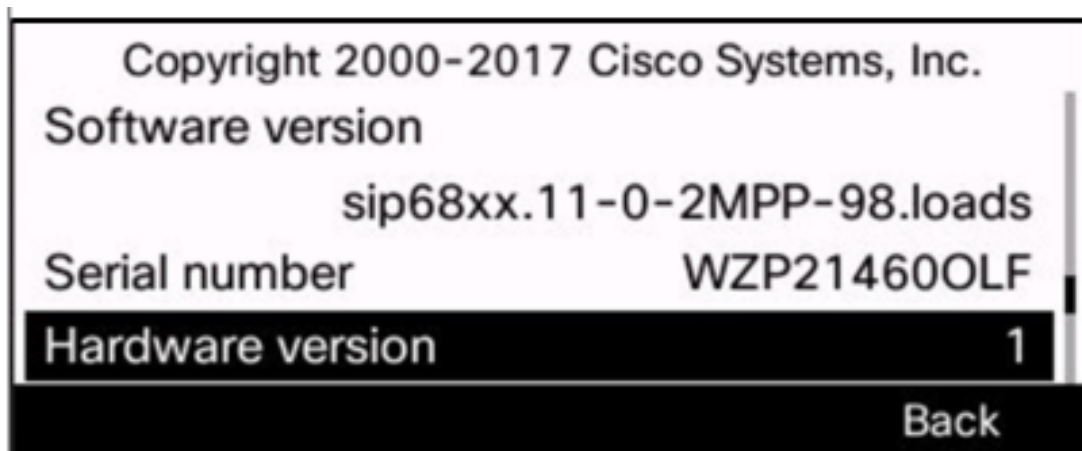
Step 4. Take note of the *Product name*. This is the model number of your phone.

Note: In this example, the *Product name* is **CP-6841-3PCC**.



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.

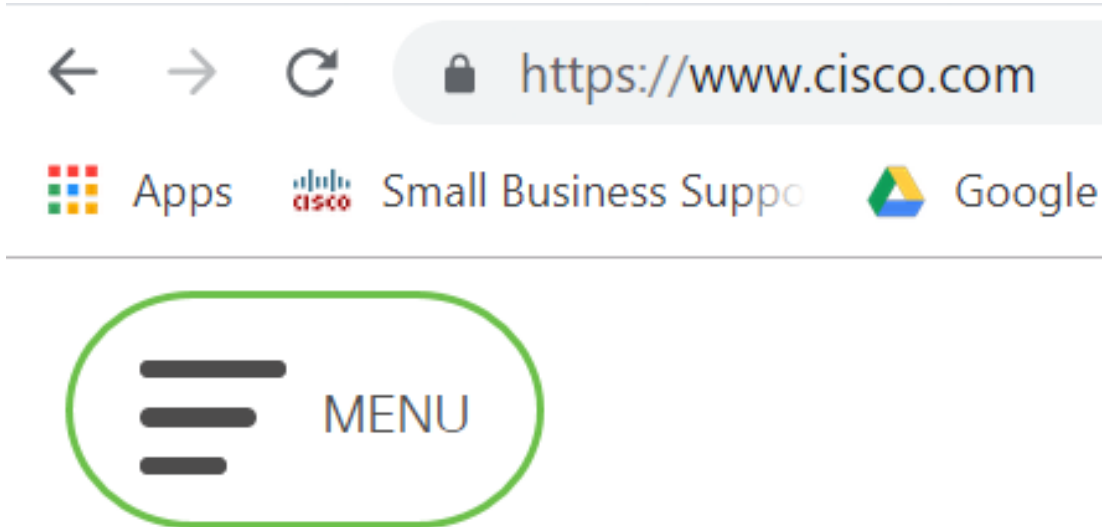
Note: In this example, the *Hardware version* is 1.



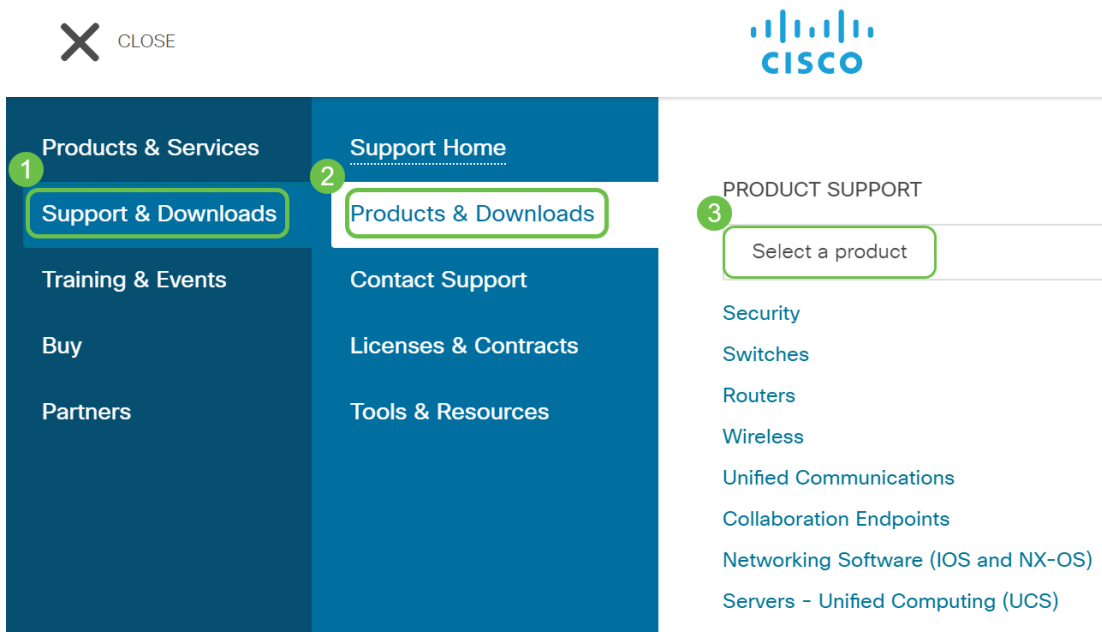
You now have determined the model and version of your Cisco IP phone 6800 series with multiplatform firmware.

Download the Latest Firmware

Step 1. On your computer, open a web browser and go to the [Cisco website](https://www.cisco.com). Click on the MENU tab at the top left of the screen.



Step 2. Choose **Support & Downloads > Products & Downloads > Select a product**.



Step 3. Begin to type the name of the series of phone and a drop-down menu will populate. Select **IP phone 6800 series with multiplatform firmware**.

PRODUCT SUPPORT

Select a product

6800 1

Catalyst 6800 Series 8-Port 40 Gigabit Ethernet Module

Catalyst 6800 Series Supervisor Engine 6T

Catalyst 6800 Series Switches

Catalyst 6800ia Switch

IP DECT 6800 Series with Multiplatform Firmware

IP Phone 6800 Series with Multiplatform Firmware 2

Step 4. Choose the exact model of your device.

Support / Product Support / Collaboration Endpoints /

Cisco IP Phone 6800 Series with Multiplatform Firmware

Models in this Series

[IP Phone 6821 with Multiplatform Firmware](#)

[IP Phone 6841 with Multiplatform Firmware](#)

[IP Phone 6825 with Multiplatform Firmware](#)

[IP Phone 6851 with Multiplatform Firmware](#)

Step 5. Click the **Downloads** tab and select the **download** icon.

Search...

Expand All Collapse All

11.2.3

11.2.1

11.1.2 MSR3-1

11.1.2 MSR1-1

11.1.2

IP Phone 6841 with Multiplatform Firmware

Release 11.2.3

Related Links and Documentation
- No related links or documentation -

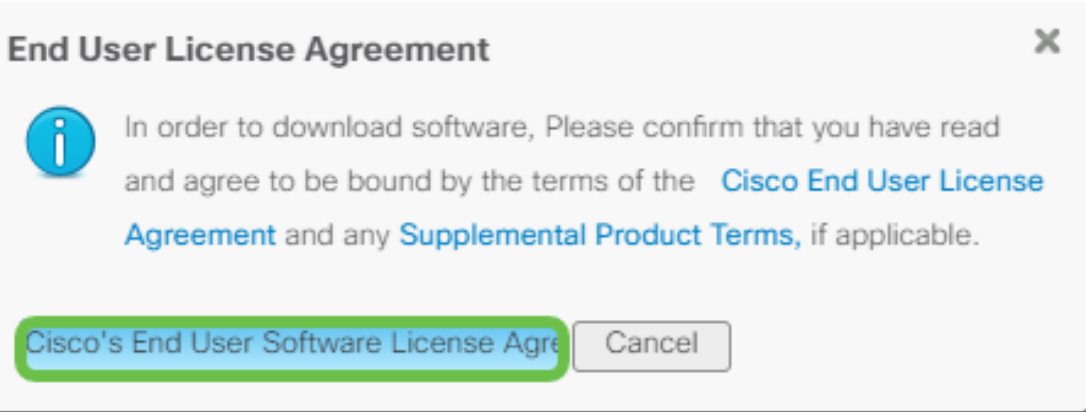
My Notifications

File Information	Release Date	Size
Multiplatform Phone Firmware csterm-68xx.11-2-3MPP-398_REL.zip	30-Jan-2019	33.54 MB

Download icon

Note: If you are several updates behind, you may need to update versions that precede the latest release first.

Step 6. Click to read the Cisco End User License Agreement link and then click **Accept License Agreement**.



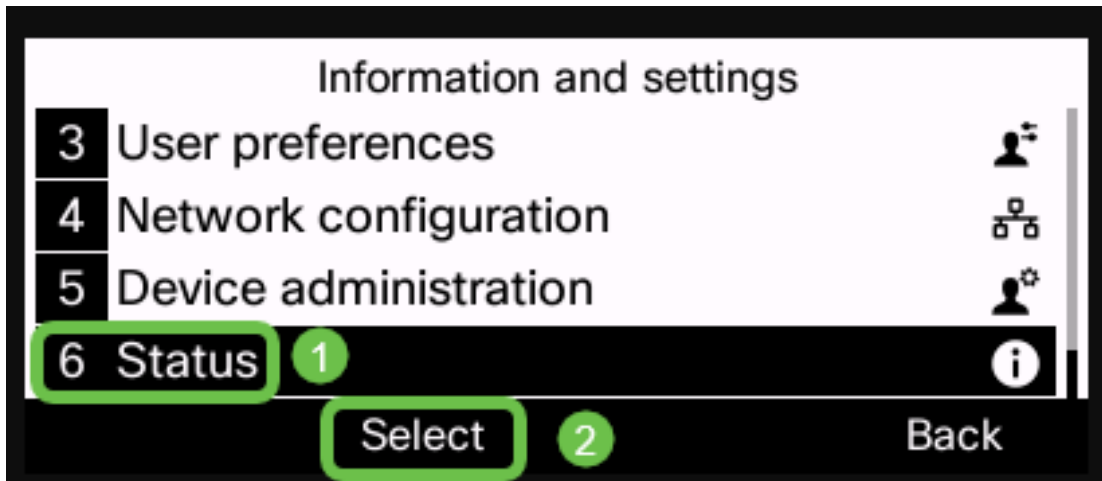
Step 7. Extract the downloaded file, usually located in the Downloads folder, using an unzip tool if the file ends in *.zip*. Take note of the location where the file is extracted.

Upgrade the Firmware

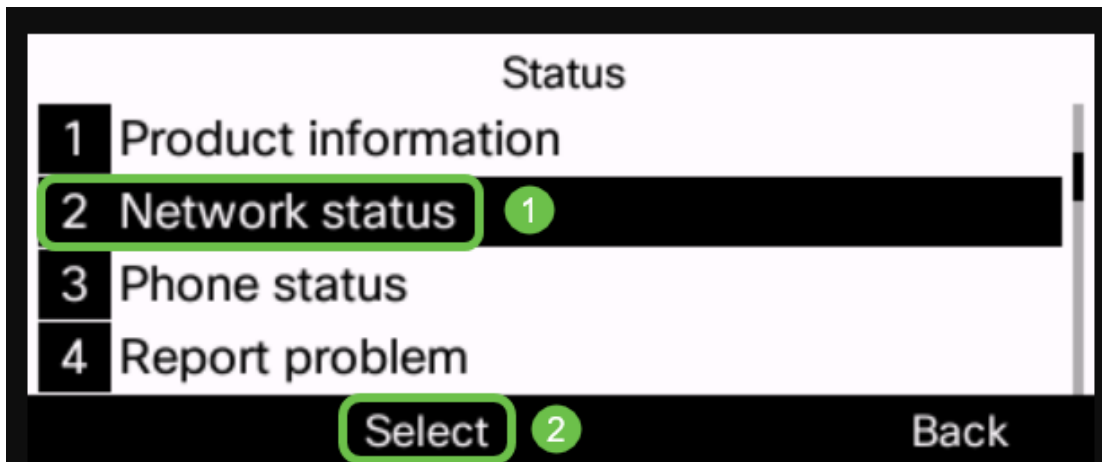
Step 1. On your IP Phone, determine its IP address by pressing the **Applications** button.



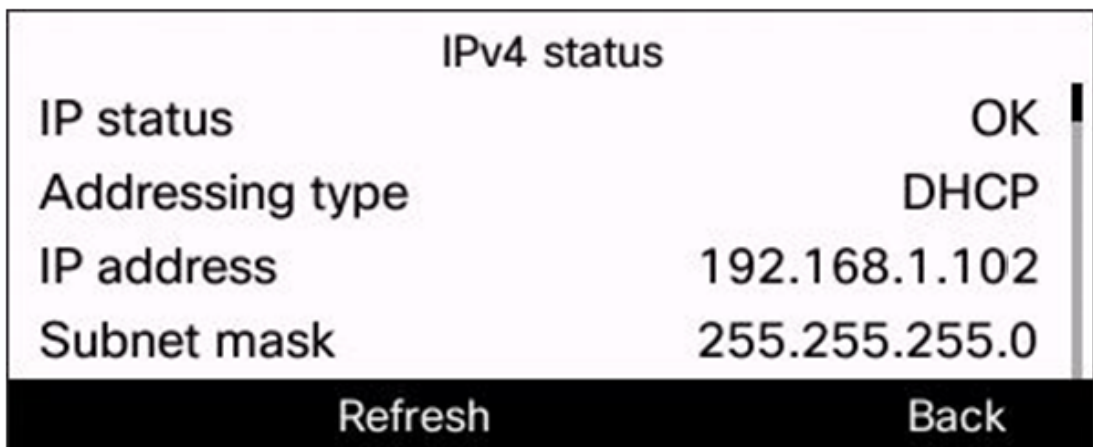
Step 2. Using the navigation cluster  button, navigate to **Status** and press the **Select** softkey.



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 **192.168.1.102**.



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.

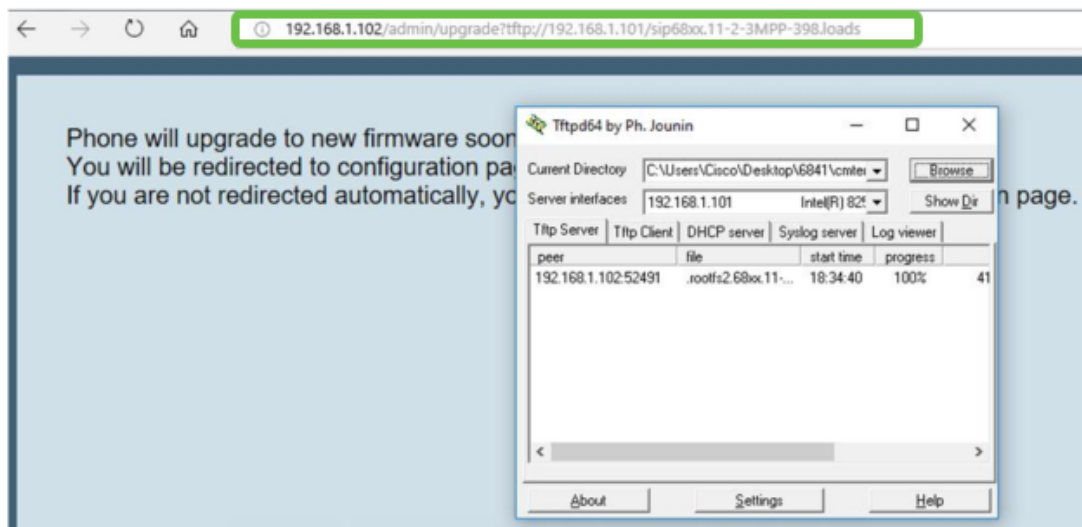
Therefore,

http://192.168.1.102/admin/upgrade?tftp://192.168.1.101/sip68xx.11-2-3MPP-398.loads is entered in the address bar.

Note: In this example, the file has been saved in a TFTP server with the IP address 192.168.1.101.

For more information on how to use a TFTP server with IP phones, click [here](#)

For basic information on using a TFTP server, click [here](#).



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.

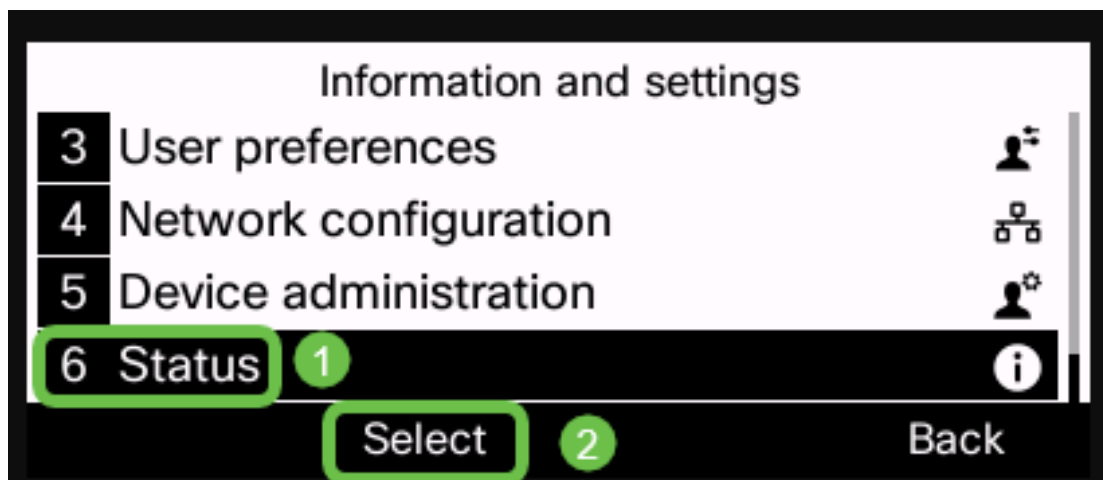
Note: The phone may restart a couple of times while the firmware is upgrading. Do not power down the phone while the firmware upgrade process is in progress.


Verify the Firmware Version

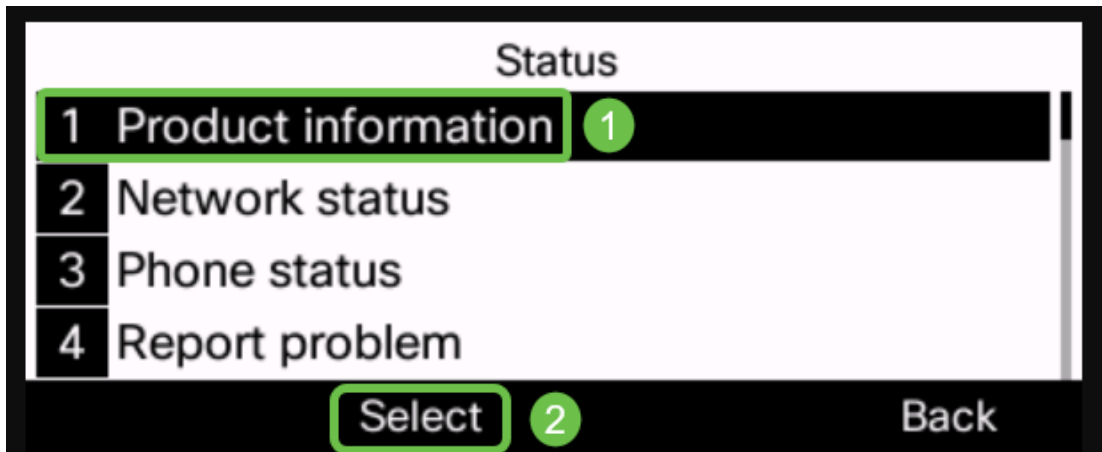
Step 1. Press the **Applications** button.



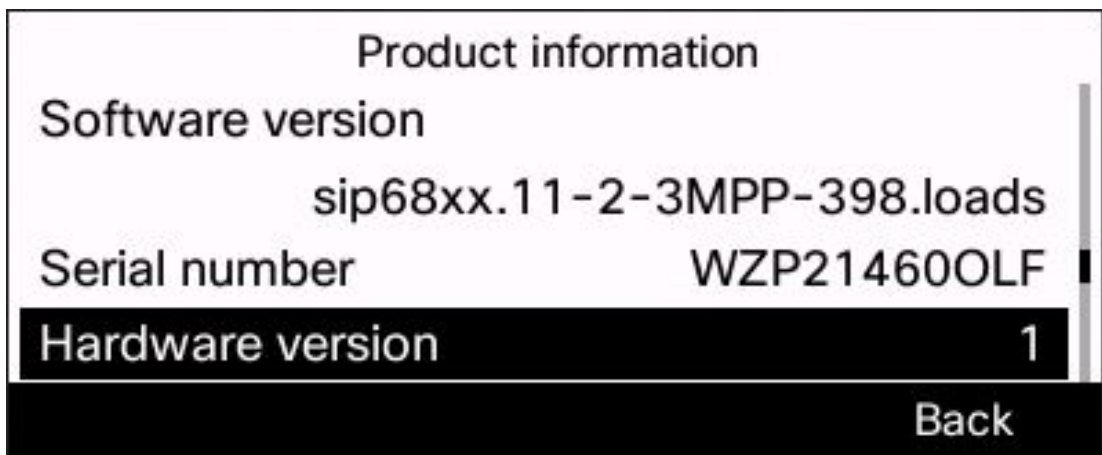
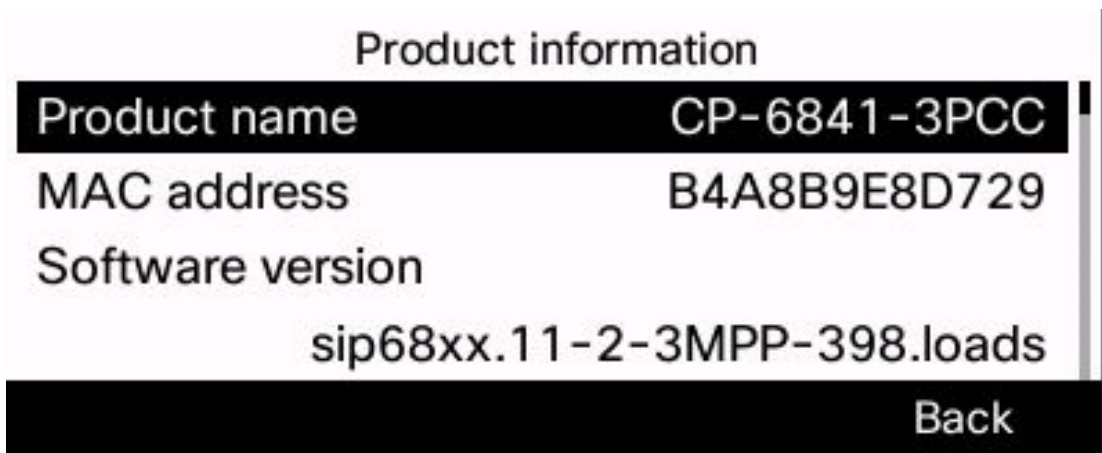
Step 2. Using the navigation cluster  button, navigate to **Status** and press the **Select** softkey.



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.



You now have successfully upgraded the firmware on your Cisco IP phone 6800 series with multiplatform firmware.

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