



CHAPTER 6

Viewing Status, Statistics, and Firmware Information on the Cisco Unified IP Phone

This chapter describes how to access and use the following screens on the Cisco Unified IP Phone:

- [Network Statistics Screen, page 6-1](#)—Displays information about the network performance of the phone.
- [Firmware Versions Screen, page 6-2](#)—displays information about the firmware that is running on the phone.

You access these screens from the Status menu on the phone.

You can use the information on these screens to monitor the operation of a phone and to assist with troubleshooting

For more information about troubleshooting, see [Chapter 7, “Troubleshooting and Maintenance.”](#)

Network Statistics Screen

The Network Statistics screen displays information about the phone and network performance. [Table 6-1](#) explains components of text messages that might appear in this screen.

To display the Network Statistics screen, follow these steps:

Procedure

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- Step 1** Press the **OK** button.
- Step 2** Select **Status**.
- Step 3** Select **Network Statistics**.
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To exit the Network Statistics screen, press the **cancel** key.

Table 6-1 *Network Statistics Message Components*

Message Component	Description
Rx Frames	Number of packets received by the phone
Tx Frames	Number of packets transmitted by the phone

Firmware Versions Screen

The Firmware Versions screen displays information about the firmware that is running on the phone. [Table 6-2](#) explains the information that is displayed on this screen.

To display the Firmware Versions screen, follow these steps:

Procedure

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- Step 1** Press the Navigator Key.
- Step 2** Press the **Cancel** button.
- Step 3** Select **Status**.
- Step 4** Select **Firmware Versions**.
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To exit the Firmware Versions screen, press the **Exit** softkey.

Table 6-2 *Firmware Versions Information*

Message Component	Description
Load File	Identifies the Load file that is running on the phone.
App Load ID	Identifies the application file that is running on the phone.
Boot Load ID	Identifies the factory-installed load running on the phone.
DSP Load ID	Identifies the Digital Signal Processor (DSP) software version used.

