

Determining the hardware version of the SPA525G/2 phone

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Purpose: The purpose of this tech tip is to assist anyone attempting to determine the version of SPA525G hardware. The version of SPA525G hardware has been updated and improved several times, and as such the hardware version will affect the firmware that can and should be run on the SPA525G phones.

Applies to: This tech tip applies only SPA525G and SPA525G2 phones.

NOTE: Newer SPA525G2 phones have an updated display which requires a new display driver. SPA525G2 phones with a serial number of CBT1513xxxx or higher have the updated display and hardware version of 2.1.0, and thus require 7.4.7 or newer firmware. Phones beginning at this range of serial numbers cannot install or run 7.4.6 firmware because the older display driver does not support the updated display hardware. Attempting to load pre 7.4.7 version of firmware will display an error message.

Determining the Version:

There are several different ways of determining the version of SPA525G/SPA525G2 phone.

From the box, look at the Cisco Product Label. It will state which version of SPA525 phone you have and what the SN is. See pic for relevant info:



Closer Look:



From the WebUI, navigate to the phone's IP address and view the "Info" tab. Example below shows pointing your browser to the IP address of the phone:

<http://10.1.1.12/>. As you can see below, the phone's label states SPA525G2, and under the product information section you can find the firmware, hardware revision number, and serial number.



CISCO IP Phone SPA525G2
Cisco Systems, Inc. IP Phone SPA525G2 (SEPD0D0FDE97508)

Voice Wi-Fi Bluetooth Personal Address Book Call History Firmware Upgrade

Info System Regional Phone Ext 1 User

System Information

Connection Type:	DHCP	Current IP:	10.1.1.12
Host Name:	SEPD0D0FDE97508	Domain:	
Current Netmask:	255.255.255.0	Current Gateway:	10.1.1.1
Primary DNS:		Secondary DNS:	
NTP Enable:	Yes	Primary NTP Server:	
Secondary NTP Server:		Bluetooth Enabled:	No
Bluetooth Firmware Version:	0.00.32a	Bluetooth Connected:	No
Bluetooth MAC:		Connected Device ID:	
Wireless Enabled:	No	Wireless Connected:	No
Wireless MAC:	D0:D0:FD:E9:75:08	SSID:	
Standard Channel:	Auto scan	Security Mode:	

Network Configuration

TFTP Server:	10.1.1.1	Call Manager:	10.1.1.1
Directories URL:	http://10.1.1.1:80/localdirectory?name=SEPD0D0FDE97508&locale=English...		
Messages URL:			
Services URL:	http://10.1.1.1:80/CMEserverForPhone/serviceurl?name=SEPD0D0FDE97508&...		
Authentication URL:	http://10.1.10.1/voiceview/authentication/authenticate.do		
DHCP Address Released:		Erase Configuration:	
Last TFTP Server:	10.1.1.110.1.1.1		

VPN Status

VPN Connected:	No	Client Address:	
Client Netmask:		Bytes Sent:	
Bytes Recv:			

Product Information

Product Name:	SPA525G2	Serial Number:	CBT1442038A
Software Version:	7.4.6	Hardware Version:	2.0.0
MAC Address:	D0D0FDE97508	Client Software:	1.0.0.0
Customization:	Open	License:	None

From the back of the phone, find the product label and view the hardware type there. Example below:



Closer view:



All of these phone pictures thus far have shown SPA525G2. Here is an example of a SPA525G phone:

