

TECHNICAL NOTE

> MAX 106

MAX IP Firmware Upgrade

Description

When new firmware is released, it is delivered in two files: `config.fil` and `ggsip_all`. The `config.fil` file is a text file containing version and date information. The `ggsip_all` file is a compressed firmware image file.

Firmware Upgrade Procedure Using TFTP

1. Place the `config.fil` and `ggsip_all` files in the TFTP root directory on the TFTP server.
2. Power cycle the MAX IP phone.
3. The `config.fil` file is downloaded from the TFTP server. If the date and version information in the `config.fil` file are more recent than the phone's current firmware version, then the phone requests the `ggsip_all` file from the TFTP server and the firmware is updated on the phone.
4. After the `ggsip_all` file has been installed, the phone reboots and the new firmware becomes active.

The firmware can also be downloaded to the MAX IP phone using the internal web browser. Log into the phone's web browser and go to the **Tools** page (see Figure 1).

> Figure 1

Diagnostics - VoIP Statistics
Screen: Firmware Update

The screenshot displays the ClearOne MAX IP WebPortal interface. At the top, there is a navigation menu with the following items: CONFIGURATION, PHONEBOOK, VIEW LOG, TOOLS (highlighted in orange), ABOUT DEVICE, and REGISTRATION. The main content area is titled "Diagnostics - VoIP Statistics" and includes a status message: "The statistics are available when the phone is in a call (✓)". Below this message is a "Check Phone State" button. The statistics section shows three rows of data: "Packets received: ??", "Packets Lost: ??", and "Percent packet loss: ??". A horizontal separator line follows. The "Firmware" section contains a "File location:" label, an input field, a "Browse..." button, and an "Update" button. Another horizontal separator line follows. The "Operations" section contains two buttons: "Reboot Device" and "Restore Default Settings".

Firmware Upgrade Procedure Using Web Browser

1. In the **Firmware** portion of the screen (see Figure 1), click on the **Browse** button and navigate to where the `ggsip_all` file is located on your hard drive.
2. Click **Update**.
3. The `ggsip_all` file is downloaded directly to your MAX IP phone and installed.
4. After the `ggsip_all` file has been installed, the phone reboots and the new firmware becomes active.

> CLEARONE LOCATIONS

Headquarters:
Salt Lake City, UT USA
1825 Research Way
Salt Lake City, UT 84119
Tel: 801-975-7200;
800-945-7730
Fax: 801-977-0087
sales@clearone.com

Champlin, MN USA
Tel: 763-486-1765
sales@clearone.com

Latin America Offices
Tel: 801-974-3621
global@clearone.com

London, UK
Tel: 801-974-3792
global@clearone.com

Hong Kong
Tel: 801-303-3441
global@clearone.com

South Asia
Tel: 801-303-3427
global@clearone.com

India
Tel: 801-303-3605
global@clearone.com