

VOIP-500 Series Phone – Firmware Upgrade Procedure

If updating from a version prior to 1.0.1.10, you must upgrade first to 1.0.1.10, then to 1.0.2.2.

1. Download and extract the firmware file to:

C:\ftp\

2. Download Quick 'n Easy FTP Server Lite from:

http://www.pablosoftwaresolutions.com/html/quick__n_easy_ftp_server_lite.html

There is only one version of the application available, which is compatible with Windows XP, Windows 7 and Windows 8/8.1

3. Extract the contents of **ftpserver3lite.zip** to a location of your choice.
4. Run **ftpserver.exe**.
5. Enter an account name to use for the FTP, and then click "Next."

User Account Wizard

Account Name

When you want users to connect to this FTP server you need a valid account.
Type the name of the account you want to create (User Name).

Account Name:

☐ Create an anonymous account

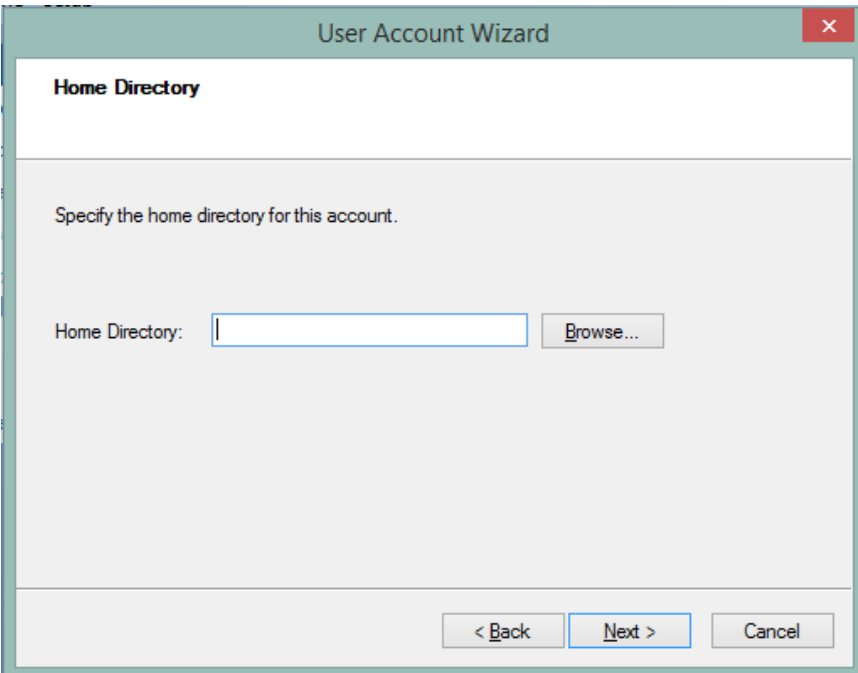
< Back Next > Cancel

6. Enter and confirm a password for the FTP user created in step 5, then click "Next".



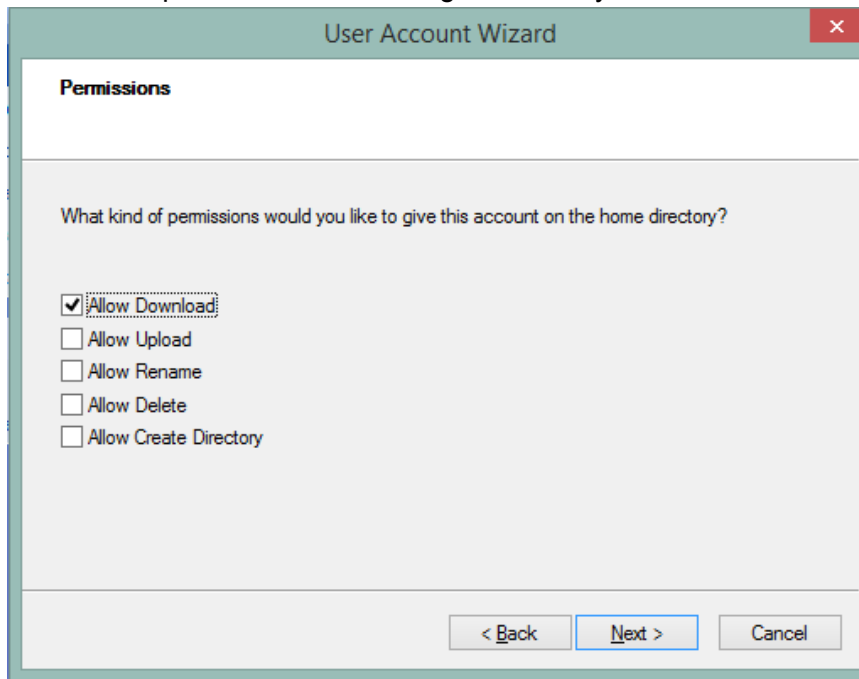
The screenshot shows the 'User Account Wizard' window with the 'Account Password' tab selected. The window has a title bar with a close button (X). The main area contains the following text: 'Type the password for this account and retype it to confirm. If you don't want a password for this account, leave it blank. In this case any password will be accepted during logon.' Below this text are two input fields: 'Password:' and 'Confirm Password:'. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

7. Enter C:\ftp\ or browse to the directory containing the firmware file, and then click "Next".

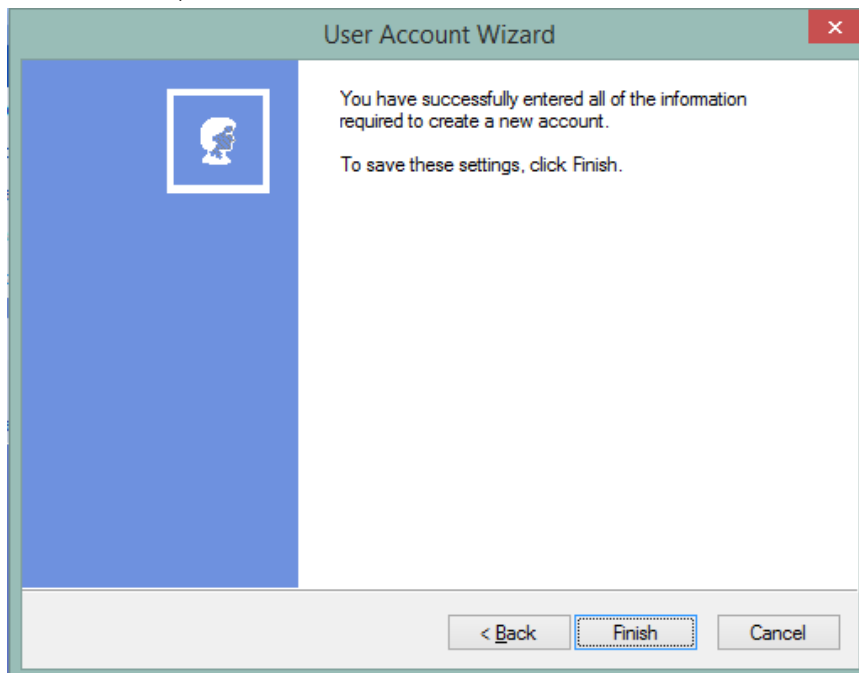


The screenshot shows the 'User Account Wizard' window with the 'Home Directory' tab selected. The window has a title bar with a close button (X). The main area contains the following text: 'Specify the home directory for this account.' Below this text is a text input field labeled 'Home Directory:' and a 'Browse...' button. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

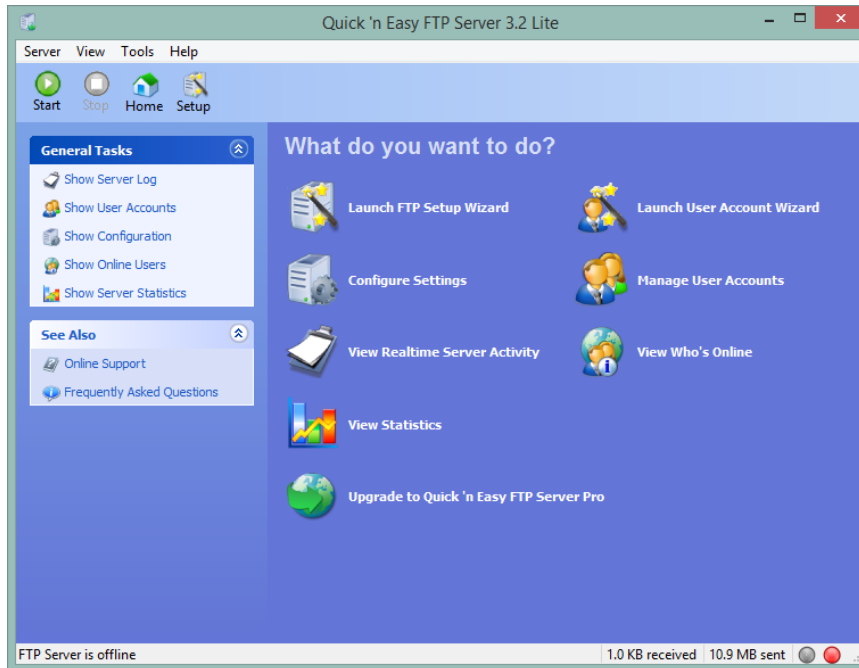
8. The default permissions are configured to only allow download, click “Next”.



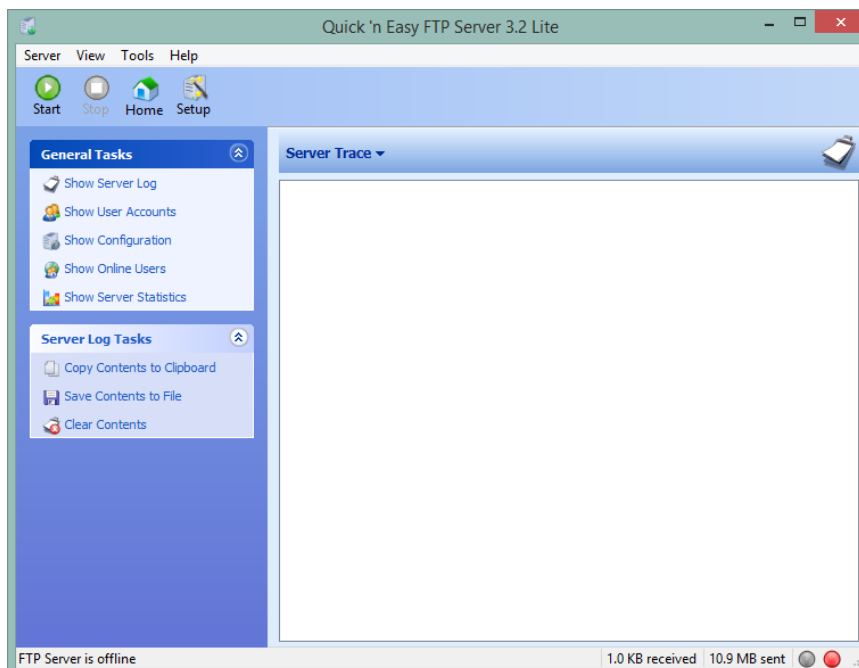
9. Click “Finish”, to launch the FTP server.



10. Click the “Start” button in the upper left-hand corner to enable the FTP service.



11. Click on “View Realtime Server Activity”, the application will change to a view that will display the current activity.



12. Open up Firefox or Internet Explorer and go to:

<http://192.168.1.10>, or the appropriate IP address for your device. A popup should prompt for login credentials. Use the following defaults:

Username: admin

Password: admin@123

13. To initiate the firmware upgrade process, go to "Maintenance" > "Firmware Upgrade".

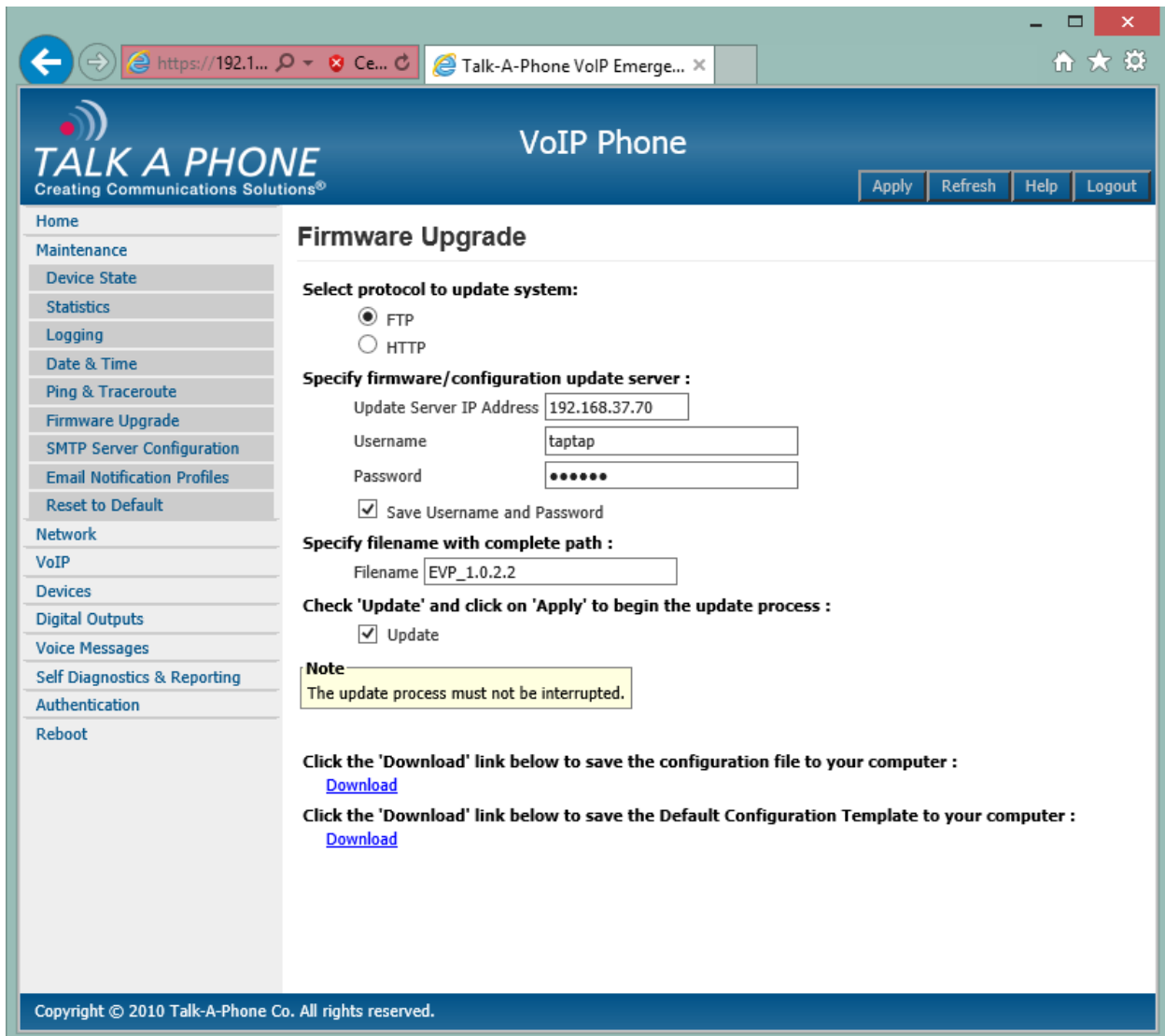
The screenshot shows a web browser window with the address bar displaying <https://192.168.1.10>. The browser tabs include "Ce..." and "Talk-A-Phone VoIP Emerge...". The page title is "VoIP Phone" and the logo is "TALK A PHONE Creating Communications Solutions®". The navigation menu on the left includes: Home, Maintenance (selected), Device State, Statistics, Logging, Date & Time, Ping & Traceroute, Firmware Upgrade (selected), SMTP Server Configuration, Email Notification Profiles, Reset to Default, Network, VoIP, Devices, Digital Outputs, Voice Messages, Self Diagnostics & Reporting, Authentication, and Reboot. The main content area is titled "Firmware Upgrade" and contains the following sections:

- Select protocol to update system:**
 - ☒ FTP
 - ☐ HTTP
- Specify firmware/configuration update server :**
 - Update Server IP Address:
 - Username:
 - Password:
 - ☒ Save Username and Password
- Specify filename with complete path :**
 - Filename:
- Check 'Update' and click on 'Apply' to begin the update process :**
 - ☒ Update
- Note**

The update process must not be interrupted.
- Click the 'Download' link below to save the configuration file to your computer :
[Download](#)
- Click the 'Download' link below to save the Default Configuration Template to your computer :
[Download](#)

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14. Select "FTP" as the protocol.
15. In the "Update Server IP Address", enter the IP address of the workstation where Quick'n Easy FTP Server Lite is installed.
16. Enter the username and password that was created in FileZilla Server (e.g. username = test, password = test).
17. In the "Filename" field, enter the exact file name of the firmware update file (e.g. EVP_1.0.2.2).



The screenshot shows a web browser window with the address bar displaying "https://192.168.37.70". The page title is "Talk-A-Phone VoIP Phone". The main content area is titled "Firmware Upgrade". It contains the following sections:

- Select protocol to update system:** Radio buttons for FTP (selected) and HTTP.
- Specify firmware/configuration update server :** Text fields for Update Server IP Address (192.168.37.70), Username (taptap), and Password (masked with dots). A checkbox for "Save Username and Password" is checked.
- Specify filename with complete path :** Text field for Filename (EVP_1.0.2.2).
- Check 'Update' and click on 'Apply' to begin the update process :** A checkbox for "Update" is checked.
- Note:** A yellow box containing the text "The update process must not be interrupted."
- Click the 'Download' link below to save the configuration file to your computer :** A blue "Download" link.
- Click the 'Download' link below to save the Default Configuration Template to your computer :** A blue "Download" link.

The left sidebar contains a navigation menu with links: Home, Maintenance (Device State, Statistics, Logging, Date & Time, Ping & Traceroute, Firmware Upgrade, SMTP Server Configuration, Email Notification Profiles, Reset to Default), Network (VoIP, Devices, Digital Outputs, Voice Messages, Self Diagnostics & Reporting, Authentication, Reboot).

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18. Place a checkmark in the checkbox next to “Update”.
19. Open the “Quick ‘n Easy FTP Server Lite” to monitor the firmware upgrade request to the FTP server.
20. Click “Apply” to initiate the firmware upgrade process.
21. To confirm the firmware upgrade, switch to Quick ‘n Easy FTP Server Lite window and there should be output similar to that seen below.

```
11:06:08.734 [5612] Client connected from 192.168.40.20.  
11:06:08.736 [5612] 220 Welcome to Quick 'n Easy FTP Server  
11:06:08.740 [5612] USER taptap  
11:06:08.741 [5612] 331 Password required for taptap  
11:06:08.741 [5612] PASS *****  
11:06:08.741 [5612] 230 User successfully logged in.  
11:06:08.741 [5612] TYPE I  
11:06:08.741 [5612] 200 Type set to BINARY  
11:06:08.741 [5612] PASV  
11:06:08.741 [5612] 227 Entering Passive Mode (192,168,37,70,4,0)  
11:06:08.747 [5612] SIZE EVP_1.0.2.2  
11:06:08.747 [5612] 213 7178216  
11:06:08.748 [5612] RETR EVP_1.0.2.2  
11:06:08.749 [5612] 150 Opening BINARY mode data connection for file transfer.  
11:06:10.030 [5612] 226 Transfer complete  
11:06:10.044 [5612] QUIT  
11:06:10.046 [5612] Client disconnected from 192.168.40.20.  
11:06:10.047 [5612] 221 Bye
```

22. Using a Web browser, access the Web GUI of the VOIP-500 Series Phone and confirm that the version number of the device is at the required version.