

TECHNICAL NOTE

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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.

- » **NOTE:** Upgrading the MAX IP can cause settings including the dial plan to be lost. Record the settings of the MAX IP before performing a firmware upgrade.

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 below).

The screenshot displays the ClearOne MAX IP WebPortal interface. At the top, the 'ClearOne' logo is on the left, and a navigation menu includes 'CONFIGURATION', 'PHONE BOOK', 'VIEW LOG', 'TOOLS' (highlighted in orange), 'ABOUT DEVICE', and 'REGISTRATION'. Below the navigation bar, the page title is 'MAX IP WebPortal' and the main heading is 'Diagnostics - VoIP Statistics'. A message states: 'The statistics are available when the phone is in a call (☐)'. Below this is a 'Check Phone State' button. The statistics section shows: 'Packets received: ??', 'Packets Lost: ??', and 'Percent packet loss: ??'. The 'Firmware' section includes a 'File location:' label, an input field, a 'Browse...' button, and an 'Update' button. The 'Operations' section contains a 'Reboot Device' button and a 'Restore Default Settings' button.

Firmware Upgrade Procedure Using Web Browser

1. In the Firmware section of the screen (see above), click on the **Browse** button and navigate to the location of the ggsip_all file on the local hard drive.
2. Click on the file to highlight it.
3. Click on the **Update** button to download and install the ggsip_all file directly to your MAX IP phone.
4. After the ggsip_all file has been installed, the phone reboots and the new firmware becomes active.

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