

Firmware Upgrade of the ITC3002 SIP Phone Through the IntelliTouch FTP Server

Assumptions:

You have IP access to the phone and can login via the “web” interface.

You have Internet connectivity to the IntelliTouch FTP site and can download files using FTP.

Required Information:

FTP Server IP Address: 69.239.98.132
Using the userid: itc3002
Password: firmware
File name: ITC3002_v1_0_62_IpPhone.bin

SIP Phone IP Phone

Version: 1.0.08

Phone

Personal

PhoneBook

TCP/IP

SIP

System

Reboot

Account Settings

Administrator Name

admin

Administrator Password

User Name

user

User Password

NAT Settings

NAT Type

None

STUN Items

STUN Server IP

0.0.0.0

STUN Server Port

3478

SIP Ping

SIP PING Interval Time(ms)

6000

Optional SIP Header

Optional Header 1

Optional Header 2

Port Mapping

Extern Router IP

Extern Signal Port

5060

Extern RTP Port 1

8006

Extern RTP Port 2

8008

System Optional Items

Enable Multi-Line

Enable Conference

Enable MWI		Voice Mail Server	
Enable QoS		VLAN ID	0x000
VLAN Priority	0	TOS/Differentiated Services	0x00

Provisioning Settings

Enable Auto Provisioning			
FTP Server IP Address	130.94.124.180	FTP Directory	
FTP User Name	itc3002	FTP Password	*****
FTP Image Name	ITC3002_v1_00_!	FTP Profile Name	303132333435.txt

Select Profile to Upload:

Feature key	
<input type="text"/>	
<input type="button" value="Send Key"/>	

Step 1: IE (web) browser login in the IP Phone

Default user name "admin"

Default password "1234"

Step 2: Go to the "System" page of the phone.

Step 3: Setup FTP Server IP Address / FTP Directory Name / FTP Image Name

1) FTP Server IP Address = the IP address of PC running FTP server, for example, 130.94.124.180

2) FTP Directory = set to default directory (blank)

3) FTP User Name = the FTP server user name, for example, "itc3002".

4) FTP Password = the FTP server user password, for example, "firmware".

5) FTP Image Name = the file name for the new image, for example, ITC3002_v1_0_62_IpPhone.bin

Step 4: Click "Save Settings"

Step 5: Click “FTP Image Update”

At first you will see this screen and the two LEDs will all turn to red steady.

```
UPGRADE PROGRESS
ERASING FLASH...
```

Later there should be a progress percentage in the second line.

```
UPGRADE PROGRESS
28%
```

Then, the phone gets the complete firmware and reboot automatically

```
UNREGISTERING...
```

```
Booting...
```

Step 6: FTP Image Update Complete

Note: The phone will take a little longer time to reboot this time, because, IP-Phone will do some extra checking to make sure the integrity of the newly downloaded firmware.

Error:

If you see the following screen that means the phone fail to contact the FTP server.

```
CANT CONNECT SRV
```

There are several possibilities:

1. FTP server is not working. (You can PING the server from your computer. You can even login to the server from your computer to verify this.)
2. The account information wrong. (Wrong username or wrong password)
3. Wrong FTP server address.
4. The network configuration of the phone is wrong. (You can issue a PING from IP-Phone to verify this.)

If you see the following screen that means the phone contact to the FTP server, but fail to download file form server.

```
DOWNLOAD ERROR
```

Usually, this is caused by the following reasons:

1. The file is not located in where you expect it to be. You can use your FTP client login to the FTP server (using the same account) to verify this.
2. The file is in position, but the folder setting on the phone is wrong.
3. The file is in position, the folder is correct, but the file name is wrong.