

AltiGen Field Alert #213

Date: August 31, 2007
Subject: IP Phones to ship with AltiWare 5.1 SIP firmware
Distribution: All Dealers
Doc Type: Field Alert
Release: 5.1
Scope: 5.1
Application: AltiWare
Hardware: IP705, IP710
Keywords: IP Phones, IP705, IP710, SIP, firmware, 5.1
Obsolete: No

As of September 4, 2007, all AltiGen IP phones will ship with AltiWare 5.1 SIP firmware version 2x31.

This firmware version is appropriate for AltiWare ACC or ACM 5.1. If a customer is running AltiWare 5.0A, please downgrade the firmware on these new IP phones to be compatible with their systems. The latest versions that are compatible with 5.0A follow. These versions should already be on the customer's TFTP server.

- IP 600 – xxxx.xxxx.1247
- IP 705 – xxxx.xxxx.1546
- IP 710 – xxxx.xxxx.1361

The firmware downgrading process must be done from the IP phone. It cannot be done from AltiWare Administrator.

Note: A TFTP server is needed. See any AltiGen IP Phone User Manual if you need information on this.

To downgrade the phone firmware directly from the AltiGen IP phone, follow these steps:

1. Press the Menu button (on IP 600, press **7 and then Enter).
2. Use the Down Arrow button to scroll to System, then press the Enter button.
3. Scroll to TFTP Server, then press Enter.
4. Enter the TFTP server address, using the * key to input periods.
5. Scroll to Boot Download and select Yes by pressing the Down Arrow button. Then press Enter.
6. The IP phone will download the firmware from the TFTP server on the next reboot.
7. Reboot by pressing * * 3 and the Enter button.
8. Once the IP phone is rebooted, all LED lights come on for a brief time.
9. The LCD screen displays [BOOTING] on the first line.
10. On the second line of the LCD screen, the following messages are displayed in succession (these messages may vary on the IP 600):
 - CHECK MEMORY (RAM checking state)
 - CHECK FW (Firmware checking state)
 - INIT NETWORK
 - LOADING FW...
 - LOADING NOW.
 - Boot Done
 - INITIALIZING
11. You may verify the version of firmware: Press the Menu button (on IP 600, press **7 and then Enter), scroll to SYSTEM and press Enter, scroll to Version Info and press Enter. The version number is the last four digits displayed.