

# Configuration Note

## Firmware Upgrade Procedures

Version 2.0

Document #: LTRT-21910





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## Notice

This document provides a brief description on how to upgrade the firmware of AudioCodes 300HD and 400HD IP Phone series.

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## Abbreviations and Conventions

Each abbreviation, unless widely used, is spelled out in full when first used.

## Related Documentation

Document Name
310HD & 320HD & 420HD IP Phone Administrator's Manual
310HD IP Phone User's Manual
310HD IP Phone Quick Guide
320HD IP Phone Quick Guide
320HD IP Phone User's Manual
420HD for Lync User's Manual
420HD for Lync Administrator's Manual
420HD for Lync Quick Guide

# 1 Introduction

This document describes the following optional methods for upgrading the firmware of AudioCodes 300HD and 400HD IP Phone series:

- Manual upgrade using the phone's Web-based management tool
- Automatic upgrade using a DHCP provisioning server

## Reader's Notes



## 2 Manual Firmware Upgrade

The procedure below describes how to manually upgrade the firmware version of the phone using the phone's Web interface.



**Note:** Do not power off the phone during the firmware upgrade process. If you do, the phone becomes unusable and a recovery process must be performed to return it to operation. For more information, refer to the *Administrator's Manual*.

➤ **To manually upgrade the phone's firmware:**

1. Start your Web browser, and then access the phone's Web interface using the phone's IP address as the URL address.
2. Log in to the Web interface using your username and password. The default username and password is "admin".
3. Open the Manual firmware upgrade page (**Management** tab > **Manual Update** > **Firmware Upgrade**):

**Figure 1: Manual Firmware Upgrade Page**

4. Click the **Browse** button, navigate to the folder where the firmware file is located, and then select the file.
5. Click **Submit** to upgrade the phone with the selected file.

## Reader's Notes

## 3 Automatic Firmware Upgrade

By default, the phone is enabled for automatic provisioning using DHCP Option 160 from a DHCP provisioning server. The DHCP Option 160 received from the DHCP server provides the phone with the URL to the file server (FTP, TFTP, HTTP, or HTTPS) from where it can download the firmware file. By default, DHCP negotiation is initiated each time the phone reboots, for example, when powered up.

Automatic provisioning is suited for mass deployment, allowing central management of the provisioning service.



**Note:** Do not power off the phone during the firmware upgrade process. If you do, the phone becomes unusable and a recovery process must be performed to return it to operation. For more information, refer to the *Administrator's Manual*.

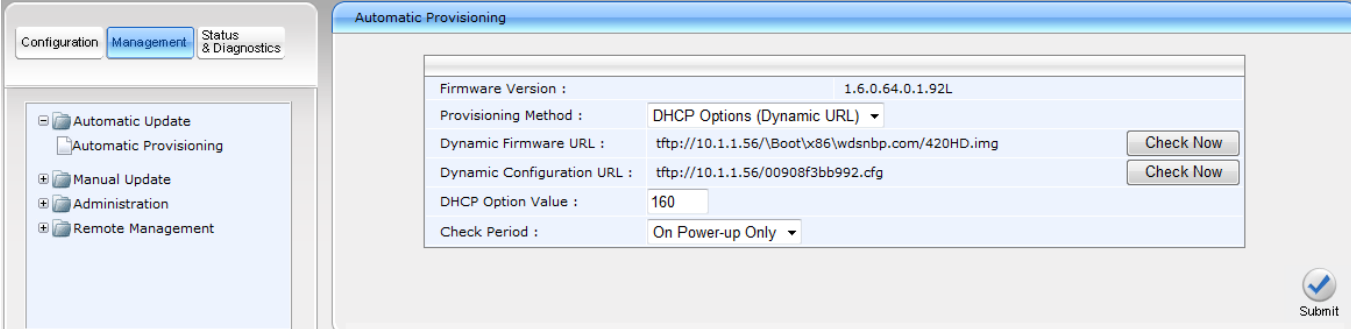
➤ **To automatically upgrade the phone's firmware:**

1. Ensure that your phone is disconnected from the network (or powered off).
2. On your DHCP provisioning server, configure DHCP Option 160 with the following:
  - URL address of the file server (FTP, TFTP, HTTP, or HTTPS) from where the phone must download the firmware file
  - Firmware file name (*\*.img*) to be downloadedThe following syntax can be used for configuring DHCP Option 160:
  - **<protocol>://<server IP address or host name>/<firmware file name>**  
For example: "tftp://192.168.2.1/420HD\_X.Y.Z.img"
  - **<protocol>://<server IP address or host name>**  
For example: "ftp://192.168.2.1"  
When using this syntax, the phone downloads a firmware file with the name set to its model name (i.e., <model>.img), for example, "420HD.img".
3. Ensure that the DHCP server is running.
4. Ensure that the firmware file is located on the specified file server and in the correct folder path.
5. Ensure that the file server is running.
6. Connect your phone to the network and power source; the phone initiates DHCP negotiation as follows:
  - a. The phone sends a request for DHCP Option 160. The DHCP server responds with Option 160 that includes the URL to the file server from where it can download the firmware file.
  - b. The phone connects to this file server URL and checks the firmware file header to see if the version is different from the one currently running on the phone. If the version is different, the phone downloads the complete image and burns it to flash memory and then reboots.

You can change the default settings of automatic provisioning, by using the phone's Web interface, as described below:

1. Start your Web browser, and then access the phone's Web management interface using the phone's IP address as the URL address.
2. Log in to the Web interface using your username and password.
3. Open the Automatic Provisioning page (**Management** tab > **Automatic Update** > **Automatic Provisioning**):

**Figure 2: Automatic Provisioning Page**



Automatic Provisioning	
Firmware Version :	1.6.0.64.0.1.92L
Provisioning Method :	DHCP Options (Dynamic URL) ▼
Dynamic Firmware URL :	tftp://10.1.1.56/\Boot\x86\wdsnbp.com/420HD.img <input type="button" value="Check Now"/>
Dynamic Configuration URL :	tftp://10.1.1.56/00908f3bb992.cfg <input type="button" value="Check Now"/>
DHCP Option Value :	160
Check Period :	On Power-up Only ▼

4. Configure the automatic provisioning parameters as required. Refer to the *Administrator's Guide* for a detailed description of the parameters on this page.

# AudioCodes 300HD and 400HD IP Phone Series



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