

# **How To Upgrade a TANDBERG Videoconferencing System**

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TANDBERG

D10238, Rev 8.0

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## 4. How to upload software via Web-browser

This chapter describes how to upload the software by using a standard Web-browser like Netscape Communicator, Microsoft Internet Explorer or Opera....

**NOTE:** The WWW-browser will *only* work with the product range TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500.

### 4.1 Equipment required:

- A PC with a Web-browser and a LAN connection.
- A valid Upgrade Kit.
- A LAN connection to the Videoconferencing unit.

### 4.2 Important notes:

Before using a Web-browser a few important notes should be mentioned:

- The Videoconferencing unit must have at least software version A1.0<sup>3</sup> installed before upgrading over LAN is possible. Otherwise the software must be uploaded according to the description in chapter 7.
- The Videoconferencing unit must be connected to a LAN and configured correctly.
- The PC used for upgrading must be connected to a LAN and configured correctly. The PC must have access to the same LAN where the Videoconferencing unit is connected.
- The codec will now be rebooting twice: after the upload of the new software, and after the restore of the settings.

### 4.3 Upload procedure:

1. Start up you Web-browser.
2. Enter the IP address (or if supported the DNS name) for the Videoconferencing unit in the Web-browser's address field.
3. When you have a connection, you will see the front page of the Videoconferencing unit's Web-interface.
4. Click on the 'View call status'<sup>4</sup> or on the 'Status'<sup>5</sup> page to check that the Videoconferencing unit is not in use.  
If the unit is already in use, please wait until the unit is available.
5. Click on the 'System Configuration'<sup>5</sup> (or 'Configure'<sup>4</sup>) page.
6. Click on the 'Upgrade'<sup>6</sup> and 'Software upgrade'<sup>6</sup> field (or 'Other'<sup>5</sup> and 'Software upgrade'<sup>5</sup>).
7. The 'Upload new software'<sup>6</sup> (or 'Welcome to Step-by-Step software upgrade'<sup>5</sup>) page will now appear.  
Please follow the guidelines carefully.

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<sup>3</sup> TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500.

<sup>4</sup> For B1 software and previous versions.

<sup>5</sup> For B2 software and newer versions.

<sup>6</sup> For B4 software and newer versions.



8. When upgrading from B4 and upwards it is not necessary to save the parameter file before performing the upgrade. The system will store this information itself in a file on the ftp-server (/user/autorestore.prm).  
After having uploaded the new software file to the codec, a reboot is requested by the user.
9. The autorestore.prm file will be then executed after 20 seconds and the system will be configured with the stored settings.
10. The autorestore.prm file will be deleted after the upload and the codec will reboot automatically.

#### NOTE:

It is also possible to retrieve and restore manually the current parameters directly from the Web interface<sup>6</sup>:

- from the 'Upgrade' menu, select 'Retrieve parameters' or 'Upload parameters'.
- from the 'Upgrade' menu, select 'Software upgrade', then click on the 'Get' or 'Put' links to launch respectively the 'Retrieve parameters' or 'Upload parameters' pages.

## 5. How to upload software remotely (ISDN, IP or External networks)

This chapter describes how to upload the software on a far end TANDBERG system.

**NOTE:** This will work with the product range TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500.

### 5.1 Equipment required:

- A PC with a Web Browser (chapter 5.3), or a FTP program (chapter 5.4), and a LAN connection.
- A valid Upgrade Kit.
- A Videoconferencing unit (local site) with a LAN connection.
- A Videoconferencing unit (far end site) with at least one ISDN line (connection at 128 Kbps is recommended), or connected into the same LAN as the Videoconferencing unit (local site).

### 5.2 Important notes:

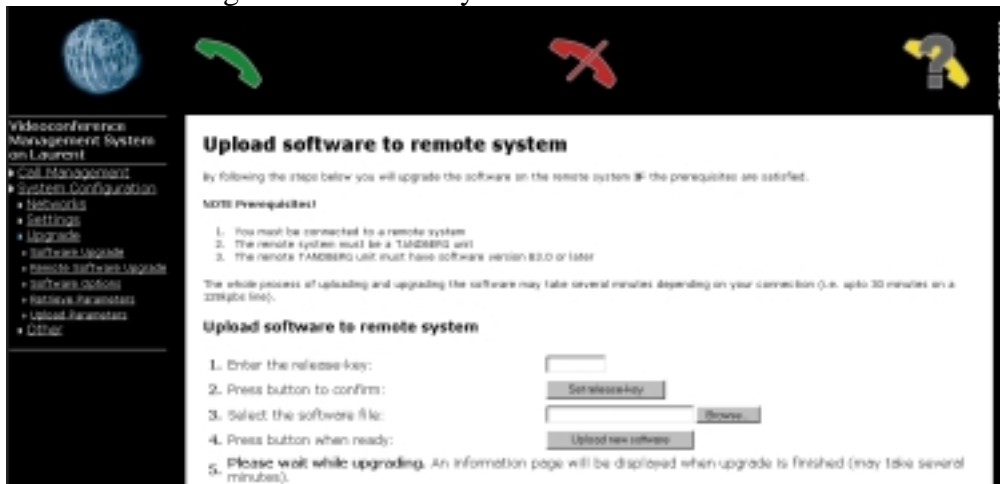
Before uploading a few important notes should be mentioned:

- The Videoconferencing units, local site and far end site, must have at least software version B3.0<sup>3</sup> installed before starting the remote upgrade. Otherwise the software must be uploaded using one of the above procedures: Web interface, FTP, WinSoftUp or TSoftUp.
- The Videoconferencing unit (local site) must be connected to the LAN and configured correctly.
- The PC used for upgrading must be connected to the LAN and configured correctly. Also it must have access to the same LAN as where the Videoconferencing unit is connected.
- The codec will now be rebooting twice: after the upload of the new software, and after the restore of the settings.

**NOTE:** If the Videoconferencing unit is not connected to a LAN, a standard crossover cable can be used to connect the PC directly to the LAN port of Videoconferencing unit. The LAN settings for the Videoconferencing unit and the PC should also be configured correctly.

### 5.3 Upload procedure via Web-browser<sup>6</sup> (remote upgrade):

1. Start up you Web-browser.
2. Enter the IP address (or if supported the DNS name) for the Videoconferencing unit in the Web-browser's address field.
3. When you have a connection, you will see the front page of the Videoconferencing unit's Web-interface.
4. Click on the 'Status' page to check that the Videoconferencing unit is not in use. If the unit is already in use, please wait until the unit is available.
5. Click on the 'Upgrade<sup>9</sup>' and 'Software Upgrade' and 'Remote Software Upgrade' field.
6. The 'Upload software to remote system' page will now appear. Please follow the guidelines carefully.



7. Enter the *release key* of the far end Videoconferencing unit  
Press on the Set release-key bottom  
Select the Software package to be used according to the software version and release key, and press 'Upload new software'.
8. When upgrading from B4 and upwards it is not necessary to save the parameter file before performing the upgrade. The system will store this information itself in a file on the ftp-server (/user/autorestore.prm).  
After having uploaded the new software file to the codec, a reboot is requested by the user.
9. The autorestore.prm file will be then executed after 20 seconds and therefore the system will be configured with the stored settings.
10. The autorestore.prm file is deleted after the upload and the codec will reboot automatically.

## 5.4 Upload procedure via MS DOS FTP (remote upgrade)<sup>7</sup>

1. Create a directory on the PC and copy the software file into that directory.
2. Connect the local site to the far end site using ISDN (point to point connection)
3. Open a MS-DOS session and go to that directory
4. Type: **ftp xxx.xxx.xxx.xxx** where x is the IP address of the local videoconferencing unit and hit <ENTER>.
 

The following information should then appear in the MS FTP window:

```
Connected to xxx.xxx.xxx.xxx.
220 Service ready for new user.
User (xxx.xxx.xxx.xxx:(none)):
```
5. Enter the *release key* of the far end Videoconferencing unit as the login username (do not use capital letters!)
6. Go to the folder called "remote" by typing: **cd remote**
7. Type the following FTP command with the software name to be used for upgrading: **put s0xxxxxx.pkg**

The following information should then appear in the MS FTP window:

```
200 Command okay.
150 File status okay; about to open data connection.
```
8. The software upgrade is in progress...
 

The following information should then appear in the MS FTP window, when the upgrade is finished,

```
226 Closing data connection.
ftp: 5443587 bytes sent in 753.69Seconds 7.22Kbytes/sec.
```
11. When upgrading from B4 and upwards (for B3 and upwards, go to 12.), the far end Videoconferencing unit will reboot automatically after 30 seconds.
 

It is not necessary to save the parameter file before performing the upgrade. The system will store this information itself in a file on the ftp-server (/user/autorestore.prm). The autorestore.prm file will be then executed after 20 seconds and therefore the system will be configured with the stored settings. The autorestore.prm file is deleted after the upload and the codec will reboot automatically.
12. When upgrading from B3 and upwards, the far end Videoconferencing unit will not reboot automatically.
 

Type: **quit** and hit <ENTER> to exit the FTP session,
13. The far end Videoconferencing unit needs to be rebooted manually (from the remote control or Data port command "**boot**").
 

The autorestore.prm file will then be then executed after 20 seconds and therefore the system will be configured with the stored settings. The autorestore.prm file is deleted after the upload and the codec will reboot automatically.

**NOTE:** when proceeding to the software upgrade, the new software will be stored in one of the 2 memory banks available on the codec. When rebooting the codec, it is possible to check which memory bank is currently used. In this case, connect the PC to the Data port1 and use HyperTerminal on the PC (for further details, contact you TANDBERG support).

<sup>7</sup> For B3 software and newer versions

## 6. How to upload software via FTP (local)

This chapter describes how to upload the software by using the File Transfer Protocol program FTP.

**NOTE:** The FTP program will *only* work with the product range TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500, plus Vision 5000, Vision 2500 and Vision 800 where the Ethernet port is connected to LAN.

### 6.1 Equipment required:

- A PC with a FTP program and a LAN connection.
- A valid Upgrade Kit.
- A LAN connection to the Videoconferencing unit.

### 6.2 Important notes:

Before using FTP a few important notes should be mentioned:

- The Videoconferencing unit must have at least software version A1.0<sup>3</sup> or C3.0<sup>8</sup> installed before upgrading over LAN is possible. Otherwise the software must be uploaded according to the description in chapter 7 .
- The Videoconferencing unit must be connected to a LAN and configured correctly.

### 6.3 Upload procedure:

1. Create a directory (e.g. **TANDBERG**) on the PC and copy the software file (s0xxxxxxx.pkg<sup>11</sup>) or (s0xxxxxxx.ccf<sup>12</sup>) into that directory.
2. It is recommended to open a telnet session to the Videoconferencing unit and monitor the status of the unit during the software upgrade. To do this, click 'Start', 'Run' on the Windows desktop and type **telnet xxx.xxx.xxx.xx** where x is the IP address on the Videoconferencing unit, hit <ENTER> and a telnet window should appear.
3. Then click 'Start', 'Run' on the Windows desktop again and type :  
**ftp xxx.xxx.xxx.xx** where x is the IP address on the Videoconferencing unit and hit <ENTER>. The following should then appear in the MS FTP window:  
Connected to xxx.xxx.xxx.xx.  
220 Service ready for new user.  
User (10.0.2.4:(none)):
4. Then type in **nnnnnnn** where n is the *release key* and hit <ENTER>.  
230 User logged in, proceed.  
ftp>

---

<sup>8</sup> Vision 5000, Vision 2500 and Vision 800.

From B4 software and newer versions,

5. Type **put c:\tandberg\s0xxxxxx.pkg<sup>3</sup>** and hit <ENTER> to start uploading the new software.
6. When upgrading from B4 and upwards, it is not necessary to save the parameters file before performing the upgrade. The system will store this information itself in a file on the ftp-server (/user/autorestore.prm).  
After having uploaded the new software to the codec, a reboot is requested by the user (via Remote control, or Data port command).
7. The autorestore.prm file will be then executed after 20 seconds and therefore the system will be configured with the stored settings. The autorestore.prm file is deleted after the upload and the codec will reboot automatically.

From B3 software and previous versions,

When upgrading from B3 it is necessary to save the parameter file before performing the upgrade.

- 5a. Use the “Get” command to retrieve the current configuration and directory (all) file or just the directory (dir) file from the Videoconferencing unit before upgrading it. The “all” or “dir” file can then be changed or updated by using an editor program like Notepad and “Put” back into the Videoconferencing unit after the software upload process is complete.
- 5b. Type **get all.prm c:\tandberg\all.prm** or **get dir.prm c:\tandberg\dir.prm** and hit <ENTER> to download all of the configuration or only the directory list from the Videoconferencing unit to the “tandberg” directory on the PC.

```
ftp> get all.prm c:\tandberg\all.prm
200 Command okay.
150 File status okay; about to open data connection.
226 Closing data connection.
5083 bytes received in 0.00 seconds (5083000.00 Kbytes/sec)
ftp>
```

6. Type **put c:\tandberg\s0xxxxxx.pkg<sup>3</sup>** and hit <ENTER> to start uploading the new software.

```
ftp> put c:\tandberg\s0xxxxxx.pkg
200 Command okay.
150 File status okay; about to open data connection.
226 Closing data connection.
1238515 bytes sent in 12.85 seconds (96.38 Kbytes/sec)
ftp>
```

- 6b. Type **put c:\tandberg\s0xxxxxx.ccf<sup>8</sup>** and hit <ENTER> to start uploading the new software of C3 or C4 version.

```
ftp> put c:\tandberg\s0xxxxxx.ccf
200 Command okay.
150 File status okay; about to open data connection.
226 Closing data connection.
1238515 bytes sent in 12.85 seconds (96.38 Kbytes/sec)
ftp>
```

- 7a. The upload of the new software will take about 4 minutes. Warning information is displayed on the Videoconferencing unit’s monitor during that time.
- 7b. If the TELNET program was activated it will show something like this when the upgrade is finished:



## 6.4 Example of dir.prm:

```
Welcome to ROOM1 T7000
TANDBERG Codec Release B1.1 PAL
SW Release Date: 2000-11-06
*P directory 1 67117810 auto p1 "TANDBERG Norway"
*P directory 2 67117820 auto p1 Headquarter
etc.
*P directory 98 "" p1 ""
*P directory 99 "" p1 ""
```

## 6.5 Example of all.prm:

Please note that this list has been put into columns to save space!

```

Welcome to ROOM1 T7000
TANDBERG Codec Release B1.1 PAL
SW Release Date: 2000-11-06
*P directory 1 67117810 auto p1 "TANDBERG Norway"
*P directory 2 67117820 auto p1 Headquarter
etc.
*P directory 98 "" p1 ""
*P directory 99 "" p1 ""

usage: directory <1..99> [number[**number]] [calltype] [p<n>] [name]
or : directory add <number[**number] [name]>
<1..99> - add to entry 1..99
add - add to next available entry
p<n> - call profile number <n>, <n>={1,...,10}
calltype = {tlph,1xh221,2xh221,1b,2b,3b,4b,5b,6b,8b,12b,H0,auto,max}
*P alrtvol 8
*P audioagc a on
*P audioagc b on
*P audioagc c on
*P audioagc rx off
*P audioin 1 on
*P audioin 2 on
*P audioin 3 on
*P audioin 4 on
*P audioin 5 on
*P audioin 6 on
*P audiolevel i1 3
*P audiolevel i2 3
*P audiolevel i3 3
*P audiolevel i4 7
*P audiolevel i5 7
*P audiolevel i6 7
*P audiolevel o1 10
*P audiolevel o2 10
*P audiolevel o3 10
*P audiomix auto
*P audioout 1 on
*P audioout 2 on
*P audioout 3 on
*P audioqual auto
*P autoans on
*P autostill on
*P netprofile p1 "" Auto auto
*P netprofile p2 "" ISDN h323
*P netprofile p3 "" LAN h323
*P netprofile p4 "" "" auto
*P netprofile p5 "" "" auto
*P netprofile p6 "" "" auto
*P camtrack off slow
*P defcall auto
*P dirsort on
*P doccam 3
*P donotdist off
*P downspeed on
*P dualmon off
*P camsettings 1 brightness auto 7
*P camsettings 2 brightness auto 7
*P camsettings 3 brightness auto 7
*P camsettings 4 brightness auto 7
*P camsettings 5 brightness auto 7
*P echoctrl 1 nr
*P echoctrl 2 nr
*P echoctrl 3 nr
*P echoctrl 4 nr
*P extcam off
*P extcap 1 ptzfmts
*P extcap 2 ms
*P extcap 3 ms
*P extcap 4 ms
*P extcap 5 ms
*P extname 1 video1
*P extname 2 video2
*P extname 3 video3
*P extname 4 video4
*P extname 5 video5
*P fallback on
*P fecc on
*P feedback on
*P h323alias e164 "99810"
*P h323gatekeeper manual 10.0.2.229
*P h323prefix 99
*P h323qos prec "auto"
*P imagefilter on
*P ipassignment dhcp
*P irctrl int off
*P isdntrace 1 off
*P isdntrace 2 off
*P isdntrace 3 off
*P isdntrace 4 off
*P isdntrace 5 off
*P isdntrace 6 off
*P isdntrace pri off
*P language english
*P localdn 1 b1 810
*P localdn 1 b2 810
*P localdn 2 b1 812
*P localdn 2 b2 812
*P localdn 3 b1 814
*P localdn 3 b2 814
*P localdn 4 b1 816
*P localdn 4 b2 816
*P localdn 5 b1 833
*P localdn 5 b2 833
*P localdn 6 b1 834
*P localdn 6 b2 834
*P loopback off
*P los-duration 17 5
*P los-inhibit 15
*P los-initial 5
*P los-polarity 1
*P los-retry 25
*P mculine on
*P mic on
*P msn on
*P multisite incoming on
*P multisite cp on
*P telephony incoming on
*P multisite incoming on
*P multisite cp on
*P netclock dual
*P netctrl leased
*P netisdn euro
*P netpri att
*P nettype isdn
*P optionkey VACWKWF
*P pardial on

```

```
*P streaming enable on
*P streaming port 22232
*P streaming hops 1
*P streaming address 224.2.17.1
*P snmp cn public
*P snmp sc
*P snmp sl
*P snmp hi 10.0.255.255
*P pip off
*P preset-list p1 63 1
*P preset-list p2 63 1
*P preset-list p3 63 1
*P preset-list p4 63 3
*P preset-list p5 63 1
*P preset-list p7 63 1
*P preset-list p8 63 1
*P preset-list p9 63 1
*P preset-list p11 63 1
*P preset-list p12 63 3
*P presmode n
*P pressource 3
*P pricable a 1
*P pricable b 1
*P prihighch 23
*P prilowch 1
*P primaxchan 12
*P prinumber ""
*P prisearch high
*P prinsf t ""
*P prinsf v ""
*P protect off
*P screensaver enable
*P selfview off
*P sendnum on
*P spid 1 b1 ""
*P spid 1 b2 ""
*P spid 2 b1 ""
*P spid 2 b2 ""
*P spid 3 b1 ""
*P spid 3 b2 ""
*P spid 4 b1 ""
*P spid 4 b2 ""
*P spid 5 b1 ""
*P spid 5 b2 ""
*P spid 6 b1 ""
*P spid 6 b2 ""
*P spkr on
*P statformat b
*P sub ""
*P systemname ROOM1 T7000
*P teltone e
*P vgamon loop
*P vgaout svga
*P vidin 1
*P vidname 1 "main cam"
*P vidname 2 aux
*P vidname 3 "doc cam"
*P vidname 4 vcr
*P vidname 5 pc
*P vidqual a
*P duovideo vidqual a
*P vidtone c
*P vol 12
```

## 7. How to upload software using WinSoftUp

This chapter describes how to upload the software using the TANDBERG program WinSoftUp and it allows you to restore all configurations or only the directory list.

**NOTE:** WinSoftUp will *only* work with the TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000 and TANDBERG 500, plus Vision 5000, Vision 2500, Vision 800, Vision 2000 and Vision 600 products.

### 7.1 Equipment required:

- A PC with a CD-ROM drive and a serial port (the PC should be at least a 486-type PC).
- RS-232 cable (serial port cable - straight through).
- A valid Upgrade Kit.

### 7.2 Important notes:

Before using WinSoftUp a few important notes should be mentioned:

- The software upload will take 10 to 15 minutes at 115.200 baud (depending on product upgraded).
- You may be prompted to perform the upload at a lower baudrate if your PC has an old serial port (UART).
- Make sure you know the COM-port you are using on your PC.

### 7.3 Local Upgrade procedure:

1. Use the RS-232 cable to connect the serial port on the PC to the Videoconferencing unit's Data Port 1.
2. Insert the CD-ROM disk and wait until the software index pops up on your PC. If the index does not appear go to the root directory on your CD-ROM and open the **index.htm** file manually.
- 3a. Follow the instructions on the CD-ROM.
- 3b. Install WinSoftUp program on the hard disk and copy the appropriate software file (\*.abs) and then start **WinSoftUp.exe**.
4. Follow the on-screen menus carefully:



5. Reboot the system when the following information is displayed on WinSoftUp :
  - UPLOADING SW:
  - Establishing connection with the unit
  - Connection established
  - Uploading SW file
  - Uploading completed

## 8. How to upload software using TSoftUp

This chapter describes how to upload the software using the TANDBERG program TSoftUp version 2.3 and it allows you to restore all configurations or only the directory list.

**NOTE:** TsoftUp2.3 will *only* work with the TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500, plus Vision 5000, Vision 2500, Vision 800, Vision 2000 and Vision 600 products.

### 8.1 Equipment required:

- A PC with a CD-ROM drive and a serial port (the PC should be at least a 486-type PC).
- RS-232 cable (serial port cable - straight through).
- A valid Upgrade Kit.

### 8.2 Important notes:

Before using TsoftUp2.3 a few important notes should be mentioned:

- The software upload will take 10 to 15 minutes at 115.200 baud (depending on product upgraded).
- You may be prompted to perform the upload at a lower baudrate if your PC has an old serial port (UART).
- Make sure you know the COM-port you are using on your PC.

### 8.3 Local Upgrade procedure:

3. Use the RS-232 cable to connect the serial port on the PC to the Videoconferencing unit's Data Port 1.
4. Insert the CD-ROM disk and wait until the software index pops up on your PC. If the index does not appear go to the root directory on your CD-ROM and open the **index.htm** file manually.
- 3c. Follow the instructions on the CD-ROM.
- 3d. Copy the tsoftup2 program and the appropriate software file (\*.abs) to the *same directory* on your hard disk and then open the **tsoftup23.exe** file.
6. Follow the on-screen menus carefully:

Please see next page for an example.

## 8.4 TsoftUp 2.3 example:

```

-----
-          TANDBERG SOFTWARE UPLOAD Utility - TSoftUp          -
-          Copyright (c) TANDBERG 1999, Ver2.3                -
-----
Mode of Operation

RECOMMENDED MODE:
1 - upload SW and restore all configuration

OTHER MODES:
2 - upload SW and restore directory entries only
3 - upload SW without preserving configuration
4 - upload configuration, no SW upgrade
5 - download configuration (incl. directory), no SW upgrade
q - Quit

Mode [1]: 1
-----
Please enter COM port to use:
1 - COM1
2 - COM2
q - Quit
Port: COM1
-----
Please enter SW file (q to quit):
s07101a22.pkg
-----
Please enter file to store configuration in (q to quit):
all
-----
Please enter release key, 7 characters (q to quit): dyajkua
-----
Please select upload baudrate
1 - 115200 bits/s
2 - 57600 bits/s
3 - 38400 bits/s
4 - 19200 bits/s
5 - 9600 bits/s
q - quit
Rate: 115200 bits/s
-----

OPTIONS USED:
Serial port:    COM1
Upload rate:   115200 bits/s
SW file:       s07101a22.pkg
Config file:   all
Release key:   dyajkua
Mode:          Upload SW, save/restore all

DOWNLOADING CONFIGURATION (ALL):
Establishing connection with the unit
Connection established
Downloading general configuration
Downloading directory entries
Finished

UPLOADING SW:
Establishing connection with the unit
Connection established
Uploading SW file
Sending release key
Bytes transmitted: 7280    KB
Waiting for restart to finish
Checking if unit has restarted
Restarted
Finished

Uploading completed
UPLOADING CONFIGURATION:
Establishing connection with the unit
Connection established
Uploading saved settings to the unit
Finished

Operation completed successfully, press any key to exit

```

## Appendix

### 8.5 Using the file system with TANDBERG systems

It is possible to access a file system within the TANDBERG systems by using FTP:

#### 8.5.1 How to start the FTP session

If you are using a MS-DOS window, type: **ftp xxx.xxx.xxx.xxx** where x is the IP address of the Codec and hit <ENTER>.

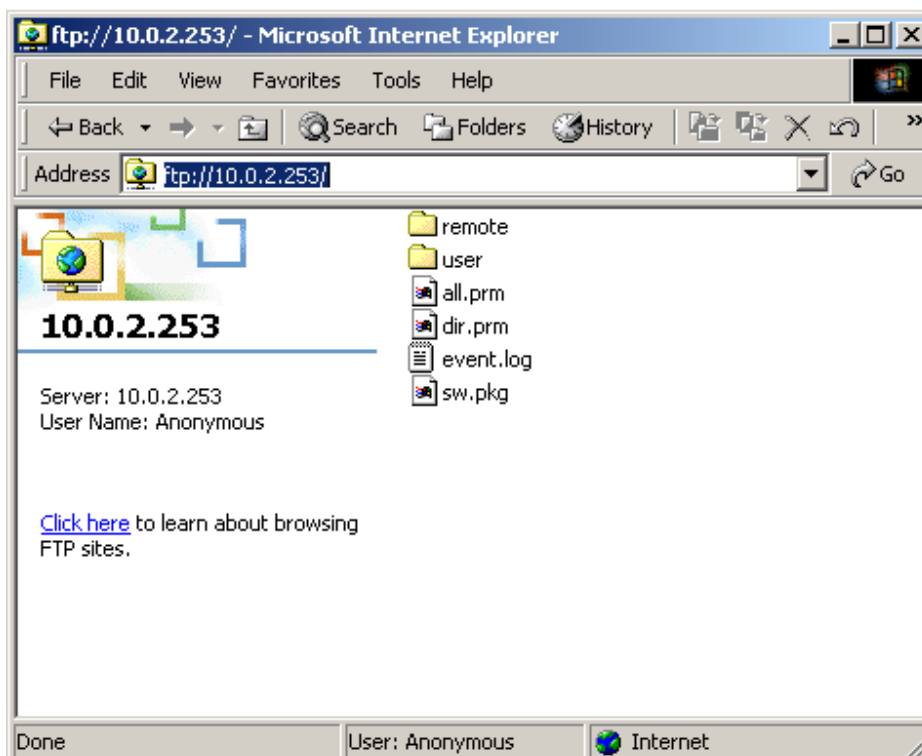
In MS-DOS mode, type: **dir** and hit <ENTER>

The following information should then appear in the MS FTP window:

```
ftp> dir
200 Command okay.
150 File status okay; about to open data connection.
total 0
drwxrwxrwx   1 system   system           512 Jun 01  2001 .
drwxrwxrwx   1 system   system           512 Jun 01  2001 ..
drwxrwxrwx   1 system   system           512 Jun 01  2001 user
dr-xr-xr-x   1 system   system           512 Jun 01  2001 remote
-rw-rw-rw-   1 system   system              0 Jun 01  2001 all.prm
-rw-rw-rw-   1 system   system              0 Jun 01  2001 dir.prm
-r--r--r--   1 system   system              0 Jun 01  2001 event.log
--w--w--w-   1 system   system              0 Jun 01  2001 sw.pkg
226 Closing data connection.
ftp: 507 bytes received in 0.00Seconds 507000.00Kbytes/sec.
```

If you are using a Web-browser, type in the URL field: **ftp://xxx.xxx.xxx.xxx** where x is the IP address of the Codec and hit <ENTER>.

The following information should then appear in the Web-browser window:



### 8.5.2 Description of the different files and folders:

all.prm	contains all settings of the system (including the directory)
dir.prm	contains only the directory entries
event.log	contains the events report (useful log-file for fault analyzing)
sw.log	contains the system software
/user	folder to be used for custom logos available at startup.
/remote	folder to be used for software upgrade via ISDN (see “upgrade via FTP”)

## 8.6 Customized logos

This chapter describes how to store a logo in the codec so that it will appear at startup.

**NOTE:** This will work with the product range TANDBERG 8000, TANDBERG 7000, TANDBERG 6000, TANDBERG 2500, TANDBERG 880, TANDBERG 800, TANDBERG 1000, TANDBERG 550 and TANDBERG 500.

### 8.6.1 Requirements:

- A PC with a FTP program and a LAN connection.
- A Videoconferencing unit with a LAN connection.

**NOTE:** If the Videoconferencing unit is not connected to a LAN, a standard crossover cable can be used to connect the PC directly to the LAN port of Videoconferencing unit. The LAN settings for the Videoconferencing unit and the PC should also be configured correctly.

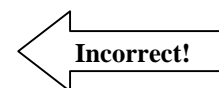
### 8.6.2 Important notes:

Before uploading a few important notes should be mentioned:

- The Videoconferencing unit must have at least software version B3.0<sup>3</sup> installed before any can be stored on the codec
- The size of the customized logo has been improved to 704x480, available on B5.11, and E1.1 software, (only 320x200, maximum 64.000 pixels, from B3 to B5.1, and B6.1).
- The name of the logo has to be: **startup.jpg** (Do not use capital letters!)
- Make sure that the logo has been saved with the correct extension:

Under a MS-DOS window, if you experience the following information, it indicates that the logo has **not** been saved correctly:

```
C:\test>dir
Volume in drive C is DRIVE_C
Volume Serial Number is 1F18-1408
Directory of C:\test
.           <DIR>      13/11/00  14:56 .
..          <DIR>      13/11/00  14:56 ..
STARTU~1 JPG    17 780  12/06/01  19:50 startup.jpg.jpg
```



### 8.6.3 Upload procedure:

#### If you are using a MS-DOS window:

1. Go to the folder where the logo is located.
2. Open a MS-DOS session and type: **ftp xxx.xxx.xxx.xxx** where x is the IP address of the Videoconferencing unit and hit <ENTER>.

The following information should then appear in the MS FTP window:

```
Connected to xxx.xxx.xxx.xxx.
220 Service ready for new user.
User (xxx.xxx.xxx.xxx:(none)):
```

3. Hit <ENTER> for user login and go to the folder called "user" by typing: **cd user**
4. Type the following FTP command to start the copy of the logo: **put startup.jpg**

The following information should then appear in the MS FTP window:

```
200 Command okay.
150 File status okay; about to open data connection.
226 Closing data connection.
ftp: xxxx bytes sent in x.xxSeconds xxx xxxx.00Kbytes/sec.
```

5. To exit the FTP session, type: **quit** and hit <ENTER>
6. The custom logo will be displayed on the screen on every restart of the codec.

#### If you are using a Web-browser:

1. Go to the folder where the logo is located.
2. Open a Web-browser window and type: **ftp://xxx.xxx.xxx.xxx** where x is the IP address of the Videoconferencing unit and hit <ENTER>.
3. Go to the folder **user** and copy the **startup.jpg** (drag and drop)
4. The customized logo will be displayed on the screen each time the codec reboots

## 8.7 Boot-up scripts order:

Filename	Status	Usage	Description
<b>/user/startup.jpg</b>	Read/ Write	User defined boot image	You can upload a custom boot image by using ftp and upload the startup.jpg file to the /USER directory.
<b>/user/startup1.prm</b> <b>/user/globdir.prm</b> <b>/user/startup2.prm</b>	Read/ Write	Download commands that will be executed after a reboot of the codec.	20 seconds after reboot of the codec, these files will be executed if they exist. The file can contain a series of dataport commands starting with *P. The files are executed in the order: startup1, globdir, startup2.
<b>/remote/sw.pkg</b>	Write	Remote upgrade of software over H320	Uploading a new sw.pkg file to the /REMOTE directory will automatically start the remote software download process. Upload the file using ftp and the Release Key as the login username. When logging into the ftp site, you must use the RK as the username.

## 8.8 Upgrading Vision 2000

### 8.8.1 Additional cabling (for Vision 2000 only)

If you have ordered an upgrade kit for Vision 2000 option 128 kbit/s to Vision 2000 option 384 kbit/s or SoftMux the kit will also include 2 ISDN cables.

### 8.8.2 Upgrading Vision 2000 (384) to Vision 2000 SoftMux

Turn the IMUX off and disconnect its power cord from the power rail in the bottom of the trolley.

Before uploading the new software the three ISDN cables must be moved from the IMUX to the CODEC. Disconnect the three cables from the IMUX (cables marked: LINE 1, LINE 2, LINE 3 or ISDN1, ISDN2, ISDN3) and connect them to the ISDN inputs on the CODEC (ISDN 1, ISDN 2, ISDN 3) in the same order 1, 2, 3 as they were in the IMUX<sup>10</sup>.

### 8.8.3 Upgrading Vision 2000 (128) to Vision 2000 (SoftMux).

Connect the two extra ISDN cables that are supplied in the upgrade kit between ISDN 2 and ISDN 3 on your CODEC and your 2 new ISDN network sockets/supply points.

## 8.9 Upload software by using a terminal program

The following equipment is required:

- PC with serial port and a terminal emulator program, e.g. Procomm Plus. Note that the 'Terminal' program included with Windows will not work. The PC should be at least a 486-type PC running MS-DOS, do not use Windows 3.1/3.11. If you are using WIN95 please restart your computer in DOS mode.
- RS-232 cable (serial port cable-straight) for connecting the serial port on the PC to the Videoconferencing unit's Data Port 1.
- A *release key*.
- The file containing the software to be uploaded to the Videoconferencing unit.

After setting the Data Port 1 on the Videoconferencing unit to 9600 baud, no parity, 8 databits, 1 stopbit and Modem mode, follow the steps below in order to upload software:

**NOTE!** If the upload is not successful please check appendix A to see that parameters not mentioned in the following table have been set correctly.

Description	Commands for Procomm Plus	Comments
Connect the serial port on the PC to Data Port 1 on the system using the RS-232 cable (serialport cable).		
Start your communication program	pcplus<ENTER> <ENTER>	Removes the start-up screen.
Set communication parameters to 9600 baud, no parity, 8 databits, 1 stopbits.	Alt-P 5 N Alt-8 Alt-1 Alt-S	- Current settings menu - 9600 baud - No parity - 8 databits - 1 stopbits - Save and exit
Set Pace character to '*' (ASCII character with decimal value 42)	Alt-S P A F 42 <ENTER>	- Setup - Main menu - Protocol options - ASCII transfer option - Pace character

<sup>10</sup> For the US: Three external NT-1's, one for each ISDN line, should be connected between the network and the ISDN inputs on the Vision 2000 (the IMUX has built-in NT-1's).

Set no line pacing	<b>E</b> <b>0</b> <ENTER>	- Line Pacing
Set no delay between characters	<b>D</b> <b>0</b> <ENTER> <Esc> <Esc>	- Character Pacing  - - Exit back to Main Menu
Set no software or hardware handshaking	<b>T</b> <b>C</b> <arrow up>/<arrow down> until parameter reads <i>OFF</i> <ENTER> <b>D</b> <arrow up>/<arrow down> until parameter reads <i>OFF</i> <ENTER>	- Terminal options - Soft flow control  - Hard flow control
Set break length	<b>I</b> <b>350</b> <ENTER> <Esc> <Esc>	- Break length - 350 ms  Exit
Power up the system.	<b>Alt-B</b>	Must be sent within 2 seconds after " <i>Break ?..</i> " has appeared on the terminal emulator screen. If successful the respond will be \$ (a dollar sign)
Set the baud rate to 115200 on codec.	<b>baud 115200</b> <ENTER>	Sends the command to the system.
Set the pc com. program to 115200	<b>Alt-P</b> <b>9</b> <Esc>	- Current settings - 115200 baud The \$ should again appear on the PC
Prepare the unit. (Skip this for TANDBERG 6000 & TANDBERG 7000)	<b>flash</b> <ENTER>	A menu with two options will be presented. <i>D - download, Q-quit</i>
Start download (Skip this for TANDBERG 6000 & TANDBERG 7000)	<b>d</b>	Must be lower case <b>Do not press</b> <ENTER>
Start download (ONLY for TANDBERG 6000 & TANDBERG 7000)	<b>loadserial</b> <ENTER>	Must be lower case
Type in your <i>Release Key</i>	<i>nnnnnn</i> <ENTER>	The <i>Release Key</i> is found on a sheet that comes together with the disk. You may correct errors using the backspace key, note that the <i>release key</i> is not case sensitive
Upload your <i>filename.ABS</i> file to your system. (Skip this for TANDBERG 6000 & TANDBERG 7000)	<PageUp> <b>A</b> <i>filename.ABS</i> <ENTER>	- Start upload - ASCII transfer  While uploading is in progress, a sequence of " <i>*.*.*.*</i> " will appear on the terminal emulator screen. This will go on for several minutes. When finished, a status message will appear on the terminal emulator screen. Wait for this message before proceeding.
Upload your <i>filename.PKG</i> file to your system. (ONLY for TANDBERG 6000 & TANDBERG 7000)	<PageUp> <b>O</b> <i>filename.PKG</i> <ENTER>	- Start upload - 1K-XMODEM protocol  While uploading is in progress, a information screen will appear on the terminal emulator screen. This will go on for several minutes. When finished, a status message will appear on the terminal emulator screen. Wait for this message before proceeding.
Delete the NVRAM	<b>eee</b> <ENTER>	After pressing <Enter> it will take a few seconds before the \$ again appear
Quit Procomm Plus	<b>Alt-x</b> <ENTER>	
Restart the system by switching the unit off and on again.		

## 8.10 Getting the hardware serial number by using a PC

On all TANDBERG products it is possible to obtain the *hardware serial number* by connecting the serial port on a PC to the Videoconferencing unit's Data Port 1. The PC should run a terminal emulator program such as Procomm Plus, Telix or similar. The TERMINAL program included in Windows 3.1/3.11 and HyperTerminal program included in Windows 95 may be used for finding the *hardware serial number* but **cannot** be used when upgrading the unit.

The following table describes the main parameters to be set in your communication program. For a more detailed description please refer to chapter 7.6.

After setting the Data Port 1 on the videoconferencing unit to 9600 baud, no parity, 8 databits, 1 stopbit and Modem mode, follow the steps below:

Description	Commands for Procomm Plus ver. 2.0 for DOS	Comments
Connect the serial port on the PC to Data Port 1 on the unit using the RS-232 cable (serialport cable).		
Start your communication program	<b>pcplus&lt;ENTER&gt;</b> <b>&lt;ENTER&gt;</b>	Removes the startup screen.
Set communication parameters to 9600 baud, no parity, 8 databits, 1 stopbits.	<b>Alt-P</b> <b>5</b> <b>N</b> <b>Alt-8</b> <b>Alt-1</b> <b>Alt-S</b>	- Current settings menu - 9600 baud - No parity - 8 databits - 1 stopbits - Save and exit
Power up the Video Conference unit.		The hardware serial number will be displayed on the terminal emulator screen.
Quit the communication program	<b>Alt-x</b>	

## 8.11 Configuration options for ProcommPlus

### Modem options:

All options:  
Default settings recommended

### Terminal options:

Terminal emulation	VT100
Duplex	FULL
Soft flow ctrl	OFF
Hard flow ctrl	OFF
Screen scroll	ON
CR translation	CR
Break length	350 milliseconds

### Display/Sound options:

Default settings recommended

### General options:

Transmit pacing	20 milliseconds
-----------------	-----------------

### Host mode options:

Connection type	DIRECT
-----------------	--------

### File/Path options:

Default path for downloaded files	C:\
-----------------------------------	-----

### Protocol Options:

#### General options:

Abort xfer if CD lost	NO
-----------------------	----

#### ASCII protocol options:

Echo locally	NO
Character pacing	0 milliseconds
Line pacing (1/10 sec)	0
Pace character	42
Strip the 8 <sup>th</sup> bit	YES
CR translation (upload)	NONE
LF translation (upload)	STRIP
CR translation (download)	NONE
LF translation (download)	STRIP

#### Zmodem options:

Error detection method	32-bit CRC
Time and Date stamping	ON
Auto downloading	ON
Receiver crash recovery	ON
Sender crash recovery	ON
Transmit method	STREAMING