Knowledgebase Documentation

DATE: January 18th, 2010

DOCUMENT NUMBER: KB090824-01

TITLE: Procedures for upgrading the firmware on the MBU 400

AUDIENCE: MBU 400 Administrators and Installers

PRODUCTS AFFECTED: MBU 400

DISTRIBUTION: INTERNAL AND PUBLIC DISTRIBUTION

Note – Firmware distribution

These upgrade instructions apply to customers using the MBU 400 in a stand-alone configuration and do not apply to customers using an MBU 400 registered to an AastraLink Pro 160

Firmware releases for the MBU 400 used in stand-alone configuration reside on a central server within Aastra. These releases are downloaded directly to the MBU 400 - either automatically, if configured on the MBU 400 Administrator menu - or manually, if initiated from 420d handset.

Firmware updating takes approximately 15 min. for the base unit and an additional 15 min. per handset.

Firmware Release Streams (1.x and 2.x)

The current release stream for the MBU 400 product line is 2.x.

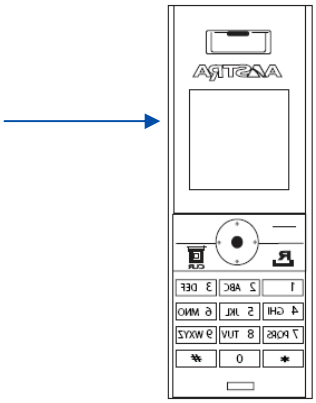
It is important when first upgrading from release stream 1.x to 2.x, to install release version 2.20. This must be done before upgrading to any release beyond 2.20.

Note: An MBU 400 cannot be downgraded from a 2.x release to a 1.x release.

Checking the Current Version

There are two ways to check the current version of firmware running on the MBU 400

- **Via a 420d handset**
  - Press the up volume key located on the left side of the handset



  - Press the bottom part of the circle button to scroll down to view “Version”

- **Via the Administration menu**
  - Log into the MBU 400 Administration menu – the firmware version will be listed on the Welcome screen under “Firmware-Version”

Upgrade Options

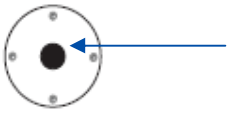
There are two options for upgrading the MBU 400's firmware:

- Immediate – Initiated through a 420d handset
- Automated upgrade scheduling – Configured through the Administration menu

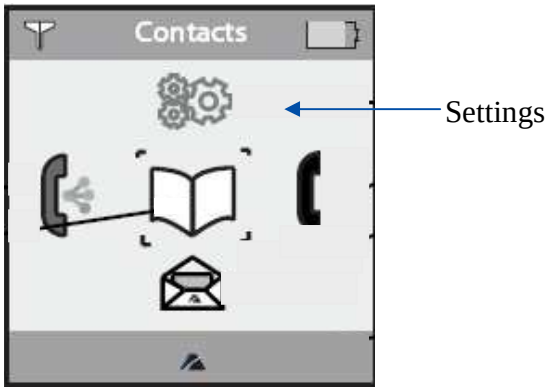
Upgrading - Immediate

Manual upgrading is done through a 420d handset that is registered to the base unit.

- Press the center button on the handset



- Select "Settings" by pressing on the top of the center button, then press the center button to select.



- Scroll down to “System Settings” by pressing the bottom of the center button, then select by pressing the center button.
- Scroll down to “Firmware update” by pressing the bottom of the center button, then select by pressing the center button.
- Handset will then search the Aastra server for releases stored.
- Select the version by pressing center button
- Confirm by selecting “Yes”
- Firmware updating takes approximately 15 min. for the base unit and an additional 15 min. per handset.

Updating - Automated Upgrade Scheduling

The MBU 400 can be set to upgrade automatically off hours, through configuration settings available in the Administration menu. To configure, use the following procedure.

- Using a standard web browser, log on to the MBU 400 Administration menu by entering the IP address of the base unit. (Example - http://10.30.10.1) The default user-id is *admin* and the default password is *22222*.

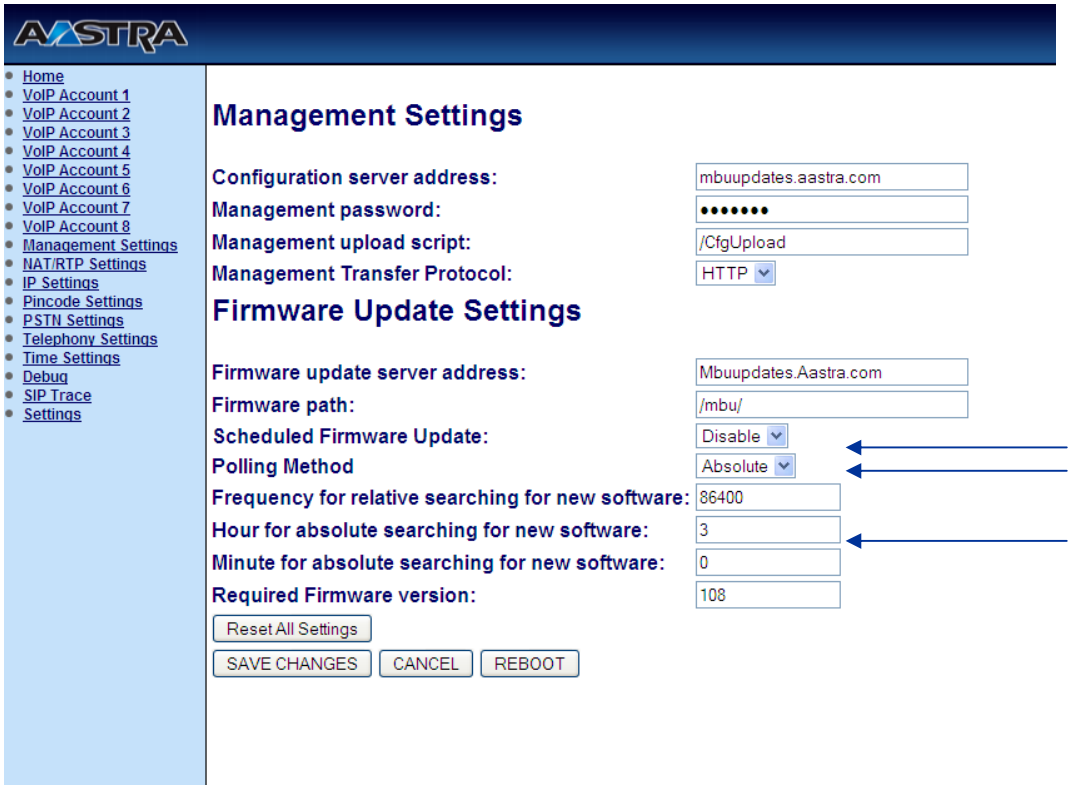
  Note: The IP address of the base unit can be found by pressing the *Up Volume* button on the left hand side of any 420d handset registered to the MBU 400 base unit.
- Select *Management Settings* from the menu on the left of the Welcome screen.
- Under the section labeled “Firmware Update Settings” – set *Scheduled Firmware Update:* to Enable
- Set “Polling Method” to *Absolute.*
- Set the hour of the day you would like the automated update to occur by entering the time in hours in the field “Hour for absolute searching for new software”. (this setting uses a 24 hour clock).
- Click “Save Changes”

Notes:

In some instances, the setting of the "Polling Method" to *Absolute* will take 24 hours to take effect. For example, if you set the time to update to 3:00 am – in some cases the updated will not take effect until 3:00 am the following night. This is a known intermittent bug.

Setting of the "Polling Method" to *Absolute* will mean that the MBU 400 will check for a new software load every day at the time specified. If Aastra posts a new firmware load the MBU 400 will automatically update. If you only want to schedule the automatic updating for a single occurrence you must change the "Scheduled Firmware Update:" back to *Disable* after the unit is upgraded.

Management Settings menu



Technical Support

Should you have any questions, please call Aastra Technical Support for assistance at 1-800-574-1611. Technical Support is available between the hours of 9:00 AM and 7:00 PM (EST) - Monday to Friday (except US holidays).