

AltiGen KB

IP Phone Firmware

Determining the installed firmware version:

The current version of firmware installed on the phone can be determined at the phone itself by hitting the Menu button, selecting the Server menu, then selecting the Version Info menu. The last 4 digits indicate the version number. Alternately, in MaxAdmin, select the PBX menu, then select AltiGen IP Phone Configuration.

Updating the firmware:

Each version of firmware is bundled with our own TFTP server application. TFTP uses port UDP/69. If updating remote phones, make sure this port is open back to the MAXCS server (or whatever server you're running the TFTP software on). Any TFTP server application can be used; AltiGen's application is included for ease of use.

- 1) Unzip all files to the same directory, and launch the TFTP server.
- 2) Set the TFTP Server address on the phone -- either at the phone via Menu -> System -> TFTP Server, or at the MAXCS server via MaxAdmin -> PBX -> AltiGen IP Phone configuration.
- 3) Set the Boot Download option to yes on the phone -- either at the phone via Menu -> System -> Boot Download, or at the MAXCS server via MaxAdmin -> PBX -> AltiGen IP Phone configuration.
- 4) Reboot the phone -- either at the phone via **3 , or at the MAXCS server via MaxAdmin -> PBX -> AltiGen IP Phone configuration. Note that rebooting the phone will disconnect any active calls.
- 5) Wait for the update to complete. You can see status on the phone LCD or via the TFTP GUI. Once complete, the phone will automatically register to the system again.

If you follow the steps above and a phone does not get updated correctly, try repeating the process. If the problem persists, connect the phone directly to a system running the TFTP server via a crossover cable to try to update. Note that you will need to assign a static address to the phone in order for this to work. Try the firmware update process again; if it still fails, contact Technical Support Operations.

Latest Version of Firmware can be found below:

2xAE

<https://know.altigen.com/questions/23/>