

How to Update your Tenor AF, AS, AX, BX, DX or Call Relay 60

This procedure applies to updating any Tenor AF, AS, AX, BX, DX, or Call Relay 60 to the current firmware version. This procedure does NOT apply to the Tenor CMS, Call Relay SP, or the Application Server Platforms. The AF, AS, AX, and BX will use the same ZIP file; the Tenor DX and Call Relay 60 each uses its own ZIP file.

Download New Firmware onto your PC

1. To download Quintum's latest firmware versions please visit: http://quintum.com/support/products/2G/tenor_2G/index.shtml and select the appropriate product.
2. Download the firmware from the Quintum website and unzip the file (i.e. using a program such as WinZip). Save the files to a new, empty directory on your hard drive.

There are two ways to load the new firmware onto the Tenor: using FTP (through Microsoft Internet Explorer) or through DOS. Both procedures are detailed below.

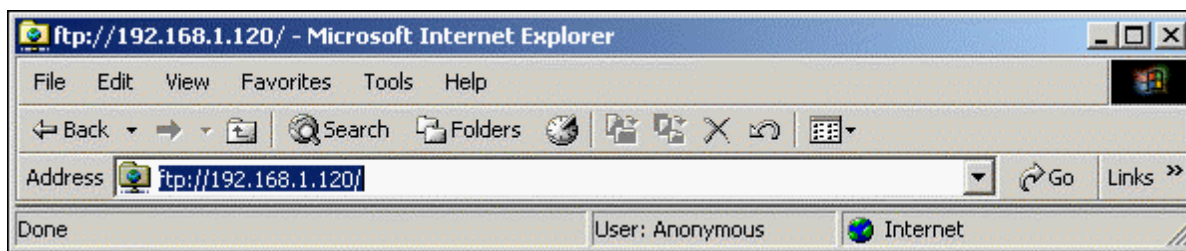
Load New Firmware onto the Tenor (through Microsoft Internet Explorer)

NOTE

Firefox users cannot FTP to the Tenor without an appropriate plug in that allows FTP.

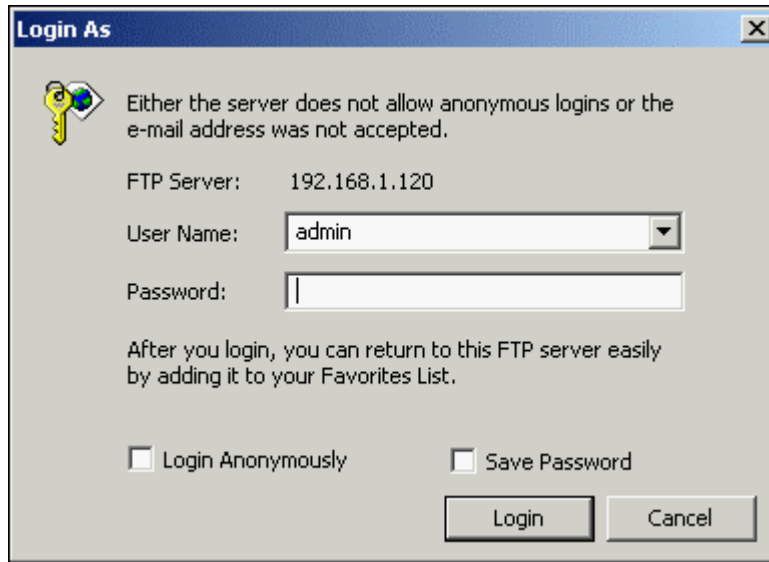
1. Open Microsoft Internet Explorer on your PC. In the address bar, type **ftp://(IP address of your Tenor.)**

Figure 1: FTP Example



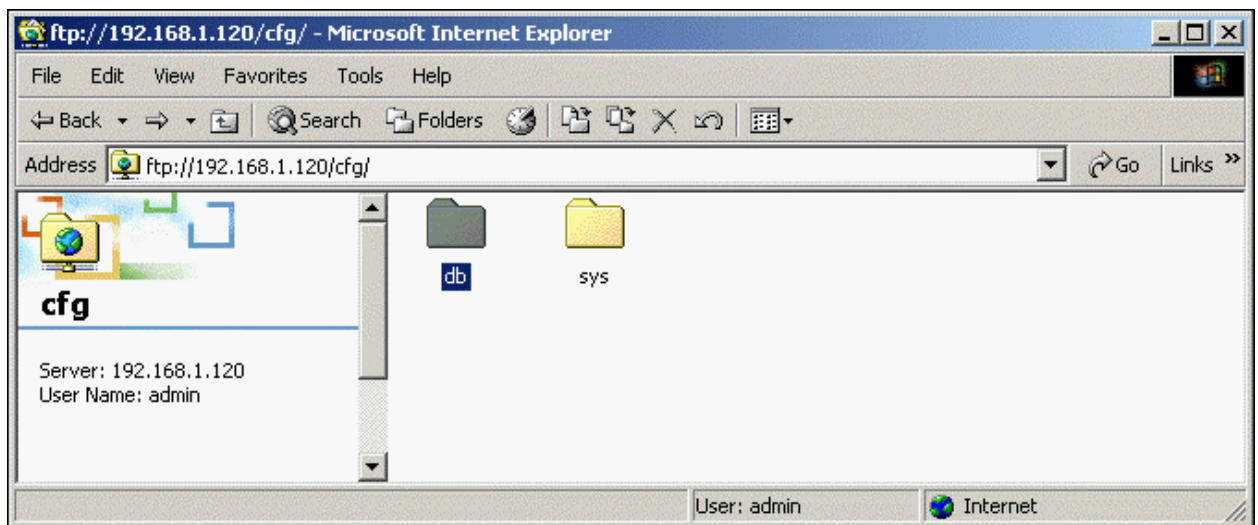
The **Login As** box is displayed. See **Figure 2**.

Figure 2: Login As Box



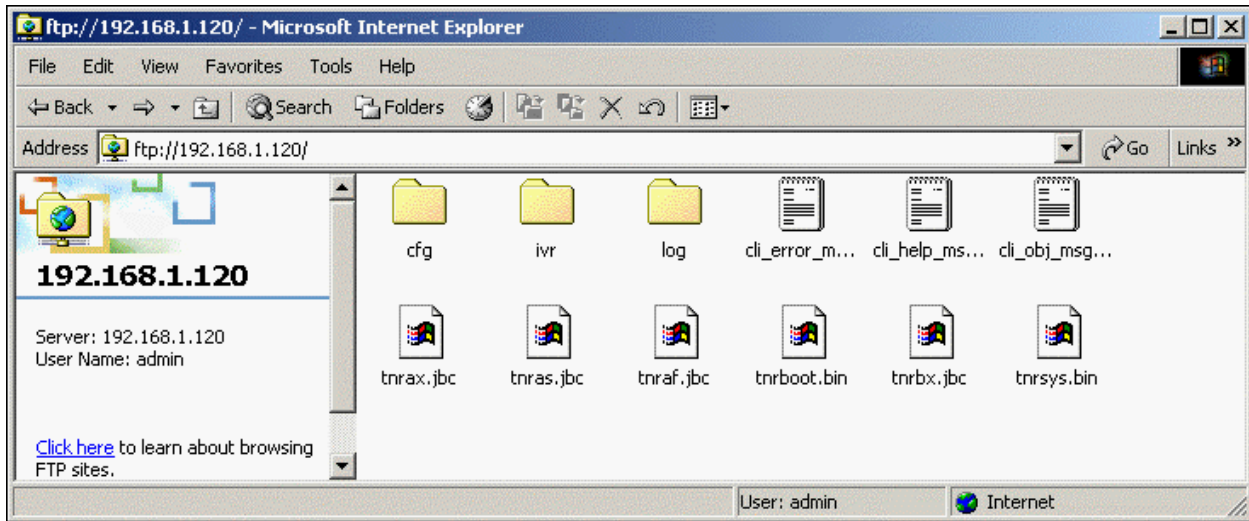
2. Enter your **user name** and **password**. The default user name and password for a Quintum Tenor is **admin**. Click **Login**.
3. Perform a backup on your current configuration in case of unexpected complications during or after the upgrade. Through FTP, retrieve the entire contents of the **/cfg/db** directory and store it in a safe place. See **Figure 3**.

Figure 3: Backup Contents of db directory



4. Return to the root directory of the Tenor. See **Figure 4**. You are now ready to upload all of your unzipped files to the Tenor.

Figure 4: Return to Root Directory - Example of Tenor AS



5. After the file transfer is complete, restart the unit. Depending on the unit, you will need to push the reset button either on the front or rear of the unit. If you are in a remote location, you can also telnet to the unit and use the command **debug reboot**. The Tenor will boot to the login prompt.
6. To confirm the upgrade, initiate a telnet session with your unit and use the command **show -v**. The system software should reflect the upgraded firmware version.

Example:

Tenor AS [0]

```
System Software      P104-12-00  Mar 17 2006, 15:52:12
H323 Module :       3.1.1
SIP Module :        2.1.0
Boot Software       P103-08-08
```

Serial Number: XXXX-XXXXXX

```
FXS Cards:          2 [2 0]
FXO Cards:           2 [2 0]
```

```
Cli Error  file version is 1.22
Cli Help   file version is 1.125
Cli Object file version is 1.15
```

Database Version: DB_CMS_M10_A013_V8.0.00_120105

Load New Firmware onto the Tenor (through DOS)

You can also upgrade the firmware on the Tenor through the DOS prompt as follows:

NOTE

These instructions assume you are familiar with DOS and related commands. If you are not familiar with DOS, consult the related documentation.

1. From your PC, select *Start > All Programs > Accessories > Command Prompt*. The **Command Prompt** window is displayed.
2. Use the CD command to change the directory containing the unzipped firmware files on your local hard drive. The command **cd** will return you to the root directory of your computer.
3. Type **ftp** followed by the IP address of the unit. Press **Enter**.
4. Login with the username and password. Default for both is **admin**.
 - Type **bin** <Enter>
 - Type **hash** <Enter>
 - Type **prompt** <Enter>
 - Type **mput *.*** <Enter>
 - Type **get reset.sys** <Enter>
5. To confirm the upgrade, initiate a telnet session with our unit and use the command **show -v**. The system software should reflect the upgraded firmware version.

Example:

Tenor AS [0]

```
System Software      P104-12-00  Mar 17 2006, 15:52:12
H323 Module :       3.1.1
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FXS Cards:         2 [2 0]
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Database Version: DB_CMS_M10_A013_V8.0.00_120105