Thrane & Thrane

Technical Notification

Date: September – 2007

Explorer ISDN Handset **/** Nera WorldSetPro 108337
SAILOR ISDN Handset 108423
Software Upgrade from 1.7.0 to 1.7.3

Subject:
Thrane & Thrane Norge AS has released a new software for the ISDN handsets. The new software release is 1.7.3, and can be used on all handsets listed above.

Priority:
- **LOW:** For information purposes only – no direct action needed!

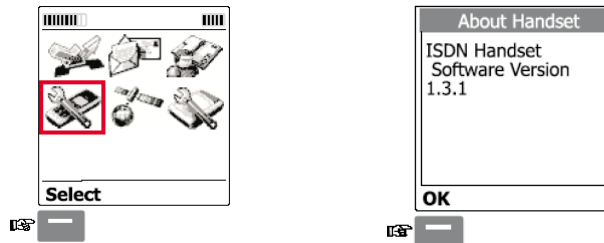**Identification:**
Changes made:
- To prevent the echo canceller from generating noise during power-up, the speaker will remain in normal mode until a call is received or placed.
- The ringing tone volume has been increased and more tone choices have been added.
- The tone choice lead texts have been changed. This has no influence on other functions.
- The key beep and key click volume has been increased to give a more agreeable level. Again, this has no effect on other functions.
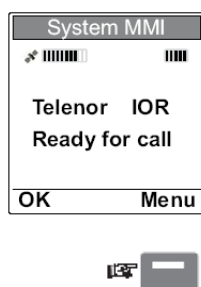
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Action:

BGAN Mode and Normal Mode:

From Start window select "Menu" and then select menu "4.Handset settings", scroll down to the "About handset" menu.

Fleet Mode:

From Start window press the "Menu" key, and then select "Phone Setup".
Scroll down to "About handset".

How to read out the current hardware:

The handset hardware and serial number can be read from the handset label.

Article Code

Serial number
where:
ww=production ID
yy=production year
mm=production month
xxxx=serial-number
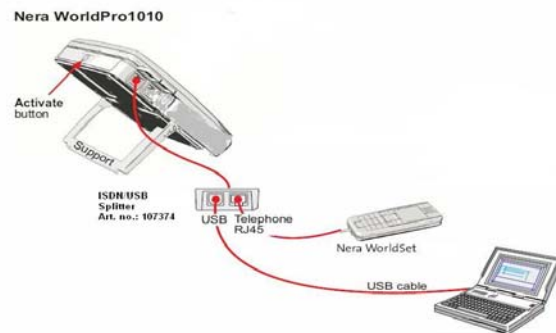
Hardware revision

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ISDN Handset Software upgrading procedure:

It is possible to use a Nera WorldPro / Explorer100/110, Nera WorldCommunicator or a SAILOR Fleet+ terminal for this upgrade.
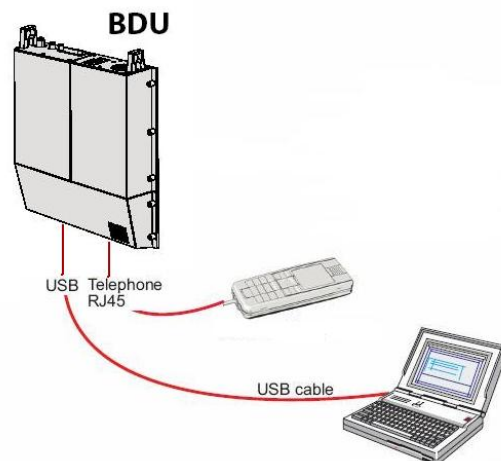
Note: The terminals need the latest available software to support the upgrade. Latest SW versions are available for download from the Extranet.

Pre-requisite: The terminal shall be connected to the PC via the USB interface, and all USB drivers installed. Connect the ISDN Handset to the ISDN port.

If you have a WorldPro1010/ Explorer110 the ISDN/USB splitter has to be used. (see picture:)

If you have a SAILOR Fleet+ Connect the PC to the USB port and install the SAILOR USB drivers.

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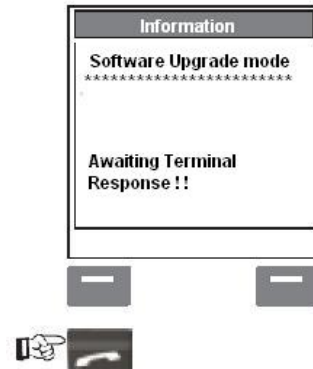
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1. Handset: Power OFF/ON the handset by removing/reconnecting its cable.

If the existing handset software version is 1.5.4 or lower:
Power ON and when the blank screen appears,
press the OFF-HOOK (Redial) key.

If the existing handset software version is 1.5.5 or higher:
Power ON whilst holding down the OFF-HOOK (Redial) key.

2. Now HS is entered into Software Download Mode.

If the existing handset software version is 1.5.4 or lower, the display should be "Welcome To Handset Software Upgradation Mode. Press OK to continue". Press the OK button. "Awaiting response from terminal" should be displayed.

If the existing handset software version is 1.5.5 or higher, "Awaiting response from terminal" will be displayed directly.

3. PC: Start the **SailorIsdnHandsetViaUsbUpgrade.exe**. Make sure that the Fleet+ terminal is detected by the PC Application. Browse and select the handset software upgrade file ("H00_U_01_07_03.ldr") and then press the "Download software to handset" button.
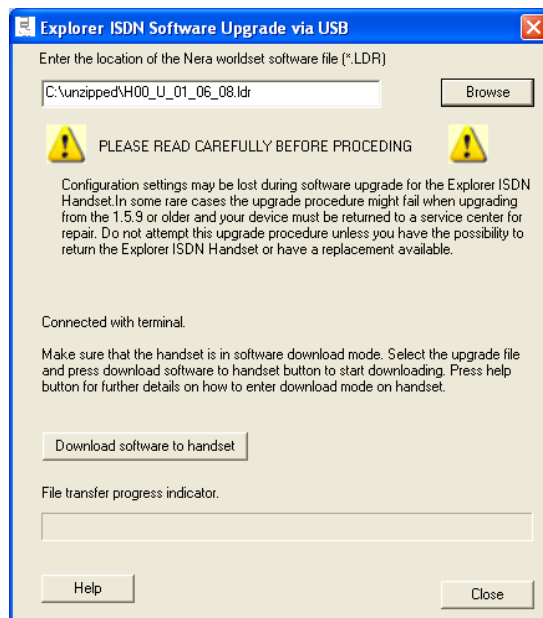
If PC Application does not detect the Fleet+ terminal, make sure that the terminal is connected to the PC, and/or other PC applications are not accessing the terminal USB port.
Close the PC application and start again from step 1.
If the problem still persist, please verify the USB driver installations or contact:

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4. The handset should now display Progress indicator to reflect the download status.

5. When the download is finished, the handset willl display "FLASH BURNING IN PROGRESS. DO NOT DISCONNECT THE HANDSET".

6. Once flash burning is finished, the handset will display "PLEASE DISCONNECT THE HANDSET AND RECONNECT IT TO COMPLETE THE UPGRADE PROCESS".

7. Disconnect the handset and reconnect it to complete the upgrade process.

8. Verify the new software version in the handset settings menu: Menu -> Handset settings -> About.

9. PC: Exit the PC application by pressing "Close".

Device Manager Phone Setups and Handset Settings remains unchanged after upgradation.

Troubleshooting:
If the handset upgrade fails, it is possible to revert to the original factory software:
Press and hold the ON-HOOK/BACK key when power up. Power up by disconnect/reconnect the cable.
In the display two options are given: "Reset" and "Self test".
By pressing "Reset" the handset will revert to factory software and settings.
The user can decide to keep the original factory software or repeat loading the new software

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