



MultiVOIP200 Upgrade Caution

Product Update

10/19/00

Part Number: 82095116, Rev. B

Important read before installation: MultiVOIP200s with H.323 compatible firmware (MVP200 version 2.50 or later) are not compatible with MultiVOIPs using earlier versions of firmware. Also, the MultiVOIP200s with H.323 compatible firmware will not operate behind non-H.323 compliant proxy servers or firewalls.

Choosing Proprietary or H.323 mode for your new MultiVOIP200

The MultiVOIP200s are shipped with the H.323 compatible firmware version 2.50 installed. If you want to run in proprietary mode (compatible with versions prior to 2.50), you will need to download firmware version 2.01D to your MultiVOIP200. Refer to the users guide for instructions to download version 2.01D. Both versions are included on the CD shipped with this product.

Warning: *If the MultiVOIP has firmware version 2.50 installed and you run "MultiVOIP configuration" using software version 2.01D, you will receive the message "This version of the software does not support the MultiVOIP firmware version 2.50. Some of the configuration parameters will be inconsistent and the Download option is disabled. Please contact MultiTech Tech support for the latest software release." If you receive this message, then you need to download firmware version 2.01D to your MultiVOIP200.*

Reasons you may want to use proprietary mode include:

1. If you intend to use your MultiVOIP behind a non-H.323 compliant Proxy server or firewall, you will need to use version 2.01D.
2. If you are installing your new MultiVOIP in an existing Multi-Tech VOIP network and don't want to upgrade all your existing MultiVOIPs to make them H.323 compatible.

Clearing Call Logs before downloading firmware

Before downloading firmware you must clear the call logs. To clear the call logs, run "MultiVOIP configuration" using your old MultiVOIP software. Select Statistics from the Main Menu and then select Logs. Then click on the "clear" button to clear all logs. **Note:** this will remove all previous logs; you may want to print the call logs before you clear them. You can then exit the MultiVOIP software.

Warning: *Call logging will not function properly if this step is skipped.*

Upgrading your previously-installed MultiVOIP200s from 2.01D or earlier to H.323 (version 2.50).

MVP200 version 2.50 Installation Instructions

Note: steps 5 - 9 must be performed locally via the command port.

Note: there are two different MVP200 hardware platforms. If you have the hardware platform where the VOICE CHANNEL 2 LEDs are above the CHANNEL 1 LEDs, you must confirm that sufficient Flash memory is installed before proceeding with the upgrade. To verify this, remove the two screws from the bottom of the chassis and slide the entire cover forward. With the LEDs toward you, verify that the four sockets (U12, U13, U14 and U15) along the left side of the lowest PCB have a Flash memory chip installed. If sockets U14 and U15 are empty, contact Multi-Tech to obtain a Flash Memory upgrade (two Flash memory chips, PN 00929046).

1. Run "MultiVOIP configuration" from your old version of MultiVOIP software and take note of the current settings. Your MultiVOIP will be reset to factory defaults during this upgrade.
2. While still running "MultiVOIP configuration", select Statistics from the Main Menu and then select Logs. Then click on the "clear" button to clear all logs. Note: this will remove all previous logs; you may want to print the call logs before you clear them. You can then exit the MultiVOIP software.
Warning: Call logging will not function properly if this step is skipped.
3. Uninstall your old version of MultiVOIP software by selecting the "Uninstall MultiVOIP Configuration" option from the program group.
4. Install the H.323 compatible software from the MultiVOIP CD.
5. From the program group of the MultiVOIP software, run "Download H.323 Stack" and select the default file.
6. From the program group of the MultiVOIP software, run "Download Voice Coders" and select the default file.
7. From the program group of the MultiVOIP software, run "Download Factory Defaults".
8. From the program group of the MultiVOIP software, run "Download Firmware". Under "File Name", enter "*.upg" and hit enter. There are two different hardware platforms for the MultiVOIP200. If your MultiVOIP200 voice channel 2 LEDs are above the voice channel 1 LEDs, select the file BOOT_200.UPG. If your MultiVOIP voice channel 2 LEDs are to the right of the voice channel 1 LEDs, select the file BOOT_20A.UPG.
Warning: If you select the incorrect file your MultiVOIP will need repair.
9. From the program group of the MultiVOIP software, run "Download Firmware" and select the file mtvoip.bin.
10. Run "MultiVOIP Configuration" and reconfigure your MultiVOIP. The upgrade is complete.