How to Upgrade Firmware on Htek IP Phones

Version 2.0.4.4.24
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Htek IP Phones support using the FTP, TFTP, HTTP and HTTPS protocols to download the upgrade files.

When the phone whose firmware version is 1.0.3.62 or earlier upgrades to 1.0.3.73, you must put the upgrade files(include fw8xx.rom/ fw9xx.rom and img_8xx.bin/ img_9xx.bin) into the server path and the phone will upgrade img_8xx.bin/ img_9xx.bin then automatically upgrade fw8xx.rom/ fw9xx.rom.

After upgrading to the new firmware, in the next time, you will only need to put one file fw8xx.rom/ fw9xx.rom into the server path. Upgrade steps of later than 1.0.3.73 version and earlier than 1.0.3.73 version is the same.

1. Upgrade through HTTP

To upgrade via HTTP, the “Management”->“Auto Provision” ->”Firmware Upgrade” -> “Upgrade Mode” field needs to be set to HTTP, respectively. “Firmware Server Path” needs to be set to a valid URL of a HTTP server, server name can be in either FQDN or IP address format. Here are examples of some valid URL.

e.g. firmware.mycompany.com:5688/Hanlong

e.g. www.mycompany.com:5688/fm/Hanlong

e.g. 218.2.83.110

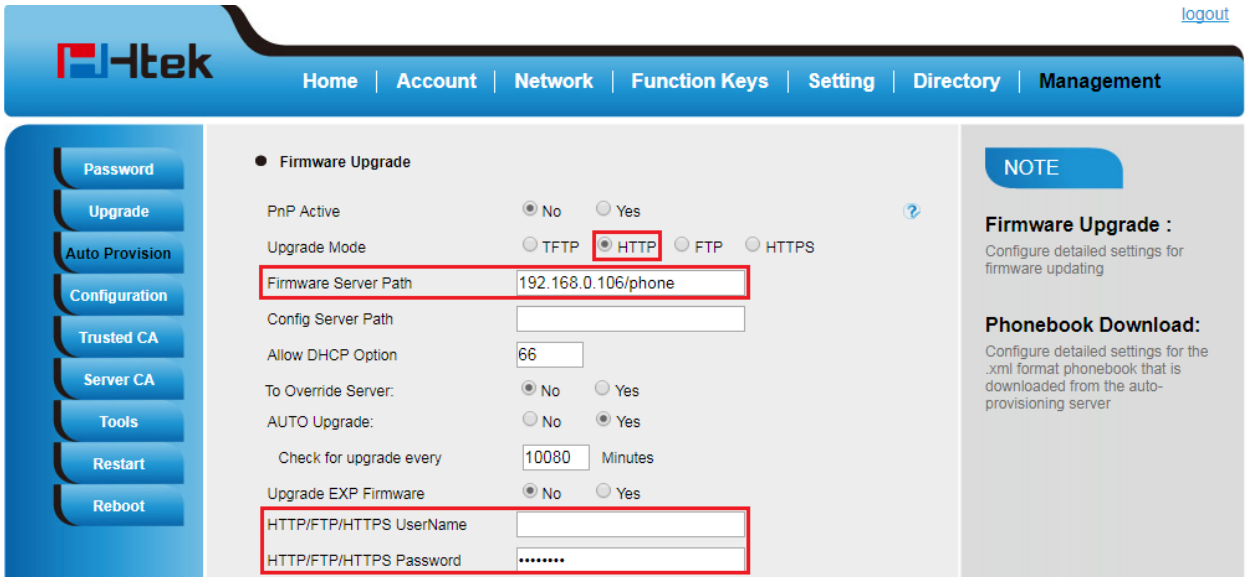
Instructions for firmware upgrade via HTTP:

(1) End users can choose to download the free HTTP server from http://httpd.apache.org/ or use Microsoft IIS web server. Then set up HTTP server.

(2) Unzip the firmware file and put all of them under the root/phone directory of the HTTP server.

(3) Visit “http://192.168.0.106/phone/fw860.rom" on localhost by browser to verify the HTTP Server. If visiting “http://192.168.0.106/phone/fw860.rom" on other computer is no prompt to download fw860.rom file, please check the firewall (Suggest close the firewall).

(4) Change the setting of the IP Phone (192.168.0.106 is HTTP server):



Click “SaveSet”.

(5) Restart the IP Phone, and it will restart and auto-get firmware files from HTTP server.

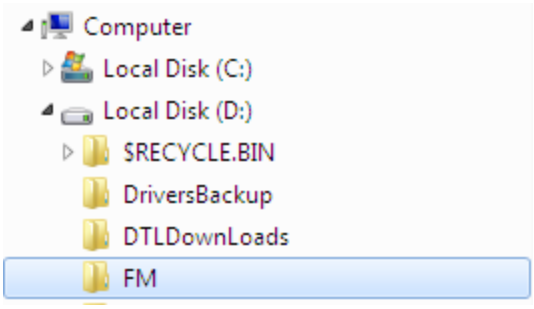
NOTES:

- Htek recommends end-user use the Htek HTTP server. For large companies, we recommend to maintain their own TFTP/HTTP/FTP/HTTPS server for upgrade and provisioning procedures.
- Once a "Firmware Server Path" is set, user needs to update the settings and restart the IP Phone. If the configured firmware server is found and a new code image is available, the IP Phone will attempt to retrieve the new image files by downloading them into the IP Phone's SDRAM. During this stage, the IP Phone's LEDs will blink fastly until the checking/downloading process is completed. Upon verification of checksum, the new code image will then be saved into the Flash. If TFTP/HTTP/FTP/HTTPS fails for any reason (e.g. TFTP/HTTP/FTP/HTTPS server is not responding, there are no code image files available for upgrade, or checksum test fails, etc), the IP Phone will stop the TFTP/HTTP/FTP/HTTPS process and simply boot using the existing code image in the flash.
- Firmware upgrade may take as long as 3 to 8 minutes over Internet, or just 1 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible.
- Hanlong's latest firmware is available at http://www.htek.com/ →Support →Document & Firmware.
- Oversea users are strongly recommended to download the binary files and upgrade firmware locally in a controlled LAN environment.

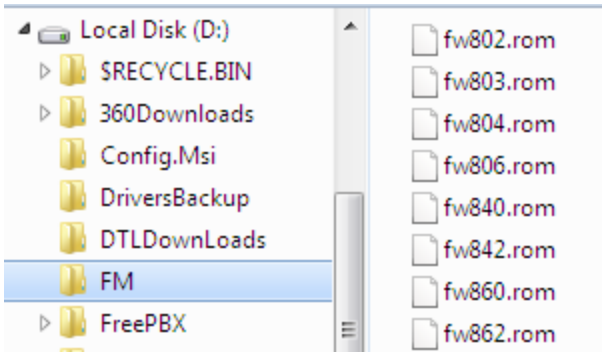
2. Upgrade through TFTP

(1) We recommend that you can install a TFTP Server(e.g. SolarWinds -TFTP -Server.exe).

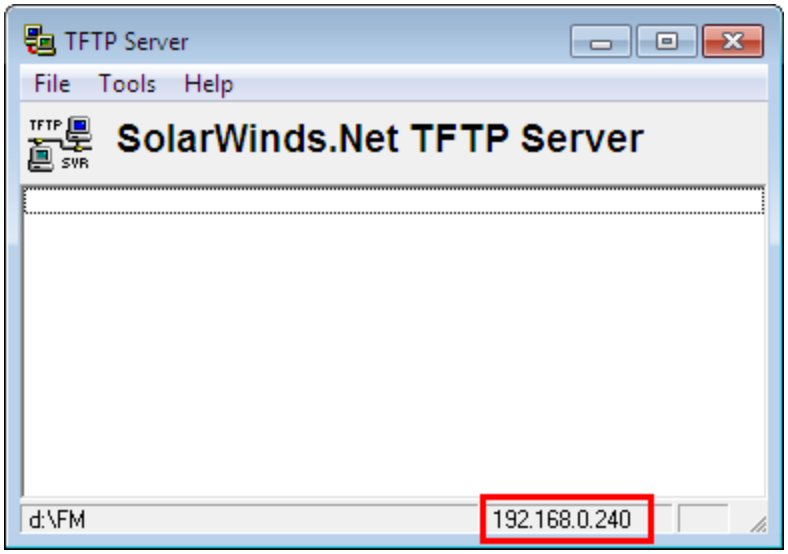
(2) Make a new directory, such as D:\FM.



(3) Unzip the firmware file and put all of them under the directory D:\FM.

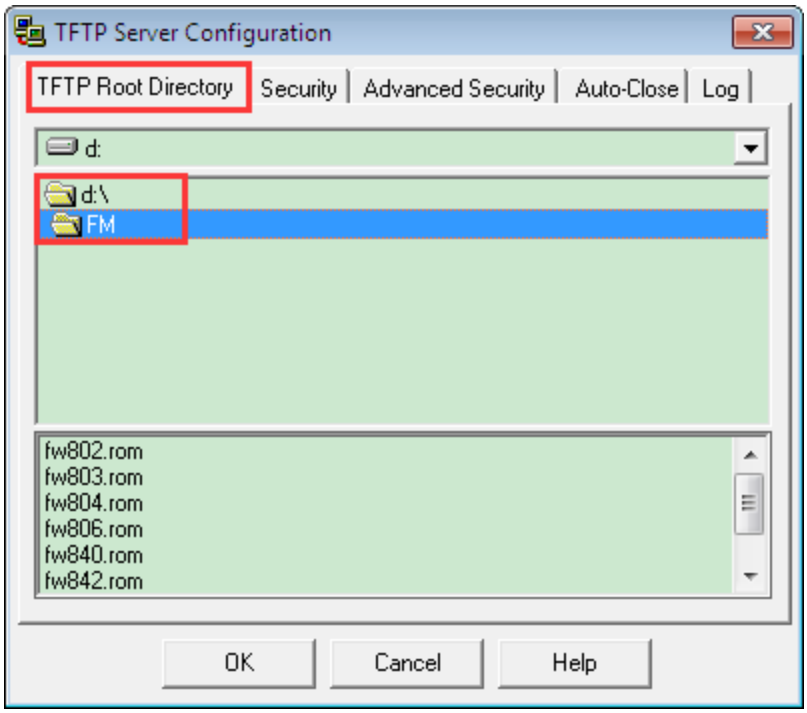


(4) The PC running the TFTP server and the IP Phone should be in the same LAN segment.

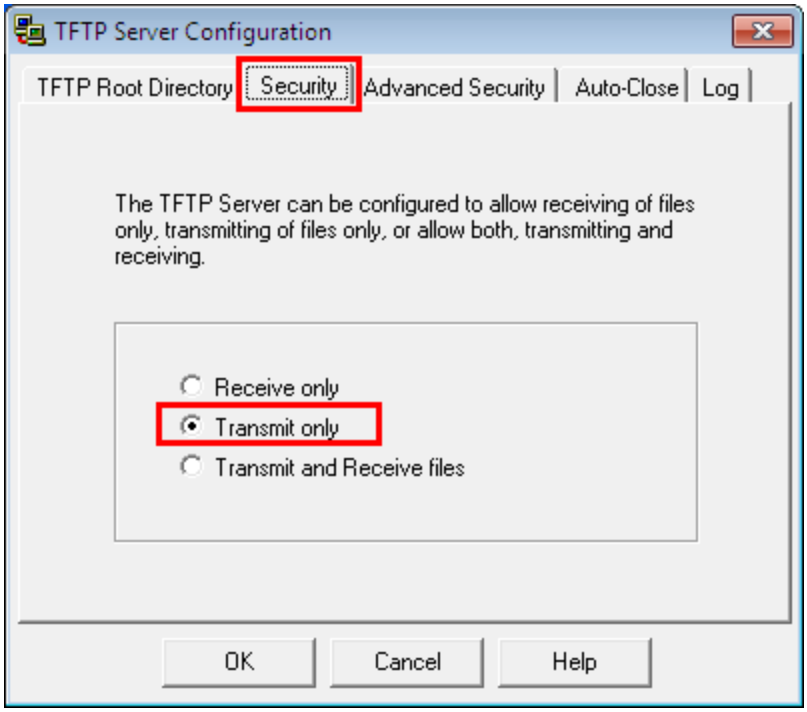


(5) Set TFTP Root Directory to D:\FM.

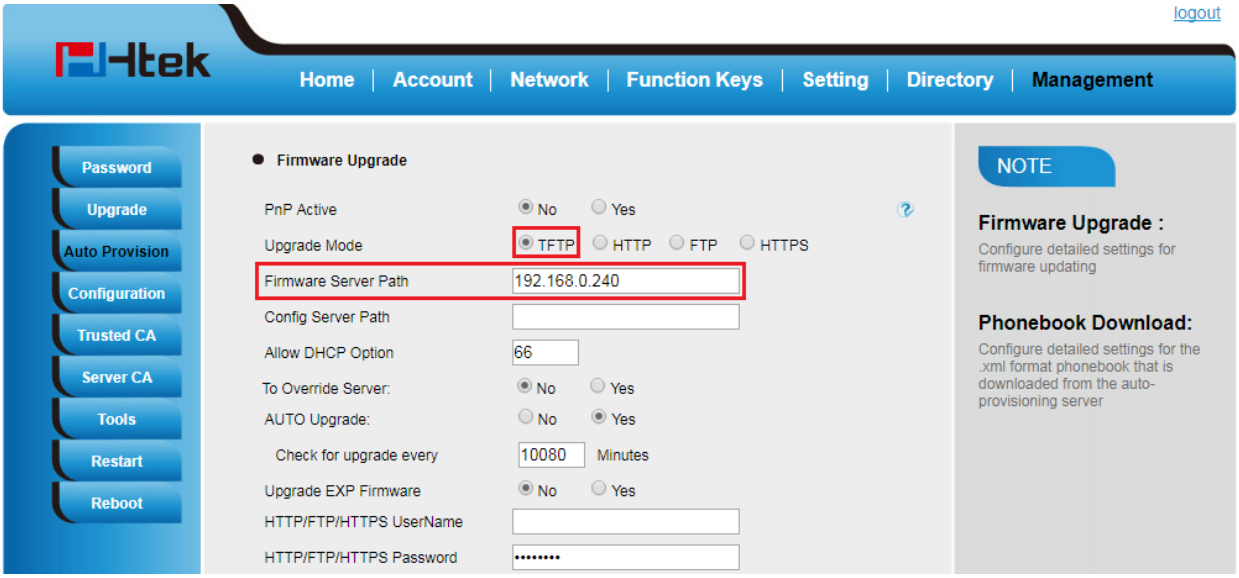
TFTP SERVER → File → Configure



(6) Go to **File -> Configure -> Security** to change the TFTP server's default setting from "Receive Only" to "**Transmit Only**" for the firmware upgrade.



(7) Start the TFTP server, Configure the Firmware Server Path with the IP address (192.168.0.240 is TFTP server) in the IP Phone's web configuration page.

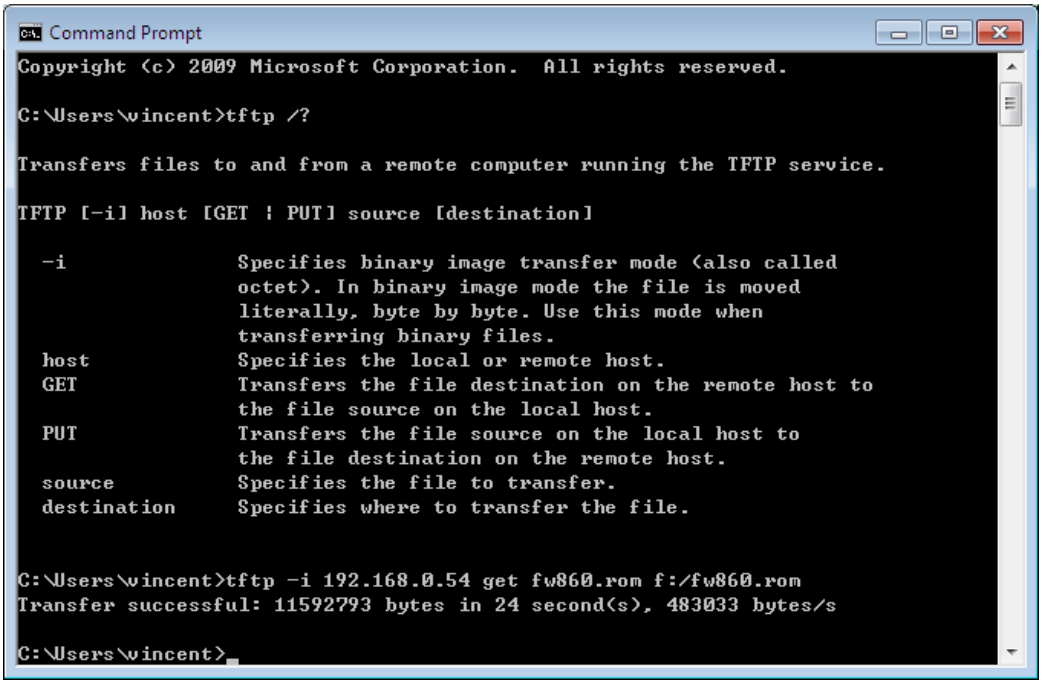


(8) Save the change and restart the IP Phone.

(9) You can test your TFTP server by other PC which is in the same LAN segment.

For examples, in PC which IP address is 192.168.0.126, type command:

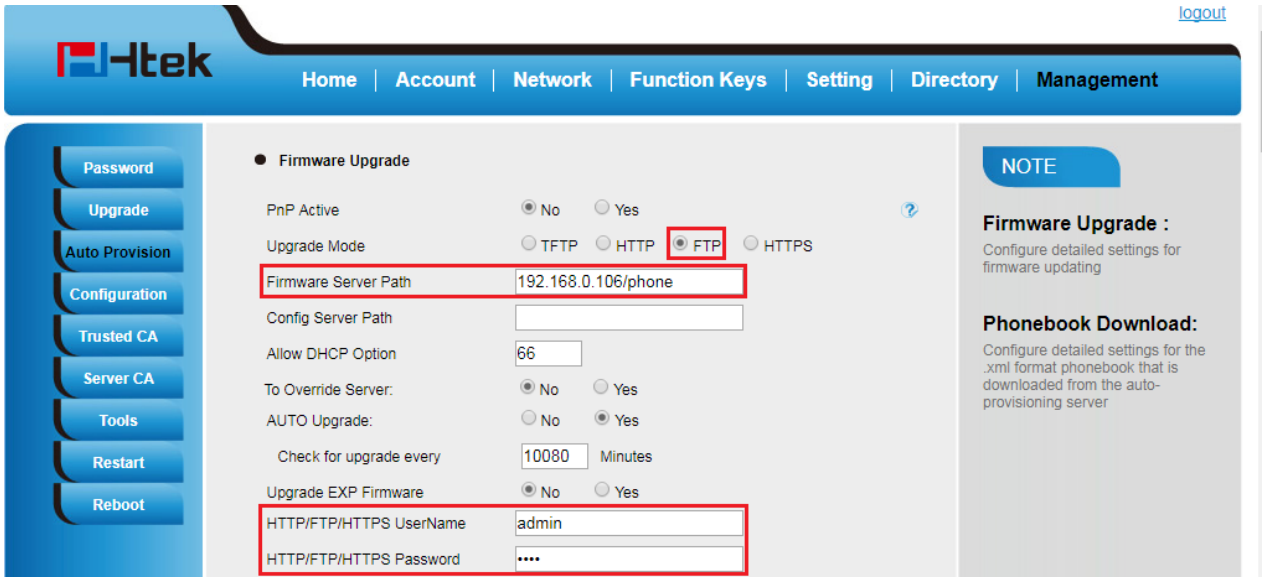
TFTP -i 192.168.0.240 get fw860.rom f:/fw860.rom



If your TFTP server is OK, something like “Transfer successful: ” will be printed in command windows.

3. Upgrade through FTP

(1) Setup a FTP Server(e.g. FileZilla Server).
(2) Unzip the firmware file and put all of them under the *root*/phone directory of the FTP Server.
(3) Configure the FTP Server.
(4) Visit ftp://192.168.0.106/phone/fw860.rom on localhost by browser, enter username and password, and you will view upgrade file. If visiting ftp://192.168.0.106/phone/fw860.rom on other computer is no prompt to download fw860.rom file, please check the firewall (Suggest close the firewall).
(5) Configure the Firmware Server Path in the IP Phone’s web configuration page.(192.168.0.106 is FTP server)



(6) Click the "SaveSet" and then click "Restart" in the webpage.

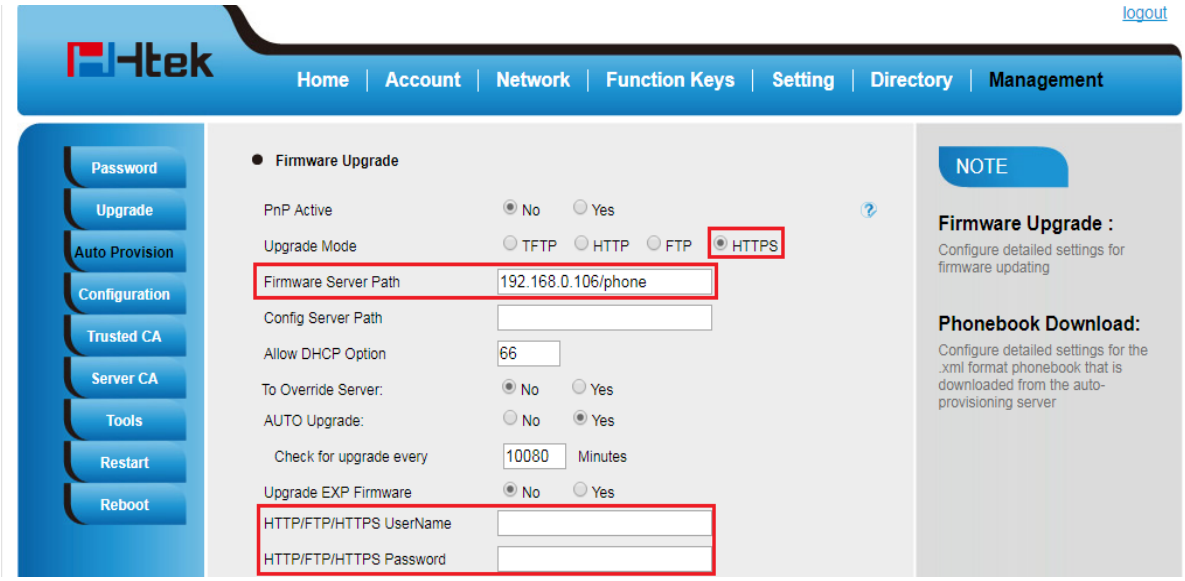
4. Upgrade through HTTPS

(1) Install and configure an Apache HTTPS Server in local computer.

(2) Unzip the firmware file and put all of them under the root/phone directory of the HTTPS Server.

(3) Visit “https://192.168.0.106/phone/fw860.rom” on localhost by browser to verify the HTTPS Server. If visiting “https://192.168.0.106/phone/fw860.rom" on other computer is no prompt to download fw860.rom file, please check the firewall (Suggest close the firewall).

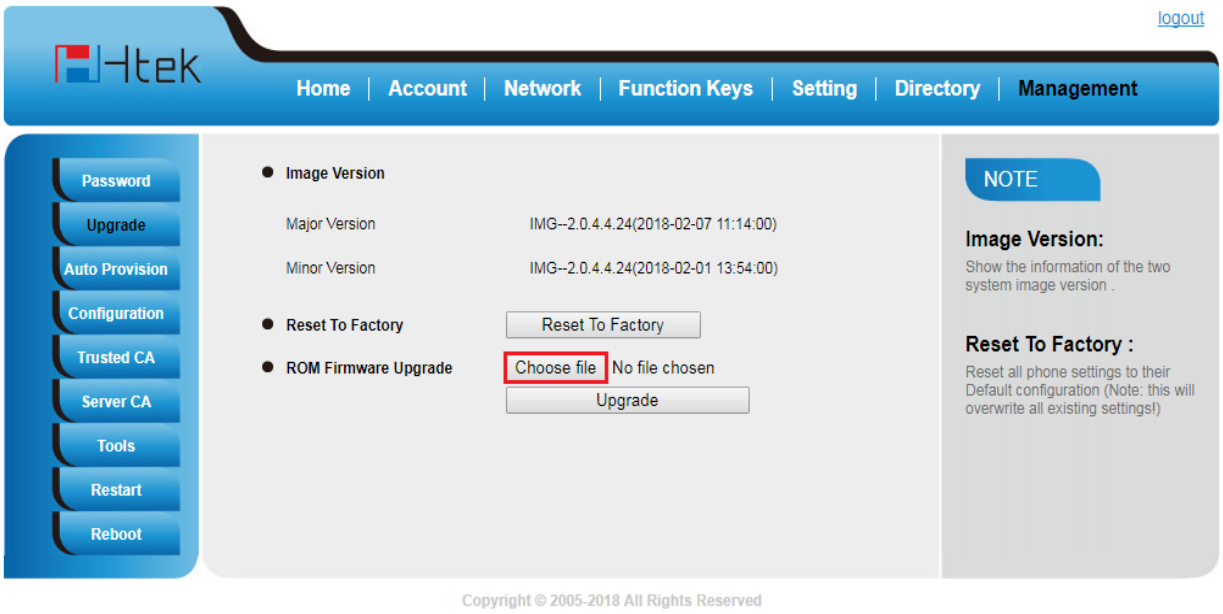
(4) Configure the Firmware Server Path in the IP Phone’s web configuration page. (192.168.0.106 is HTTPS server)



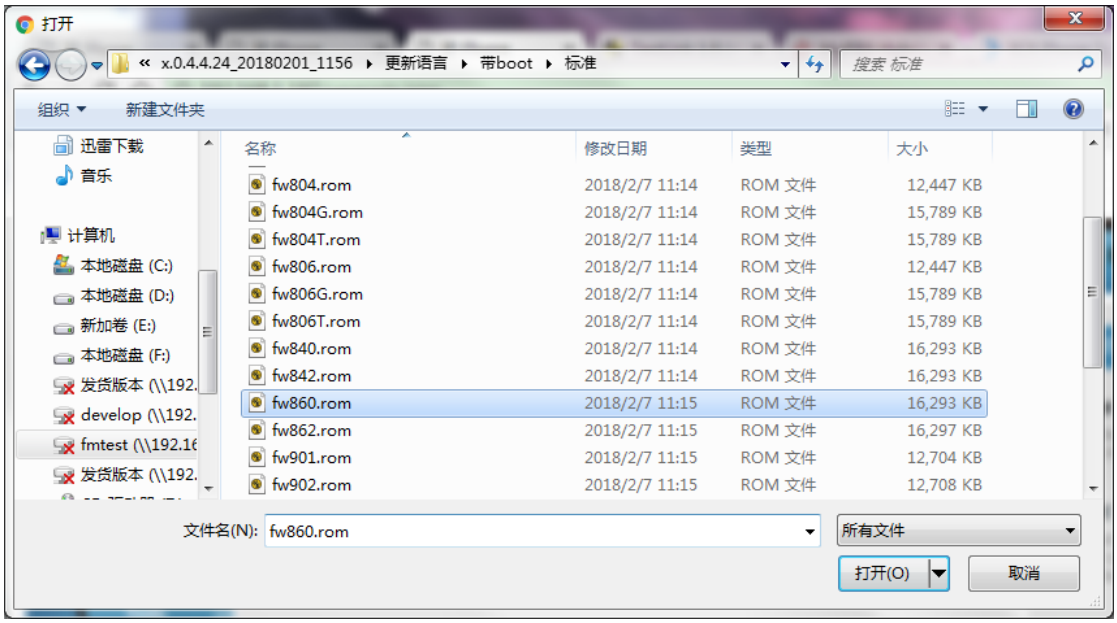
(5) Click the "SaveSet" and then click "Restart" in the webpage.

5. Upgrade through Web Page

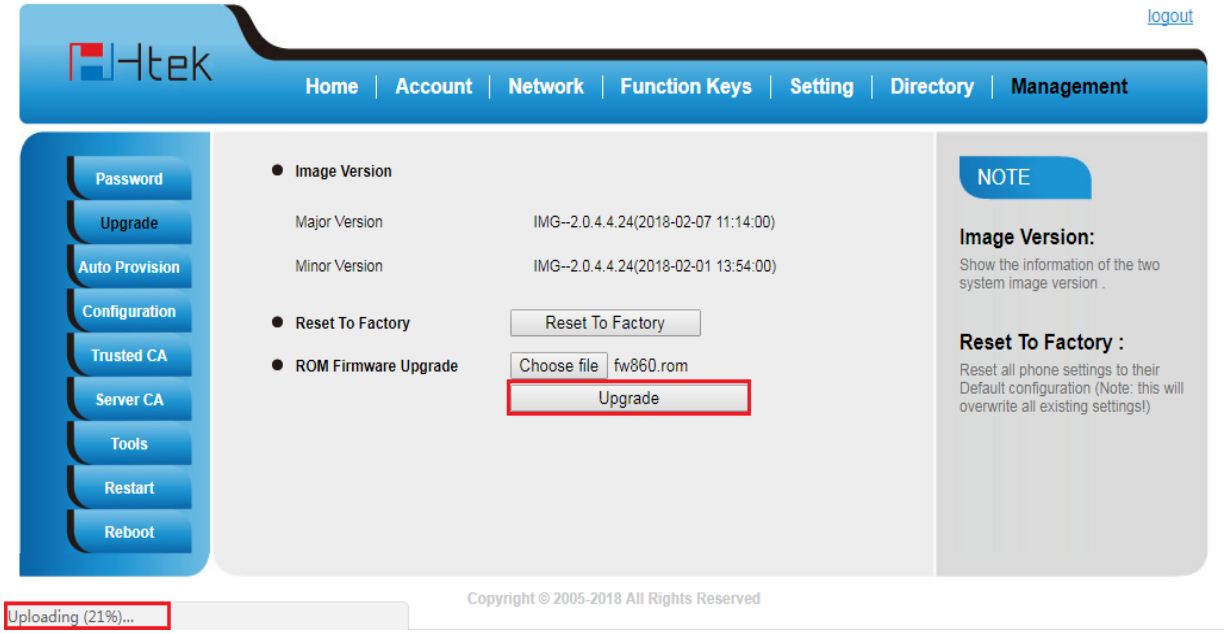
(1) Login the IP Phone's webpage -> Management -> Upgrade -> Select "Choose file", and a file selection window will pop up.



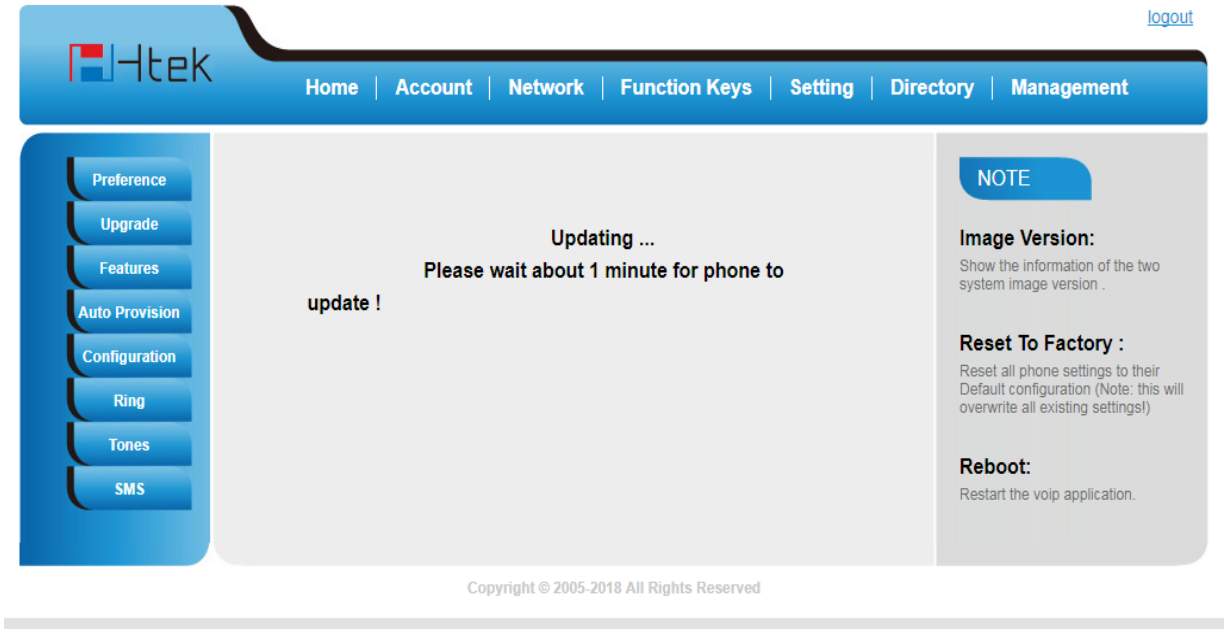
(2) Choose fwxxx.rom file.



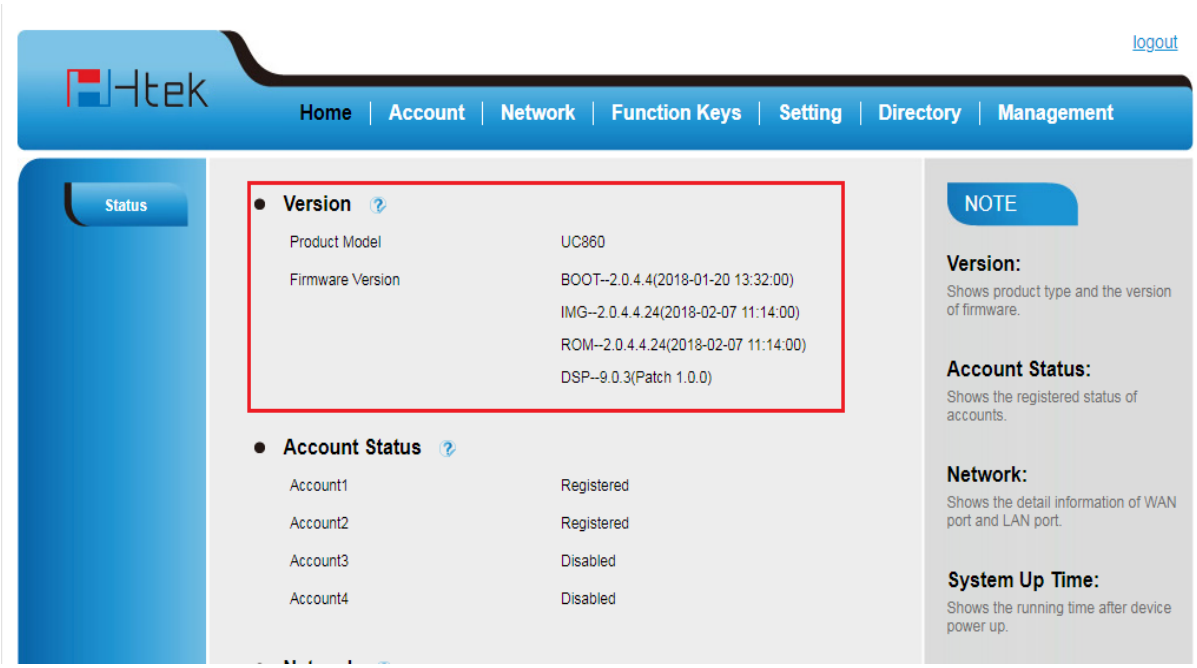
(3) Click "Upgrade". The fwxxx.rom file will be uploaded. The status bar on the page shows the progress of the uploading.



(4) When the upload of the file is completed, the page will be shown as below:



(5) When the phone has finished upgrading, login the IP Phone's webpage -> Home -> Version. Check the firmware of the phone.


logout
Htek
Home
Account
Network
Function Keys
Setting
Directory
Management
Status
Version
Product Model
UC860
Firmware Version
BOOT--2.0.4.4(2018-01-20 13:32:00)
IMG--2.0.4.4.24(2018-02-07 11:14:00)
ROM--2.0.4.4.24(2018-02-07 11:14:00)
DSP--9.0.3(Patch 1.0.0)
Account Status
Account1
Registered
Account2
Registered
Account3
Disabled
Account4
Disabled
NOTE
Version:
Shows product type and the version of firmware.
Account Status:
Shows the registered status of accounts.
Network:
Shows the detail information of WAN port and LAN port.
System Up Time:
Shows the running time after device power up.