

Update Instructions: Telos VX Engine Software 1.1.4-5.12300

22 October 2014

From time to time, software updates are issued for Telos phone products which include feature enhancements, refinements and operational fixes. This document will guide the reader through installing updates to the Telos VX VoIP Talkshow System Engine.

REQUIRED SOFTWARE ALERT

To ensure correct operation, all clients must be updated to the latest available versions. For Telos products, the minimal recommended versions are 1.2.0 for VSet, and 1.0.9.4 for VX Producer.

IMPORTANT – READ BEFORE UPGRADING

Configuration backups were broken in early versions, and therefore are not compatible with v1.1.0 and newer software (which fixes this issue).

If you have not already upgraded to v1.1.0 or better, you should make a backup that works across versions before applying the latest VX software. To do this, log in to VX with SSH (user: *root*, password: *element*) and run the following:

```
cd /flash/config/call_control  
tar -czvf config-backup.tar.gz config tones
```

The resulting file can then be copied to your PC with WinSCP (OS X and Linux users can use the *scp* command line utility). To restore, put the file in

```
/flash/config/call_control
```

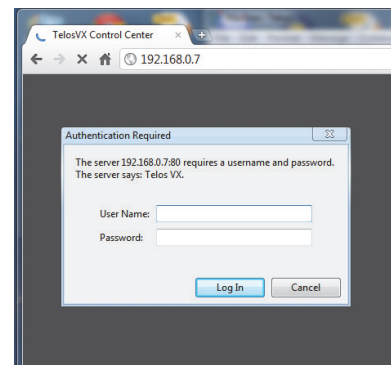
and run:

```
tar -xzvf config-backup.tar.gz
```

Reboot VX to apply the changes.

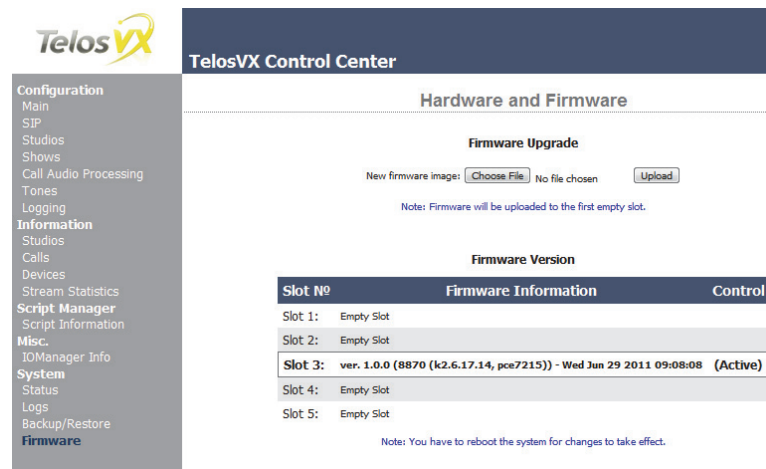
Part 1: VX Engine Upgrade

Since VX components are administered via LAN connection, your first step in upgrading is to note the IP



address assigned to your VX Engine. This is easily obtained by observing the front-panel display of your Engine. You may execute the upgrade using a Web browser on any computer residing on the LAN your VX is attached to.

- 1) Enter IP address of your VX Engine in the address bar of your Web browser and press Enter. You will be asked for a password.
 - Default username is *user*.
 - Default password is not set – leave this field empty.
- 2) Once the VX Control Center web page is loaded, choose *System*, then *Firmware* from the menu. You will see your current firmware in the firmware list, similar to what's shown in the screenshot below.



- 3) Download the latest firmware package from www.Telos-Systems.com and save it to your computer's hard drive. At the time of this writing, the newest released VX Engine version is 1.1.4-5.12300; the update file package is [1601-00512-013-vxengine-1.1.4-5.12300](#).
- 4) Click the *Choose File* button and highlight your new firmware file using the navigation window that opens. Click the *Open* button to select the file for upload.
- 5) Click the *Upload* button and your update package will be transferred to the VX Engine. After the new firmware appears in the image list, *Activate* and *Delete* buttons will appear next to it. Press *Activate*.

Slot №	Firmware Information	Control
Slot 1:	ver. 1.0.1 (9021 (k2.6.17.14, pce7219)) - Fri Jul 22 2011 14:24:09	<button>Activate</button> <button>Delete</button>
Slot 2:	Empty Slot	
Slot 3:	ver. 1.0.0 (8870 (k2.6.17.14, pce7215)) - Wed Jun 29 2011 09:08:08	(Active)

After activating the new software, you'll receive a reboot notification. Press the

- Reboot Now* button. You'll be prompted again to confirm that you wish to reboot; click *OK* and your VX engine will restart.
- 6) Upon reboot, you will be automatically redirected to the VX Engine main page. If more than one minute has elapsed without the main page appearing, your browser settings may not allow redirects. Enter your VX Engine's IP address manually.
 - 7) Return to the *System* → *Firmware* page and confirm that the new firmware has been activated. It will be displayed in the Firmware Information list in bold, and (Active) will be displayed next to it.

Release Notes for VX v1.1.1-5.12300:

[New] Reverse GPIO: Enables using GPIO with other Livewire devices that do not have GPIO ports, by allowing the user to configure actions that are triggered by GPIO outputs, and indications that generate GPIO inputs.

Important: Reverting to firmware version 1.1.1.4 or older will delete all changes to made to the GPIO configuration after upgrading.

[New] Improved Caller ID handling: The name of the caller is now available to handsets and screening software, when provided by the network. The name can also be set during call screening, and updated at any time during the call.

[New] Lockless Conferencing: New option allows multiple calls to be conferenced on the same fader without locking. Note that locking is still necessary for use in conjunction with the *Next* button on controllers.

[Fixed] Bad audio when VX Show was changed during a call. Caused handset audio to be unintelligible for all subsequent calls after changing the show while a call was on handset, requiring a reboot.

[Fixed] Incoming calls from Avaya SIP PBXs were dropped after 32 seconds after accepting.

[Fixed] Incoming calls immediately rejected when used with Avaya CS1000 (previously Nortel CS1000) PBX.

[Fixed] SIP address encoding issues. Caused a number of issues with E.164 phone numbers, including inability to take incoming calls, make outgoing calls, or both.

Release Notes for VX v1.1.1.4-11688:

[Fixed] The temp reading on FP is actually updated

[Fixed] General maintenance fixes.

Release Notes for VX v1.1.0-9652:

[New] Supports new fanless VX engine platform

[New] Option added to enable restoring backed-up network settings

[Changed] Updated SIP Configuration menu interface

[Changed] Added codec information field to Call Information page

[Changed] Improved Caller ID display

[Fixed] Configuration backup and restore
[Fixed] Crash on incoming INVITE without SDP
[Fixed] Issues with HTTP authentication

The way web passwords were stored was broken in previous versions, possibly causing the system to malfunction. This is fixed with v1.1.0, and the password will be reset after upgrading. Old settings are simply ignored.

The system-wide public IP option is removed in v1.1.0 in favour of a separate setting for each server. Users upgrading from v1.0.x will need to set it again as needed.

The semantics of the default domain option are changed. In previous versions setting it to a different value would change the server address of all lines using it. In v1.1.0 it only affects new lines; to change the server address for existing lines, please use the "SIP Server" option.

Related to the above, it is possible that after upgrading, the default domain is shown as "<none>" in the server list. If you experience this, please ask Support for instructions regarding how to fix it.

If you have questions or require assistance, please contact Telos Support at www.TelosAlliance.com/contact/ , or by phone at +1-216-622-0247.