

MultiVOIP400/800 Upgrade Caution

Product Update

1/12/01

Part Number: 82088231, Rev. B

Important read before installation: MultiVOIP400/800s with H.323 compatible firmware (MVP400/800 version 3.50 or later) are not compatible with MultiVOIPs using earlier proprietary versions of firmware. Also, the MultiVOIP400/800s 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 MultiVOIP400/800

The MultiVOIP400/800s are shipped with the H.323 compatible firmware version 3.51 installed. If you want to run in proprietary mode (compatible with versions prior to 3.50 and 3.51), you will need to download firmware version 3.01D to your MultiVOIP400/800. Refer to the user guide for instructions to download version 3.01D. Both versions are included on the CD shipped with this product.

Warning: If the MultiVOIP has firmware version 3.51 installed and you run "MultiVOIP configuration" using software version 3.01D, you will receive the message "This version of the software does not support the MultiVOIP firmware version 3.51. 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 3.01D to your MultiVOIP400/800.

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 3.01D.
2. If you are installing your new MultiVOIP in an existing Multi-Tech VOIP network and do not want to upgrade all your existing MultiVOIPs to make them H.323 compatible.

Upgrading your previously-installed MultiVOIP400/800s from 3.01D or earlier to H.323 (version 3.51).

MVP400/800 version 3.51 Installation Instructions

Note: Steps 4-5 must be performed locally via the command port.

Note: The MVP 400/800 must have 8 MB of Ram to function properly in the H.323 mode. First, verify that two SIMMs are installed. Remove the front panel of the unit. If there are two SIMMs installed, you have 8 MB of RAM. If not and you are upgrading a MVP400/800, you will need to install a second 4 MB SIMM into the empty SIMM socket. The installed SIMM should be a 72-pin dram/ simm/fast page mode, not EDO. The SIMM is available from Supplynet (P/N 94099400). Visit their Web site at www.thesupplynet.com or call 800-826-0279. If you are using proprietary software, one 4 MB SIMM is adequate.

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. Uninstall your old version of MultiVOIP software by selecting the "Uninstall MultiVOIP Configuration" option from the program group.
3. Install the version 3.51 H.323 compatible software from the MultiVOIP CD, including downloading the default setup.
4. From the new program group for the MultiVOIP software, run "Upgrade Software."
5. Run "MultiVOIP Configuration" and reconfigure your MultiVOIP using the settings you noted in step 1. The upgrade is complete.

MANUALLY upgrading your previously-installed MultiVOIP400/800s from 3.01D or earlier to H.323 (version 3.51)

MVP400/800 version 3.51 MANUAL Installation Instructions

Follow this procedure ONLY if you want to MANUALLY upgrade your MultiVOIP.

Note: Steps 5-8 must be performed locally via the command port.

Note: The MVP 400/800 must have 8 MB of Ram to function properly in the H.323 mode. First, verify that two SIMMs are installed. Remove the front panel of the unit. If there are two SIMMs installed, you have 8 MB of RAM. If not and you are upgrading a MVP400/800, you will need to install a second 4 MB SIMM into the empty SIMM socket. The installed SIMM should be a 72-pin dram/simm/fast page mode, not EDO. The SIMM is available from Supplynet (P/N 94099400). Visit their Web site at www.thesupplynet.com or call 800-826-0279.

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. Uninstall your old version of MultiVOIP software by selecting the "Uninstall MultiVOIP Configuration" option from the program group.
3. Install the H.323 compatible software from the MultiVOIP CD.
4. From the program group of the MultiVOIP software, run "Download H.323 Stack" and select the default file.
5. From the program group of the MultiVOIP software, run "Download Voice Coders" and select the default file.
6. From the program group of the MultiVOIP software, run "Download Factory Defaults".
7. From the program group of the MultiVOIP software, run "Download Firmware". Under "File Name", enter "*.upg" and press ENTER. Select the file named boot.upg.
8. From the program group of the MultiVOIP software, run "Download Firmware" and select the file mtvoip.bin.
9. Run "MultiVOIP Configuration" and reconfigure your MultiVOIP. The upgrade is complete.