



System Recovery Procedure for Epygi Devices

Abstract: This guide describes the System Emergency Recovery Procedure for Epygi devices.

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Document Revision History

Revision	Date	Description	Valid for FW	Valid for Models
1.0	02-Sep-15	Initial Release	6.0.2 and higher	QX IP PBXs
			6.0.2 and higher	QX Gateways
			5.3.1 and higher	Quadro IP PBXs
			5.3.1 and higher	Quadro Gateways
1.1	23-Mar-17	Updated for QX20 and QX500.	6.0.2 and higher	QX IP PBXs
			6.0.2 and higher	QX Gateways
			5.3.1 and higher	Quadro IP PBXs
			5.3.1 and higher	Quadro Gateways

1 Introduction

This document describes the **System Emergency Recovery Procedure** on the Epygi QX/Quadro IP PBXs and Gateways (herein Epygi devices).

Power loss or an accidental activation of the reset button while the device is updating the firmware (FW) or trying to boot up ten times without finishing the booting process may cause the device to have no valid FW anymore. On-going alternating blinking of the Fault (red) and the Info (yellow) LEDs indicate this status.

To resolve the problem, download a special emergency FW from the [Epygi Support Portal](#). Each FW is named according the device's model ([Table 1](#) and [Table 2](#)). The recovery procedure will boot your device again.

Note: This procedure will result in executing of a factory reset and losing all voice mails and configuration settings of the device. The device will become accessible again after successful loading of the stopgap FW. Then you can update the device using the desired FW version and upload the configuration (that you hopefully backup and downloaded in a configuration file previously).

QX Line	
QX IP PBXs	Firmware name
QX20	H3-SW.bin
QX50	QX50-SW.bin
QX200	QX200-SW.bin
QX500	H3-SW.bin
QXISDN4+	QXISDNIPPBX-SW.bin
QX Gateways	Firmware name
QXFXO4	QXFXOGW-SW.bin
QXE1T1	QXE1T1GW-SW.bin
QXISDN4	QXISDNGW-SW.bin
QXFXS24	QXFXSGW-GW.bin

Table 1: QX models and firmware names

Quadro Line	
Quadro IP PBX	Firmware name
QuadroM32x	MIDI-SW.bin
QuadroM8L/26x	MIDI8L-SW.bin
QuadroM12Li/26xi	MIDI12Li-SW.bin
Quadro2x2/4L	MICRORPL-SW.bin
Quadro4Li	ISDNIPPBX-SW.bin
Quadro6L	FXOIPPBX-SW.bin
Quadro4x/4xi /16x/16xi	SOHO-SW.bin
Quadro2x/2xi	MICRO-SW.bin
QuadroCS	CS-SW.bin
Quadro Gateways	Firmware name
Quadro FXS 26	MIDIFXSGW-SW.bin
Quadro FXO 4	FXORPL-SW.bin
QuadroISDN	ISDN-SW.bin
QuadroM-E1/T1	MIDIGW-SW.bin
Quadro FXS 16	FXS-SW.bin
QuadroFXO	FXO-SW.bin
QuadroE1/T1	GW-SW.bin

Table 2: Quadro models and firmware names

2 Requirements

Below are listed the required specifications for the recovery procedure:

- PC with Operating systems: Windows 10, Windows 7, Windows XP, Windows Vista,
- TFTP Server software installed on a PC (e.g. – **Tftpd32**).

3 System Recovery Procedure

Upload the Emergency FW as follows:

1. Connect the PC directly to the device's LAN port.
2. Navigate to **Control Panel**→**Network and Internet**→**Network Connections** (Figure 1).

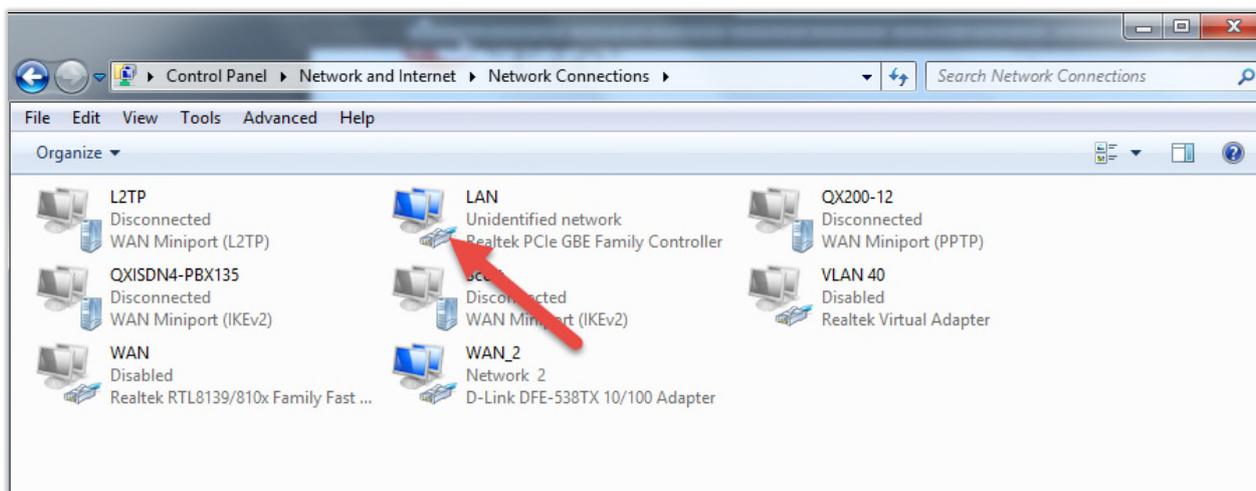


Figure 1: Control Panel\Network and Internet\Network Connections

3. Select the **Local Area Connection** (with the right mouse button) and select LAN Properties (Figure 2).
4. Highlight the Internet Protocol Version 4(TCP/IPv4) and click on the Properties button. **TIP:** Make first a note of the displayed values in that window to make sure that you will be able to reconfigure your PC properly after having finished the emergency firmware procedure.
5. In case of **IP PBXs** – assign the IP address **172.30.0.100** with Subnet Mask **255.255.0.0** to PC (Figure 3).

In case of **Gateways** – assign the IP address **172.28.0.100** with Subnet Mask **255.255.0.0** to PC. Click **OK** to finish this step.

6. Download the **tftpd32.exe** (with **tftpd32.chm** and **tftpd32.ini**) and the **XX-SW.bin** file corresponding to your device from the Epygi's Support Portal.

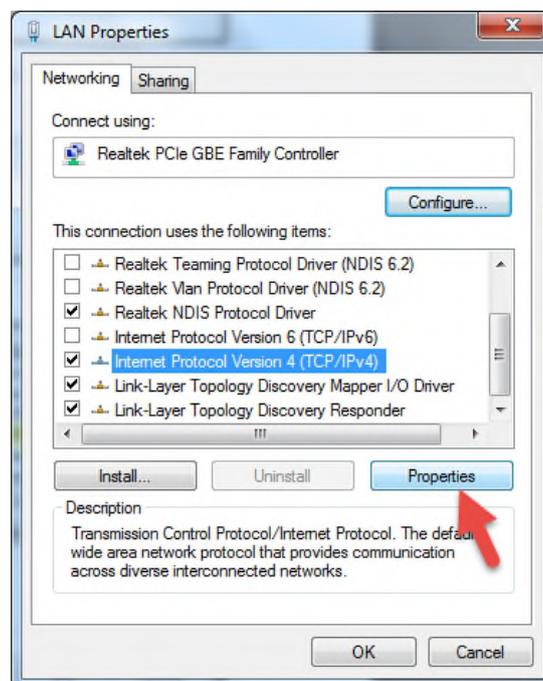


Figure 2: LAN Properties

7. Run **tftpd32.exe** program and configure the following parameters (Figure 4):
 - **Current Directory** requires the path of the XX-SW.bin file stored on the PC.
 - **Server interface** requires the IP address of the PC: 172.30.0.100 for IP PBXs and 172.28.0.100 for Gateways.
8. To start uploading emergency FW, it is necessary:
 - For Quadro devices power on the device.
 - For QX devices press the reset button and keep it pressed during 3-5 seconds.

The red **Fault** LED and the yellow **Busy** LED will stop blinking alternately and start blinking in parallel. This shows that the device has accepted the emergency FW and is loading it. After a few seconds, the device will boot, indicated as follows: The red **Fault** LED will glow for a few seconds, then the yellow **Info** LED will glow for another few seconds while the green **Busy** LED is jittering. As soon as the yellow **Info** LED extinguishes, the boot sequence has been completed successfully.

Now, you may access the device again entering its default IP address (172.30.0.1 for IP PBXs or 172.28.0.1 for Gateways) into the address field of your web browser.

1. **Update** device with the desired **FW version** if required.
2. **Restore** backed up configuration (if stored previously).

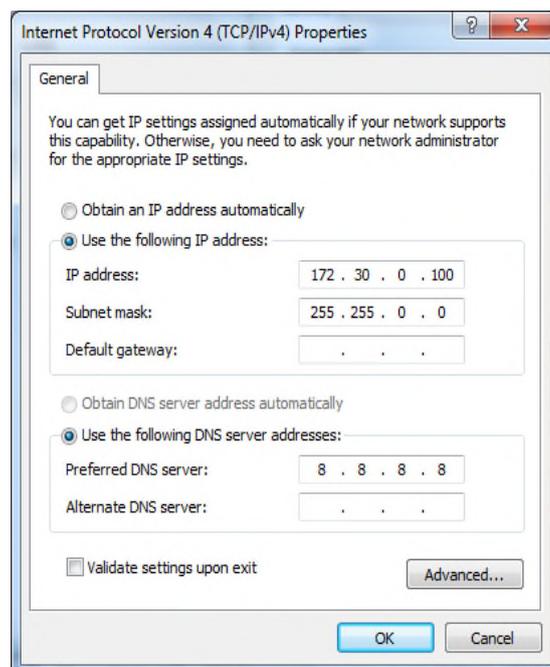


Figure 3: LAN IP address configuration for IP PBXs

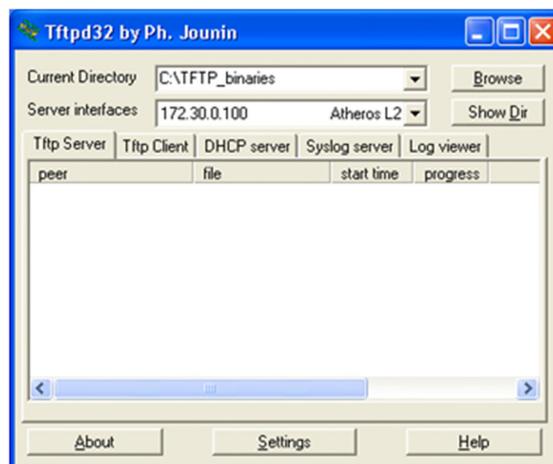


Figure 4: Tftpd32 Configuration

4 References

Refer to the below listed recourses to get more details about the configurations described in this guide:

- Manual-II: Administration Guide for QX IP PBXs
- Manual-II: Administration Guide for QX Gateways
- Manual-II: Administration Guide for Quadro IP PBXs
- Manual-II: Administration Guide for Quadro Gateways

Find the above listed documents on [Epygi Support Portal](#).

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