

Guidelines for Emergency Firmware Recovery

If there was a power loss or an accidental activation of the reset button during a small time period while Quadro is updating its firmware, or if Quadro tried to boot ten times without being able to finish the booting process, Quadro might have no valid firmware any more. Ongoing alternating blinking of the **Fault** LED (red) and the **Info** LED (yellow) indicate this status.

To solve the problem, a special emergency firmware called - depending on the Quadro model - **XX-SW.bin** is placed on the Support section of <http://www.epygi.com/>. This stopgap firmware enables your Quadro to boot again, but

Please Note: A factory reset will be executed, too and all non-stored voice mails and the individual configuration of Quadro will be lost! So after the stopgap firmware is loaded successfully and Quadro is accessible again, you have to update Quadro using the desired valid firmware and to reload the configuration (that you hopefully stored in a configuration file, before the case of emergency occurred).

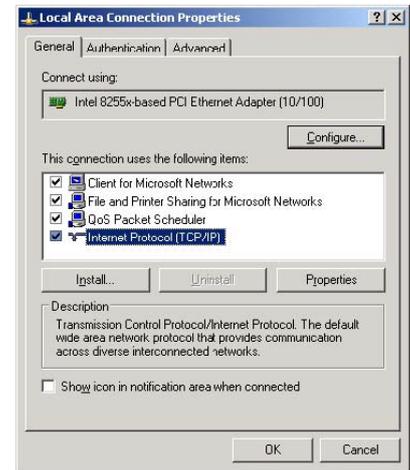
Quadro2x	MICRO-SW.bin	QuadroE1/T1	GW-SW.bin	QuadroISDN	ISDN-SW.bin
Quadro4x and Quadro16x	SOHO-SW.bin	QuadroCS	CS-SW.bin	QuadroFXO	FXO-SW.bin
Quadro6L	FXOIPPBX-SW.bin	QuadroM-E1/T1	MIDIGW-SW.bin	QuadroM32x	MIDI-SW.bin
Quadro4Li	ISDNIPPBX-SW.bin	QuadroM8L/26x	MIDI8L-SW.bin	Quadro FXS 16	FXS-SW.bin
Quadro FXS 26	MIDIFXSGW-SW.bin	QuadroM12Li/26xi	MIDI12Li-SW.bin	Quadro2x2 and Quadro4L	MICRORPL-SW.bin
Quadro FXO 4	FXORPL-SW.bin				

To load this Emergency Firmware on your Quadro, you have to:

1. Connect the Admin PC to Quadro's LAN port directly.
2. Assign the IP address **172.30.0.100** (172.28.0.100 for Gateway products) with the net mask **255.255.0.0** to that Admin PC. Antecede as follows:
 - a. Click the **Start** button. Choose **Settings**, then **Control Panel**.
 - b. Double-click on the **Network Connection** icon to bring up the correspondent window. Select **Local Area Connection** with the right mouse button and select **Properties**.

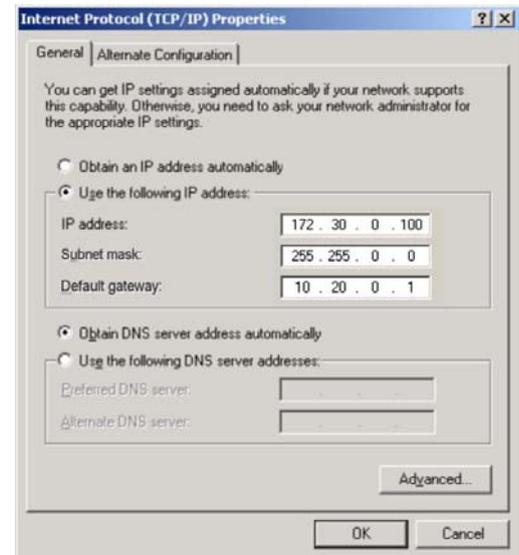


c. Highlight **Internet Protocol (TCP/IP)** and click the button **Properties**. The correspondent window will be displayed.



d. Please 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.

e. Then select Use the following IP address and enter 172.30.0.100 (172.28.0.100 for Gateway products) into the text field IP address and 255.255.0.0 into the text field Subnet mask. Click OK to finish this step.



3. Download the **tftpd32.exe** and the appropriate **XX-SW.bin** file from the Epygi's Web support portal which is corresponding to your Quadro model.

Base Directory requires the path of the tftpd32.exe file stored on the PC.

Server interfaces requires the IP address of the admin PC: **172.30.0.100** (172.28.0.100 for Gateway products).

Current Action shows the port number, the server is listening on. It must be 69.

Please Note: The emergency firmware is loaded automatically to the Quadro device.

The red **Fault** LED and the yellow **Busy** LED will stop blinking alternately and start blinking in parallel. This shows that Quadro has accepted the emergency firmware and is loading it. After a few seconds, Quadro 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 reach your Quadro again entering its default IP address (**172.30.0.1** for IP PBXs or **172.28.0.1** for Gateway products) into the address field of your Internet browser.

4. Update your Quadro with the desired firmware-version again, see **Manual I - Administrator's Guide**, chapter **Firmware Update**.
5. Upload your individual configuration (if stored), see **Manual I - Administrator's Guide**, chapter **Configuration Management**.