



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 Epygi IP PBX/Gateway (herein Epygi devices) is updating its firmware, or if Epygi devices tried to boot ten times without being able to finish the booting process, the devices 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, you should download a special emergency firmware which is placed on the Support Portal of <http://www.epygi.com/>. Each file is named corresponds to the Epygi device's model.

The special recovery procedure (using the appropriate stopgap firmware) described below enables your Epygi device to boot again.

Please Note: This procedure will result in executing of a factory reset and losing all voice mails and the configuration of the Epygi device. The device will become accessible again after successful loading of the stopgap firmware after which you have to update Epygi device using the desired valid firmware and to reload the configuration (that you hopefully backup and downloaded in a configuration file, before the case of emergency occurred).

| Quadro Line | | | | | |
|-----------------------|---------------------------|------------------|------------------------|---------------|------------------------|
| Quadro2x/2xi | MICRO-SW.bin | QuadroE1/T1 | GW-SW.bin | QuadroISDN | ISDN-SW.bin |
| Quadro4x/4xi/16x/16xi | 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 | Quadro2x2/4L | MICRORPL-SW.bin |
| Quadro FXO 4 | FXORPL-SW.bin | | | | |
| QX Line | | | | | |
| QX50 | QX50-SW.bin | QXISDN4 | QXISDNGW-SW.bin | QXFXS24 | QXFXSGW-GW.bin |
| QX200 | QX200-SW.bin | QXFXO4 | QXFXOGW-SW.bin | | |
| QXISDN4+ | QXISDNIPPBX-SW.bin | QXE1T1 | QXE1T1GW-SW.bin | | |

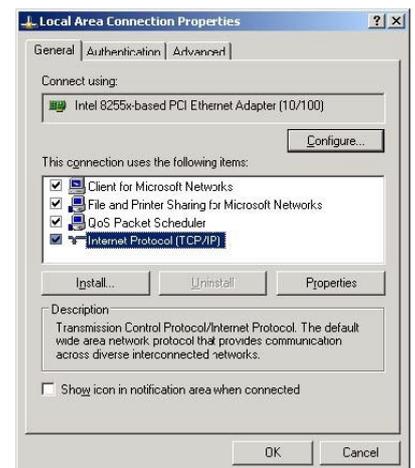
Recovery procedure

To load the Emergency Firmware on your Epygi device, you have to:

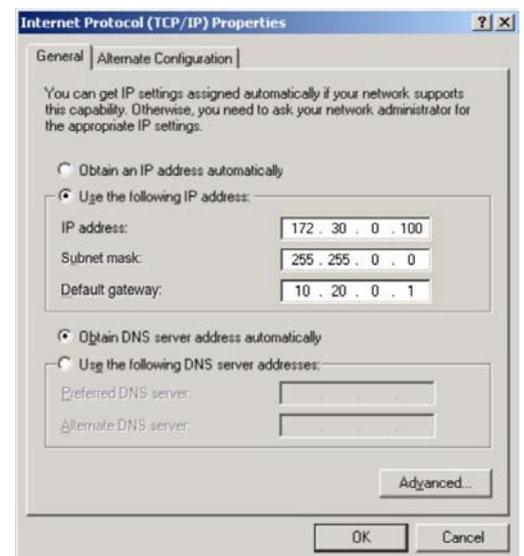
1. Connect the Admin PC to Epygi device's LAN port directly.
2. Assign the IP address **172.30.0.100** for IP PBXs and **172.28.0.100** for Gateways with the net mask **255.255.0.0** to that Admin PC.
3. Click the **Start** button. Choose **Settings**, then **Control Panel**.
 - a. Double-click on the **Network Connection** icon to bring up the correspondent window. Select **Local Area Connection** with the right mouse button and select **Properties**.



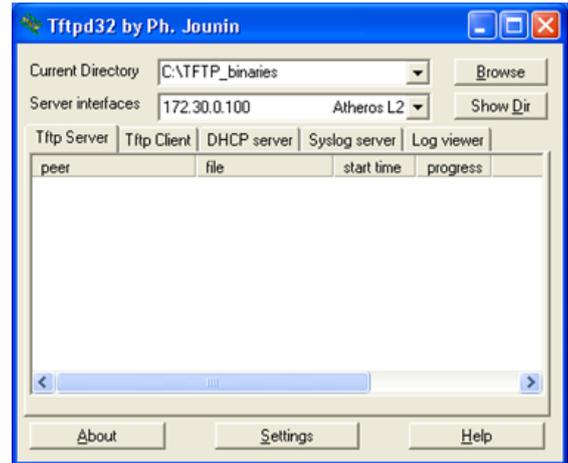
- b. Highlight **Internet Protocol (TCP/IP)** and click the button **Properties**, the correspondent window will be displayed.



- c. 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.
 - d. Then select **Use the following IP address** and enter 172.30.0.100 for IP PBXs and 172.28.0.100 for Gateways into the text field IP address and 255.255.0.0 into the text field Subnet mask. Click **OK** to finish this step.



4. Download the **tftpd32.exe** (with **tftpd32.chm** and **tftpd32.ini**) and the **XX-SW.bin** file corresponding to your Epygi device from the Epygi's Web Support Portal.
5. Run tftpd32.exe program and configure the following parameters:
 - a. **Current Directory** requires the path of the **XX-SW.bin** file stored on the PC.
 - b. **Server interface** requires the IP address of the admin PC: 172.30.0.100 for IP PBXs and 172.28.0.100 for Gateways.
6. To start uploading emergency firmware it is necessary:
 - a. For Quadro products power on the device.
 - b. For QX products press the reset button and keep it in pressed state 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 Epygi device has accepted the emergency firmware 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 reach your 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 Internet browser.

7. Update your Epygi device with the desired firmware-version again, see **Manual II - Administrator's Guide**, chapter **Firmware Update**.
8. Upload your backup configuration (if stored), see **Manual II - Administrator's Guide**, chapter **Configuration Management**.