

IPERUPGRADE MANUAL



1	INTRODUCTION	3
2	INSTALLATION	4
3	WINDOWS FIREWALL CONFIGURATION	4
4	FIRMWARE UPGRADE OF IPERCOM DEVICES.....	5
5	MAIN STEPS IN THE UPGRADE PROCESS OF AN IPERCOM SYSTEM	7
6	USER INTERFACE: FULL MODE	8
	6.1 Projects Section.....	8
	6.2 Provisioning Section.....	9
	6.3 Devices Section	10
	6.3.1 Operations on the list of devices	11
	6.3.1.1 Device selection and filtering.....	11
	6.3.1.2 New devices connected to the system and operating modes for IPerUpgrade	11
	6.3.1.3 Device polling (Refresh settings).....	13
	6.3.1.4 Information on the devices	14
	6.3.1.5 Device status information.....	15
	6.3.2 Deleting from the list the devices no longer present on the system	15
	6.4 Commands Section	16
	6.4.1 Importing the firmware upgrade file.....	16
	6.4.1.1 Selecting the upgrade file from recently imported ones.....	17
	6.4.1.2 Selecting the upgrade file from Urmet cloud.....	18
	6.4.1.3 Selecting the upgrade file from your PC	19
	6.4.2 Device upgrade.....	19
	6.4.2.1 Upgrade steps	21
	6.4.2.2 Flex options	22
7	SAVING THE PROJECT	23
8	USER INTERFACE: RESTRICTED MODE.....	24
	8.1 RESTRICTED MODE: "custom" video door phone upgrade	29
	8.2 RESTRICTED MODE: upgrading Servers 1060/1.....	29
9	PASSIVE MODE: UPGRADING THE OTHER DEVICES	30
10	"CUSTOM" VIDEO DOOR PHONES IN THE PRESENCE OF SYSTEMS WITHOUT SERVER.....	31
11	IPERUPGRADE LOGS	31
12	TROUBLESHOOTING	32
	12.1 IPerUpgrade cannot find the devices connected to the system	32
	12.2 IPerUpgrade shows a wrong IP address on the network interface.....	32
	12.3 IPerUpgrade fails to restore network parameters	33
	12.4 IPerUpgrade fails to upgrade all devices.....	33
	12.5 IPerUpgrade starts in DISABLED mode	34
	APPENDIX A: DEVICE TYPES AND MODELS.....	35
	APPENDIX B: HOW TO UPGRADE "CUSTOM" VIDEO DOOR PHONES.....	35

1 Introduction

The *IPerUpgrade* application allows upgrading the firmware of IPerCom system devices and call forwarding devices. The detailed list of upgradeable devices is shown in the table:

System	Device	Ref.
IPerCom	Soft Touch Call Module	1060/12-13
	Vandal Resistant Call Module	1060/17-18-23
	Alpha modular entry panel with 1060/48	1060/48
	Door Speaker Unit	1060/21-71-74-75-78
	Floor Outdoor Station	1060/22
	Exchange (software application)	1060/41
	Video door phone 7" MAX	1717/3x-4x
	Video door phone 10" MAX	1717/21-22-23
	Video door phone 5" VOG ⁵	1761/6
	Video door phone 7" VOG ⁷	1761/3x
	Video door phone 7" Basic	1741/1-2
	IperCom Client (software application)	1060/43
	Door phone Miro	1160/3
	Server	1060/1
	IPerCom 2Voice gateway	1083/59
Clock Module	1060/85	
2Voice	Multi-user call forwarding device	1083/83
	Call forwarding device	1083/58-58A
2-wire system	Call forwarding device	1722/58-58A
	Call forwarding device	1723/58-58A
4+n door phone	Call forwarding device	9854/58

Table 1

The application is compatible with Windows operating systems, version 7, 8, 8.1 and 10.

In describing how to perform the firmware upgrade, reference will be made to an IPercom system: this content is also valid for upgrading call forwarding devices, unless otherwise specified.



In order to perform the update correctly, the PC where the IPerUpgrade application is running must be connected to the IPerCom system via LAN cable (and not via Wi-Fi) via one of the system switches (do not use any router plant).



In order to be upgraded, the Exchange and IperCom Client must be running on 2 separate PCs and the IPerUpgrade application must be running on a third PC.



The firmware of the other devices of the IPerCom system (Relay Actuators, Key Readers, Lift Interface, iPassan Controller, IPerTalk Server and RTSP Cameras) is not upgraded via IPerUpgrade.

2 Installation

The installation procedure is started by executing the relevant installation file that can be downloaded from www.urmet.com.

During the installation phases, follow the instructions that are shown from time to time in the various user interface windows.



In order to perform the application installation procedure correctly, it is necessary to log on to the PC as a system administrator. Otherwise the installation cannot be performed correctly.

3 Windows Firewall Configuration

The first time the application is run (by double-clicking the desktop icon of the execute file), the Windows operating system may notify you that certain ports on the IP network used for communication between the IPerCom system and the *IPerUpgrade* application must be *unlocked*. This operation is required for proper application operation. If the port unlock on the IP network is managed by *Windows Firewall* module, a warning like the one below is shown to the user:



Figure 1: firewall unlocking on IPerUpgrade application

Select the desired network¹ and press **Allow access** to continue.

¹ For more information about the types of networks on the PC on which the *IPerUpgrade* application is installed, contact your system administrator

4 Firmware upgrade of IPerCom devices

The firmware upgrade of the devices in an IPerCom system can be carried out in 2 different ways depending on whether there is at least 1 *Server 1060/1* properly configured in the system. In detail, this means that the *Server* must:

- be present in the system configuration;
- be configured so as to upgrade other system devices.



To configure a Server 1060/1, refer to the technical manual for the installer.

The 2 upgrading modes are described in more detail below.

SYSTEM WITHOUT SERVER 1060/1 OR WITH SERVER 1060/1 NOT CONFIGURED AS DESCRIBED ABOVE

The devices can only be upgraded via the *IPerUpgrade* app. This applies to a newly installed system as well as to an already operating system to which new devices are added. For newly installed systems, it is not necessary to create any configuration before the upgrade.

SYSTEM WITH AT LEAST ONE SERVER 1060/1 CONFIGURED AS DESCRIBED ABOVE

The *IPerUpgrade* application upgrades only the *Servers 1060/1*. One of these, suitably configured, will then independently upgrade all the other devices.

For a newly installed system, the steps to follow for this second upgrade mode are as follows:

1. using the *IPerUpgrade* application, upgrade the *server 1060/1* (disconnected from the system) to the required IPerCom version;
2. create a minimum system configuration with *Server 1060/1*;
3. configure the *Server 1060/1* so that it can upgrade the other system devices;
4. connect the *Server 1060/1* to the system.

In this way, the *Server 1060/1* is able to upgrade the other devices in the system: any devices added later will be independently upgraded by the *Server 1060/1*.



Refer to the technical system manual for the installer for steps 2 and 3.



If there are several Servers 1060/1, it is necessary to upgrade them all via IPerUpgrade in step 1 and configure them so that they can upgrade the other devices. Any other Servers 1060/1 added later to the system only need to be upgraded via IPerUpgrade.



Call forwarding devices can only be upgraded via IPerUpgrade and not from Server 1060/1.

The upgrade mode via *Server 1060/1* is available from IPerCom version 2.1.

The 2 upgrade modes above correspond to different operating modes of the *IPerUpgrade* application, as described below:

1. if the system to be upgraded has no *Server 1060/1* (or has *Servers 1060/1*, but none configured as described above), the operating mode is **FULL MODE**, i.e. all the devices are upgraded by the *IPerUpgrade* application;
2. if the system to be upgraded has at least one *Server 1060/1* configured as described above, the operating mode is:
 - **RESTRICTED MODE**, at the stage where the *IPerUpgrade* application upgrades *Server 1060/1*;
 - **PASSIVE MODE**, at the stage where the *Server 1060/1* upgrades the other system devices.

The *IPerUpgrade* application is therefore able to recognise the presence of a *Server 1060/1* able to upgrade the system devices: in this case the application upgrades the *Server* (or *Servers*) *1060/1*, and then the *Server* upgrades the rest of the system. At this last stage, the application is used to check the upgrade progress of the various devices.

These operating modes will be described in detail in the following paragraphs.



*For call forwarding devices, the operating mode is always **FULL MODE**.*



*In **RESTRICTED MODE**, *IPerUpgrade* (in addition to *Servers 1060/1*) also allows upgrading any video door phones for which performance or graphic interface customisations has been requested ("custom" video door phones). This upgrade mode will be described in detail in paragraph *User interface: RESTRICTED MODE*.*

5 Main steps in the upgrade process of an IPerCom system

Regardless of the operating mode (**FULL MODE** or **RESTRICTED MODE**), the upgrade process can be divided into five steps:

1. create a new project or upload an existing one,
2. select the network interface through which to connect to the system,
3. acquire the list of all devices that need to be upgraded,
4. select and upload the upgrade file,
5. start the device upgrade step.

For the upgrade process to be successful, the PC where the *IPerUpgrade* application is running must be connected to the IPerCom system via LAN cable and belong to the same subnet as the Ipercom system.

It is useful to associate a single project to each IPerCom system to be upgraded: in this way it is not necessary to select each time the network card through which to connect to the system and to acquire the devices to be upgraded. This will be described in detail in following paragraphs.

The firmware upgrade of the various devices in an IPerCom system is performed using a single file with .mup (Multiple Upgrade Package) extension: this file contains the upgrade files for the single devices.

Instead, call forwarding devices are upgraded through a file with .zip extension (different depending on the type of call forwarding device to be upgraded).





A file with .mup extension allows simultaneous upgrade of devices in an IPerCom system; .zip files, on the other hand, can only simultaneously upgrade call forwarding devices of the same type.

The user interface operation of the *IPerUpgrade* application in **FULL MODE** is described below, followed by the list of differences from **RESTRICTED MODE** and **PASSIVE MODE**.



*There is a fourth operating mode (**DISABLED MODE**) in the event that several devices of IPerUpgrade are connected to the same system. This operating mode will be described in paragraph IPerUpgrade starts in DISABLED mode.*

6 User interface: FULL MODE

The user interface is divided into four sections, which can be opened or closed using special buttons ( and ). The sections are:

- **Projects,**
- **Provisioning,**
- **Devices,**
- **Commands.**

Each section is enabled after entering the data in the previous section.

The operation of these sections is described in detail below.

6.1 Projects Section

Upon start-up the application looks like below:

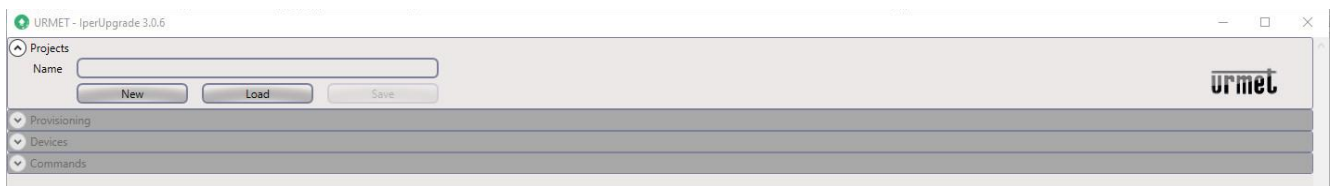


Figure 2: application start-up

In the **Projects** section it is possible to create a new project (using the **New** button) or open one already created and saved (using the **Load** button).

The **New** button opens a Windows window through which it is possible to give a name to the project and define the path where to save it.

The **Load** button opens a Windows window through which it is possible to open a project previously created and saved in a specific path.

The **Save** button (when enabled) allows saving the project.

Project files have .pln extension.

It is advisable to associate a project to each IPerCom system: in this way, every time a firmware upgrade of the system is required, it is sufficient to open the relevant project which will automatically load the network card (with its IP address) used to connect to the IPerCom system and the list of connected devices.

For example, if you create a new project with IPerCom_System name, the **Provisioning** section is enabled, as shown in the figure below:

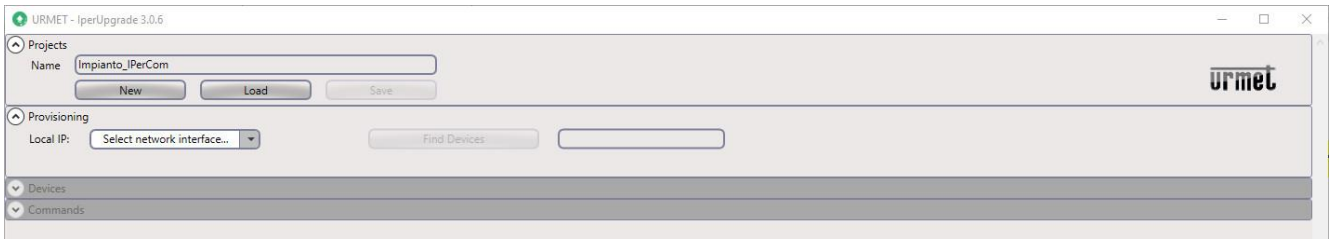


Figure 3: enabling the "Provisioning" section

If, instead, you open a project that has already been saved, the data for the **Provisioning** section are uploaded automatically.

The **Provisioning** section is explained in the next paragraph.



*When you open a project that has already been saved or after uploading the list of devices, when you create a new project (see paragraph Provisioning Section), IPerUpgrade will display a pop-up message indicating its operating mode (except when this is **FULL MODE**). If the operating mode changes while IPerUpgrade is running, it is necessary to detect it using the **Detect Mode + Devices** button (otherwise it does not change).*

6.2 Provisioning Section

In the **Provisioning** section, it is possible to select the network interface through which the PC connects to the IPerCom system. This is possible through the **Local IP** drop-down menu:

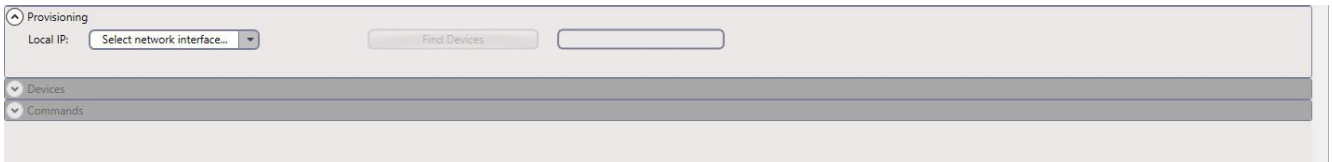


Figure 4: network interface selection



To identify the correct network interface, go to Control Panel ---> Network and Internet ---> Network Connections on your PC and identify the name of the network card with which you are connected to the IPerCom system; or select a network interface (from those listed) whose IP address is consistent with that of the IPerCom system.

After selecting the correct network interface, the **Find Devices** button is enabled:



Figure 5: **Find Devices** button enabled

The **Find Devices** button finds the devices connected to the IPerCom system whose firmware can be upgraded using the *IPerUpgrade* application.

When the devices to be upgraded have been found, they are displayed in the **Devices** section, as described in the next paragraph.

6.3 Devices Section

The **Devices** section displays the devices in the IPerCom system to which you are connected and which can be upgraded via *IPerUpgrade*. Information such as IP address, MAC address and device model is also displayed for each device found.

Some buttons and drop-down menus are also displayed, allowing you to:

- select and filter the devices found in different ways;
- set the polling mode of the devices;
- detect the presence of new devices connected to the system when *IPerUpgrade* is running;
- detect the operating mode of *IPerUpgrade*, when it is running.

The **Devices** section looks like below:

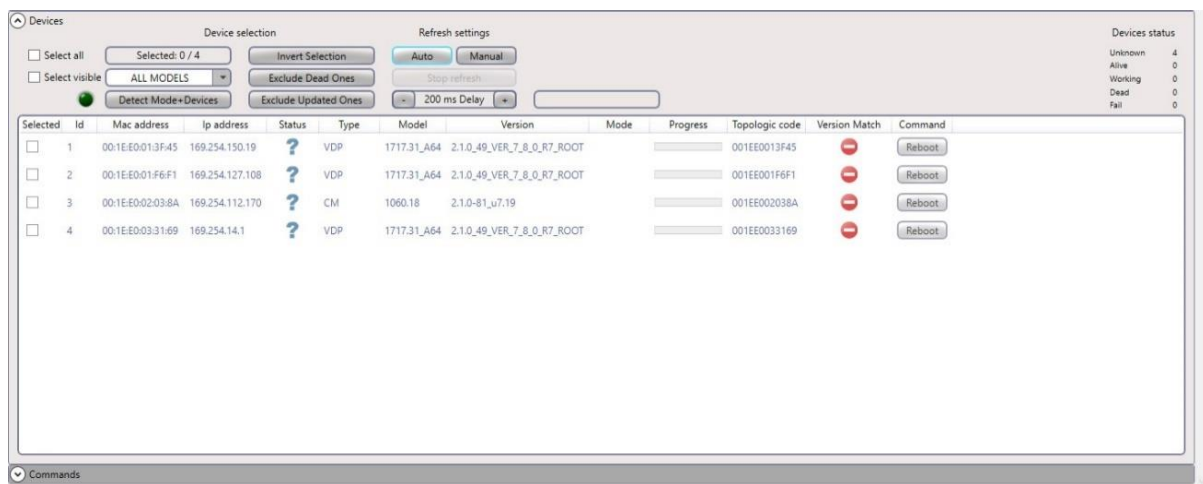



Figure 6: **Devices** section

 Any other IPerCom devices connected to the system but not present in Table 1 are not displayed in the **Devices** section as they cannot be upgraded via *IPerUpgrade*.

In the list of devices found there is no Server 1060/1: this means that *IPerUpgrade* is in **FULL MODE** and therefore will upgrade all the devices.

The operating mode is displayed in the upper part of the application (on the left together with the version) as soon as the list of devices present in the system is populated, or as soon as an already saved project is opened:

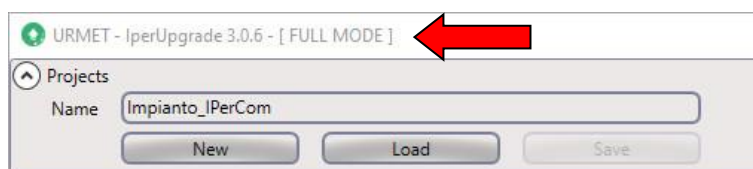




Figure 7: **FULL MODE**

 The operating mode is also displayed in the **Commands** section, as described in the relevant paragraph.

 The operating mode would have been **FULL MODE** also in the presence of Servers 1060/1 not configured as previously described or in the presence of call forwarding devices only.

6.3.1 Operations on the list of devices

The operation of the buttons and drop-down menus in the upper part of the **Devices** section is described below.

6.3.1.1 Device selection and filtering

Select all: if ticked, this box allows selecting all the devices found with the **Find Devices** button (even those not displayed in the list after a filtering operation performed with the **ALL MODELS** drop-down menu). If not ticked, none of the devices found are selected.

ALL MODELS: this drop-down menu allows filtering the list of devices found based on a single device model (see **Model** column in *Figure 6*). Only device models found with the **Find Devices** button are available in the drop-down menu, but not all the available models.

Select visible: if ticked, this box allows selecting only the devices displayed in the **Devices** section; for example, if the **ALL MODELS** filter is set to 1717.31_A64, ticking the **Select visible** box selects only devices of type 1717.31_A64 and not the other devices found with the **Find Devices** button. If this box is not ticked, no device displayed in the list will be selected.

The **Selected x / y** field is useful to display the number of devices actually selected: y is the total number of devices found, while x is the number of devices selected. If x and y have the same value, then all devices have been selected, even if those displayed in the list are fewer (as a result of setting the **ALL MODELS** drop-down menu to a specific device model).

Invert selection: this button allows inverting the current selection of the various devices.

Exclude dead ones: this button allows deselecting devices that are no longer connected to the system or, more generally, devices that cannot be reached via polling. These devices (if selected) are marked in the **Status** column by a red arrow (for further details, see paragraph *Information on the devices*).

Exclude updated ones: this button allows deselecting the devices whose firmware release corresponds to the one that will be uploaded in the **Commands** section, i.e. the devices that have already been updated (for further details, see paragraph *Commands Section*).

6.3.1.2 New devices connected to the system and operating modes for IPerUpgrade

The **Detect Mode + Devices** button allows you to:

- detect the presence of new devices connected to the IPerCom system,
- detect a change in the operating mode of *IPerUpgrade*, when it is running.

The 2 functions are explained in more detail below.

Presence of new devices

If no new devices have been connected to the system, the corresponding circle to the left of the **Detect Mode + Devices** button remains off, as shown in the figure:

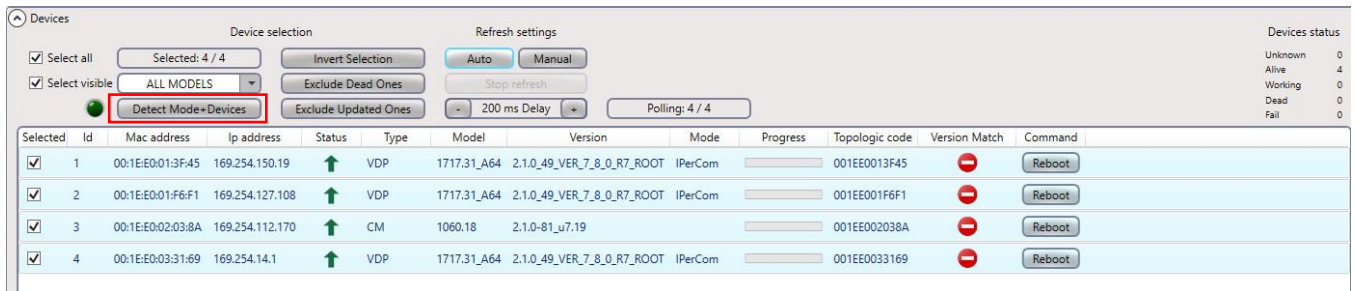


Figure 8: button off

If new devices are connected to the system, the circle in question lights up green, as shown in the figure:

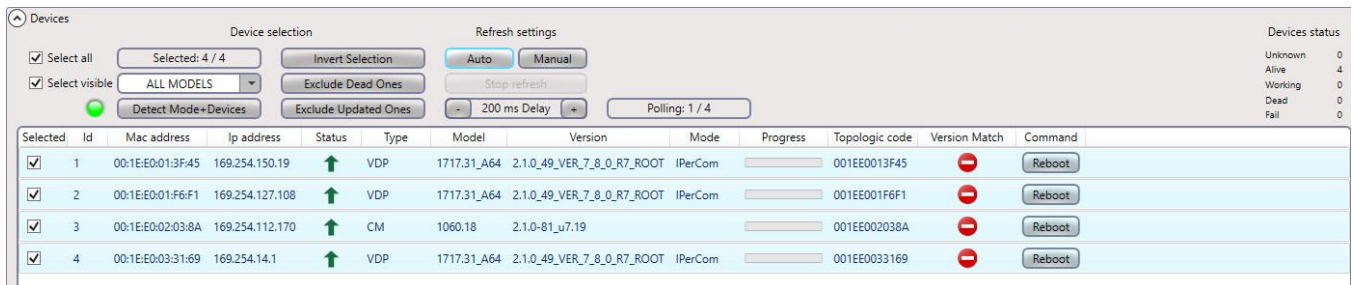


Figure 9: button on

This happens if the new devices are connected to the system while *IPerUpgrade* is running, or (more frequent case) a project is opened that was saved before adding the new devices.

By pressing the **Detect Mode + Devices** button, the new devices connected to the system are added to the list and the circle turns dark green again:

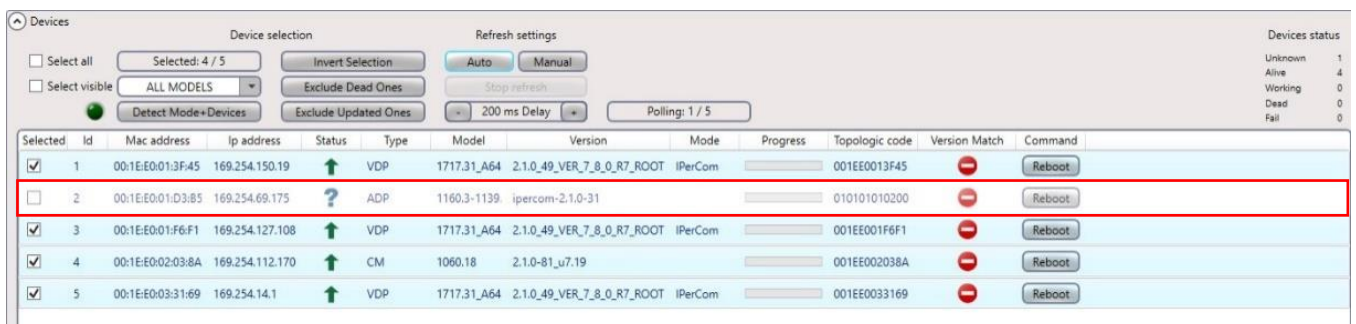



Figure 10: new device added to the list

 If you connect to the system by creating a new project, the new devices are added directly to the list generated with the **Find Devices** button.

Changing operating mode

The **Detect Mode + Devices** button is also useful for forcing a change in *IPerUpgrade* operating mode (when it is running): for example, if you configure a *Server 1060/1* to upgrade the other system devices, *IPerUpgrade* operation switches from **FULL MODE** to **RESTRICTED MODE**. Press the **Detect Mode + Devices** button to force this mode change, which is confirmed by the following message:

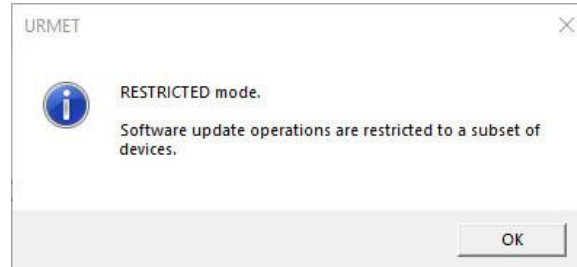


Figure 11: **RESTRICTED MODE**

The mode change is shown in the upper part of the application (on the left along with the version):

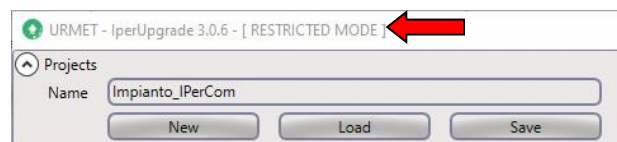







Figure 12: **RESTRICTED MODE** display

 The operating mode is also displayed in the **Commands** section, as described in the relevant paragraph.

 The change of operating mode is not shown by any change in the colour of the green circle to the left of the **Detect Mode + Devices** button.

 For more information on **RESTRICTED** mode, see paragraph *User interface: RESTRICTED MODE*.

6.3.1.3 Device polling (Refresh settings)

The polling display of the various devices can be set in 2 different modes: **Auto** or **Manual**. If set to **Auto**, polling will occur cyclically on each device: the time between polling on 2 devices can be set from 200ms to 5000ms (in 100ms increase steps) using the  and  buttons.

If set to **Manual**, by pressing the **Start refresh** button (no longer frozen), polling of all devices will start from the first and end on the last device. For a further device polling, press the **Start refresh** button again.

6.3.1.4 Information on the devices

For each device found (with the **Find Devices** button) information is available, grouped in the table below:


Column Name	Meaning/Possible values	Icon
ID	Unique device identifier	----
Mac address	Device MAC address	----
IP address	Device IP address	----
Status	<i>Alive</i> : correct device polling	↑
	<i>Dead</i> : unable to poll the device (e.g. if the device is not connected to the system or is faulty)	↓
	<i>Unknown</i> : the device has not been selected or the application is waiting for a response from the device	?
	<i>Upload/Upgrade</i> : device firmware upgrade or firmware upload is in progress	↔
	<i>Fail</i> : the upgrade process has failed	⚠
Type	Device type (*)	----
Model	Device model (**)	----
Version	Software version on the device	----
Mode	Type of system detected (field valued only for some devices).	----
Progress	Progress of the upload and upgrade phase.	Progress bar green for upload phase / red for upgrade phase
Topologic code	Device position in the system topological structure (***)	----
Version match	<i>Matches</i> : the imported firmware version matches the one already present on the device	✓
	<i>Doesn't match</i> : the imported firmware version does not match the one already present on the device	⊖
	<i>Unknown</i> : no version to be imported has been selected yet	⊖






Table 2

(*), (**): the device types and models are shown in *APPENDIX A: DEVICE TYPES AND MODELS*;

(***): if the device is not configured, its MAC address is displayed;

The **Reboot** button allows rebooting the devices.

 It is possible to sort the list of devices found according to the columns in the table by simply clicking with the mouse on the column header.

 The **Version match** column contains the  icon as default value, because no firmware upgrade file has been imported yet and therefore it is not possible to compare it with the version already present on the selected devices. As soon as a file with .mup or .zip extension is imported, the column in question shows the  icon for the devices whose firmware releases match the imported one and  for devices for which there is no match. After successful firmware upgrade, all devices will show the  icon.

6.3.1.5 Device status information

On the right of the **Devices** section there is a summary table on the operating status of the devices, as shown below:

- number of devices in **Unknown** status (not selected in the list),
- number of devices in **Alive** status (working normally),
- number of devices in **Dead** status (not working),
- number of devices in **Fail** status (with upgrade process not completed),
- number of devices in **Working** status (with upgrade process running).

6.3.2 Deleting from the list the devices no longer present on the system

If some devices are no longer connected to the system (e.g. because they are faulty), they will be displayed with a red arrow (↓) in the **Devices** section (after opening the relevant system project).

In systems without Server 1060/1, simply press **Find Devices** key to remove them from the list. In this case, the following dialogue box is displayed:

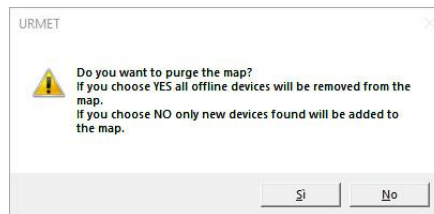


Figure 13: deleting the devices no longer connected to the system from the list

If you press the **Yes** button, *IPerUpgrade* performs a new search only of the devices connected to the IPerCom system: those marked with a red arrow will no longer appear.

The **No** button has the same effect as the **Detect Mode + Devices** button, i.e. it only adds the new devices connected to the system to the list.



*In systems with at least one Server 1060/1, any devices no longer connected to the system will continue to be shown in the list with the corresponding red arrow. It is possible to exclude them from upgrade operations using the **Exclude dead ones** button.*

6.4 Commands Section

In the **Commands** section, you can select the firmware upgrade file from your PC, import it into *IPerUpgrade* and start the device upgrade step. The **Commands** section looks like below:

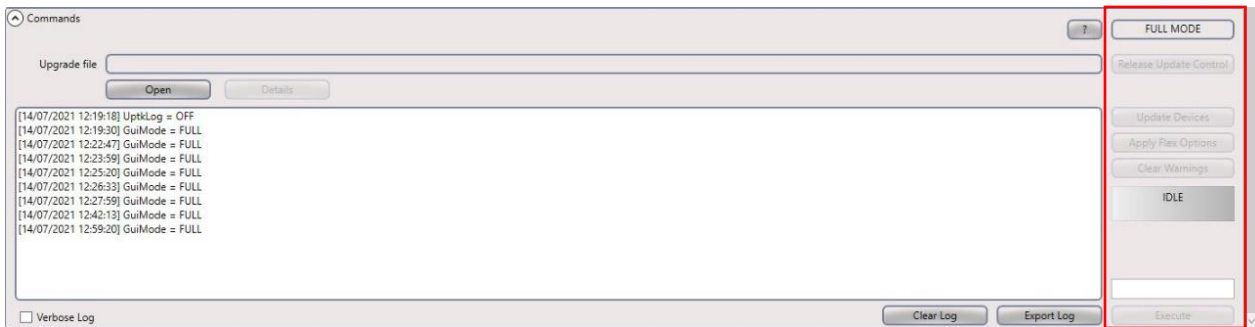


Figure 14: **Commands** section with operating mode

The **Commands** section also shows the operating mode of *IperUpgrade* (in this case **FULL MODE**).

6.4.1 Importing the firmware upgrade file

The **Open** button allows selecting the firmware upgrade file from your PC or Urmet cloud. Two types of files can be selected:

- files with .mup (Multiple Upgrade Package) extension for IPerCom devices;
- files with .zip extension for call forwarding devices.

The first type of file allows you to simultaneously upgrade the devices of an IperCom system (among those listed in *Table 1*).

The second type of file allows you to simultaneously upgrade call forwarding devices of the same model (among those listed in *Table 1*).

Press the **Open** button to open the following window:

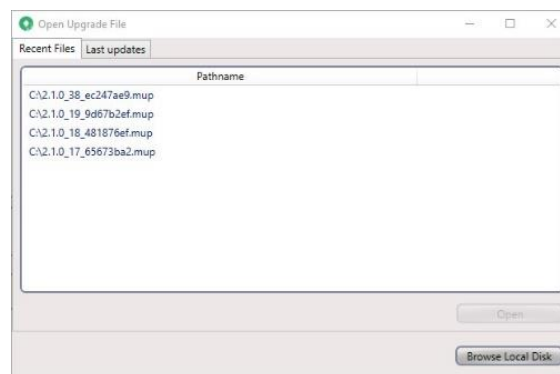


Figure 15: upgrade file

The firmware upgrade file can be selected in 3 different ways, described below.

6.4.1.1 Selecting the upgrade file from recently imported ones

The **Recent Files** tab shows the last 10 firmware upgrade files that have been imported, sorted from the most recent to the least recent. To import a file, it is necessary to select it and then press the **Open** button:

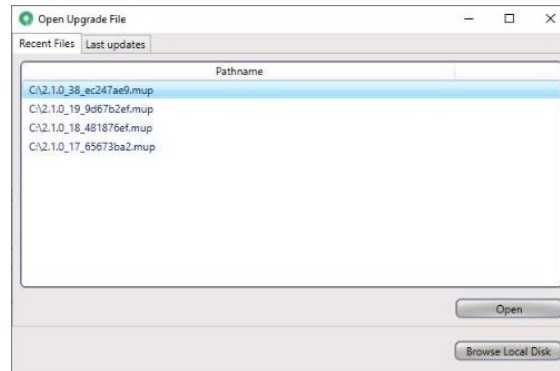


Figure 16: upgrade file selected

Now the selected upgrade file is imported into *IPerUpgrade*: a window opens with a list of the various devices and the relevant version of the upgrade file included in the .mup file. The import finishes successfully when the green bar ends the progress phase and the indication **Imported** is displayed, as shown in the figure:

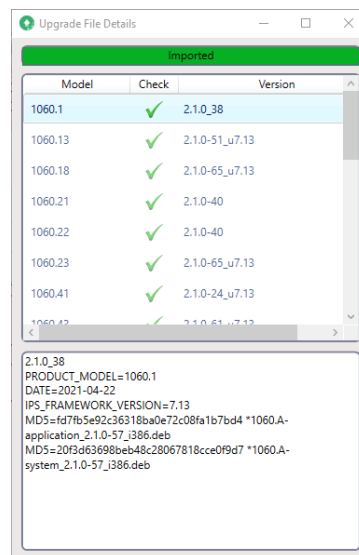


Figure 17: upgraded file imported



If no upgrade file has been opened and imported yet, the window in Figure 16 is empty.



If the upgrade file is no longer present on your PC or has been moved to another folder, after selecting it and pressing the **Open** button, the following window is displayed:

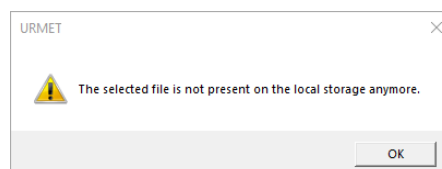


Figure 18: upgrade file non longer exists

After pressing the OK button, the upgrade file is deleted from the list.



If a firmware upgrade file for call forwarding devices is imported, a single device template is displayed at the end of the import step.

6.4.1.2 Selecting the upgrade file from Urmet cloud

The **Last updates** tab contains only the latest versions of IPerCom upgrade files officially released on Urmet cloud:

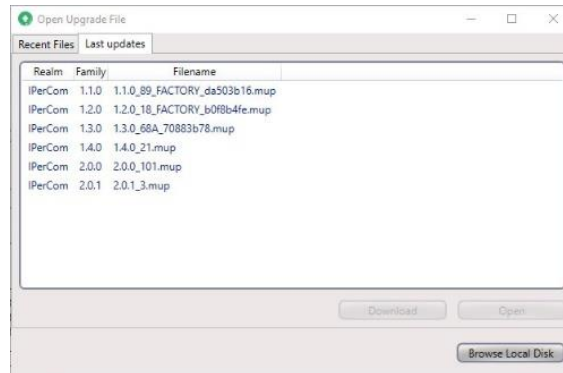


Figure 19: latest officially released upgrades

The **Realm** column refers to the video door phone system for which the upgrade file was created (in this case IPerCom); the **Family** column refers to the IPerCom system version; the **Filename** column shows the name of the officially released upgrade file.

To import a file, it is necessary to select one and press the **Download** button:

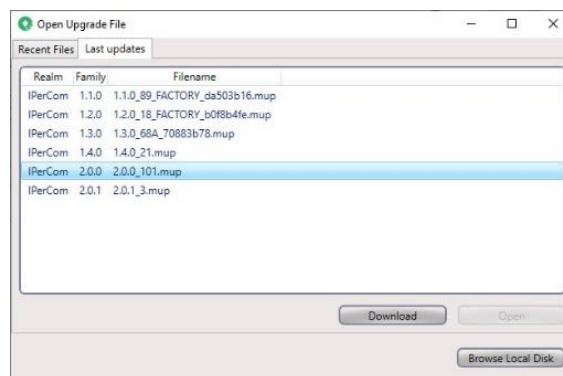


Figure 20: upgrade selected

Now a window opens where you can save the upgrade file on your PC, then the download step begins:

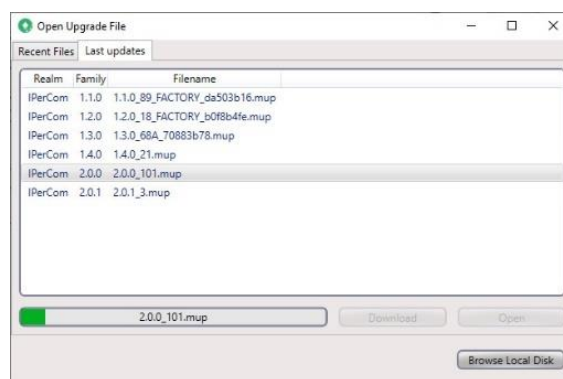


Figure 21: upgrade file downloading

At the end of the download step, use the **Open** button to import the upgrade file as described above.

 In order to download the officially released IPerCom upgrade files from the Urmet cloud, the PC must have an Internet connection.

6.4.1.3 Selecting the upgrade file from your PC

Press the **Browse Local Disk** button to select the upgrade file from your PC. Once selected, the import step begins as described above.


6.4.2 Device upgrade

After the firmware upgrade file has been successfully imported, the corresponding import window can be closed. This can still be retrieved by pressing the **Details** button (red arrow in *Figure 22*).

The **Commands** section looks like below:



Figure 22: Commands section

Press the **Update Devices** button (now active) to start the upgrade process. Obviously, only the devices selected in the **Devices** section that in the **Version Match** column show the  symbol will be upgraded, as shown below:
















Selected	id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:00:01:3F:45	169.254.150.19		VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom		001EE0013F45		Reboot
<input checked="" type="checkbox"/>	2	00:1E:00:01:D3:B5	169.254.69.175		ADP	1160.3-1139.3	ipercom-2.1.0-27	IPerCom		001EE001D3B5		Reboot
<input checked="" type="checkbox"/>	3	00:1E:00:01:F6:F1	169.254.127.108		VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom		001EE001F6F1		Reboot
<input checked="" type="checkbox"/>	4	00:1E:00:02:03:8A	169.254.112.170		CM	1060.18	2.1.0-65_u7.13			001EE002038A		Reboot
<input checked="" type="checkbox"/>	5	00:1E:00:03:31:69	169.254.14.1		VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom		001EE0033169		Reboot

Figure 23: devices to be upgraded

The upgrade process involves two separate steps for all devices:

- upload step: the firmware upgrade file is uploaded to all the selected devices that need to be upgraded;
- upgrade step: the devices are upgraded to the new version.

For some devices, these two steps are distinct and shown by a progress bar (green for the upload step and red for the upgrade step).

For other devices, the progress bar is always red because the upload and upgrade step is simultaneous.



When the progress bar is red, the devices are out of service.

After pressing the **Update devices** button, the following screen is displayed:

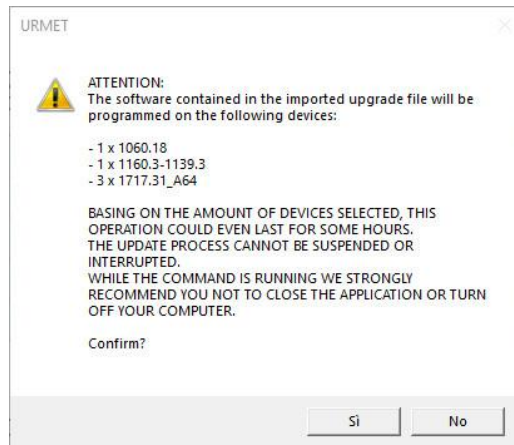




Figure 24: confirmation pop-up window on devices to be upgraded

which also lists the devices that are about to be upgraded.

Press the **Yes** button to start the upgrade process.

 *During this step, do not turn off your PC or close the application, as this may affect the correct upgrade of the devices.*

 *The ? allows accessing a short online help of the software.*


6.4.2.1 Upgrade steps

Below are the screens of the upgrade step for a set of devices, as described in the previous paragraph.

Step 1 - The firmware upgrade file has been uploaded:

Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:E0:01:3F:45	169.254.150.19	↑	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 0%;"></div>	001EE0013F45	⊘	Reboot
<input checked="" type="checkbox"/>	2	00:1E:E0:01:D3:85	169.254.69.175	↑	ADP	1160.3-1139.3	ipercom-2.1.0-27	IPerCom	<div style="width: 0%;"></div>	001EE001D385	⊘	Reboot
<input checked="" type="checkbox"/>	3	00:1E:E0:01:F6:F1	169.254.127.108	↑	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 0%;"></div>	001EE001F6F1	⊘	Reboot
<input checked="" type="checkbox"/>	4	00:1E:E0:02:03:8A	169.254.112.170	↑	CM	1060.18	2.1.0-65_u7.13		<div style="width: 0%;"></div>	001EE002038A	⊘	Reboot
<input checked="" type="checkbox"/>	5	00:1E:E0:03:31:69	169.254.14.1	↑	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 0%;"></div>	001EE0033169	⊘	Reboot

Figure 25: devices to be upgraded

The **Version Match** column shows the  icon, indicating that the firmware release of all devices does not match the one just uploaded with the **Open** button.

Step 2 - Start of the firmware upgrade:

Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:E0:01:3F:45	169.254.150.19	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE0013F45	⊘	Reboot
<input checked="" type="checkbox"/>	2	00:1E:E0:01:D3:85	169.254.69.175	↔	ADP	1160.3-1139.3	ipercom-2.1.0-27	IPerCom	<div style="width: 100%;"></div>	001EE001D385	⊘	Reboot
<input checked="" type="checkbox"/>	3	00:1E:E0:01:F6:F1	169.254.127.108	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE001F6F1	⊘	Reboot
<input checked="" type="checkbox"/>	4	00:1E:E0:02:03:8A	169.254.112.170	↔	CM	1060.18	2.1.0-65_u7.13		<div style="width: 100%;"></div>	001EE002038A	⊘	Reboot
<input checked="" type="checkbox"/>	5	00:1E:E0:03:31:69	169.254.14.1	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE0033169	⊘	Reboot

Figure 26: firmware upgrade and upload

Indoor stations load the firmware upgrade file first (green progress bars), while call stations start directly with the upgrade step (red progress bar).



During this step the **Reboot** button is obviously disabled.



All IPerCom indoor stations have the double separate upgrade step, while all IPerCom outdoor stations have only one upgrade step.

Step 3 - All devices are in the upgrade step:

Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:E0:01:3F:45	169.254.150.19	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE0013F45	⊘	Reboot
<input checked="" type="checkbox"/>	2	00:1E:E0:01:D3:85	169.254.69.175	↔	ADP	1160.3-1139.3	ipercom-2.1.0-34	IPerCom	<div style="width: 100%;"></div>	001EE001D385	⊘	Reboot
<input checked="" type="checkbox"/>	3	00:1E:E0:01:F6:F1	169.254.127.108	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE001F6F1	⊘	Reboot
<input checked="" type="checkbox"/>	4	00:1E:E0:02:03:8A	169.254.112.170	↔	CM	1060.18	2.1.0-65_u7.13		<div style="width: 100%;"></div>	001EE002038A	⊘	Reboot
<input checked="" type="checkbox"/>	5	00:1E:E0:03:31:69	169.254.14.1	↔	VDP	1717.31_A64	2.1.0_38_VER_7_5_8_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001EE0033169	⊘	Reboot

Figure 27: firmware upgrade

During these three steps, there is a green progress bar under the **Update Devices** button that shows the firmware upgrade progress:



Figure 28: progress bar of the firmware upgrade

At the end of the upgrade step, all devices in the **Version Match** column show a green check mark to indicate that they have been successfully upgraded:

Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:00:13:F45	169.254.150.19	↑	VDP	1717.31_A64	2.1.0_49_VER_7_8_0_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001E0013F45	✓	Reboot
<input checked="" type="checkbox"/>	2	00:1E:00:01:D3:85	169.254.69.175	↑	ADP	1160.3-1139.3	ipercom-2.1.0-34	IPerCom	<div style="width: 100%;"></div>	001E001D385	✓	Reboot
<input checked="" type="checkbox"/>	3	00:1E:00:1F:6F1	169.254.127.108	↑	VDP	1717.31_A64	2.1.0_49_VER_7_8_0_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001E001F6F1	✓	Reboot
<input checked="" type="checkbox"/>	4	00:1E:00:02:03:8A	169.254.112.170	↑	CM	1060.18	2.1.0-81_u7.19		<div style="width: 100%;"></div>	001E002038A	✓	Reboot
<input checked="" type="checkbox"/>	5	00:1E:00:33:169	169.254.14.1	↑	VDP	1717.31_A64	2.1.0_49_VER_7_8_0_R7_ROOT	IPerCom	<div style="width: 100%;"></div>	001E0033169	✓	Reboot

Figure 29: upgraded devices



At the end of the upgrade procedure, it is possible to check on the video door phones that the firmware release actually corresponds to the one installed (Top Page Settings ---> Maintenance ---> Version). For further details, see the User's manuals of the single video door phones.

6.4.2.2 Flex options

The **Apply Flex Options** button is linked to the use (for the IPerCom system only) of upgrade files that are customised compared those officially released at www.urmet.com or on the Urmet cloud. The customisations involve performance and graphic interface changes on the following video door phones:

System	Device	Ref.
IPerCom	Video door phone 7" MAX	1717/3x-4x
	Video door phone 10" MAX	1717/21-22-23
	Video door phone 7" VOG ⁷	1761/3x
	Video door phone 7" Basic	1741/1-2

Table 3



For creation of customised upgrade files, contact Urmet Technical Service.

Video door phones upgraded through customised upgrade files are referred to as "custom".


When the upgrade has been performed, the **Apply Flex Options** button allows changing the homepage and the wallpaper (only of the video door phones selected in the **Devices** section), according to the selections set in the upgrade file just installed.



For further details on homepage and wallpaper, refer to the instruction manuals of the single devices available on www.urmet.com.

7 Saving the project

Once the upgrade step is over, it is possible to save the project with the **Save** button in the **Projects** section. In this way, the network card and the list of devices to be upgraded are uploaded automatically the next time the project is upgraded by opening the project with the **Load** button. After uploading the device list, the presence of any new devices and the operating mode are detected.

 *If you close the IPerUpgrade application by mistake before saving the project, you will still be prompted if you want to save any changes made to the project.*

The name of the last imported upgrade file is also saved in the project; more precisely, when the project has been uploaded, *IPerUpgrade* prompts the installer if he/she also wants to import the upgrade file through the relevant pop-up window:

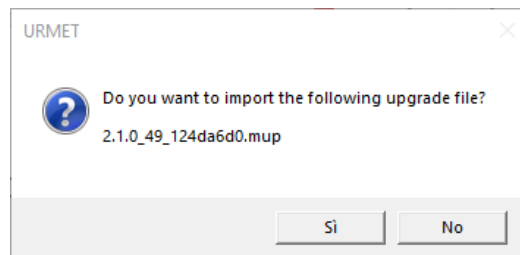



Figure 30: upgrade file import request

The **Yes** button allows importing the upgrade file displayed in the pop-up window.


This can be useful to check that the firmware release of the devices is aligned with the release just imported (✓ symbol in the **Version Match** column).

Furthermore, if new devices have been added to the system, press the **Find Devices** or **Detect Mode + Devices** button to display them in the list with the  symbol (in the **Version Match** column), i.e. as devices not yet upgraded.

8 User interface: RESTRICTED MODE

IPerUpgrade is started in **RESTRICTED MODE** if the two conditions below are met:

- in the system to be upgraded there is at least one *Server 1060/1* configured to upgrade the other system devices;
- none of the *Servers 1060/1* are upgrading.

 **RESTRICTED MODE** can also be detected while *IPerUpgrade* is running using the **Detect Mode + Devices** button.

In **RESTRICTED MODE** the user interface remains the same as in **FULL MODE** except in the points where the operating mode is displayed, i.e. on the left in the upper part of the application and in the **Commands** section (as shown below):

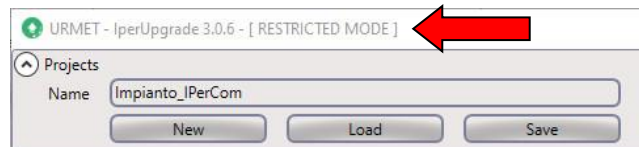


Figure 31: **RESTRICTED MODE** display



Figure 32: **RESTRICTED MODE** display

This operating mode is also detected by a special pop-up window (shown below) as soon as the list of devices present in the system is populated:

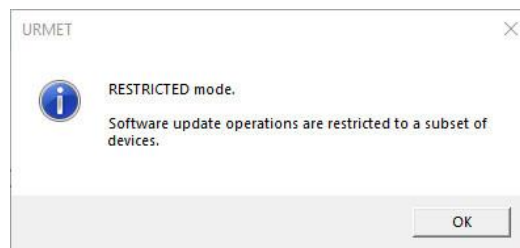


Figure 33 : **RESTRICTED MODE** detection

The main difference with **FULL MODE** is that only the following devices can be upgraded:

System	Device	Ref.
IPerCom	Server	1060/1
	Video door phone 7" MAX	1717/3x-4x
	Video door phone 10" MAX	1717/21-22-23
	Video door phone 7" VOG ⁷	1761/3x
	Video door phone 7" Basic	1741/1-2

Table 4

As described in paragraph *Firmware upgrade of IPerCom devices*, the *IPerUpgrade* application in **RESTRICTED MODE** is mainly used for upgrading *Servers 1060/1*: one of them will then independently upgrade the other system devices (among those listed in *Table 1*).

The need (still in **RESTRICTED MODE**) to upgrade also the video door phones listed in *Table 4* comes from the possibility of having "custom" and not "custom" video door phones in the same system.

As mentioned in paragraph *Flex options*, it is possible to create customised upgrade files compared to those officially released at www.urmet.com or on Urmet cloud. Video door phones upgraded in this way are referred to as "custom".

Since, for the same type of device, the file with .mup extension can have only one upgrade file, whether custom or non-custom, the upgrade of "custom" and non-custom video door phones must be necessarily managed in two separate steps.

The following 3 cases can occur in a system:

1. there are no "custom" video door phones;
2. with the same type of video door phone, the same customisations are required (same "custom" video door phones);
3. for the same type of video door phone, different customisations are required (for example, some video door phones are "custom" and others are non-custom).

The 3 different cases are outlined in the figure below:

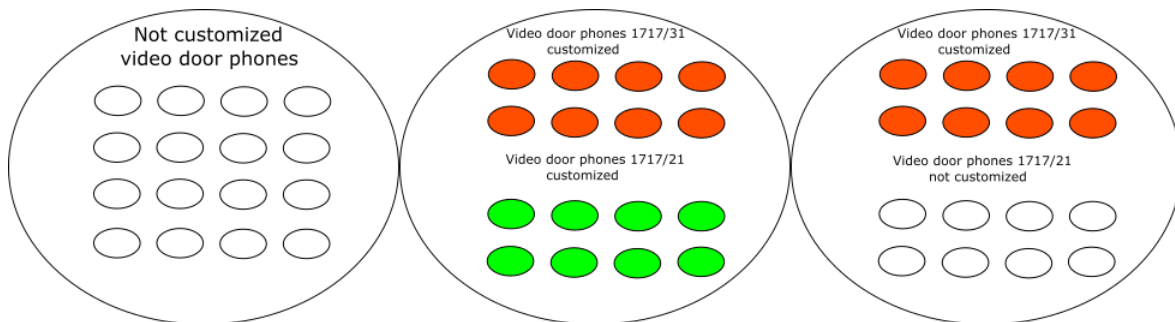


Figure 34: custom and non-custom video door phones

For each of the 3 cases above, it is advisable to proceed as described below (if the system also has a *Server 1060/1* configured to upgrade the other devices). In the absence of *Server 1060/1*, see paragraph "Custom" video door phones in the presence of systems without [Server](#).

NO-CUSTOM VIDEO DOOR PHONES IN THE SYSTEM

The steps are described below:

- upgrade all the *Servers 1060/1* present in the system through *IPerUpgrade* (for further details, see paragraph *RESTRICTED MODE: upgrading Servers 1060/1*);
- upgrade the rest of the system using one of the *Servers 1060/1* (for further details, see paragraph *PASSIVE MODE: upgrading the other devices*).

This procedure (valid both for newly installed systems and for systems already in operation that require a possible upgrade) is outlined in the figure below:

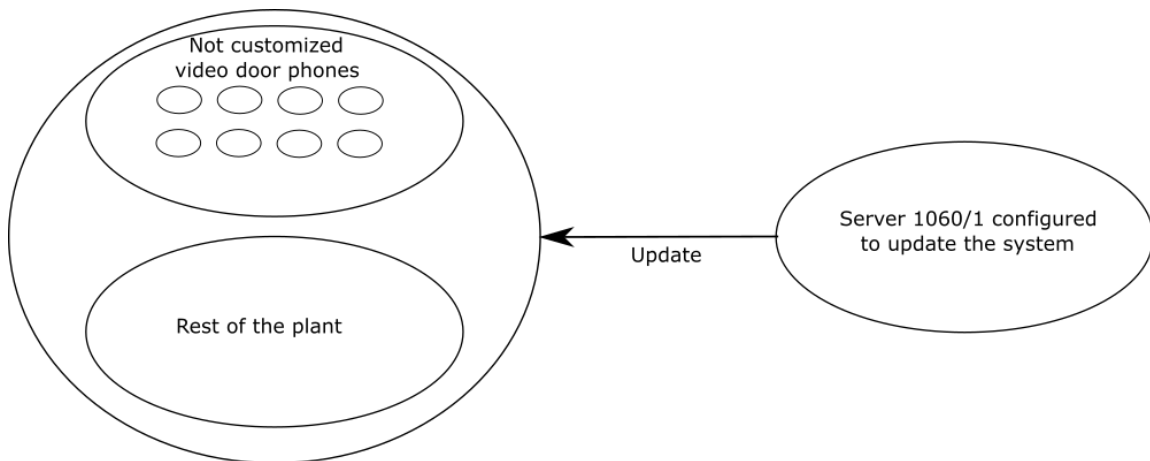


Figure 35: no custom video door phone in the system

“CUSTOM” VIDEO DOOR PHONES WITH THE SAME CUSTOMISATIONS

A distinction must be made between two cases: newly installed systems and systems already in operation. In the first case, *Server 1060/1* (which will upgrade the system) cannot make "custom" video door phones that are not in this configuration upon the first installation. Therefore, it is necessary to proceed as follows:

- upgrade all the "custom" video door phones of the system through *IPerUpgrade* with a customised upgrade file (for further details, see paragraph *RESTRICTED MODE: "custom" video door phone upgrade*);
- upgrade all the *Servers 1060/1* present in the system with a non-customised upgrade file through *IPerUpgrade* (for further details, see paragraph *RESTRICTED MODE: upgrading Servers 1060/1*);
- upgrade the rest of the system using one of the *Servers 1060/1* (for further details, see paragraph *PASSIVE MODE: upgrading the other devices*).

In this last phase, *Server 1060/1* will not upgrade "custom" video door phones previously upgraded with *IPerUpgrade*.

This procedure is outlined in the figure below:

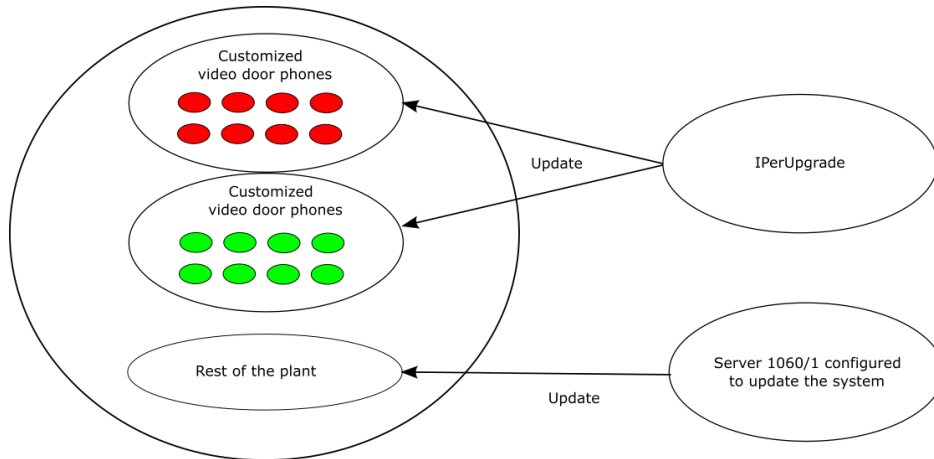


Figure 36: same custom video door phones for the same model

If the system is already in operation, it is possible to proceed in the same way or, as an alternative, the upgrade of the entire system can be made by *Server 1060/1*, provided that it uses a customised upgrade file with the same identifier as that used by *IPerUpgrade* (when the system has just been installed).



For further details on the identifier of an upgrade file, contact Urmet Technical Service.



If it is necessary to change customisations and therefore upgrade "custom" video door phones with a customised upgrade file with a different identifier, this can only be done with *IPerUpgrade*.

"CUSTOM" VIDEO DOOR PHONES WITH DIFFERENT CUSTOMISATIONS

The steps are described below:

- upgrade the "custom" video door phones of the system through *IPerUpgrade* with a customised upgrade file (for further details, see paragraph *RESTRICTED MODE:*);
- upgrade all the *Servers 1060/1* present in the system with a non-customised upgrade file through *IPerUpgrade* (for further details, see paragraph *RESTRICTED MODE: upgrading Servers 1060/1*);
- upgrade the rest of the system using one of the *Servers 1060/1* (for further details, see paragraph *PASSIVE MODE: upgrading the other devices*).

The steps to follow are similar to the previous case, with the only difference that in **PASSIVE MODE** the *Server 1060/1* will also upgrade the "non-custom" video door phones.

This procedure (valid both for newly installed systems and for systems already in operation that require a possible upgrade) is outlined in the figure below:

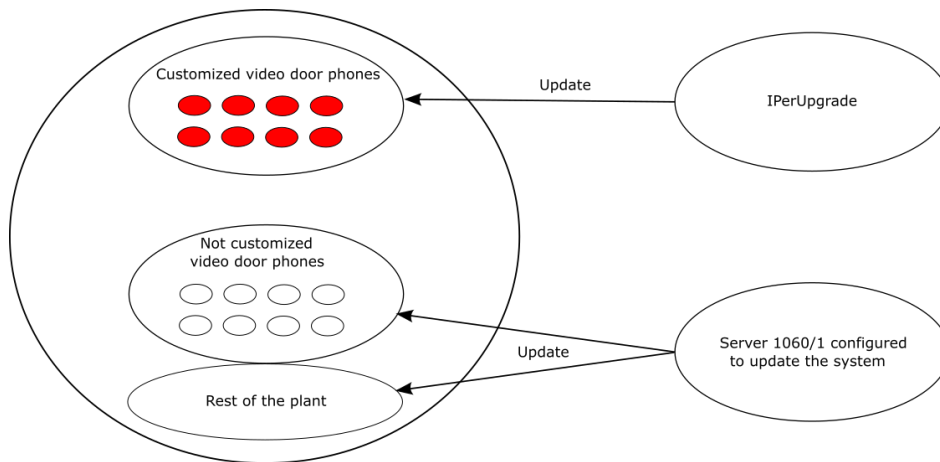


Figure 37: custom video door phones of different model



If there are more than one set of customisations for the same video door phone, each customisation requires a separate upgrade step through IPerUpgrade. For example, if there are 60 video door phones 1717/31 in a system, 30 with an "A" customisation, 30 with a "B" customisation and the last 30 with a "C" customisation, the upgrade must be divided into 3 steps: in the first step only the video door phones with "A" customisation will be upgraded, followed by the other upgrades. This is because the file with .mup extension, for the same device, can only have one upgrade file, either custom or non-custom.



In each of the 3 cases above, if some "custom" video door phones must be turned into "non-custom" video door phones, this can only be done by IPerUpgrade.

The various upgrade steps are described in more detail below.

8.1 RESTRICTED MODE: “*custom*” video door phone upgrade

The upgrade of “*custom*” video door phones is carried out in the same way as the upgrade of the devices described in **FULL MODE**. In short, it is necessary to:

1. create a new project or upload an existing one,
2. select the network interface through which to connect to the system (if the project is new),
3. acquire the list of all devices that need to be upgraded (if the project is new),
4. select and upload the customised upgrade file,
5. select the video door phones to be upgraded and start the update step through the **Update Devices** button.



*If in the group of devices selected in the **Devices** section there are also devices other than those listed in Table 4, these devices will not be taken into account during the upgrade step (i.e. after pressing the **Update Devices** button).*



*If the devices selected in the **Devices** section are all different from those listed in Table 4, the **Update Devices** button is frozen.*

The upgrade step follows the relevant paragraph (*Upgrade steps*).

When this step has been completed, it is possible to upgrade Servers 1060/1.

8.2 RESTRICTED MODE: upgrading Servers 1060/1

The upgrade of Servers 1060/1 is carried out in the same way as the upgrade of the devices described in **FULL MODE**. In short, it is necessary to:

1. create a new project or upload an existing one,
2. select the network interface through which to connect to the system (if the project is new),
3. acquire the list of all devices that need to be upgraded (if the project is new),
4. select and upload the upgrade file,
5. select the Servers 1060/1 to be upgraded and start the upgrade step through the **Update Devices** button.



*If in the group of devices selected in the **Devices** section there are also devices other than those listed in Table 4, these devices will not be taken into account during the upgrade step (i.e. after pressing the **Update Devices** button).*



*If the devices selected in the **Devices** section are all different from those listed in Table 4, the **Update Devices** button is frozen.*



If there are several Servers 1060/1 in the system, the selection/deselection of these devices is grouped, i.e. if one server is selected or deselected, all the other servers are automatically selected or deselected. This automatism is useful to avoid having Servers 1060/1 with different firmware releases in the system.

The upgrade step follows the relevant paragraph (*Upgrade steps*).

At the end of this step, the rest of the system (except the "custom" video door phones) will be upgraded by one of the Servers 1060/1 (**PASSIVE MODE**).

9 PASSIVE MODE: upgrading the other devices

As soon as the Server(s) upgrade is finished, *IPerUpgrade* will show the following pop-up window:

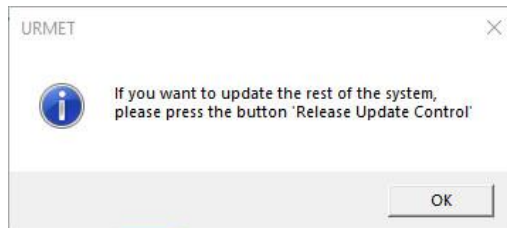


Figure 38: upgrade request of the rest of the system to the Server

By pressing the **OK** button, the upgrade of the rest of the devices is delegated to one of the Servers 1060/1 present on the system (appropriately configured). The **Release Update Control** button, which was not enabled during the Server upgrade, is now enabled:

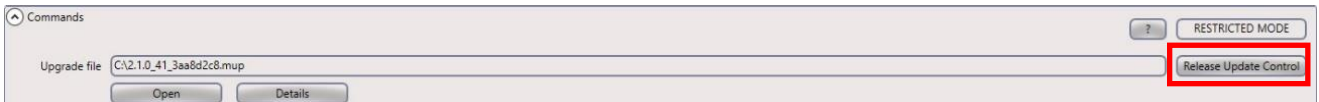


Figure 39: Release Update Control button enabled

When this button is pressed, the following pop-up window is displayed:

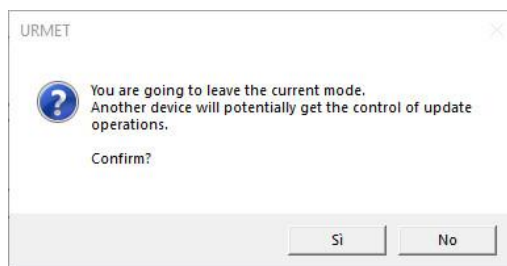


Figure 40: switching from **RESTRICTED** to **PASSIVE MODE**

The **Yes** button switches *IPerUpgrade* from **RESTRICTED MODE** to **PASSIVE MODE**, as shown by the following pop-up window:

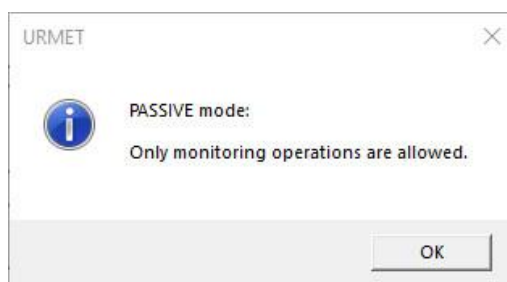


Figure 41: **PASSIVE MODE**

When the **OK** button is pressed, one of the *Servers* 1060/1 on the system will upgrade the other devices.

During this step it is only possible to video door phone the upgrade step of the various devices: any other operation is not permitted.

10 “Custom” video door phones in the presence of systems without Server

If there are "custom" video door phones in a system but no *Server* 1060/1, the procedure is similar to that described in the previous paragraphs (*RESTRICTED MODE: “custom” video door PHONE upgrade*), with the only difference that the rest of the system (including “non-custom” video door phones) is always upgraded by *IPerUpgrade*.

11 IPerUpgrade Logs

In the **Commands** section there is a box where the logs of the *IPerUpgrade* application are displayed, i.e. the history of the operations carried out by the application. An example is shown below:

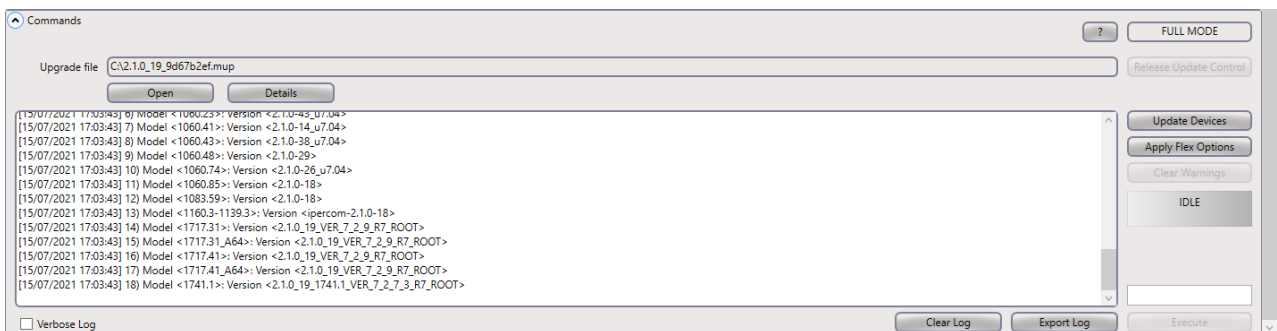


Figure 42: IPerUpgrade application logs

The logs can be:

- deleted with the **Clear log** button;
- exported to a file with the **Export log** button (the file path is written on the logs);
- made more detailed by ticking **Verbose log** box.

12 Troubleshooting

12.1 IPerUpgrade cannot find the devices connected to the system

If the **Find Devices** button does not find any of the devices connected to the system, it is necessary to make sure that communication between the IPerCom system and the *IPerUpgrade* application is working properly on the IP network. To do this, go to *Settings* ---> *Network and Internet* ---> *Windows Firewall* ---> *Allow app through Firewall*.

The following screen is displayed:

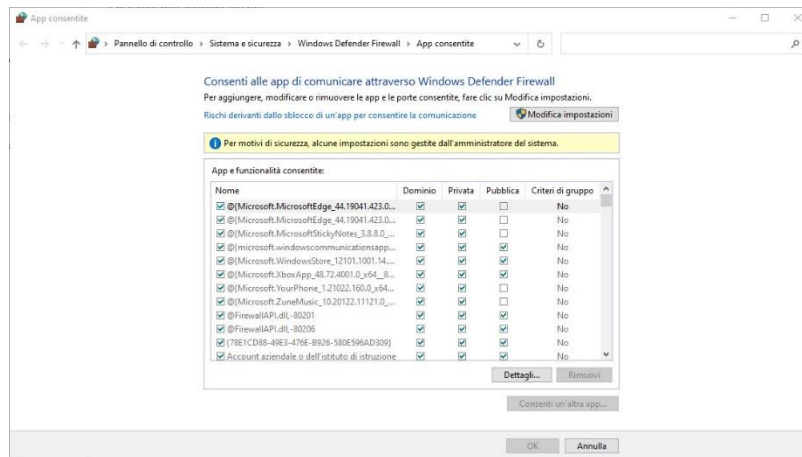


Figure 43: applications and Windows Firewall

In the list above, it is necessary to check that the *IPerUpgrade* application is selected with the network types within which this application must work properly. An example is shown below:

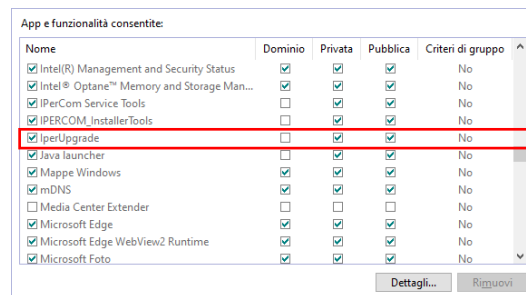


Figure 44: firewall unlocking for IPerUpgrade

Otherwise, it is necessary to press **Change settings** button (previous figure), select the *IPerUpgrade* application with the correct network types and then confirm with the **OK** button.

12.2 IPerUpgrade shows a wrong IP address on the network interface

If the network interface with which you are connecting to the IPerCom system shows an incorrect IP address in the **Local IP** drop-down menu, make sure that a second IP address has not been set on the network interface in question. For the *IPerUpgrade* application to work properly, the network interface through which your PC communicates with the IPerCom network must have a unique (static or dynamic) IP address. If several IP addresses are associated with the same network interface, correct application operation is not ensured.

12.3 IPerUpgrade fails to restore network parameters

If, after opening an already saved project, *IPerUpgrade* fails to restore the network parameters, the following pop-up message is displayed:

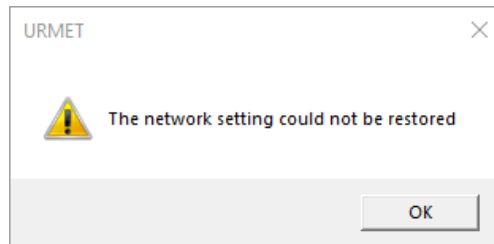



Figure 45: impossible to restore network parameters

This means that the network interface through which *IPerUpgrade* connected to the IPerCom system has been changed (more precisely, the MAC address of the network interface has changed).

In order to open the project again, after pressing **OK** on the above window, it is necessary to select the new network interface from the **Local IP** drop-down menu and press the **Find Devices** button to get the list of devices again.

Now simply press the **"Save"** button to save the new network parameters.

12.4 IPerUpgrade fails to upgrade all devices

If one or more devices are not upgraded, the symbol  is displayed in the **Status** column:





Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:E0:02:03:8A	192.168.33.197		CM	1060.18	2.1.0-81_u7.19		<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	0101####00		<input type="button" value="Reboot"/>
<input checked="" type="checkbox"/>	2	00:1E:E0:03:31:69	192.168.33.199		VDP	1717.31_A64	2.1.0_49_VER_7_8_0_R7_ROOT	IPerCom	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	010101010100		<input type="button" value="Reboot"/>

Figure 46: devices not upgraded

This can occur if:

- upgrade times are longer than normal (systems with many devices),
- there is no connection between the PC and the IPerCom system,
- devices displaying the symbol in question do not work properly.

In this case, the following dialogue box is displayed:

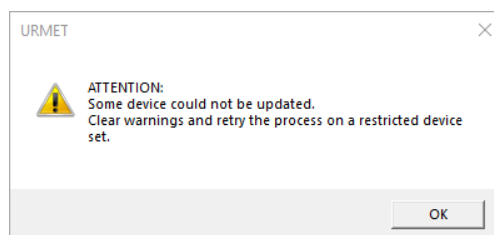


Figure 47: dialogue window on device upgrade failed

After pressing the **OK** button, the dialogue window disappears and the **Clear Warnings** button is active on the right side of the *IPerUpgrade* screen, which is also indicated by the word **Warning** on a yellow/orange background:

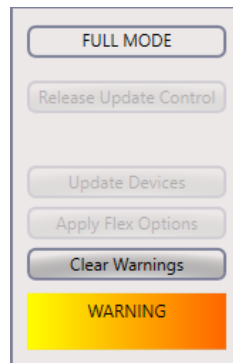



Figure 48: "Clear Warnings" button

By pressing the **Clear Warnings** button, the *IPerUpgrade* application shows the symbol  in the **Status** column near the devices that have not been upgraded:






Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
<input checked="" type="checkbox"/>	1	00:1E:E0:02:03:8A	192.168.33.197		CM	1060.18	2.1.0-81_u7.19		<div style="width: 50%;"></div>	0101#####00		<input type="button" value="Reboot"/>
<input checked="" type="checkbox"/>	2	00:1E:E0:03:31:69	192.168.33.199		VDP	1717.31_A64	2.1.0_49_VER_7_8_0_R7_ROOT	IPerCom	<div style="width: 50%;"></div>	010101010100		<input type="button" value="Reboot"/>

Figure 49: devices not communicating properly

Devices that have taken longer than normal to upgrade will show the following symbol  in the **Status** column.

12.5 IPerUpgrade starts in DISABLED mode

If two PCs with *IPerUpgrade* running are connected to the same IPerCom system, the last of the two that has acquired the device list (or opened a project already saved) starts in **DISABLED MODE**, i.e. displays the following message:

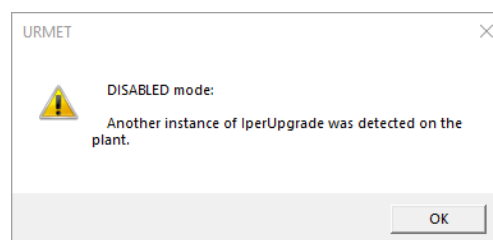


Figure 50: **DISABLED MODE**

By pressing the **OK** button the message disappears and the operating mode is displayed (again) in the upper part of the application (on the left together with the version) and in the **Commands** section.

In **DISABLED MODE** it is only possible to check the status of the devices (whether they respond to polling or not) regardless of whether they are selected.

It is not possible to:

- import any firmware upgrade file;
- send reboot commands to the devices.

To quit the **DISABLED** mode, close the first open *IPerUpgrade* instance and then press the **Detect Mode + Devices** button on the second instance that is still open. Now, the only remaining open *IPerUpgrade* sets its operating mode to **FULL, RESTRICTED** or **PASSIVE MODE**.

APPENDIX A: DEVICE TYPES AND MODELS

IPerUpgrade for IPerCom version 2.1 can upgrade the firmware of 11 types of devices. Each type of device can match several models. Device type and model are displayed in **Type** and **Model** columns, respectively, in the **Devices** section.

The possible types and models are shown in table:

Type	Model
CM (Call Module)	1060.13, 1060.18, 1060.23
MCS (Modular Entry Panel with 1060/48)	1060.48
PEIP (Outdoor Station)	1060.21, 1060.74
PACM (Floor Outdoor Station)	1060.22
SERVER (Server)	1060.1
VDP (Video door phone)	1717.31, 1717.41, 1717.31_A64, 1717.41_A64, 1741.1, 1761.31, 1717.21, 1761.6, 1060.43, 1761.16
ADP (Audio Indoor Station)	1160.3
SWB (Exchange)	1060.41
GATEWAY (IPerCom-2Voice Gateway)	1083.59
CLOCK (Clock Module)	1060.85
CALL FORWARDER (Call Forwarding Devices)	1083.58, 1083.83, 9854.58

Table 5

All IPerCom devices listed in *Table 1* can be attributed to one of the types and models listed above.

APPENDIX B: HOW TO UPGRADE "CUSTOM" VIDEO DOOR PHONES

The following table shows the cases in which a *custom* or *non-custom* video door phone can be upgraded by *IPerUpgrade* or *Server 1060/1* or both:

Type of upgrade on .mup file	Type of upgrade on the video door phone	Can <i>IPerUpgrade</i> upgrade the video door phone?	Can <i>Server 1060/1</i> upgrade the video door phone?
"Custom"	Non-custom	Yes	Yes
"Custom"	"Custom"	Yes	Yes, only if the identifiers are the same
Non-custom	Non-custom	Yes	Yes
Non-custom	"Custom"	Yes	No

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