

Critical Firmware Upgrade Nera WorldPro 1000/1010 & T&T Explorer 100/110

There is a CRITICAL firmware upgrade required on Nera WorldPro 1000/1010 and the Thrane & Thrane Explorer 100/110 terminals. This firmware upgrade will become necessary after a planned network upgrade scheduled for November 21 2008. Terminals not running the upgraded firmware are not guaranteed to function after this date.

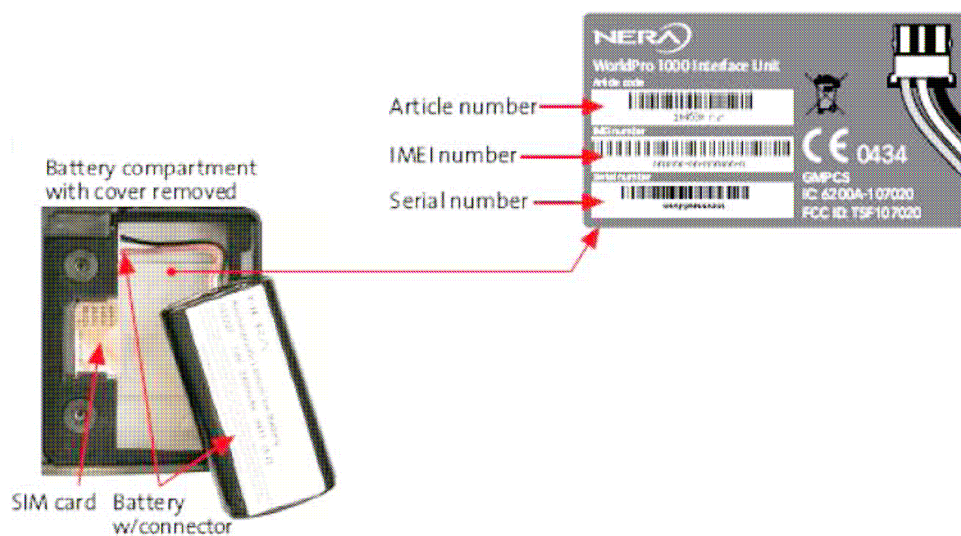
This document describes the EXPLORER 100/110 & WorldPro 1000/1010 software release version 2.11.3, and how to upgrade your terminals.

Issue with D-type Beta terminals:

As stated in the release document for software version 1.16.00 in 2005 by Nera – version 1.16.00 was the last version for these beta terminals.

This means that D-type Beta terminals cannot be upgraded with SW 2.11.3 and will NOT be able to connect after the network upgrade.

This only applies to “D-type” interface units (64MByte RAM version=Beta version) produced until August 2005 (Serial number in the range from 0305060000 to 0305089999)



What to do if you have a D-type Beta terminal:

Contact TC Communications, to discuss options for replacement.

Firstly, determine if your Nera WorldPro 1000/1010 or Explorer 100/110 needs a firmware upgrade.

How to read out your current software using the ISDN Handset:

Go to menu “6.Terminal Settings”

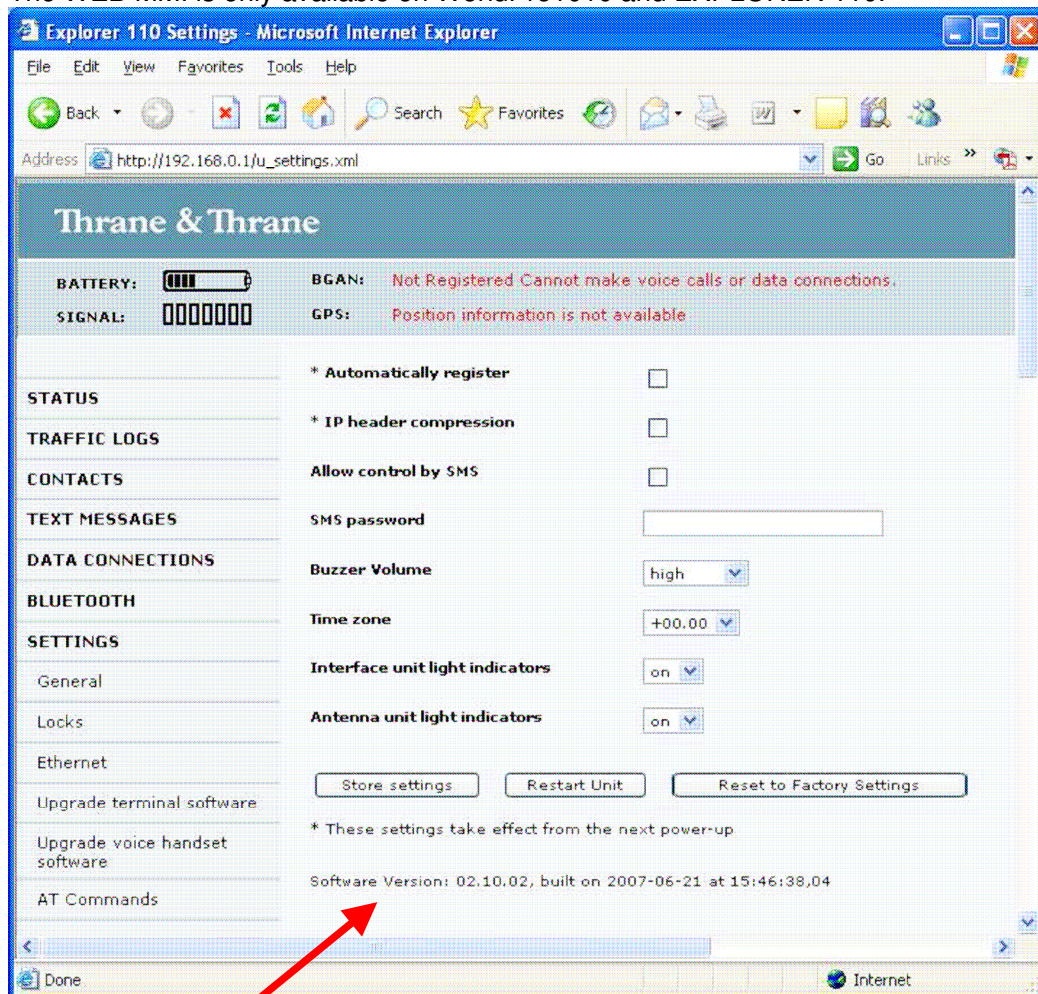
Scroll down to “0. About”.

This will display the terminal software version, Boot etc.

How to read out you current software using the WEB MMI:

The WEB MMI is accessed via a WEB browser (e.g. Explorer, Safari).

Get access to the WEB MMI by entering **192.168.0.1** in your Internet Browser Address bar. Select **Settings**, and see bottom of page.
The WEB MMI is only available on WorldPro1010 and EXPLORER 110.



Terminal software

How to download the new firmware

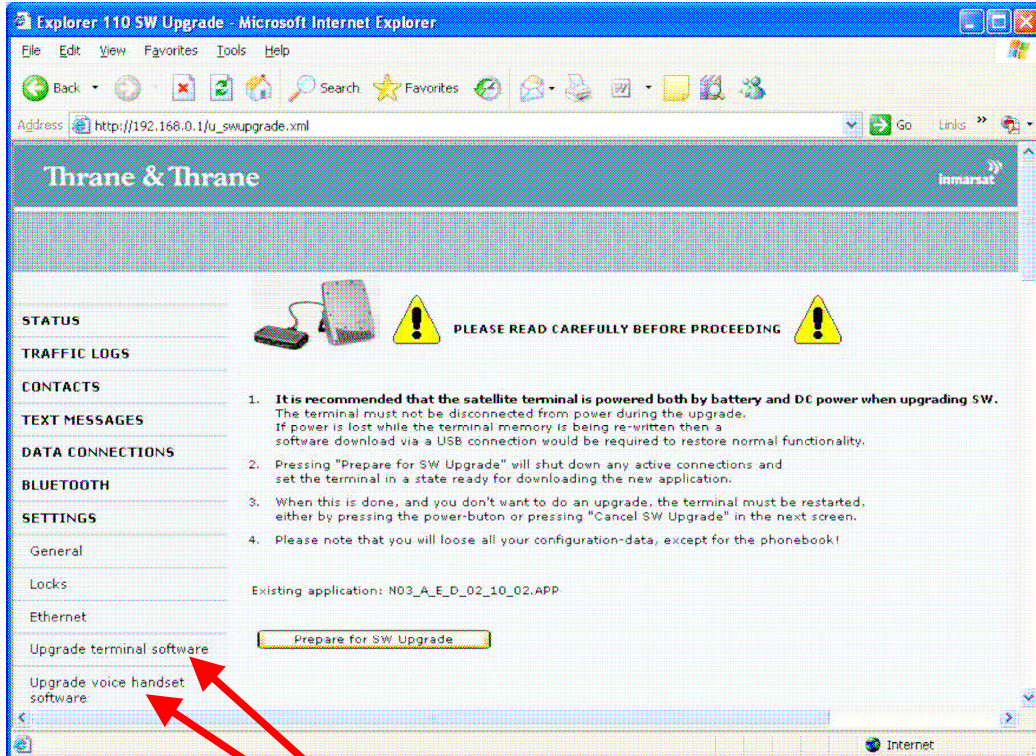
The firmware version 2.11.3 can be downloaded from the TC Communications website (www.tc.com.au) in the support section. The file's name is N03_A_E_D_02_11_03.APP.

How to upgrade the terminals firmware via the Ethernet interface

This is only possible on a Nera Worldpro1010 or EXPLORER 110 terminal version 2.8.5 or newer, where upgrading via WEB MMI is possible. Use upgrade via USB for older versions!

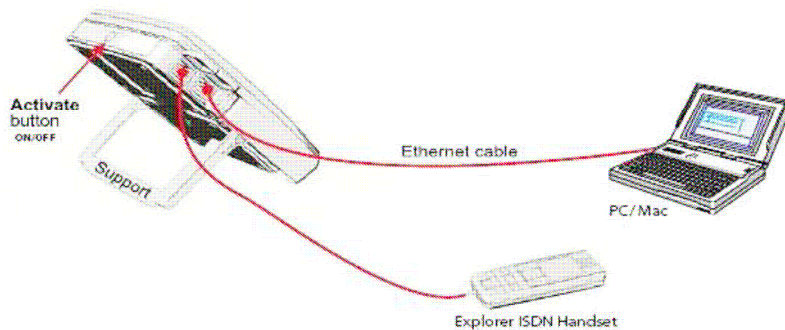
Get access to the WEB MMI by entering **192.168.0.1** in your Internet Browser. Select **Settings** and **Upgrade terminal software**. Follow the instructions given in the WEB MMI.

It is also possible to upgrade the ISDN Handset. See figures below..



Upgrade Terminal software
Upgrade ISDN Handset software

Nera WorldPro 1010 / Explorer 110



How to upgrade via USB (Windows Xp):

Upgrading takes 5 minutes. To do the upgrade you need a PC and the USB cable.

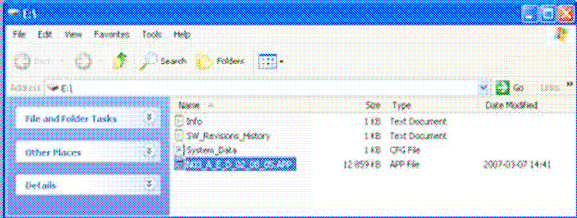
On a Worldpro1010/Explorer 110 the ISDN/USB Splitter need to be connected to the telephone/ISDN port. This gives access to the USB port.

The following procedure allows the PC to view the terminal as a removable disk, much the same as you would for a digital camera or a mobile phone. When you gain access to the device as a removable drive, the procedure calls for the removal of the

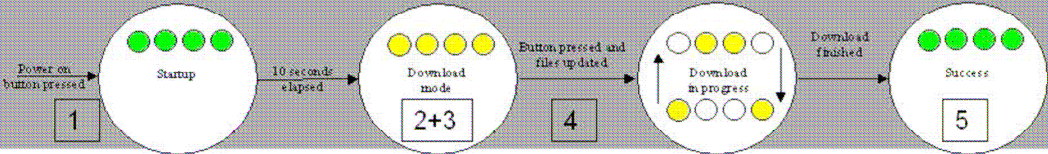
old firmware file, and the replacement of it with the new file.
(N03_A_E_D_02_11_03.APP)

Software upgrade:

Removable disk (e.g. E:)
Terminal information via USB



1. Start: (Terminal has to be switched off)
 - Connect USB cable from terminal to PC
 - Press and hold the activate button for approx. 10 seconds, or until the LED's turns yellow.
 - Wait until E: drive pops up on your PC
2. Remove:
 - Remove old software from E:drive
 - E.g.: N03_A_E_D_01_16_00.APP
3. Copy:
 - Copy new terminal software into the E:drive
 - E.g.: N03_A_E_D_02_08_05.APP
4. Push and hold activate button until LED's starts flashing yellow. Release button and wait until all LED's turns green.
If LED's turns red, restart from step 1
5. Reboot terminal



- It is important to remove the old software file from the Removable disk drive, before copy/paste the new software into the drive.
- On some terminals it is necessary to hold the activate button for 30 seconds before the LED's turns yellow. On these terminals only two LED's turns yellow, but this is normal on these units.
- It takes approx 30 seconds for the Removable disk drive to be present on the PC.
- If wrong software is loaded to the Interface unit, it is only to redo the 5 steps with the correct software. A terminal with wrong software will fail when searching for satellite. On box LED's will respond abnormally.
- If terminal looks up (not possible to switch off), turn terminal off by removing DC input and battery. Insert battery and DC again. This can be due to wrong software, and this time remember to hold the Activate button down for approx. 30 seconds until only two LED's turns yellow (Battery and Message LED). Wait for Removable disk drive and continue upgrading.

Nera WorldPro1010

