Firmware N720 IP PRO

Firmware update Gigaset N720 IP

Out of the Box, the DECT manager does not know about the preferred base station software version and allows the start-up of the Base station with any software version.

Status Page ->
Preferred Base station software == ** ??? ** **** ****

Current firmware version of DECT Manager	70.073.00.030.02	
Available firmware version of DECT Manager	**.076.** ***.**	
Preferred firmware version of Base stations	**.073.**.***.**	

To guarantee the up to date and compatible DECT manager and Base station software you need:

- Internet Access to Firmware update Packages at profile.gigaset.net
- Or the software package on a local http server

Check software version DECT Manager and Base station

The Software version of the DECT manager and the Base station should always be the same.

What happens if the Software version is different:

- It is possible the Base station does not start-up
  - Status Page -> Download Status == Failed
- System can be unstable

Base station	Module	Current version	Operating days	Download status
Basis 1 - Drucker	1	71.073.00.000.00	289	OK
	2	71.073.00.000.00	289	OK
Basis 2 - Eingang	1	71.073.00.000.00	289	OK
	2	71.073.00.000.00	289	OK
Basis 3 - Warteschleife	1	71.073.00.000.00	289	OK
	2	71.073.00.000.00	289	OK
Basis 5 - Serverraum	1	71.073.00.000.00	288	OK

Automatic firmware update is not working

If the automatic firmware update is not working, you have the following possibilities.

Behind the Gigaset T500/300 using special module
A special module is made that download the files automatically from our Gigaset server and places the new files on the PBX, click here.

Behind the Gigaset T500/T300 update files on PBX

1. Download the files from our wiki.
2. Connect to the PBX using SSH
   a. Go to the directory:
      [root@localhost ~]# cd /var/firmware/gigaset/original

Directory	sub-directory		Description
70	1	Copy new Baselines.bin and Firmware file	Firmware files DECT manager
71	1	Copy new Baselines.bin and Firmware file	Firmware files DECT base

3. N720 should now be able to see the new baseline 73

Behind the Gigaset T300/T500 using gigaset.net server

Because of auto provisioning, the Gigaset T300/T500 will change the Data Server field to his own IP address, the Firmware files could not be available on the T300/T500. You have to follow the following procedure.

T300/T500

1. Disable the Auto provisioning: Configuration - Phones - Settings - Deactivate auto provisioning.
2. Press Apply to Deactivate

N720

1. Change Data server
   URL: Settings -
   Management -
   Firmware update -
   Data server to : **profil e.gigaset.net/device**

2. Press **Set** to activate the new URL.
3. The device will now search for new Firmware on the Gigaset server.
4. When available, press **Update Firmware** to start Firmware update.

When all Devices are ready with the Firmware update, see Status Page.

T300/T500

1. Enable the Auto provisioning: Configuration - Phones - Settings - Activate auto provisioning.
2. Press Apply

N720

Restart the N720 so the T300/T500 can change the Data server back to the original value.

∨ Hidden Firmware update page.

Sometimes we see that due to network issues, the Base stations are not updated. For this a hidden firmware update page is available. To access this page:

- Login the WebGUI of the N720, then change the URL to:
- http://<IP address of N720>/hidden_firmware_update.html

You will see the screen below.

Then enter the URL for the firmware update. **Always first update the DECT manager** and after successful update the Base station.

Use following links for

a. DECT Manager: http://profile.gigaset.net/device/70/1/einsteiniwu078_70.bin
b. Satellite: http://profile.gigaset.net/device/71/1/sat7107800000000.bin

Hint: For a newer software you can change the sw links. eg. Version 100

DECT Manager: http://profile.gigaset.net/device/70/1/einsteiniwu**078**_70.bin is http://profile.gigaset.net/device/70/1/einsteiniwu**100**_70.bin

Satellite: http://profile.gigaset.net/device/71/1/sat71**078**00000000.bin is http://profile.gigaset.net/device/71/1/sat71**100**00000000.bin

If you have no internet access, you have to use an own http server, for this free tools are available like hfs.exe. With these tools you can use your laptop as the http server and insert the link towards your laptop.
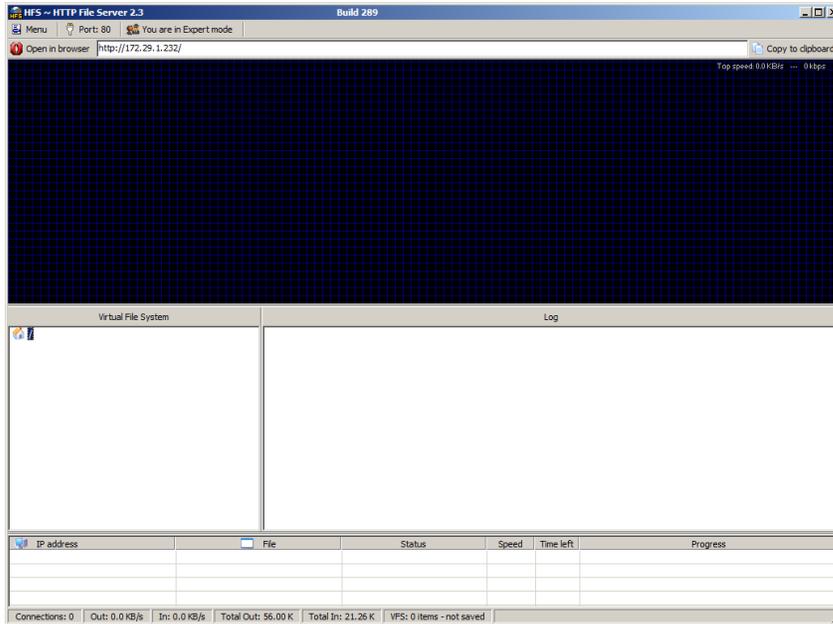
Sometimes N720IP installation doesn't have access to the Internet so update with Gigaset server is not possible. In this case you need to use your own local HTTP server for upgrade.

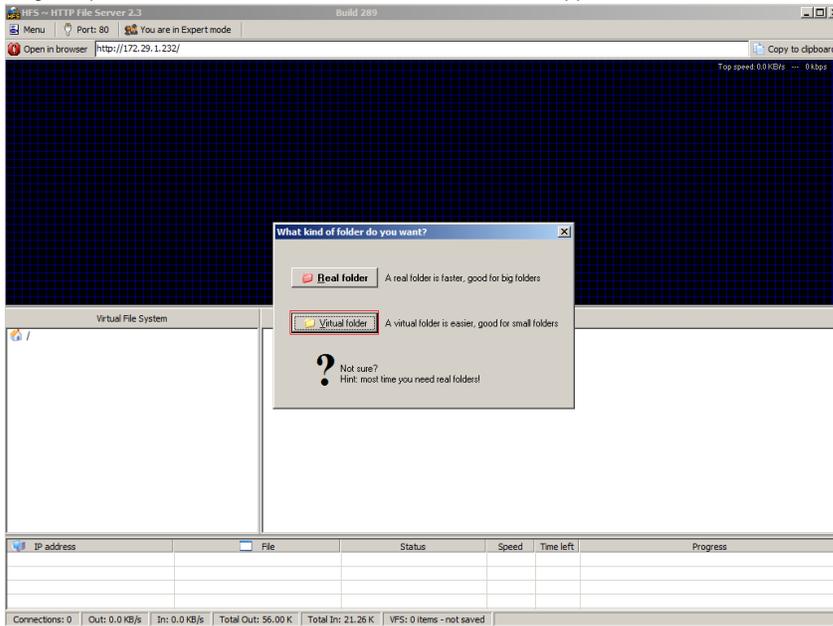There are free HTTP servers available on the internet like: HFS
Procedure for update via hidden page:

1. Download the firmware files for N720 IP PRO -> Get N720IP firmware
2. Start **HFS.exe**

In this example server runs with IP: 172.29.1.232
3. Drag&drop folder structure with the firmware files into HFS application.

In this example:
Path to DECT Manager firmware: **http://172.29.1.232/device/70/1/einsteiniwu084_70.bin**
Path to Base station firmware: **http://172.29.1.232/device/71/1/sat7108400000000.bin**

4. Login the WebGUI of the N720, then change the URL to: http://<IP address of N720>/hidden_firmware_update.html

5. Copy firmware paths for DECT Manager & Base station (3) to the WebUI.

Download state is NOK

In case the download state shows "NOK" (see status page), i.e. after adding of new base station in the environment, the update job has been started again.

Settings --> Management --> Firmware Update)

- Firmware update Gigaset N720 IP

- Check software version DECT Manager and Base station
- Automatic firmware update is not working
- Download state is NOK

Software version 113

Download

Software version 112

Download

Software version 111

Download

Software version 110

Download