

Dect handsets Unified Support Tool

Installation manual

8AL90330ENABed01-1620



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1 Overview

The Unified Support Tool is a software application running on a Windows PC that provides 3 functions:

- 1) Parallel FirmWare Update (PFWU) of several 8212, 8232, 8242, 8262 DECT handsets simultaneously. Handset must be of the same type during the simultaneous update process.

The tool runs then in two distinct FWU modes selectable via a tab:

- USB mode for 8242 and 8262 via USB/Micro USB cable.
 - UART mode for 8212 and 8232 via an USB/jack 3,5mm 4 points, adapter module.
- 2) Handset configuration: For mass configuring handsets with the same configuration
 - 3) Support and Information: For use by the Business Partners or End customer to retrieve initial information about the handset and facilitating more advanced bug analysis without prior knowledge.

Functions 2) & 3) are available on the **8262 exclusively**.



This tool is now the **ONLY** supported method to upgrade the firmware of the 8212, 8232, 8242, and 8262 DECT handsets on the field.

1.1 Acronyms

PFWU: Parallel FirmWare Update, the process to update the firmware of one or more DECT terminals in parallel (simultaneously).

FWU: FirmWare Update

UST: Unified Support Tool, a Windows PC application that includes PFWU for 8212, 8232, 8242, 8262 and serviceability facilities for 8262 exclusively.

2 Installing Unified Support Tool

2.1 Downloading Unified Support Tool installation package

The installation package can be downloaded from the Enterprise Business Portal:

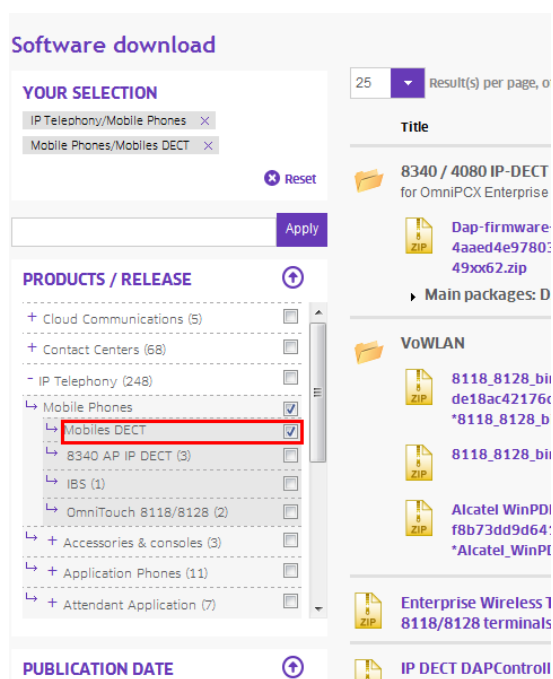
<https://businessportal.alcatel-lucent.com>

From the main page of the Business Portal, select the « Software Download » page by hovering the mouse over the “Top Menu Bar” area, then over « Customer Support », then over « Technical Support », and finally click « Software download ».

The « Software Download » page is then displayed.

From this page you can access the latest software versions and patches. Click on the “Phones” node (be advised, you have to scroll down the list); then click on the “Mobiles Phones” sub-node.

The page “Resources for Mobiles Phones” is displayed. From this page you have access to the all the software packages related to DECT handsets if you check the Mobiles DECT on the left tab:



In the section “Mobiles DECT” > “Download Tools 8262 DECT” you can download the zip-archives:

- UNIFIED_SUPPORT_TOOL_PC_CLIENT_Vx.zip; main package, Unified Support Tool



Warning

Make sure you have downloaded the last release of the Unified Support Tool. All features are supported by versions V16 and higher.

2.1 Installing Unified Support Tool installation package

The package contains the installer for the Unified Support tool. Run UnifiedSupportTool-Setup_vX.exe and follow the installer.

3 User Manual of Unified Support Tool (UST)

3.1 Overview

The Unified Support Tool is an application running on a Windows 7 or Windows 8.1 PC. The handset has to be connected to the PC using an USB cable for 8242 and 8262. Two alternatives are offered:

- The handset USB port can be connected directly to a PC USB port using a standard USB cable.
- The connection can be done through a desktop charger (either the simple desktop charger or the dual desktop charger). Simply connect the USB DATA connector of the desktop charger to the PC USB port using a standard USB cable and put the handset on the desktop charger and connect the 5V plug to a Power Supply Unit (PSU) AC/DC adapter (ref 3BN67335AA (EU) or 3BN67336AA (US/UK/AUS) in ALE catalog. It is the same PSU for 8212, 8232, 8242, 8262 chargers)

Note: rack charger cannot be used.



- Moreover, up to 8 handsets of the same type can be upgraded in parallel by using a separate USB hub connected to PC USB plug.

Prerequisites:

- Do NOT disconnect USB cable during FWU upgrade running.

For 8212 / 8232 a specific USB/jack 3,5mm 4 points adapter module is required: 8212 / 8232 DECT serial interface for PFWU/UST (3BN67339AA / 3BN67339AB).
8232 HW version must V7Rx or higher.



8212 / 8232 DECT serial interface for PFWU/UST - 3BN67339AA / 3BN67339AB



Files with ".HEX" or other extensions shall be used for 8212 / 8232 exclusively

Also using a file with extension ".BIN" or .HEX but with a wrong content (other file format renamed to ".BIN" or ".HEX" not intended for the 8242, 8262, 8212 or 8232 can lead to a failed upgrade and worse to a non operational device.



3.2 Installation UST on a PC (Win7 or Win8.1)

UnifiedSupportTool-Setup_vX.exe contains the Windows installer for the Unified Support tool.
Run UnifiedSupportTool-Setup_vX.exe and follow the Windows installer.



Warning

A specific driver from Silicon Labs (USBtoUARTBridgeVCP) is needed for the use of the dongle (8212 / 8232). If necessary, the Windows installer prompts you to install it.

3.3 Setup Check List

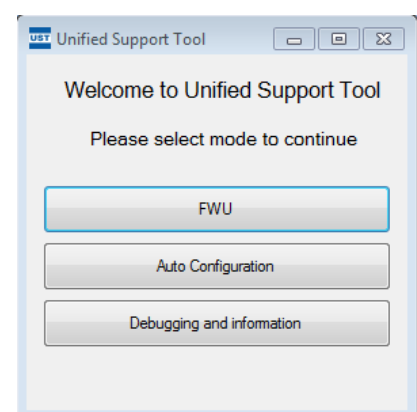
Before upgrading any handsets, then please go through the following check list, and verify that your setup meets the requirements.

- Check that your PC runs Window 7. (or Win 8.1)
- Check that your PC USB port is 2.0, **do not use USB 3.0.**
- Check that your PC runs .NET Framework >= to v4.5
- You have **admin rights** on your PC in order to allow program rights elevation
- Check the USB hub Black/White list before connecting the hub.
- Check that the 8242 or 8262 desktop charger cradle (dual or simple) is connected to a Power Supply Unit (PSU) AC/DC adapter and to the USB hub for the data cable.
- Minimum resolution to fit the dialog without cropping is 1280*720 (at 100% scaling in windows display properties)
- For the 8212 / 8232, check that you have the right USB/jack adapter module (No USB connector on 8212 / 8232)

4 How to use the Unified Support Tool

When you open the Unified Support tool, 3 selections are available depending on the type of operation/function to be performed on the connected handsets.

1. FWU: FirmWareUpdate for handsets of the same type: 8212 or 8232 or 8242 or 8262.
2. Auto Configuration: Duplication of configuration from one handset to the other via SDCARD.
 - Particularly useful for e.g. Alarms settings duplication from handset to handset.
3. Debugging and information : Retrieving errors counters, statuses on power events, specific OS events, network events like out of lock, etc...



Warning

To switch from one mode to the other restart of the tool is necessary

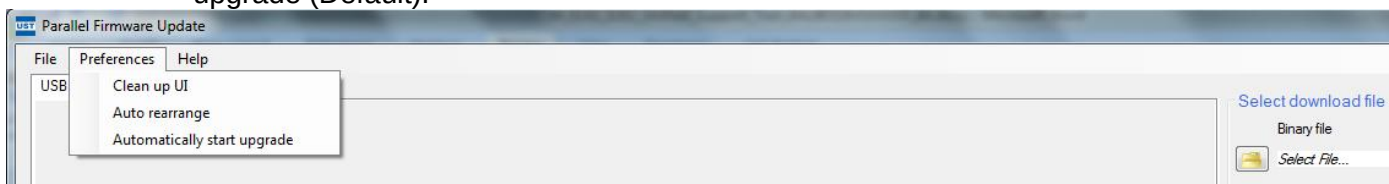
4.1 Parallel FirmWare Update (FWU) on 8212, 8232, 8242 and 8262

Firmware update procedure for 8242 and 8262 is different from firmware update procedure for 8232. Main differences between 8242/8262 and 8212/8232 are the following:

1. UST provides two SW upgrade modes (see section : 4.1.3)
 - USB mode => applies to 8242 and 8262.
 - UART mode => applies to 8212 and 8232.
2. Connection of the handset to the PC:
 - Direct USB connection => applies to 8242 and 8262 (see section 4.1.4).
 - Connection via a specific USB-to-jack adapter (3BN67339AA / 3BN67339AB) => applies to 8212 and 8232 which has no USB interface but a serial interface (UART) available at the jack connector (see section 4.1.6).

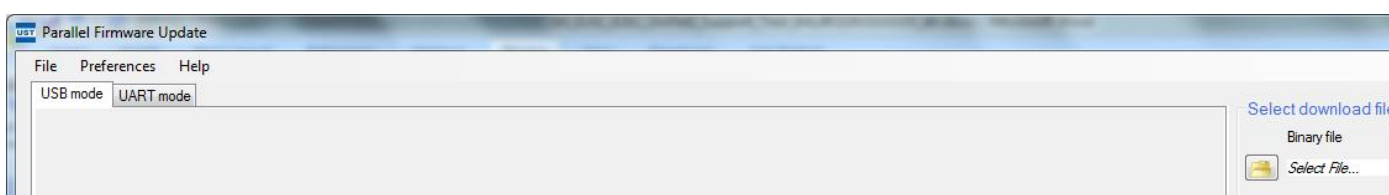
4.1.1 Preference Settings in FWU function

- **Auto rearrange:** Determines how windows should be removed once the handset is removed from the computer
 - Checked: Information windows shift to the left and fill the gap from the disconnected handset (Default)
 - Unchecked: A gap is left open, when an information window is removed
- **Clean up UI:** If the "Auto rearrange" is unchecked, this redraws the remaining information windows, so gaps between information windows are removed
- **Automatically start upgrade:**
 - *Checked:* The handsets start to upgrade when connected.
 - *Unchecked:* The "Start" button must be clicked, in the information window, to start an upgrade (Default).

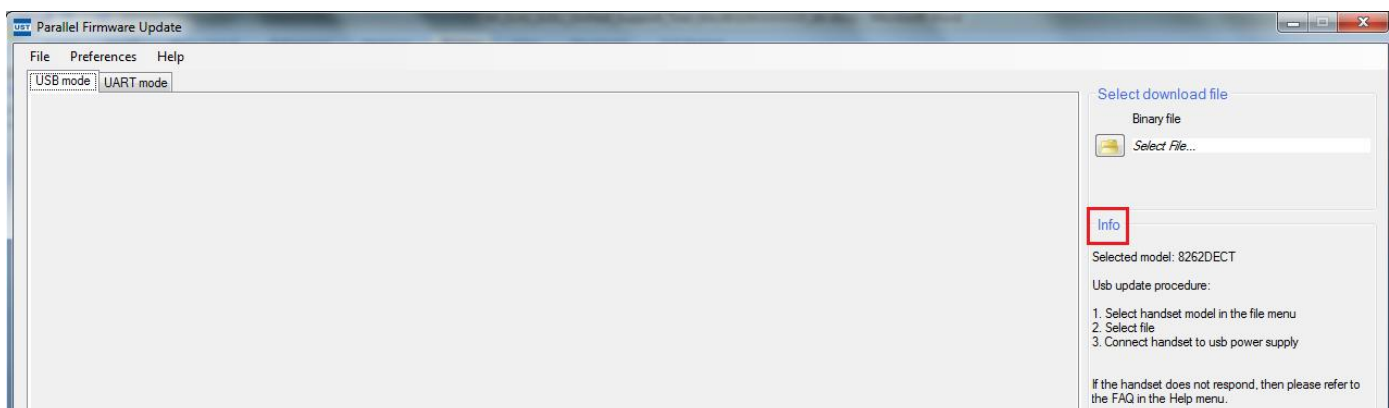


4.1.1 Select upgrade mode

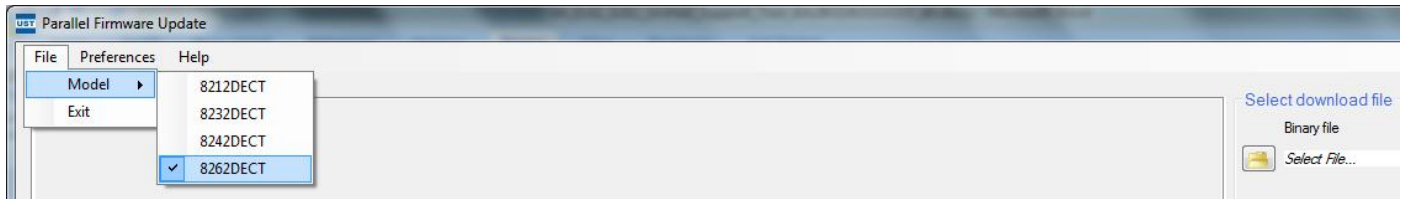
Select tab to be used for upgrade USB mode for 8242 / 8262 or UART mode for 8212 / 8232 in the top left corner.



Then follow the procedure displayed in the Info part windows.



4.1.2 Model selection

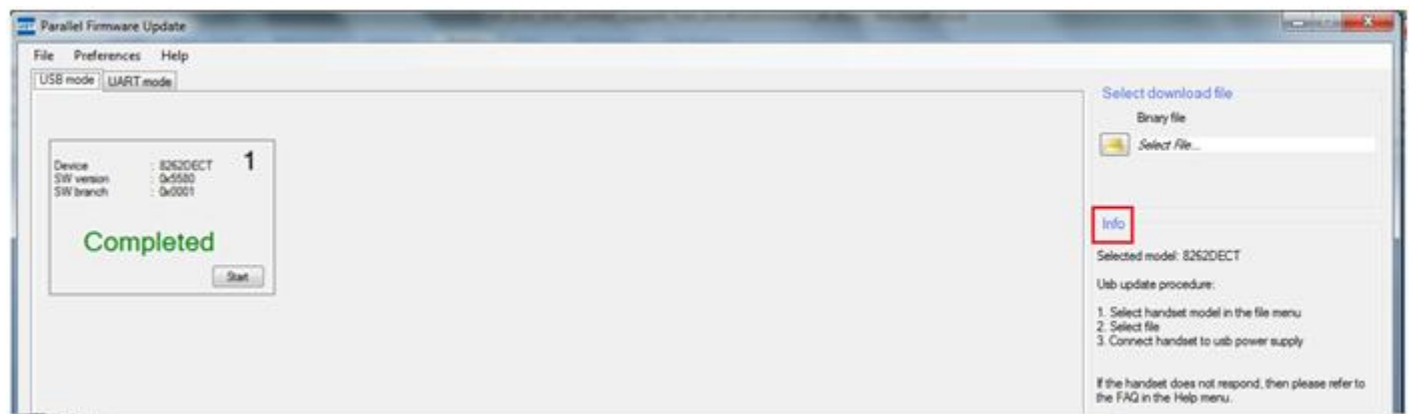


4.1.3 File selection

Under "Select download file" click on the folder icon to select a firmware image - in the dialog window, find the firmware update file.

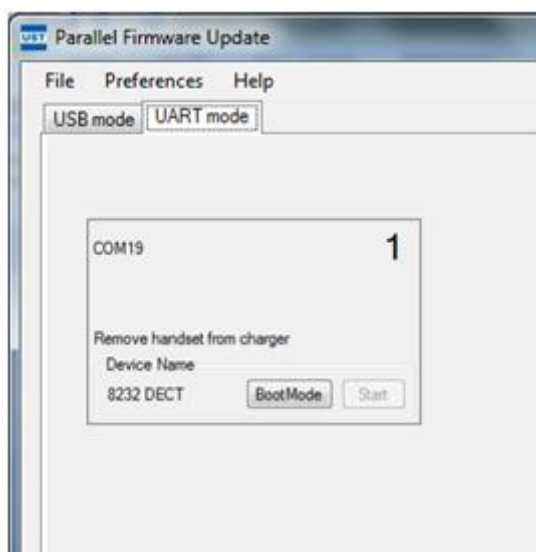
Select "USB mode" for 8262/8242 DECT Handset or "UART mode" for 8212/8232 DECT Handset (the "UART mode" can be used with 8262/8242 DECT Handset when you have to recover an installation after a firmware update problem).

This is usually named on the form 8262 DECT_vXXXX_bXXXX.bin. Here an 8262 as example below.



NOTE: Unlike 8242 and 8262, 8212 and 8232 SW upgrade requires .hex file.

For 8212 or 8232, the files are usually named like OT8212.spi_vXXXX_bXXXX.hex or OT8232.spi_vXXXX_bXXXX.hex for vXXXXbXXXX firmware version.



4.1.4 8242 / 8262 DECT handset

4.1.4.1 Connection

1. Connect a USB hub to the PC. Ensure 8242, 8262 charger cradles are powered with PSU and connected to USB hub.
2. Connect additional handsets (No more than 8 handsets should be connected at the same time).
Handsets: there is 2 options when connecting the handsets:
 - a. Connect the handsets directly to the USB hub.
 - b. Connect chargers to the USB hub and the power adapter, and place handsets in the chargers (See Fig 1 & 2).

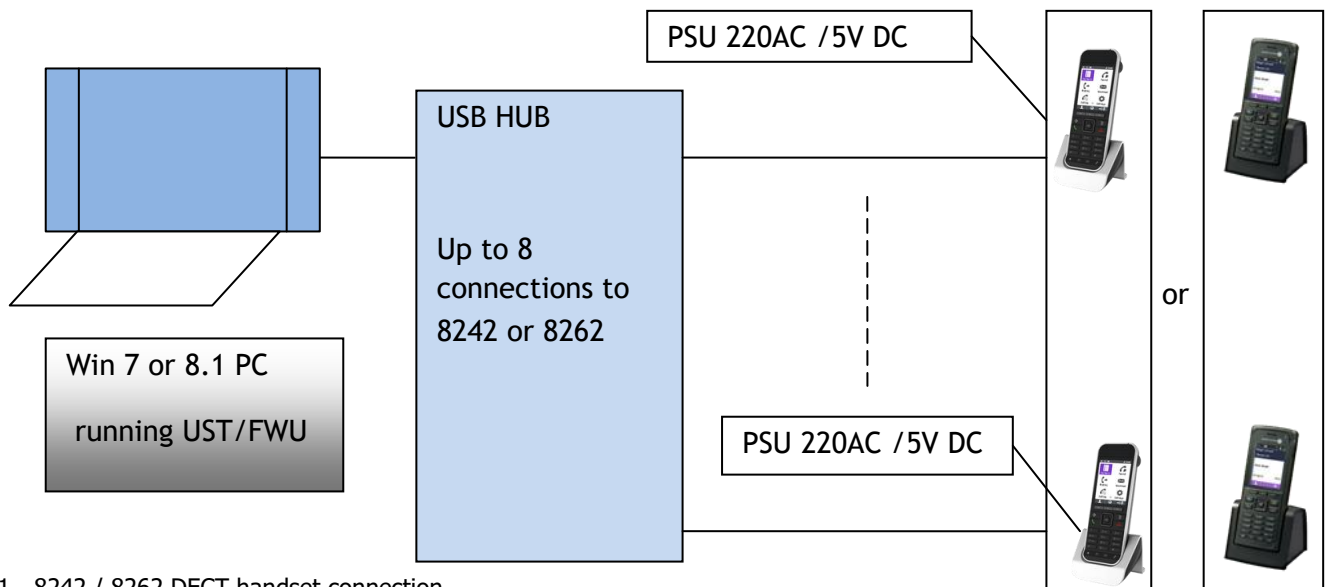


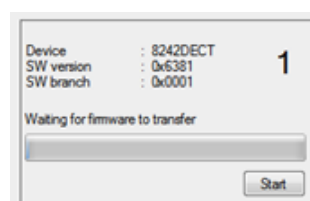
Fig 1 - 8242 / 8262 DECT handset connection



Fig 2 - Charger and power adapter connected to USB hub.

4.1.4.2 Start upgrade process

Click on the "Start" button to begin the upgrade process. If "Automatically start upgrade" is checked in the preferences menu, then the upgrade begins immediately after the image is selected. If a handset's firmware is already up to date, then "Completed" is displayed. A new firmware image cannot be selected until all current upgrades are finished.



4.1.5 8212 / 8232 DECT handsets

4.1.5.1 connection

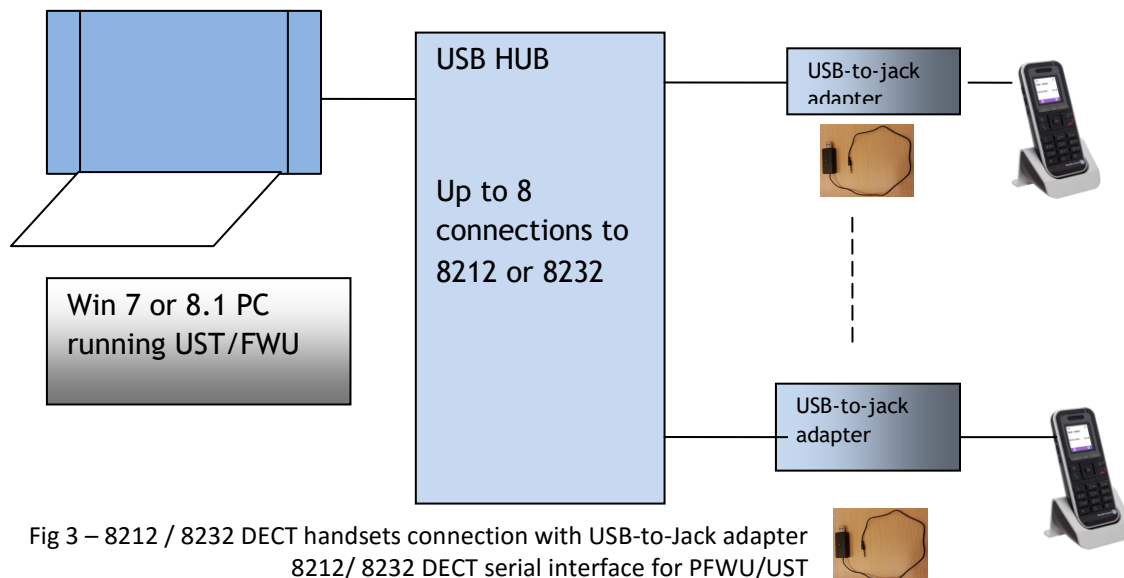


Fig 3 – 8212 / 8232 DECT handsets connection with USB-to-Jack adapter
8212/ 8232 DECT serial interface for PFWU/UST
(3BN67339AA / 3BN67339AB)



Check that all connected DECT Handsets are corresponding to the firmware image you have selected.

Depending on dongle reference you use, follow the instructions described in the Info part window

Info

Selected model: 8232DECT

Uart update procedure:

1. Select handset model in the file menu
2. Power down handset and disconnect from usb power supply
3. Select hex file
4. Connect handset to PC via USB-to-Jack dongle
 For type A dongle (3BN67339AA):
 5A. Press and hold button on dongle
 5B. Press and hold On/Off button on handset
 5C. Release button on dongle
 5D. Press boot mode in tool
 5E. Release button on handset
 For type B dongle (3BN67339AB):
 5A. Press boot mode
 5B. Insert handset in charger
 5C. Press the start button
6. After update complete, unconnect handset and power on

COM6 **1**

Remove handset from charger

Chosen Model
8232DECT

BootMode
Start

COM6 **1**

Place in charger and press start

Chosen Model
8232DECT

BootMode
Start

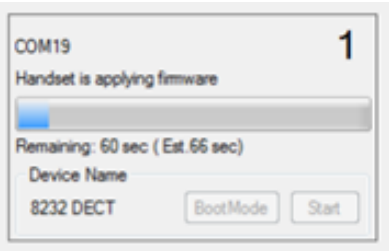
4.1.6 Upgrade process

When the firmware has been successfully transferred to a handset, then it reboots and starts applying the new firmware. Do not unplug battery or USB during this step as this will result in a failed firmware update and a non-working handset. If the 8262 or 8242 firmware update fails, then UART mode + USB-to -Jack adapter has to be used, since this can communicate with the hardware boot loader inside the baseband processor or DECT handset.

8242 / 8262



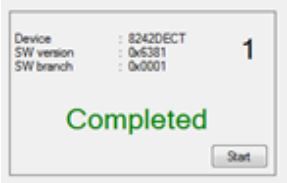
8212 / 8232



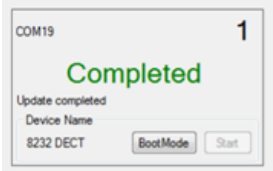
4.1.7 Upgrade completion

When a handset firmware update is done, then "Completed" is displayed both on the PC and the handset. The handset can then be disconnected and it will reboot. A new handset can be connected for upgrade.

8242 / 8262



8212 / 8232



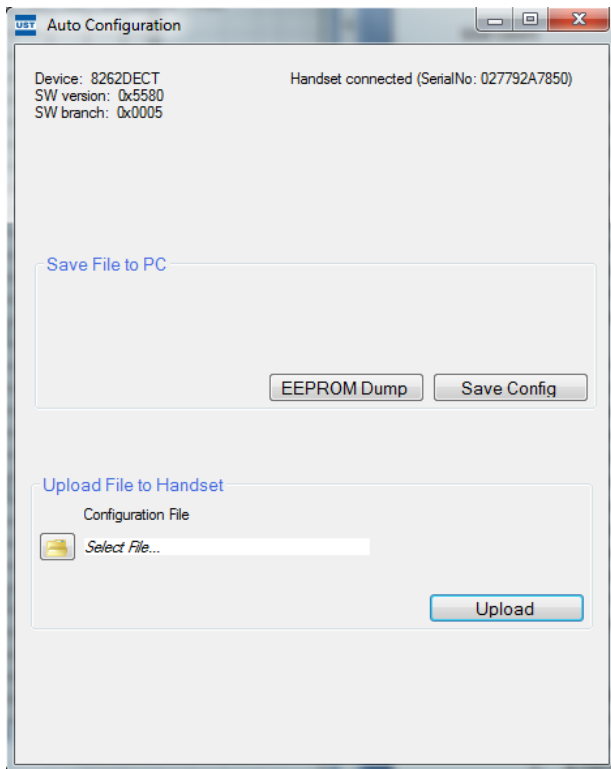


4.2 Auto configuration function: for 8262 only



Warning

This feature is supported by versions V16 and higher.



In order to give the user an easy way to ensure that a number of handsets have the same configurations, the settings can be copied between them.

The user makes all needed adjustments on any 82x2 handset, e.g. alarm settings, CAT-iq ringer melody or F1/F2 function keys. The handset is then connected to a PC and from the Auto Configuration part of the Unified Service Tool the configurations can be saved on the PC. It is saved as a binary file. The name is default the model of the handset, but it can be changed by the user.

The configurations can then be loaded to any other handset of the same model and firmware version. It is possible to choose any binary configuration file from the PC, saved from another handset of the same model. When uploading a file the tool will make sure that the file and handset matches, if they do not, an error prompt will be shown and the upload will stop.

When reading settings from the handset, or uploading new settings to the handset, it will enter save mode. In this way it is not possible to change the settings while reading or changing them from the service tool.

Use cases

Saving a configuration file to the PC

The user has a handset on which he has adjusted the settings as preferred.

1. The user opens the unified tool and selects the "Auto Configuration" from the startup screen.
2. The user connects the handset through USB.
3. As default, the unified tool tries to connect via USB.
4. The model and software version is shown.
5. The user presses "Save Configurations on PC".
6. The handset will enter save mode and the startup screen can be seen.
7. The information is retrieved from the handset and a "Save" dialog is shown.
8. The user chooses where he wants to save the file. The name on the configuration file can be changed.
9. When the file is saved a dialog will be shown.
10. The handset will reboot.

Loading a configuration file from the PC to a handset

The user has a handset on which he wants to load a configuration file already saved on the PC.

1. The user opens the unified tool and selects the "Auto Configuration" from the startup screen.
2. The user connects the handset through USB.
3. As default, the unified tool tries to connect via USB.
4. The model and software version is shown.
5. The user chooses the configuration file from the PC.
6. The user presses "Upload Configuration File to Handset".
7. The handset will enter save mode and the startup screen can be seen.
8. The configuration file will be loaded onto the handset.
9. When the file is loaded a dialog will be shown.
10. The handset will reboot and the new settings will be active.

Trying to load an old configuration file from the PC to a handset

The user has a handset on which he wants to load a configuration file already saved on the PC.

1. Follow 1-6 from above.
7. A message box will appear with "Configuration file mismatch".

4.3 Debugging and Information function: for 8262 only

**Warning**

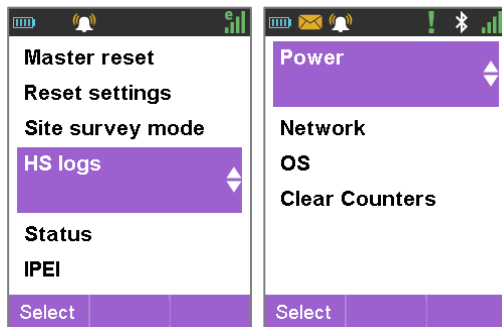
Microsoft .NET framework 4.5 and upper is mandatory, if not, an unhandled exception occurs in the application "Could not load type 'System.Runtime.CompilerServices.ExtensionAttribute' from assembly 'mscorlib, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089'"

The in-field debugging and information gathering function implements some new functionality in both the unified tool and in the handset:

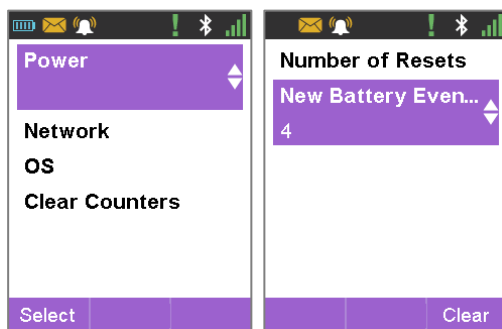
- On handset: Extended Error log menu on the handset, including counters for various error situations in the service menu.
- On handset: In field logging to the SD-card of OS events/emails to make traces. This enables tracing while the handset is in use by the customer, making it possible to trace while an issue occurs. Tracing is controlled by a *LOG* (*564*) menu. On handset: Complete log report to SD card.
- In unified tool: A debugging panel for the unified tool where the user is able to generate a complete report containing the combined information from all applicable status menus and RSX status information emails, e.g. debug trace.

4.3.1 Extended Error log menu

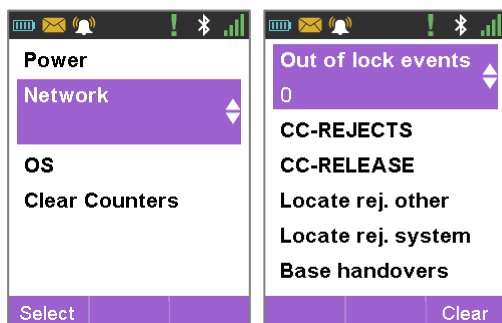
Currently the 8262 DECT handset features a HS logs menu from where the user is able to view latest error log and asserts. This menu will be extended to contain:



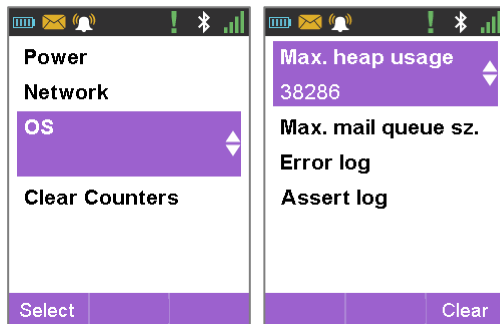
- Power
 - Number of resets
 - Number of new battery insertions



- Network (Not stored in eeprom)
 - Number of out-of-lock events, where the protocol has sent an “out of lock” indication to the application layer
 - Number of CC-REJECT-IND, when a CC connection fails to be established
 - Number of successfully released calls, where CC-RELEASE-IND has been received by the handset
 - Number of LOCATE-REQ-REJ events
 - Number of base-to-base handovers



- OS
 - Highest usage of Heap memory
 - Highest number of OS mails queued
 - Error log
 - Assert log



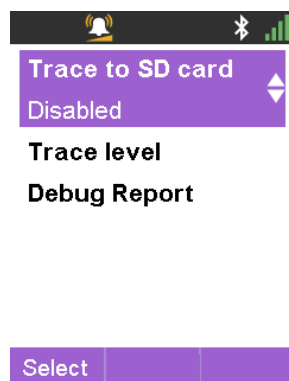
- Clear all
Each of the counters is clearable. The user clears a value by pressing the right soft-key “Clear”. The menu also features a “Clear all” menu item, so all counters can be cleared at the same time.

4.3.2 Tracing & log report on SD Card

This part of the document describes the SD card mail tracing and log report feature. This feature gives the possibility to make in field mail traces at customer sites. This will improve the debugging abilities of software people and customer systems. Please note that early test show no drastic increase in CPU usage, but more testing is required.

The *LOG* (*564*) menu

Traces are started through a special log menu, which is reached from the menu screen by pressing *564* on the keyboard. This menu has the following options:



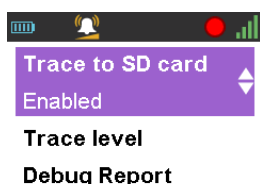
- Trace to SD card (off (default) / on)
- Trace levels
 - SD card options – enables tracing based on the options placed on the SD-card
 - Calls – Problems with CC connections
 - Network – Problems with locate and handovers
 - Battery – Problems battery capacity, new batteries etc
 - AGAP – AGAP related issues, e.g. problems with list presentations, calls not presented.
 - MMI / Display – Problems with menu navigation, calendar etc.
 - Alarms – Problems with notification, live, status etc. calls
 - Bluetooth – Problems with Bluetooth connections, calls, pairing etc.

- Accel. Data – Records accelerometer data onto SD card for fine-tuning, debugging of embedded alarm algorithms (*not available on all handsets*)
- FWU
- Debug report – makes a debug report dump onto the SD card. A log report is generated, whenever a trace is started on the handset, or if the user chooses the “Debug report” menu option on the *LOG* menu. This debug report contains the same information as the log report which can be generated through the unified tool. The debug report is stored on the SD-card, along with the trace. This makes it easy to gather both the debugging traces and the debug report in one step. This also makes it possible for customers, which do not have the unified tool installed, to make debug reports as long as they have a micro SD card reader available. The file is called dbinfo.txt.

This feature supposes the availability of a SD card in the 8262 DECT handset. If the handset does not have an SD card in place currently, but the user has one available.

1. First the user shuts down the handset
2. The user removes the battery, inserts the SD card
3. The user powers on the handset

The user is able to make different traces from the trace levels menu. In this menu, the various default traces can be enabled by the end user. First the user chooses a specific trace level and then returns to the main screen and sets “Trace to SD card” to on. When traces are running, a small red dot “recording” replaces the Bluetooth icon.



The setting is stored in the EEPROM, so traces can be started already at OS startup. This can be advantageous in situations where a given issue primarily occurs during the initial startup.

Task options for Trace levels

Calls	API_TASK : Input output PP_DLC_LCE_TASK : Input output PP_NWK_PI_TASK : Input output NWK_SWITCH_DB_TASK : Input output SW_NWK_CC_TASK : Input output AL_CTRL_TASK : Input output AL_CTRL_DEBUG_TASK : Input output HSM_LOG_TASK : Comment
Network	SERVICE_TASK : Input output PP_DLC_LCE_TASK : Input output PP_MM_TASK : Input output AL_CTRL_TASK : Input output AL_CTRL_DEBUG_TASK : Input output HSM_LOG_TASK : Comment



Battery	BATTERY_TASK : Input output Note: A START_PING_PONG, 01, 3C mail has to be sent to BATTERY_TASK, in order for battery task to be useful. BATTERY_TASK will then emit a DUMMY_DATA mail every 60 seconds, containing state information about BATTERY_TASK.
AGAP	PP_DLC_LCE_TASK : Input output AL_CTRL_TASK : Input output AL_CTRL_DEBUG_TASK : Input output HSM_LOG_TASK : Comment AGAP_DEBUG_TASK : Input output
MMI	AL_CTRL_TASK : Input output AL_CTRL_DEBUG_TASK : Input output AGUI_TASK : Input output HSM_LOG_TASK : Comment
Alarms	PP_DLC_LCE_TASK : Input output AL_CTRL_TASK : Input output AL_CTRL_DEBUG_TASK : Input output HSM_LOG_TASK : Comment AGAP_DEBUG_TASK : Input output ALE_ALARM_TASK : Input output
Bluetooth	PP_MM_TASK : Input output KEY_FILTER_TASK : output PP_CC_TASK_LOCAL : Input output AGAP_DEBUG_TASK : Input output BT_TASK : Input output BT_APP_TASK : Input output
Accel. data	ACCMTR_EVENT_TASK : Input Note: An ACCMTR_TRACE_START / STOP when traces on accel. data level is started / stopped.

Use cases

Toggle traces on the handset

The user is able to enable / disable tracing on a given handset by entering *564* (*LOG*) which will start the trace options menu. The user first selects the trace levels which are needed for the trace. (Initially only the SD card options step will be available). The user will then browse to "Trace to SD card (off (default) / on)" and press right soft key to start the trace. If no SD card options file is present, or if no trace levels are selected, then the user is alerted with a pop-up as to why the trace cannot be started.

Making trace options using RSX

Some issues will require more specialized trace settings in order to provide the required trace output for debugging an issue. In these cases a power use will be able to make the specialized setup using RSX:

1. The user opens RSX
2. The user makes the necessary adjustments to tasks, primitives etc.
3. RSX automatically generates a binary debug configuration file (opt.bin) for use on the target handset.
4. The binary configuration file is copied onto a SD card, which then is placed in the handset
5. The handset will start to record a binary file if :
 - a. the SD card options is selected in Trace level
 - b. Trace to SD card is toggled to 'on'
6. The user will make the trace run until the issue occurs
7. The user will turn off the handset, when the issue has occurred
8. The resulting binary trace file is sent back to software developers
9. The binary file is read and interpreted by RSX to provide a human readable trace

RSX already provides a text based options file. However by making a binary file, the implementation of the options file parser in the handset software becomes much simpler to implement.

All traces will be performed with the same trace options as long as the binary options file is not removed from the SD card. The handset will show a small red “recording” dot, when traces are running. This red dot replaces the Bluetooth icon for the duration of the tracing.

Making a debug report onto the SD card

The user does not have access to the unified tool, but needs a log report for a bug report. The handset does not have an SD card in place currently, but the user has one available.

1. First the user shuts down the handset
2. The user removes the battery, inserts the SD card
3. The user powers on the handset
4. The user goes to the menu, the presses *LOG*
5. The user chooses “Debug report” and the debug report is written to the SD card
6. A popup shows the user that the debug report is completed
7. The user powers off the handset and removes the SD card
8. Using an SD card reader, the user is able to either open the dbinfo.txt file on the computer, copying the text to the bug report, or attach the file as an attachment.

Multiple traces on SD card

Whenever a trace is started, the SD card is checked to ensure that the given trace file name doesn't exist. If the filename already exists, a new file will be created with an increasing sequential number, e.g. if trace.sdt already exists, then trace01.sdt will be created.

Making a debug report onto the SD card, when a debug report is already present

The user has already made one debug report. If the user presses the “Debug report” once more, then a second debug report is generated, called dbinfo01.txt. This continues until the 8:3 limit of the file system is reached with dbinfo9999.txt is reached.

Version mismatch

Proper mail traces requires proper version management since primitives, tasks and timers can change between software versions. When the binary configuration file is generated by RSX, the version that RSX was generated for is also written into the configuration file.

When the trace file is parsed by the handset, the software version is read and compared against software version of the handset software. Trace is allowed if the software versions are identical. However, if the software versions are incompatible, then the trace option is set to off, and no trace is made. When the user opens *LOG* menu, a pop up will be shown, notifying the user that trace has been disabled due to version mismatch.

4.3.3 Debugging Panel

The user is able to get a complete report containing the most essential information regarding the handset experiencing problems. The generated report is the same as the one placed on the SD card, whenever a trace is started. If the user does not have an SD card, or do not want to pull out the battery in order to get to the SD card, then the “support and information” panel of the unified tool can be used instead.

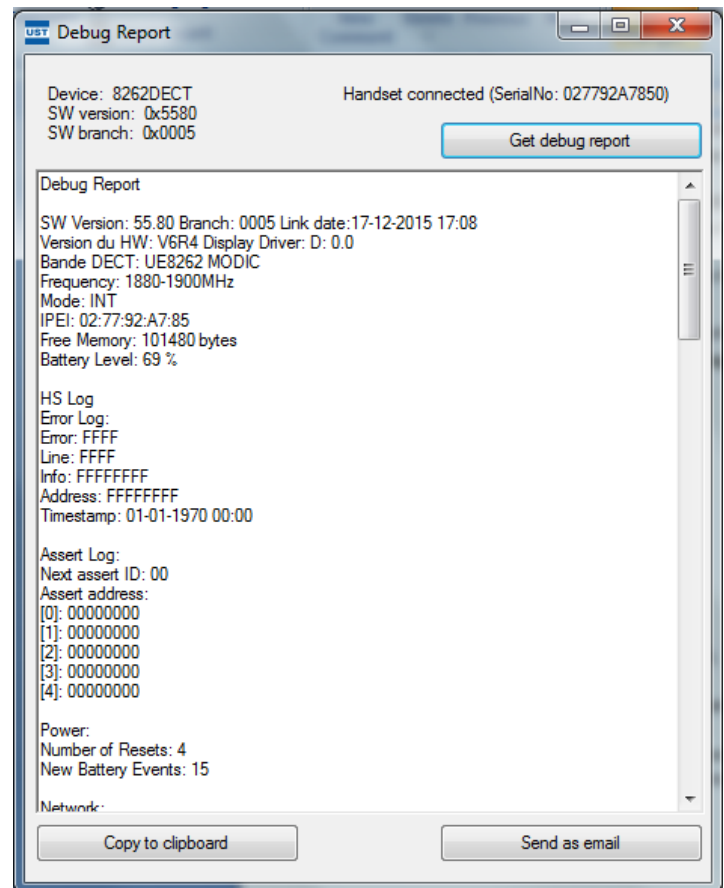
Note that UART mode won't be supported for this initial release. UART mode will require additional implementation, since the application cannot exchange data with the handset OS currently.

The report is extracted through the USB interface (8242, 8262) via the ‘Get debug report button’ and is shown in a text-window. In the bottom of the screen there are two buttons:

- Copy to clipboard: Copies all the text in the text window to the clip-board, making it easier to add the report in e.g. an online support tracking tool.
- Send email: Will open the outlook mail client on the user PC, and include the debug report. The user needs to fill out subject, mail recipient, and message.

Contents of the debug report

- Handset software version
- Handset IPEI
- Handset serial number
- Handset HW Version
- Handset Display driver version
- Handset debug log counters
- Current battery capacity
- Current DECT band, RSSI.
- Latest crash debugs information: Call stack, error type etc.
- Network registrations: RFPI, power mode and encryption mode
- Bluetooth: states, BDAddr, number of paired devices, paired device BDAddr, paired devices friendly name, BTLE status.
- Alarm Settings.
- ...



Warning

The copy / past option in notepad delivers a long line only. If we need text formatting we should use at least WordPad tool (or similar)

5 FAQ

How can I force an upgrade if the handset and the firmware image have the same version?

1. Connect the handset with firmware version vX_bY.
2. Select firmware image with version vX_bY.
3. Ignore the "Completed" shown in the tool and press the "Start" button.

Why does the information window disappear and reappear when downgrading to v6980_b0012?

1. Blue Tooth firmware update will make the handset reboot an extra time in the end of the upgrade process. This can cause the information window to disappear for a few seconds. It will reappear with valid information. In v6281 and newer releases this is handled so the information windows will not disappear, when the Blue Tooth firmware is updated.

What should I do if the driver is reinstalled every time a new handset is connected?

1. If handset/hub is connected to a computer with Windows 7, then check if the port on the computer is USB 2.0. USB 3.0 ports combined with Windows 7 will cause the driver to be reinstalled. Therefore it is recommended to use USB 2.0 ports. If the computer has Windows 8, then USB 3.0 can be used without causing the driver to reinstall.

What should I do if the connected handset does not show up?

1. Check that the selected model, in the File menu, matches the connected handset

What should I do if the handset is marked as failed in the firmware update tool?

1. Unplug the USB cable from the handset.
2. Reconnect the Handset using the USB cable.
3. If the handset changes status to complete and the software version and branch version are correct, then the firmware is successfully updated, and the handset can be disconnected.
4. If the handset initializes a new update, then the previous attempt to update the firmware was unsuccessful. Let the update process continue and see if handset updates successfully.
5. If repeated attempts to update the firmware also fails, then please contact the customer service. If the handset displays a red screen with an error code, then please provide a picture of the red screen.

What should I do if an information window does not disappear when the handset is disconnected?

1. Wait 30 seconds and see if the information window disappear. If it does not disappear, then use the "Clean up UI" option in the preferences menu. This will remove handsets that have the status Completed or Failed.

What should I do if the connected handset is not detected by the debugging panel?

1. Check handset has been plugged on PC before tool starts, if not, restart the tool.

What should I do if the 8212 / 8232 handset is not recognized by the tool?

1. Check USBtoUARTBridgeVCP driver from SILICON LABS is installed on the PC.

What should I do if "FWU FAILED" and "00 0A 00 00 FF" on is displayed on the handset?

1. This message can occur even though the handset is successfully updated. If updating from firmware older than 8242DECT_v6181_bxxxx to 8242DECT_v6181_bxxxx or newer, then please follow the steps in "What should I do if the handset is marked as failed in the firmware update tool?" and check if this solves the problem.

What should I do if the 8212 / 8232 upgrade does not switch to boot mode?

1. Check 8212 / 8232 hardware is compatible with dongle (v7rx or upper).

6 USB Hub Black List

6.1 Sweex Powered 4 Port USB Hub

Known issues:

- Connection loss of all several devices can occur if a single device is disconnected.

6.2 Continu Hub with 10 USB2.0 Ports

Known issues:

- Connection loss of all several devices can occur if a single device is disconnected.
- Limited to 6 handsets. Additional handsets will not be registered in Windows.
- Bad mechanical quality. USB sockets are lightly fastened.

7 USB Hub White List

- TRIKES hub with 10 USB2.0 Ports

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