

Alcatel-Lucent 400 DECT Handset

Alcatel-Lucent 300 DECT Handset

Software Downloader



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Software Downloader Installation Guide

1. INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the process for installing the 300/400 DECT Handsets Software Downloader Application and drivers for the 300/400 DECT Handsets Software Download Tool.

1.2 Scope

This technical note is to be used by all people that wish to use the 300/400 DECT Handsets Software Downloader Application to perform operations on 300/400 DECT Handsets from a PC.

2. READ ME FIRST

2.1 A Guide

To be able to perform software download functions on 300/400 DECT handsets from a PC, one needs to (in this order):

1. Ensure any previous versions of the Software Downloader Application and Software Download Tool have been uninstalled. To do this, see Software Downloader Application and Tool Uninstallation.
2. Install the Software Downloader Application. To do this, see Software Downloader Application Installation.
3. Install the Software Download Tool. To do this, see Software Downloader Tool Driver Installation.

3. SOFTWARE DOWNLOADER APPLICATION INSTALLATION

3.1 Windows XP / Windows 2003 Server / Windows 2000 Installation

1. Navigate to the SOFTWARE DOWNLOADER APPLICATION distribution package.
2. Double-click the file '**setup.exe**'.
3. *At this point, if not already installed, the .NET 2.0 framework will need to be installed. Follow the prompts to install the framework.*
4. *At this point, if not already installed, the Microsoft Windows Installer 3.1 will need to be installed. Follow the prompts to install this tool.*
5. Windows will say "Welcome to the Alcatel-Lucent 300 and 400 DECT Handsets Software Downloader Application Setup Wizard". Press 'Next'.
6. Select "Everyone" and press 'Next'.
7. Press 'Next'.
8. When you see 'Installation Complete', press 'Close'.

NOTE: This installation also installs the necessary SOFTWARE DOWNLOADER TOOL driver files on the target computer at the location '*C:\Program Files\Alcatel-Lucent\Alcatel-Lucent 300 and 400 DECT Handsets Software Downloader Application\CP210x*'.

SOFTWARE DOWNLOADER TOOL DRIVER INSTALLATION

3.2 Windows XP / Windows 2003 Server Installation

Follow these steps to install the Windows XP/2003 Server VCOM driver:

1. Connect the USB cable between the host computer and the 300/400 DECT Handsets Software Download Tool.
2. Windows will open a "Found New Hardware Wizard" window.
3. Windows will ask if it can connect to windows update to search for software. Select "No, not at this time". Press 'Next'.
4. Select "Install from a list or specific location (Advanced)" and press Next.
5. Select "Search for the best driver in these locations."
6. Select "Include this location in the search".
7. Press Browse to locate the "**C:\Program Files\Alcatel-Lucent\Alcatel-Lucent 300 and 400 DECT Handsets Software Downloader Application\CP210x**" directory. Once this directory is selected press OK.
8. Verify that the correct path and filename are shown and press 'Next'.
9. If a window pops up to say the software you are installing has not passed Windows Logo testing, press 'Continue Anyway'.
10. Press Finish to finish installing the "Alcatel-Lucent 300/400 DECT Handsets USB Composite Device".
11. * Windows will open the "Found New Hardware Wizard" window directly again after this. Repeat the above steps again.

When the installation has completed a tool tray window will pop-up on the Windows Tool Tray stating that the hardware has been successfully installed and is ready to use.

** This is because two '.inf' files need to be installed by Windows on successive runs.*

3.3 Windows 2000 Installation

Follow these steps to install the Windows 2000 VCOM driver:

1. Connect the USB cable between the host computer and the 300/400 DECT Handsets Software Download Tool.
2. Windows will open a "Found New Hardware Wizard" window. Press Next to continue.
3. Select "Search for a suitable driver for my device (recommended)" and press 'Next'.
4. Check "Specify a location" (and uncheck all others) and press 'Next'.
5. Press Browse to locate the "alcbus.inf" driver installation file. The default location is the "C:\SiLabs\MCU\CP210x\WIN" directory. Once this file is selected press OK.
6. Verify that the correct path and filename are shown and press 'Next'.
7. Press Finish to finish installing the "CP210x USB Composite Device".

8. Windows will open a second "Found New Hardware Wizard" window. Press Next to continue.
9. Select "Search for a suitable driver for my device (recommended)" and press 'Next'.
10. Check "Specify a location" and press 'Next'.
11. Press Browse to locate the "alcw2k.inf" driver installation file. The default location is the **"C:\Program Files\Alcatel-Lucent\Alcatel-Lucent 300 and 400 DECT Handsets Software Downloader Application\CP210x"** directory. Once this file is selected press OK.
12. Verify that the correct path and filename are shown and press 'Next'.
13. Press Finish to finish installing the "Alcatel-Lucent 300/400 DECT Handsets USB Composite Device".

SOFTWARE DOWNLOADER APPLICATION AND TOOL UNINSTALLATION

3.4 Software Downloader Application

In Windows 2000/XP, go to Start -> Settings -> Control Panel -> Add or Remove Programs:

In Windows 2003 Server, go to Start -> Control Panel -> Add or Remove Programs:

In the list of installed applications, select “Alcatel-Lucent 300 and 400 DECT Handsets Software Downloader Application”.

Click ‘Remove’.

When asked if you are sure, click ‘Yes’.

3.5 Software Download Tool

In Windows 2000/XP, go to Start -> Settings -> Control Panel -> Add or Remove Programs:

In Windows 2003 Server, go to Start -> Control Panel -> Add or Remove Programs:

In the list of installed applications, select “Alcatel-Lucent 300/400 DECT Handset SWDLT USB to UART Bridge Controller”.

Click ‘Change/Remove’.

When asked if you are ready, click ‘Yes’.

If a message pops up stating “This is a shared driver resource. Do you want to remove the shared Driver Files”, click ‘Yes’.

When notified that the Uninstall was successful, click ‘OK’.

Software Downloader User Guide

1. STATUS AND INFORMATION AREAS

1.1 Handset Status Area

The handset status area displays the connected status of a handset.

The handset status area is displayed in the red square in the image below.



A handset has one of the following statuses:

-  Connected.
-  Disconnected.

The type of handset currently connected to the software downloader is displayed in text as indicated in the red square in the image above.

1.2 Operation Status Area

The operation status area displays the current operation status performed on a handset.

The operation status area is displayed in the **red** square in the image below.



A handset operation has one of the following statuses:

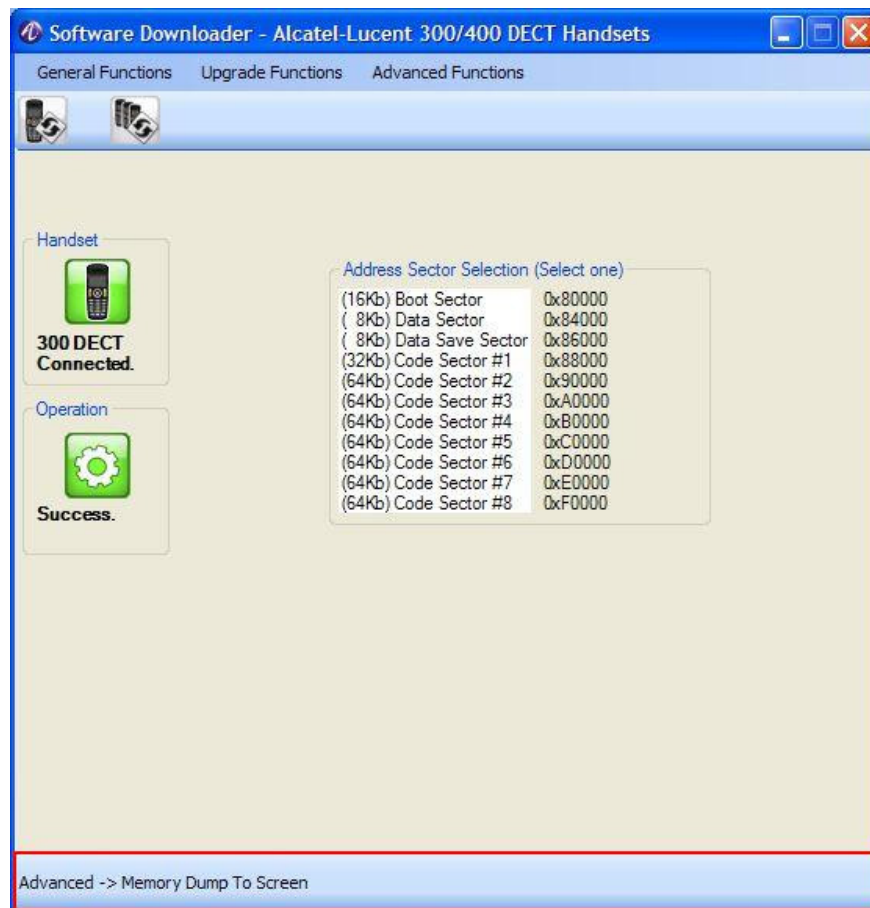
-  Unknown.
-  Pending.
-  Ready or Success
-  Fail.

The operation status is displayed in text as indicated in the **red** square in the image above.

1.3 Current Function Information Area

The current function information area displays in text the current user-selected operation.

The current function information area is displayed in the **red** square in the image below.

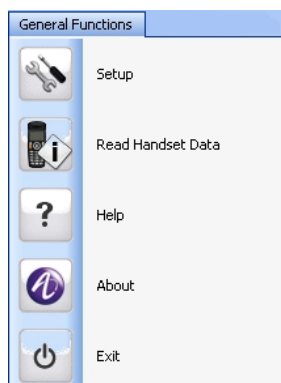


The function path is displayed in full in the current function information area: in the above image the function path indicates that the user selected the **Memory Dump To Screen** function found under the **Advanced Functions** menu item.

2. MAIN MENU FUNCTIONS

2.1 General Functions

The '*General Functions*' functionality can be accessed from the following menu item:

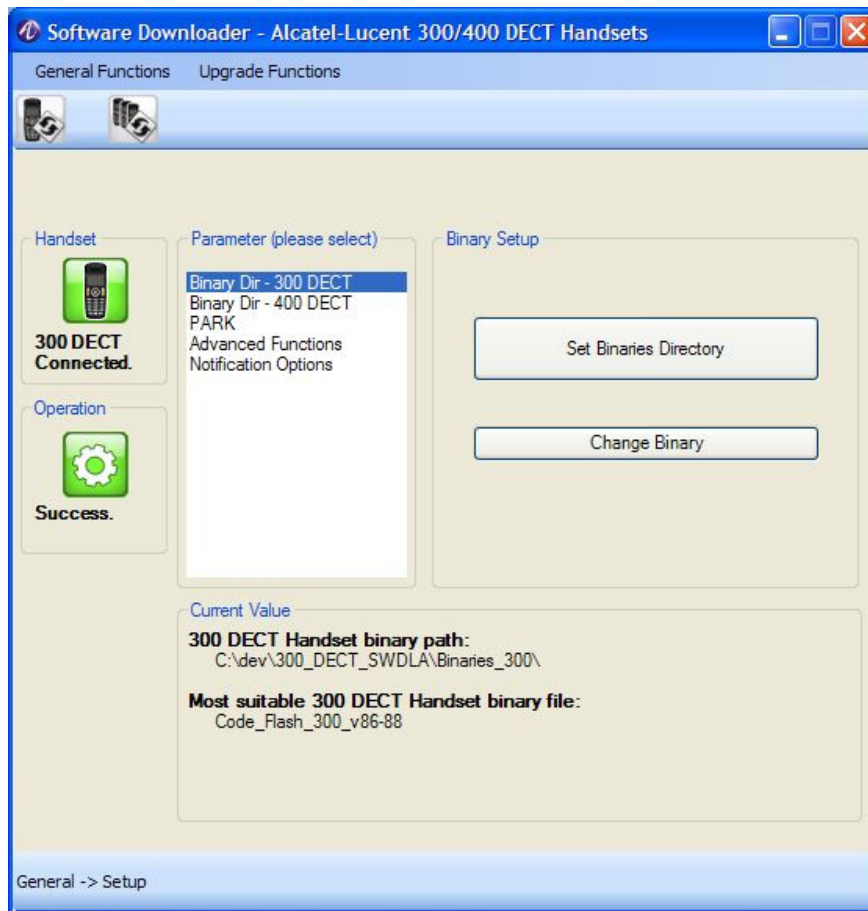


2.1.1 Setup

The '*Setup*' functionality can be accessed from the following sub-menu item:



- **Binary Directory - 300 DECT Handset**



Automatic Binary Selection

The '*Set Binaries Directory*' button allows for the setting of the preferred 300 DECT Handset binary directory.

The choice of this directory is up to the user's discretion. All 300 DECT Handset binary files should be stored in this directory.

Setting of this directory triggers a function that automatically scans through all binaries present and selects the most recent one.

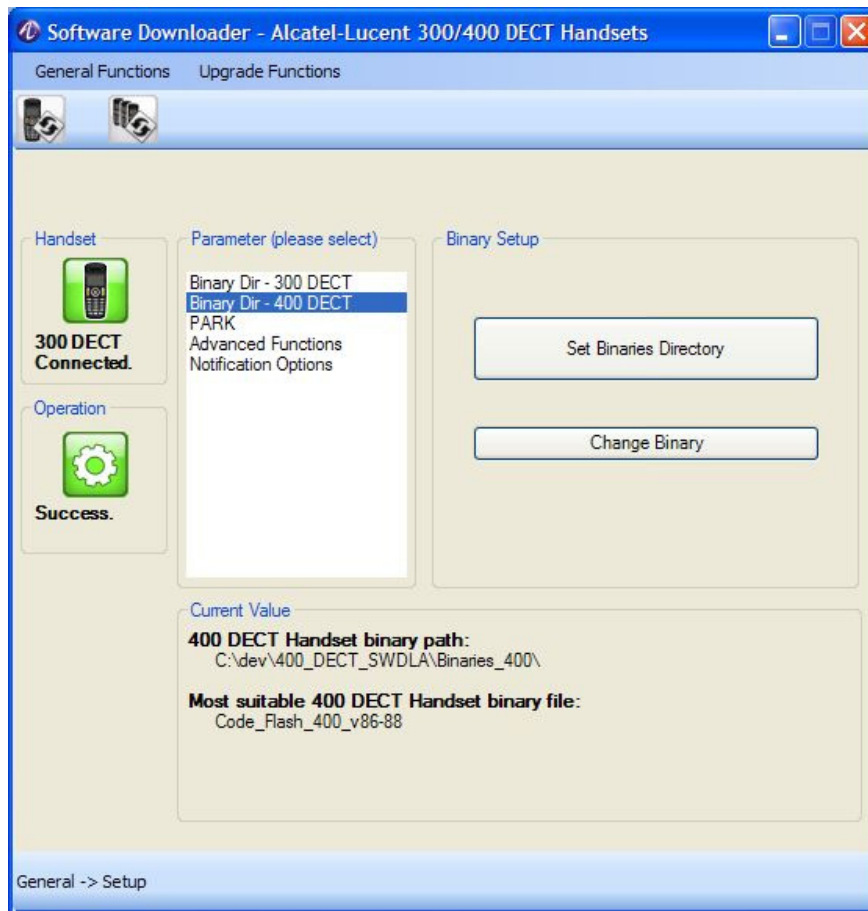
Overriding Automatic Binary Selection

The '*Change Binary*' button allows for overriding the automatic binary selection mechanism by allowing the selection of a preferred 300 DECT Handset binary file.

NOTE This button only becomes visible once a binary file is automatically selected.

The currently selected 300 DECT Handset binary path and binary file are displayed in the '*Current Value*' area as illustrated in the above figure.

- **Binary Directory - 400 DECT Handset**



Automatic Binary Selection

The '*Set Binaries Directory*' button allows for the setting of the preferred 400 DECT binary directory.

The choice of this directory is up to the user's discretion. All 400 DECT binary files should be stored in this directory.

Setting of this directory triggers a function that automatically scans through all binaries present and selects the most recent one.

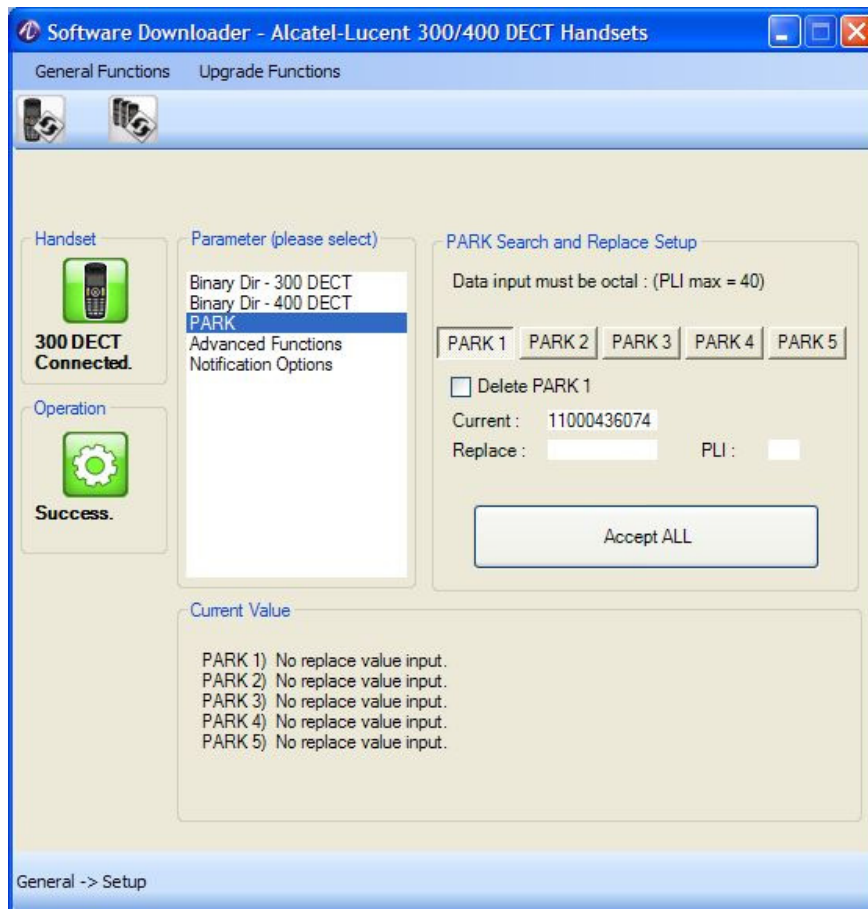
Overriding Automatic Binary Selection

The '*Change Binary*' button allows for overriding the automatic binary selection mechanism by allowing the selection of a preferred 400 DECT binary file.

NOTE This button only becomes visible once a binary file is automatically selected.

The currently selected 400 DECT binary path and binary file are displayed in the '*Current Value*' area as illustrated in the above figure.

- **PARK**



All 5 PARK's are accessed from the Tab buttons as illustrated in the **red** square above.

- *For the case where multiple PARK upgrades is selected, the 'Current' PARK values will be only populated from the first connected handset, and the search and replace values resulting from this initial set-up will be maintained for every successive handset connected to the Software Downloader Application.*
- *For the case where single PARK upgrades is selected every handsets current value will be used and the search and replace values will thus be reset for every successive handset connected to the software downloader.*

PARK and PARK Length Indicator (PLI) field inputs must be in the octal numerical format, with maximum values displayed on the graphical user interface as can be seen in the above figure.

The following descriptions are valid for each PARK (1 - 5) value.

PARK Search and Replace

The '*Current*' input field allows for the setting of the PARK search term.

The '*Replace*' input field allows for the setting of the PARK replace term.

The '*PLI*' input field allows for the setting of the PARK PLI term.

Every new PARK search and replace pair must have a PLI value to complete it.

PARK Delete

The '*Delete PARK X*' checkbox allows for the deletion of a certain PARK search term.

Accept ALL

The '*Accept ALL*' button allows for the setting storing of all PARK search and replace settings. These settings are displayed in the '*Current Value*' area as illustrated in the above figure.

- **Advanced Functions**

Advanced functions can only be accessed by correctly providing a password, as illustrated in the following figure:

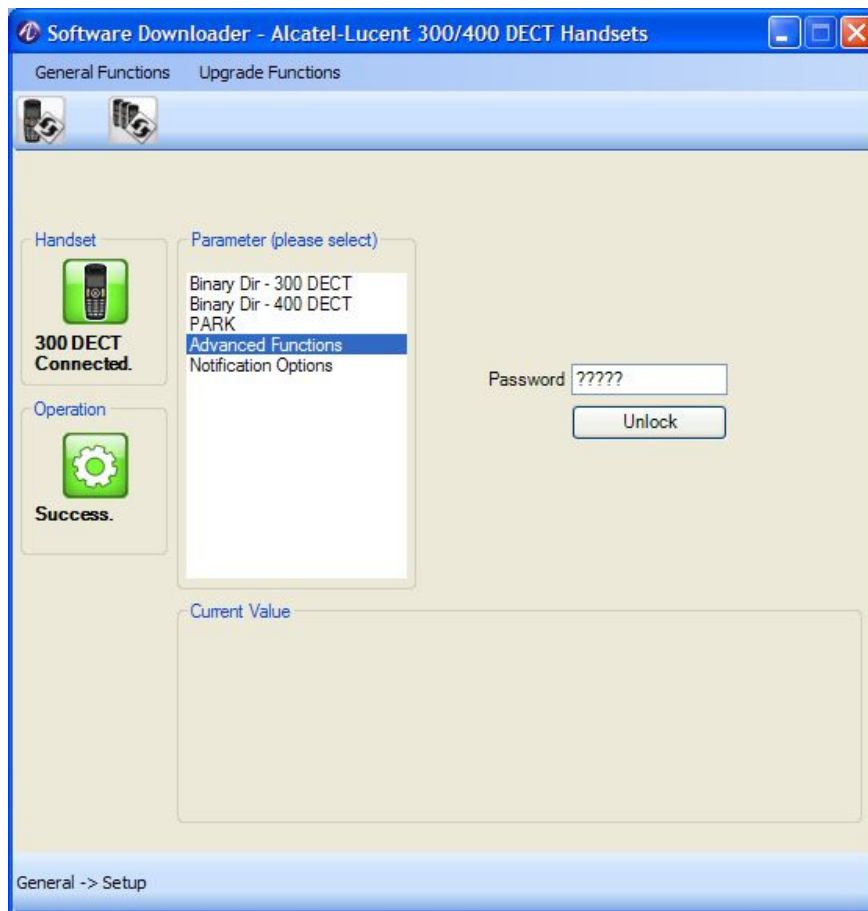


Figure 1

If the correct password is provided the following options are provided, as illustrated below in the following figure:

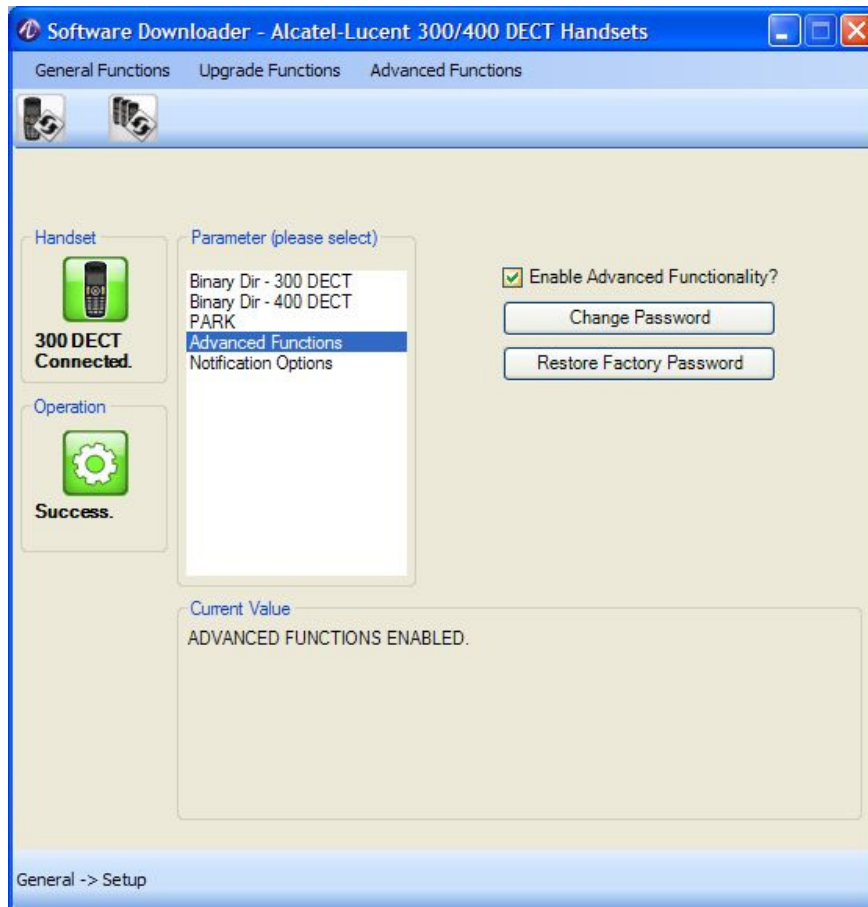


Figure 2

Enable Advanced Functionality

Enabling this checkbox enables the **Advanced Functions** menu item as illustrated below:

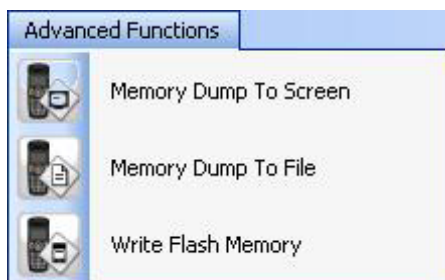
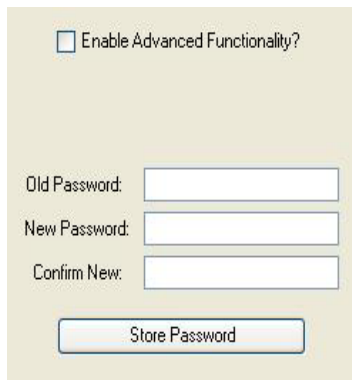


Figure 3

Change Password

The '*Change Password*' button allows for the changing of this password. Selecting this button makes the following change to the screen:

A screenshot of a web interface for changing a password. At the top, there is a checkbox labeled "Enable Advanced Functionality?". Below this, there are three text input fields: "Old Password:", "New Password:", and "Confirm New:". At the bottom of the form is a button labeled "Store Password". The entire form is set against a light beige background.

☐ Enable Advanced Functionality?

Old Password:

New Password:

Confirm New:

Figure 4

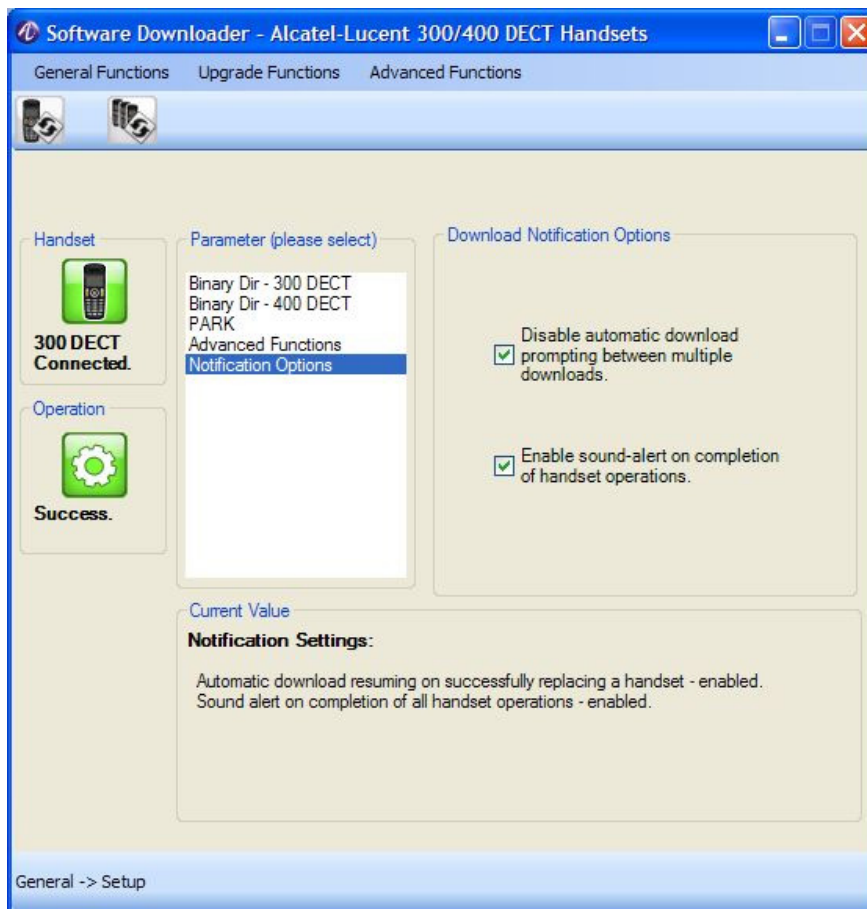
As can be seen, the old password, new password and confirmation of the new password must be provided.

Restore Factory Password

The '*Restore Factory Password*' checkbox allows for the password to be reset to the factory default.

The currently set function statuses are displayed in the '*Current Value*' area as illustrated in Figure 2.

- **Notification Options**



Disable Automatic Download Prompting Between Multiple Downloads

When multiple-downloads are selected,

- *enabling* this checkbox will enforce the application to pause with a user prompt to be triggered every time a handset is interchanged and the download procedure is resumed,
- *disabling* this checkbox will allow for seamless downloading without the application pausing with a user prompt.

Enable Sound-Alert On Completion of Handset Operations

- *enabling* this checkbox will enforce a sound to be emitted from the PC every time all operations on the currently connected handset are complete,
- *disabling* this checkbox will suppress this sound.

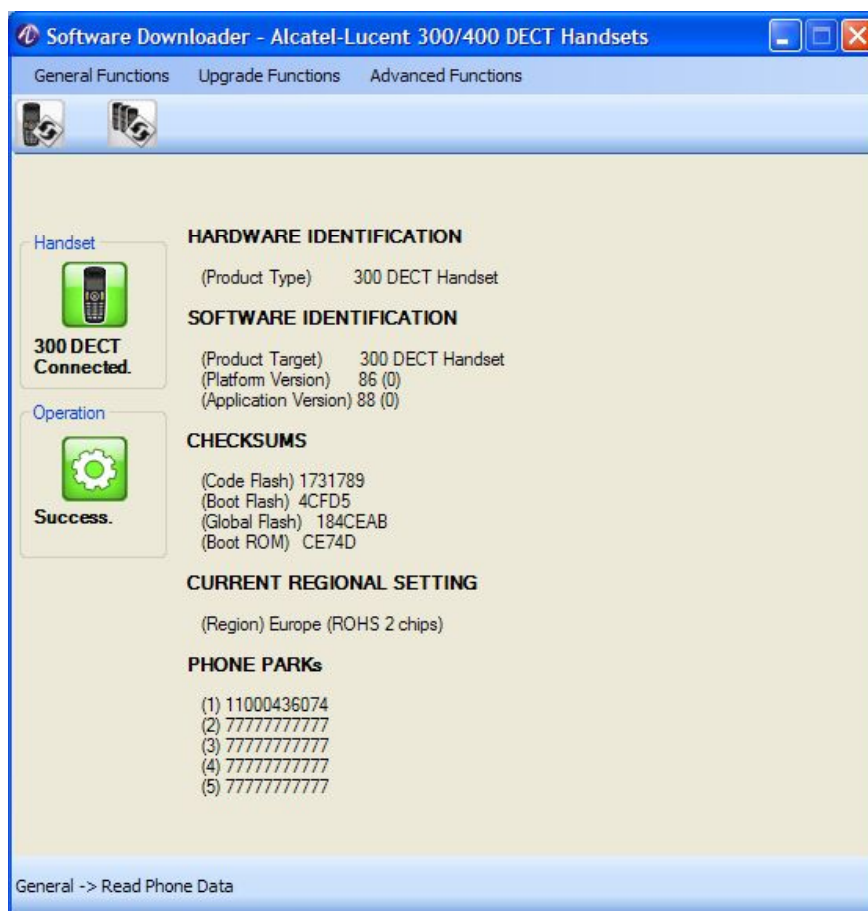
The currently set function statuses are displayed in the '*Current Value*' area as illustrated in the figure above.

2.1.2 Read Handset Data

The 'Read Handset Data' function can be accessed from the following sub-menu item:



Selecting this menu item bring up the following screen:



Hardware Identification

This identifies the currently connected handset hardware platform.

Software Identification

Product Target : This identifies the targeted hardware platform of the software running on the currently connected handset.

Platform Version: This identifies the platform version of the software running on the currently connected handset.

Application Version: This identifies the application version of the software running on the currently connected handset.

Checksums

This displays all checksums of the software running on the currently connected handset.

Current Regional Setting

This identifies the radio regional setting of the currently connected handset.

Phone PARKS

This displays the 5 PARK values of the currently connected handset in the octal number format.

An erased PARK value is 37777777777.

2.1.3 Help

Selecting this option brings up this help file:

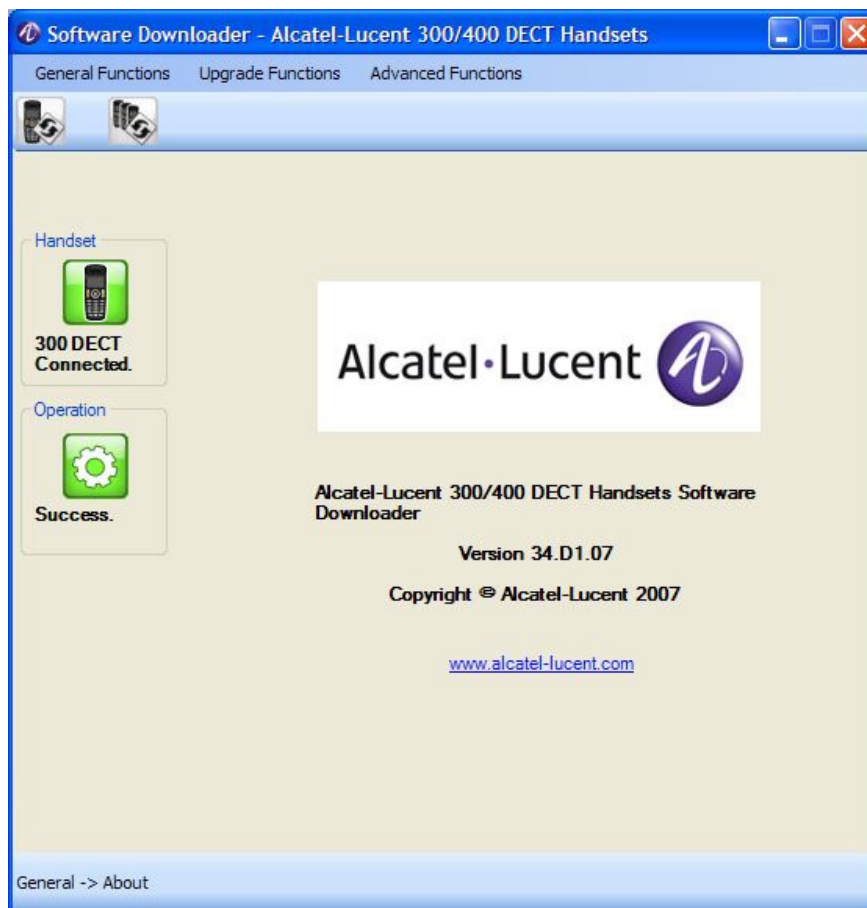


2.1.4 About

The 'About' function can be accessed from the following sub-menu item:



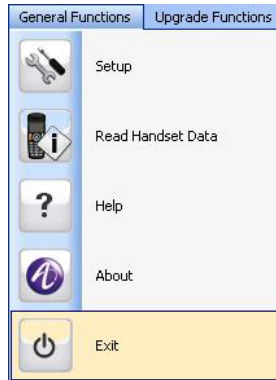
Selecting this menu item brings up the following screen:



This screen displays the version number of the Alcatel-Lucent software downloader application and a link to the Alcatel-Lucent web-page.

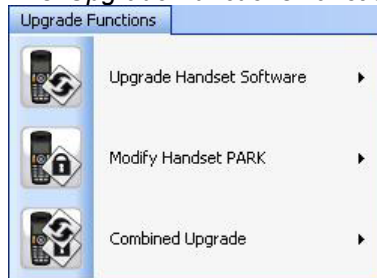
2.1.5 Exit

This option terminates the software downloader application.



2.2 Upgrade Functions

The '*Upgrade Functions*' functionality can be accessed from the following menu item:



2.2.1 Upgrade Handset Software

The '*Upgrade Handset Software*' functions for single and multiple units can be accessed from

- sub-menu items as displayed in Figure 1, and
- toolbar buttons as highlighted in red in Figure 2.

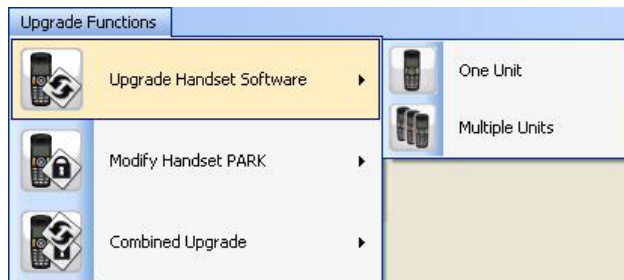


Figure 5 : Upgrade Handset Software menu items



Figure 6 : Upgrade Handset Software Toolbar shortcut buttons

If a 300 DECT handset is connected to the software download application and a 300 DECT binary file has been configured, then this function is executed.

If a 300 DECT handset is connected to the software download application and a 300 DECT binary file has NOT been configured, this function will display an error message and not be executed.

The same applies for the 400 DECT being connected to the software downloader application.

When this function is executed, the following screen will be displayed as an indication of the overall operation status:

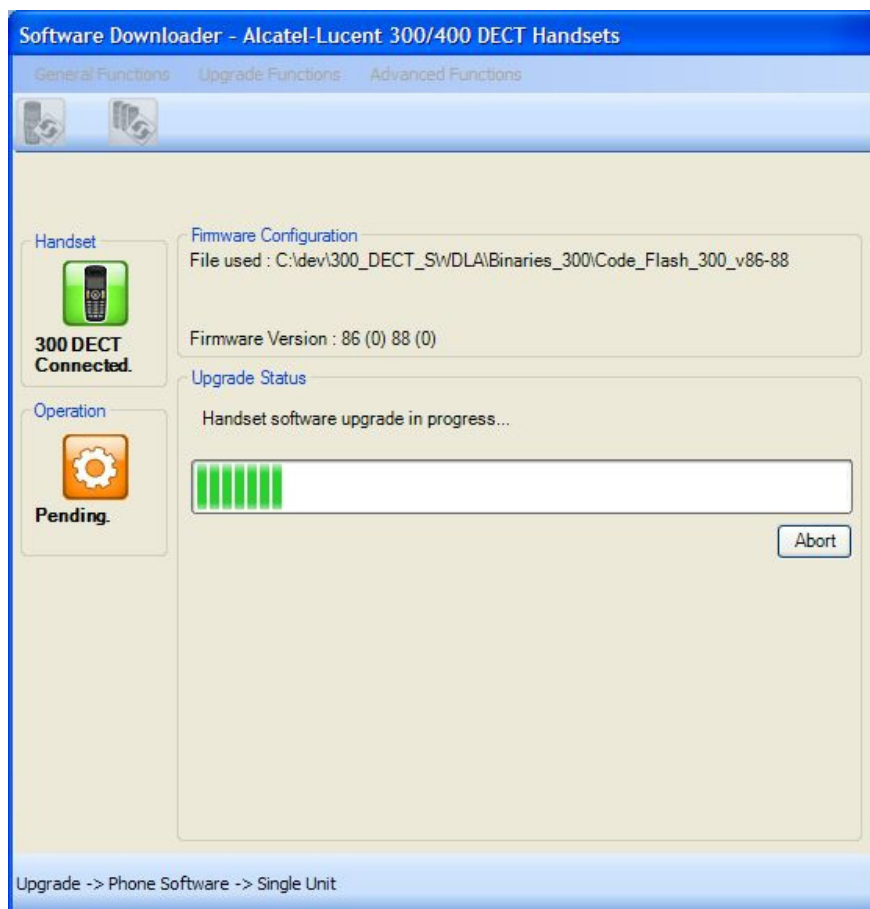


Figure 7 : Handset Upgrade Progress screen

The operation status along with the progress bar indicates the overall status of this function. When it is complete, the progress bar is full and the operation status is success with the success icon displayed.

Abort

The 'Abort' button will stop this function from continuing execution at the point that it is pushed.

Note This is undesirable and doing this will leave the handset in a partially downloaded state which will imply a handset that can not work.

End Multiple Upgrades (for multiple upgrades only)

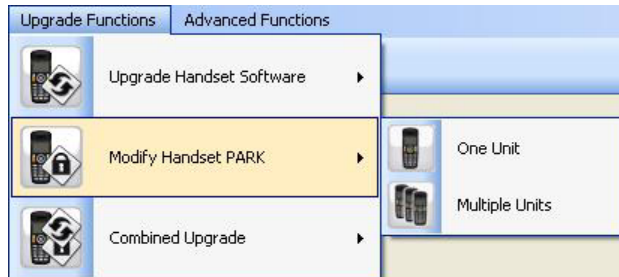
When the multiple-upgrades option is selected, the following button is provided next to the 'Abort' button:



This button stops multiple upgrade functionality **after** the current handset operation is complete.

2.2.2 Upgrade Handset PARK

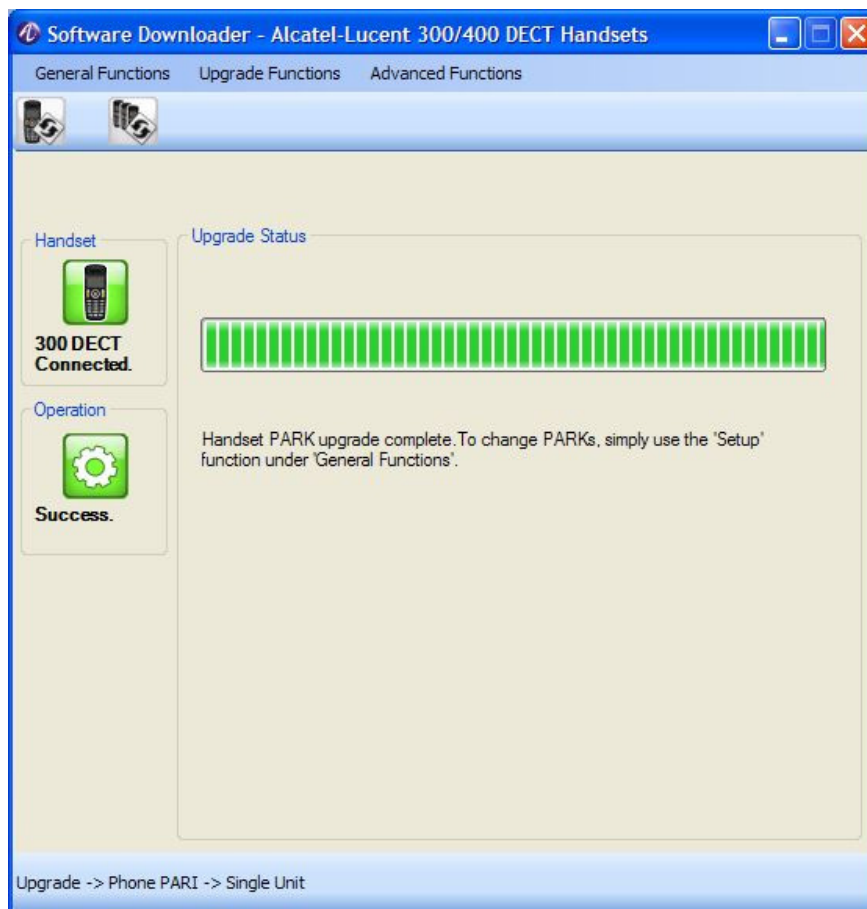
The 'Upgrade Handset Logo' function for single and multiple units can be accessed from the sub-menu items as displayed below.



If a handset is connected to the software download application and some PARKs have been configured, then this function is executed.

If a handset is connected to the software download application and no PARKs have been configured, this function will display an error message and not be executed.

When this function is executed, the following screen will be displayed as an indication of the overall operation status:



The operation status along with the progress bar indicates the overall status of this function. When it is complete, the progress bar is full and the operation status is success with the success icon displayed.

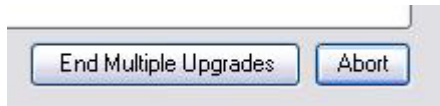
Abort

The 'Abort' button will stop this function from continuing execution at the point that it is pushed.

Note *this is undesirable and doing this will leave the handset PARKS in a partially downloaded state which implies that it may not function on a system properly.*

End Multiple Upgrades (for multiple upgrades only)

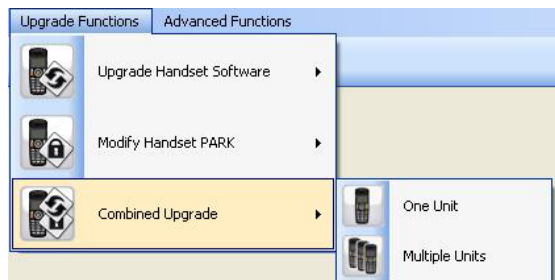
When the multiple-upgrades option is selected, the following button is provided next to the 'Abort' button:



This button stops multiple upgrade functionality **after** the current handset operation is complete.

2.2.3 Combined Upgrade

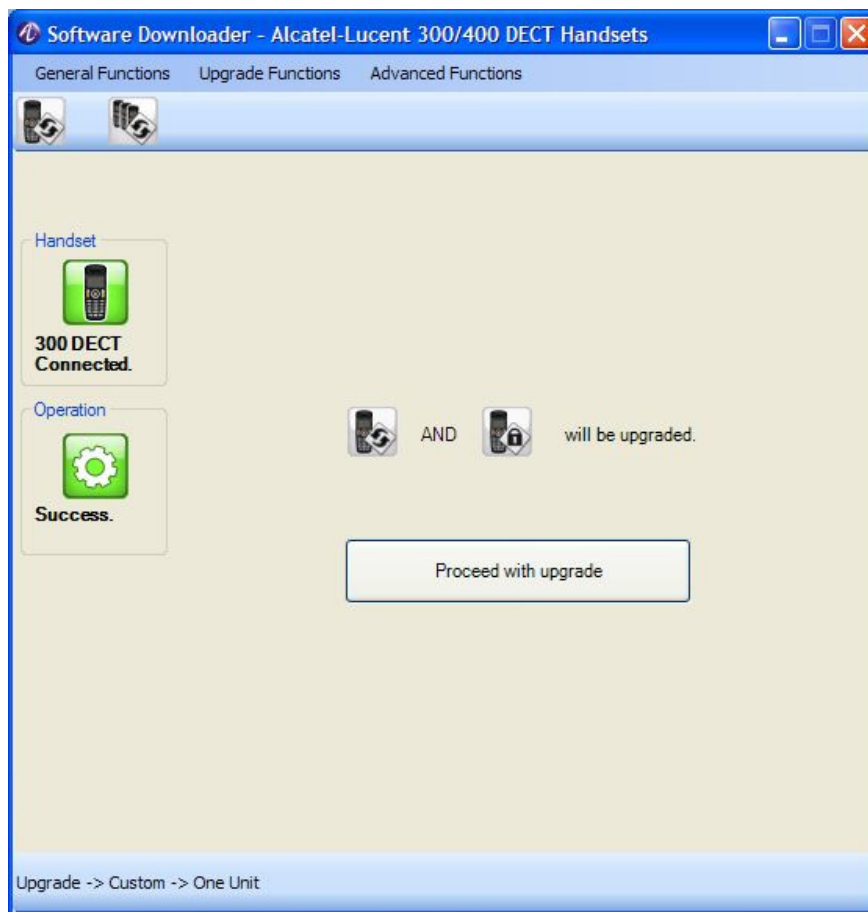
The 'Combined Upgrade' function for single and multiple units can be accessed from the sub-menu items as displayed below.



This function allows for the combined upgrade of the following functions:

- *Upgrade Handset Software,*
- *Modify Handset PARK.*

Selecting this function brings up the following screen:



If a handset is connected to the software download application and all selected function parameters have been configured, then this function is executed.

If a handset is connected to the software download application and not all selected function parameters have been configured, this function will display an error message and not be executed.

Proceed with upgrade

This initiates the selected functions.

As each individual function executes, so will the progress screens as described in this help document for each function be displayed.

2.3 Advanced Functions

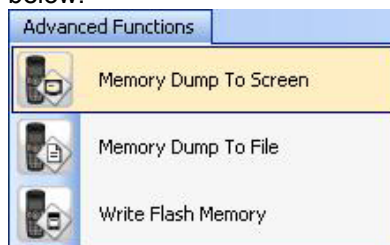
The '*Advanced Functions*' functionality can be accessed from the following menu item:



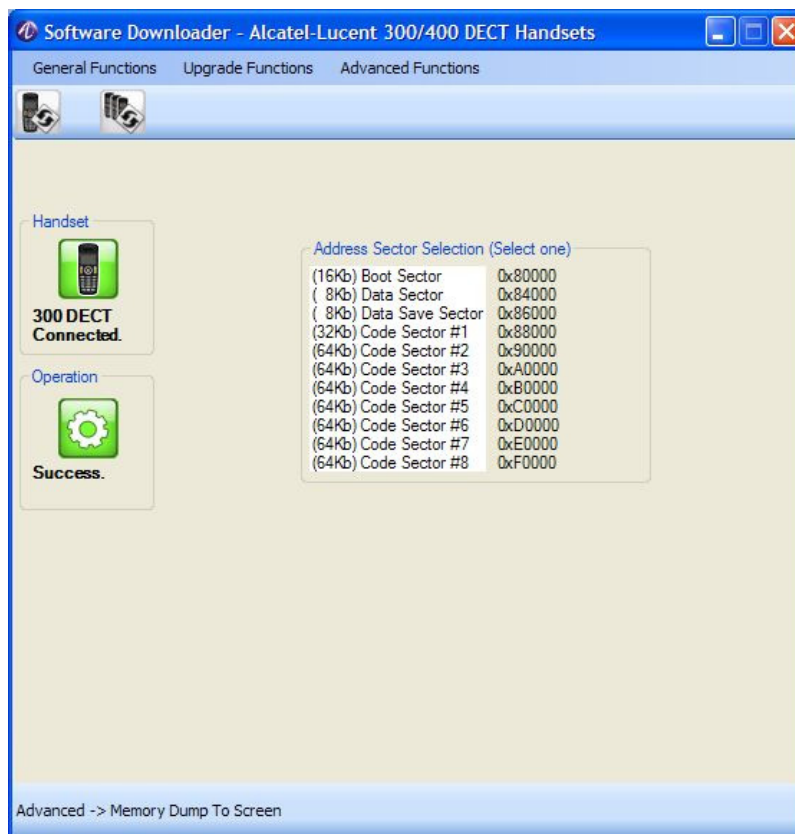
2.3.1 Memory Dump To Screen

Note: This function is intended for advanced users.

The '*Memory Dump To Screen*' function can be accessed from the sub-menu items as displayed below.

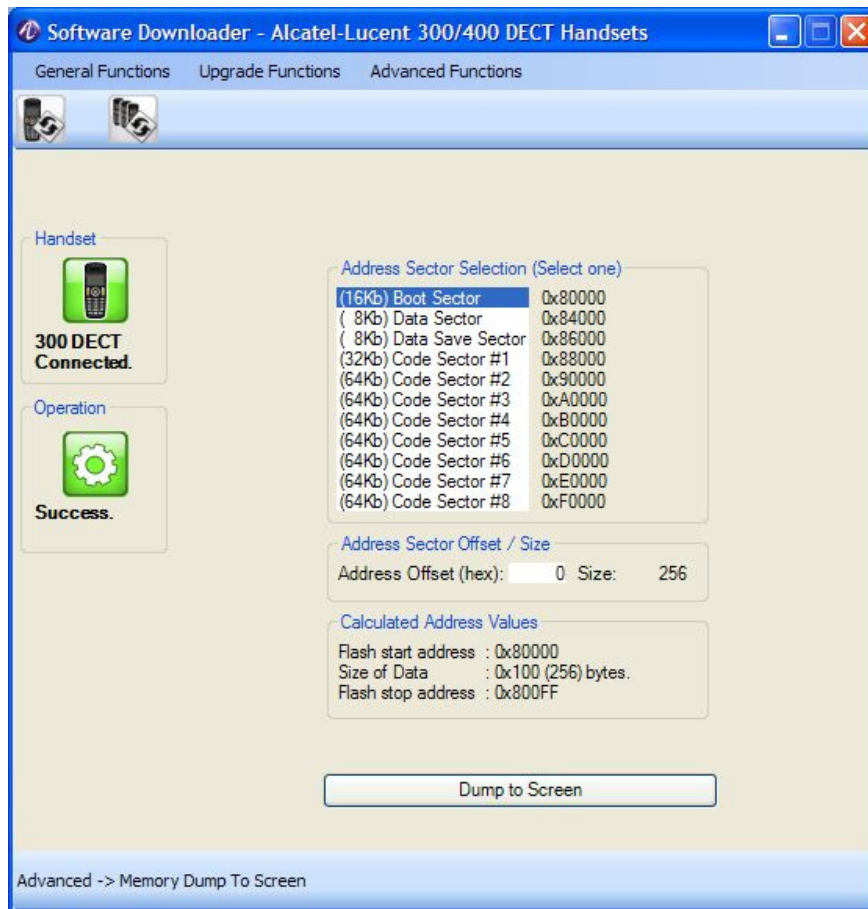


Selecting this function brings up the following screen:



Address Sector Selection : This screen allows the user the ability to select the base address of the desired memory location in handset flash to inspect.

Selecting a base address brings up the following screen:

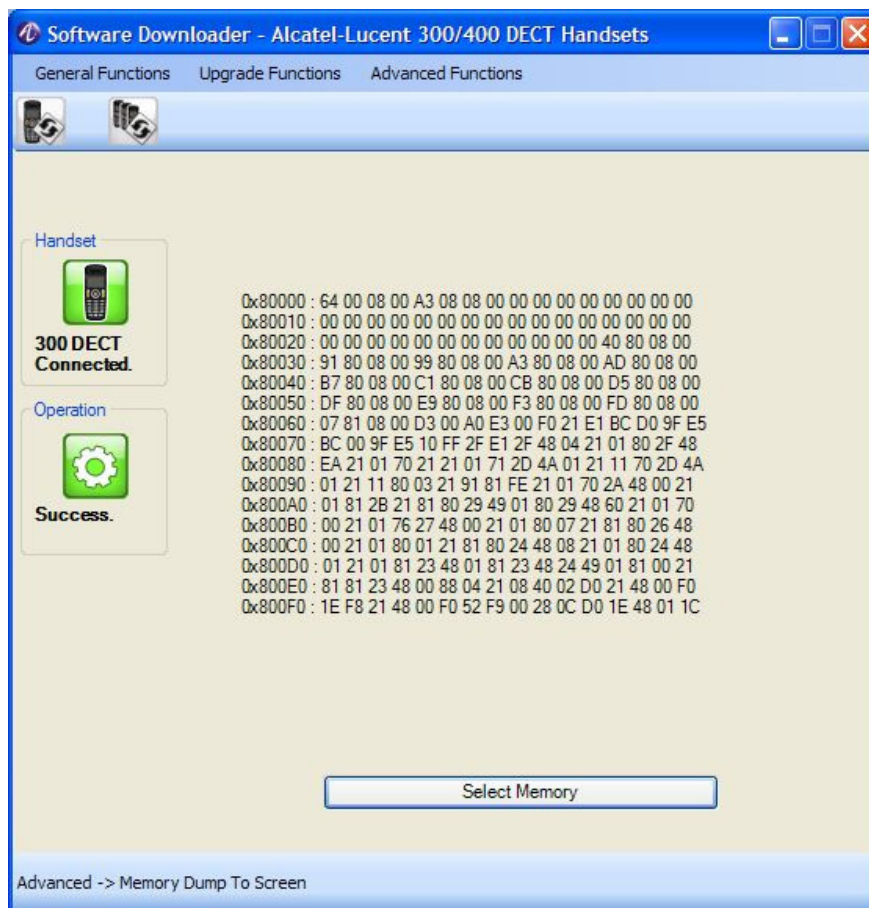


Address Sector Offset / Size : The user is now able to input the address offset, in the Hexadecimal numerical format, of the beginning of the desired memory to inspect. Note that the size of all data to inspect is limited to 256 bytes.

Calculated Address Values : The start address, end address and data size of the desired memory to inspect, as calculated based on the user input. The calculated address range is limited to the physical flash size, and no imaginary addresses will be allowed.

2.3.1.1.1 Dump To Screen

Once the desired memory has been addressed, this button will initiate a read on the handset and display the data as illustrated below:



All returned data is in the Hexadecimal number format.

The leftmost byte-value on a line corresponds to the data at the displayed memory address e.g. the value at address 0x88FEE is 40 (H).

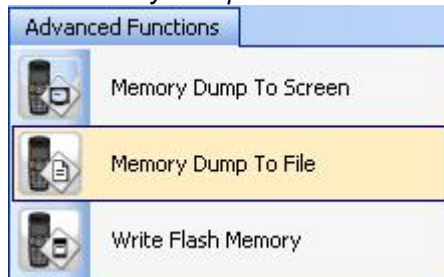
Select Memory

This button allows for the selection of a new set of memory addresses.

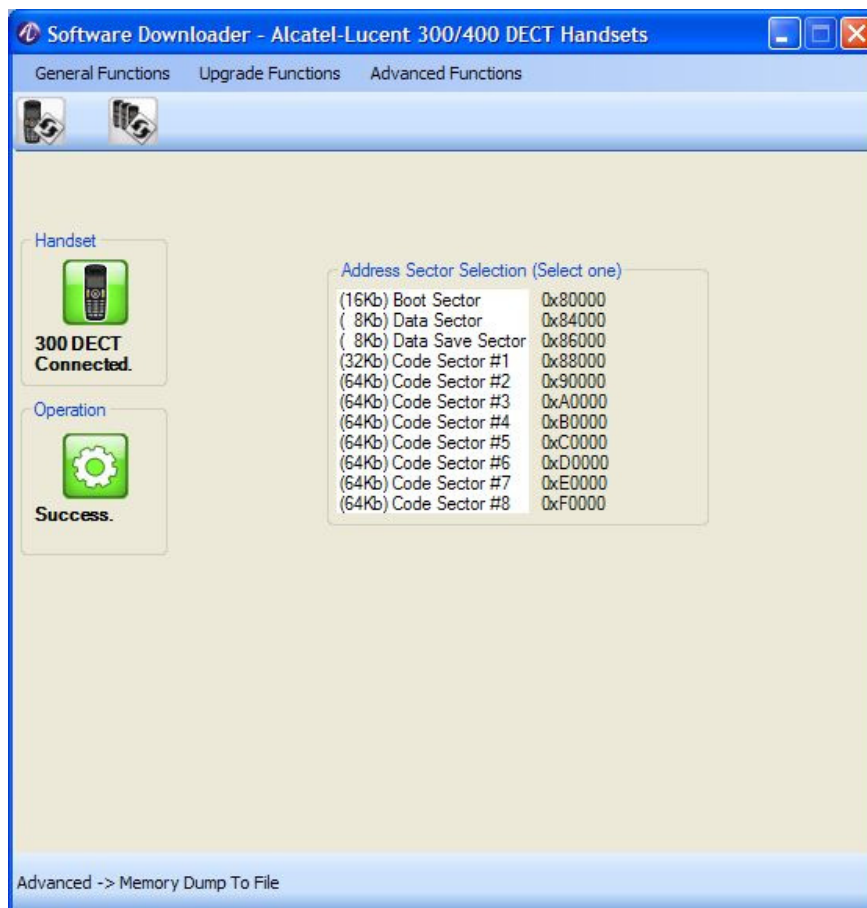
2.3.2 Memory Dump To File

Note: This function is intended for advanced users.

The 'Memory Dump To File' function can be accessed from the sub-menu item as displayed below.

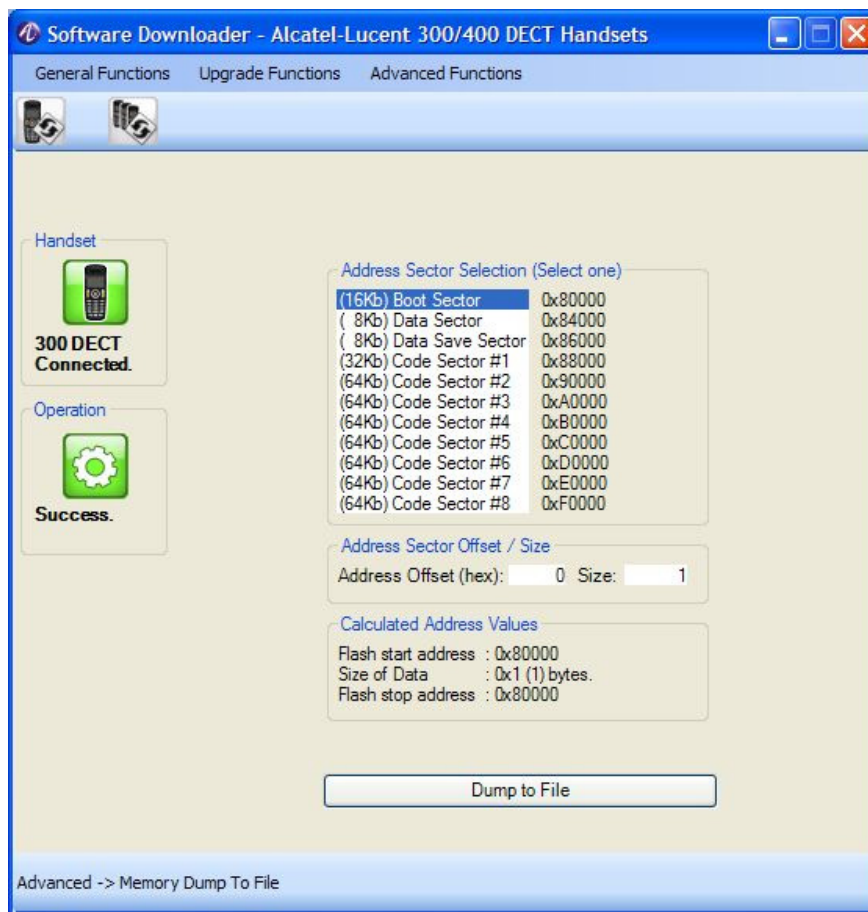


Selecting this function brings up the following screen:



Address Sector Selection: This screen allows the user the ability to select the base address of the desired memory location in handset flash to inspect.

Selecting a base address brings up the following screen:



Address Sector Offset / Size: The user is now able to input the address offset, in the Hexadecimal numerical format, of the beginning of the desired memory to inspect. The data size is a user input and is limited to the remaining size of the physical flash from the desired start address. The format of the input size is the Decimal numerical format.

Calculated Address Values: The start address, end address and data size of the desired memory to inspect, as calculated based on the user input. The calculated address range is limited to the physical flash size, and no imaginary addresses will be allowed.

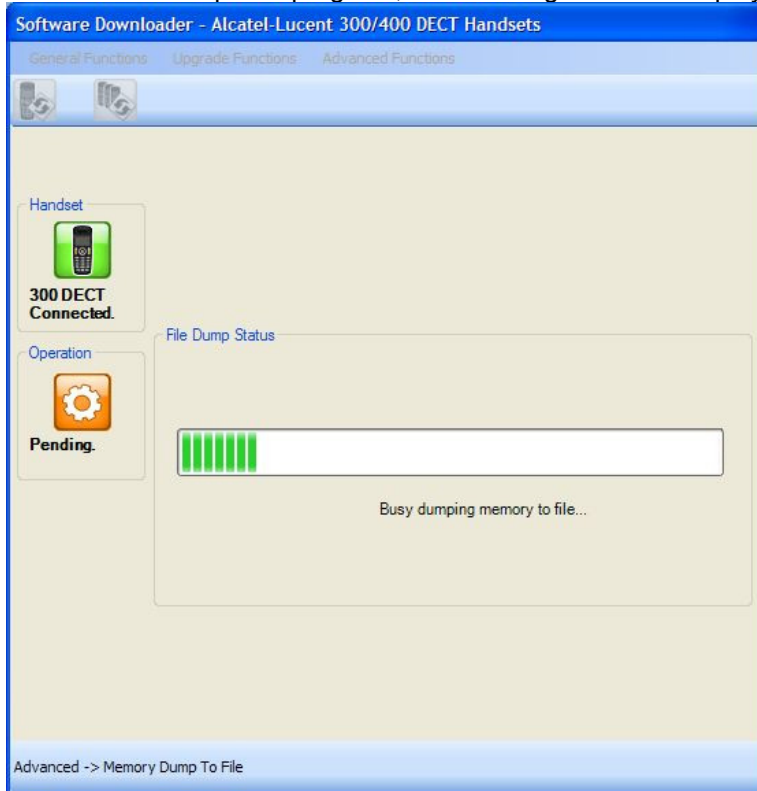
Dump To File

Once the desired memory has been addressed, this button will

- Prompt the user for the desired output file location and name, and then
- Initiate a read on the handset and dump all data to the desired output file.

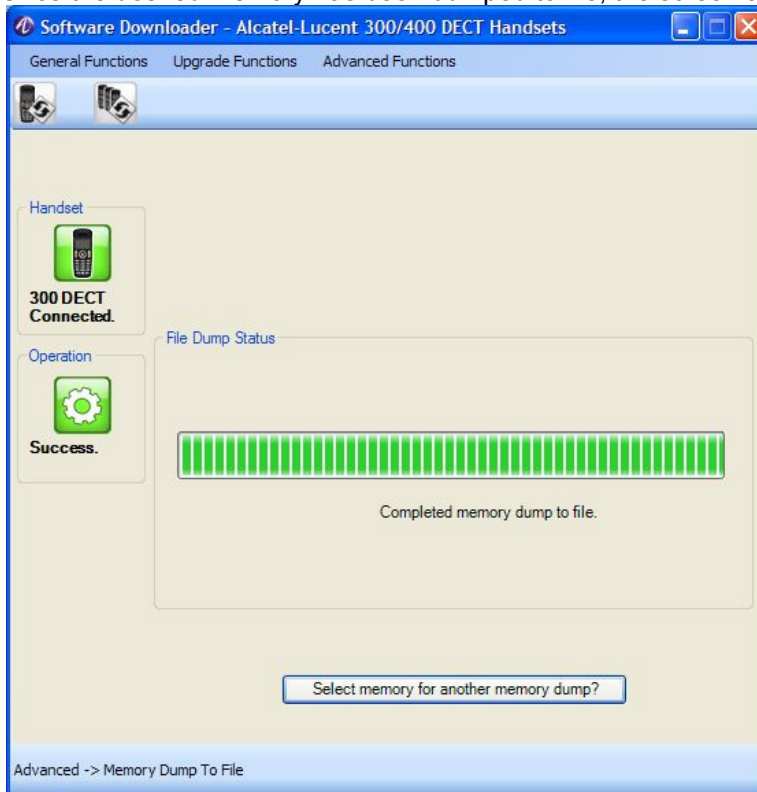
Note: the data is dumped as binary data.

When the file dump is in progress, the following screen is displayed:



The operation icon and progress bar indicate the file dump status.

Once the desired memory has been dumped to file, the screen appears as follows:



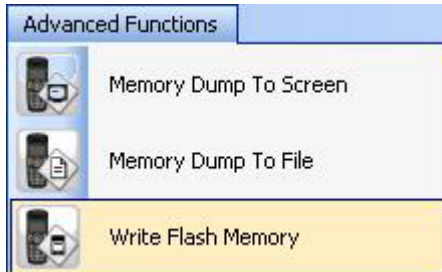
Select Memory For Another Memory Dump?

This button allows for the selection of a new set of memory addresses.

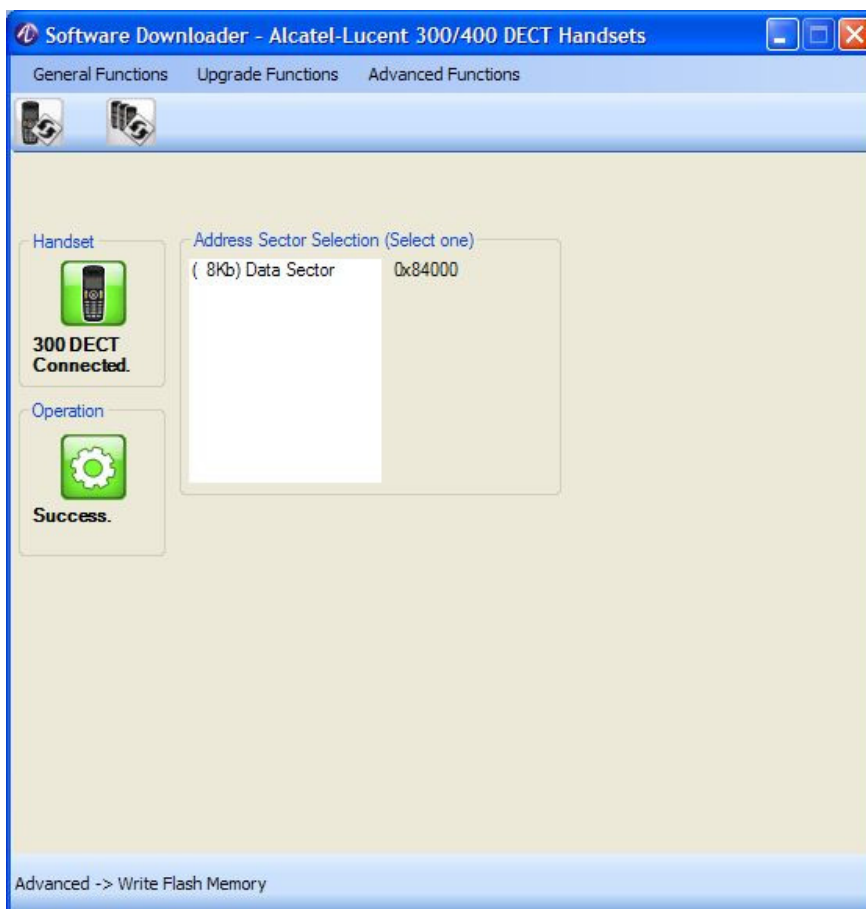
2.3.3 Write Flash Memory

Note: This function is intended for advanced users.

The 'Write Flash Memory' function can be accessed from the sub-menu items as displayed below.

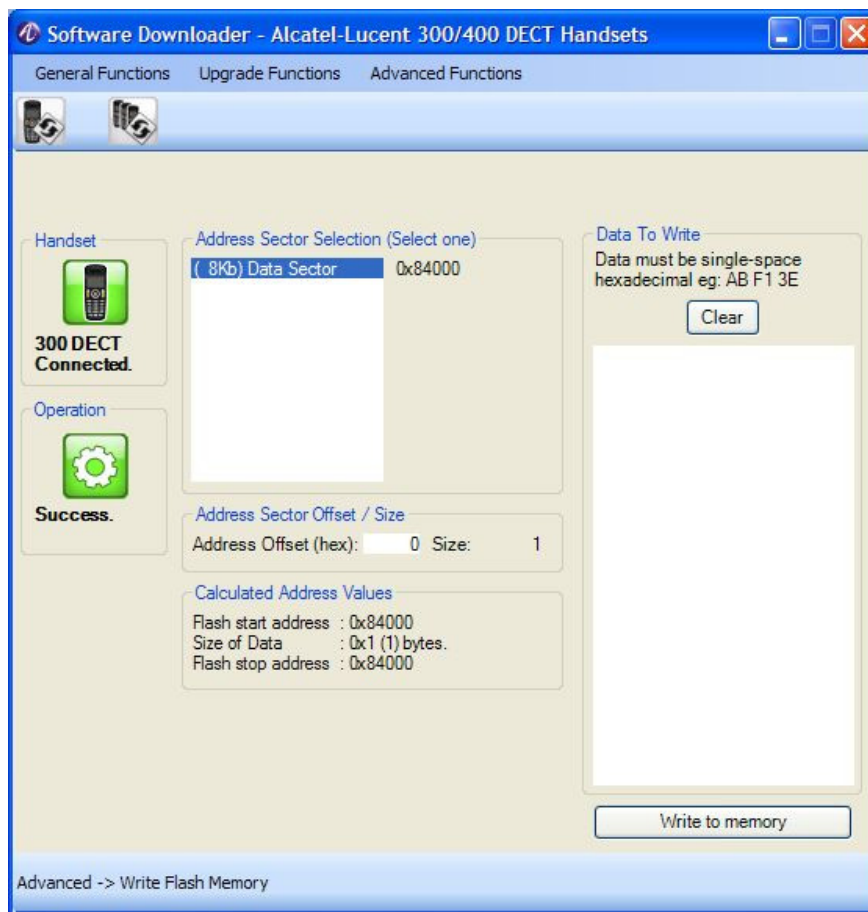


Selecting this function brings up the following screen:



Address Sector Selection : This screen allows the user the ability to select only the data sector of the handset flash for inspection.

Selecting this address brings up the following screen:



Address Sector Offset / Size : The user is now able to input the address offset, in the Hexadecimal numerical format, of the beginning of the desired memory to write
Note that the size of all data to write is limited to 256 bytes.

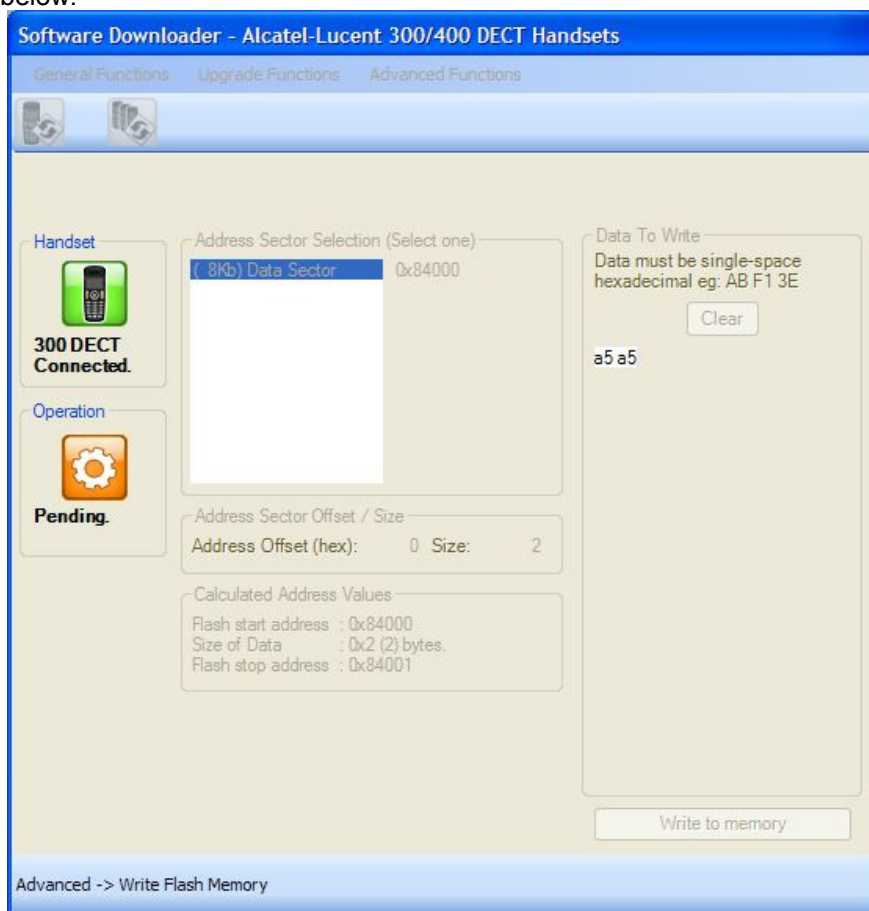
Calculated Address Values : The start address, end address and data size of the desired memory to write, as calculated based on the user input. The calculated address range is limited to the physical flash size, and no imaginary addresses will be allowed.

Data To Write : This is an input for the desired data to be written to flash. The input must be single spaced Hexadecimal format characters.

Clear : This clears whatever was entered into the 'Data To Write' area of the screen.

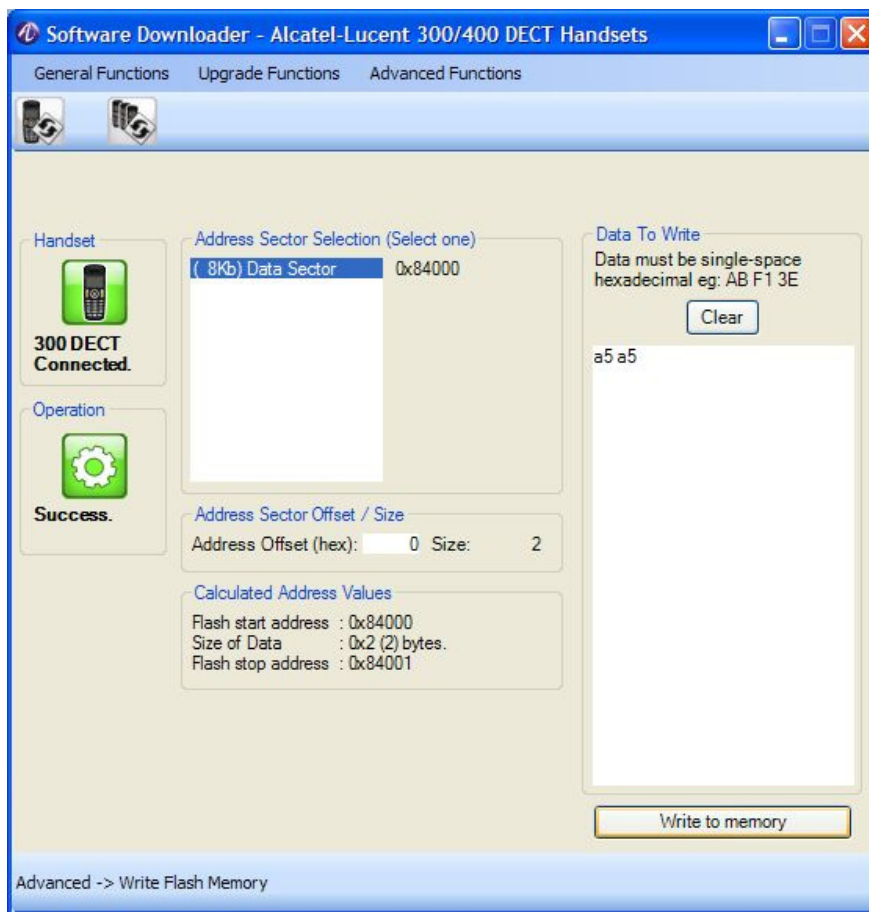
Write To Memory

Once the desired memory has been addressed and the desired data correctly input, this button will initiate a write on the handset and bring up the following screen as illustrated below:



The write status is indicated by the Operation Status area.

On a successful flash write, the following screen appears:



Do Another Memory Write?

This button allows for the selection of a new set of memory addresses and input data.

3. ERROR AND WARNINGS MESSAGES

3.1 Error messages

Code	Displayed Message	Meaning / Help
E001	Unable to open Alcatel-Lucent Website	Access to the Alcatel-Lucent website from the 'About' page can not be successfully done by the Software Download Application.
E002	Firmware compatibility checking failed: firmware upgrade disallowed	The firmware that is selected for handset upgrade is not targeted at the currently connected handset.
E003	No PARK values have been set. PARK upgrade disallowed.	No PARK values have been set and a PARK upgrade is attempted.
E004	No firmware file selected: firmware upgrade disallowed.	No Firmware file is selected and a Firmware Upgrade is attempted.
E005	Unregistered CP2102 device detected - please use production equipment with Product ID 0x8215.	A Software Download Tool that hasn't been through the full production process has been installed and used.
E006	UnauthorizedAccessException : There is an error with the {LogFileName} path/file / {FileName} NOT deleted automatically -> please delete this file...	The current Windows user may not have permissions to read/write this file. Ask your Network Administrator to give your Windows user the correct permissions file permissions.
E007	ArgumentException : the file {FileName} path is incorrect/corrupt/invalid.	Path is a zero-length string, contains only white space, or contains one or more invalid characters
E008	PathTooLongException : the File {FileName} path is incorrect/corrupt/invalid.	The specified path, file name, or both exceed the system-defined maximum length. For example, on Windows-based platforms, paths must be less than 248 characters, and file names must be less than 260 characters.
E009	DirectoryNotFoundException : the {FileName} path is incorrect/corrupt/invalid.	The specified path is invalid, such as being on an unmapped drive.
E010	FileNotFoundException : the file {FileName} path is incorrect/corrupt/invalid.	The file specified in path was not found.
E011	NotSupportedException : the file {FileName} path is incorrect/corrupt/invalid.	path is in an invalid format.

3.2 Warning messages

Code	Displayed Message	Meaning / Help
W001	{message}	The Software Download Application needs to re-establish a connection for reasons indicated by the displayed {message}.
W002	{Filename} deleted automatically.	On receiving error E006, the defaulting file is automatically deleted.
W003	The currently configured firmware file is not compatible with 300 DECT/400 DECT handsets.	
W004	A firmware file is not configured for 300 DECT/400 DECT handsets.	
W005	More than one installed Software Download Tool detected...only the first detected device will be used.	More than one software download tools are currently connected to the pc. Remove all but one.
W006	{Message} : Unregistered CP2102 device connected - please use production equipment with Product ID 0x8215.	The device that disconnected has an incorrect product id matching the development kit version of the Software Download Tool and hence not matching the expected value of the Software Download Tool. This is just a warning and operation may continue as normal, but it is not guaranteed.
W007	{Message} : Unknown device disconnected.	The device that disconnected has an incorrect unknown product id.
W008	Multiple downloads will end once this download completes.	'End Multiple Upgrades' was selected during a multiple upgrade.
W009	{Message}	A user-input field was validated incorrectly. {Message} contains accurate instructions.
W010	File not found: {filename} -> automatically creating new file.	The file {filename} was expected but not present. It is automatically recreated.
W011	The History Log File has exceeded its maximum allowed file size. It will now be recreated.	
W012	Setup configuration file {filename} corrupted - please reconfigure setup information.	
W013	300 DECT/400 DECT binary directory empty.	
W014	{Message}	File information could not be extracted from a firmware file due to {message}.
W015	{Message}	Password incorrect due to {message}.
W016	No suitable binary file can be found in the selected directory.	
W017	Incorrect handset attached -> the type as read from the handset (0xYY) is unknown therefore no suitable firmware file can be chosen -> 300 DECT firmware file used by default.	Unique identifier handset in handset EEPROM incorrect.
W018	Checksum comparison of downloaded firmware failed. Firmware may be corrupt.	
W019	Checksum comparison of downloaded data save sector failed. This part of flash may be corrupt. Further operations stopped.	
W020	The connected handset Flash is	

	erased. Please ensure it has firmware on before proceeding with any other functions.	
W021	Checksum comparison of downloaded data sector failed. This part of flash may be corrupt. This data will be reprogrammed.	
W022	No firmware set for 300 DECT/400 DECT. Please configure 300 DECT/400 DECT firmware. Software Upgrade abandoned	Configuration was done with a 400 DECT/300 DECT attached to the Software Download Tool, and during a multiple upgrade a 300 DECT/400 DECT was used, and there is no firmware configured for the 300 DECT/400 DECT.