

FLASHLOADER APPLICATION FOR HANDSET FIRMWARE UPGRADE

This document gives all necessary information and details in order to upgrade the firmware of Alcatel-Lucent 500 DECT handset and Alcatel-Lucent 8232 DECT handset with the help of the FLASHLOADER application and the suitable hardware download tool.

Revision History

Edition 1: February 26, 2013 creation of the document for FLASHLOADER version 2.0.0.4

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1 Overview

The FLASHLOADER application (also known as “FlashloaderGUI”) is an application running on a Windows™ PC that enables to upgrade the firmware of Alcatel-Lucent 500 DECT Handset and Alcatel-Lucent 8232 DECT Handset.

It is used jointly with a hardware device, the so-called “Downloader Tool”.



Warning

The same application software is used with both types of handset. BUT BEWARE; the hardware device is specific to the type of handset (see chapter 5 – “Hardware Download Tools”).



Warning

The images in this document are used for illustration purpose. They may differ slightly from the real hardware.

1.1 Supported OS

Alcatel-Lucent FLASHLOADER application supports the following Operating Systems:

Windows XP SP3

Windows Vista

Windows 7

1.2 Changes from version 1.0.0.0 to version 2.0.0.4

The changes introduced between version 1.0.0.0 and 2.0.0.4 are:

- Support of Windows7 – 64bits
- MMI enhancement, the “ModelName” mode enables to configure the application based on the model of the handset to upgrade
-

2 Downloading deliverables

2.1 Downloading FLASHLOADER installation package

The installation package for the FLASHLOADER application 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 DECT” sub-node.

The page “Resources for Mobiles DECT” is displayed. From this page you have access to the all the software packages related to Alcatel-Lucent DECT handsets.

In the section “download tools for alcatel-lucent 500 DECT and 8232 DECT” you can download the ZIP archive: “FlashLoaderGUI_vxxxx.zip”.

Note: vxxxx is related to the version of the software (e.g. FlashLoaderGUI_v2004.zip for version 2.0.0.4).

2.2 Retrieving documents from the Enterprise Business Portal

The documentation related to the Alcatel-Lucent products mentioned in this document, can be found in the Technical Knowledge Base accessed from the Enterprise Business Portal.

Enterprise Business Portal: <https://businessportal.alcatel-lucent.com>

From the main page of the Business Portal, in the “Quick access” area, click the link to enter the Technical Knowledge Base (TKB).

For Technical Bulletins (including the latest edition of this document)

In the TKB tool select the “Latest Technical Communications” in the vertical menu on the left side.

In the new page, enter the TC or TG reference (ex. TC1784) in the “Search by number (TCxxxx or TGxxxx)” field and click return to get access to the document.

For other documents

In the TKB tool select the Product, either “OmniPCX Office” or “OmniPCX Enterprise”, and the concerned release, in the vertical menu on the left side.

Then click “Search” to open the Search page:

- In the Reference Book section click “Unselect all” then click the checkbox related to the type of document (“User Manuals”, “User Guides”, ...) you are looking for
 - Note: you can check several type of documents
- In the “Keywords” field enter the string “8232 DECT” or “500 DECT”
- Then click “Launch the search” to access the list of matching document.

3 Installing FLASHLOADER

The FLASHLOADER installation package consists of a ZIP archive (e.g. "FlashLoaderGUI-Setup_Alcatel_v2004.zip") containing an executable file to execute to install the program. Beside this package the following software components have to be installed in the PC:

- The "USB to UART Bridge" driver
- The .NET4 framework



Notes

If needed, the .NET4 Framework will be loaded as part of the FLASHLOADER installation

If these additional packages have been previously installed, they don't need to be re-installed when installing a new version of the FLASHLOADER application.

3.1 Installing the "USB to UART Bridge" Driver Software

The downloader tools need the "USB to UART Bridge" driver to be installed on your PC.

On some machine, especially when Windows™ 7 is installed, the driver installs automatically when the hardware downloader tool is plugged in a USB port. If it is not the case, you have to install the driver package.

The package driver is freely available but can not be redistributed by Alcatel-Lucent. You have to download it from the provider's site.

3.1.1 Download the "USB to UART Bridge" driver package

To connect to the "USB to UART Bridge" web page, follow the link:

<http://www.silabs.com/products/interface/usbtouart/Pages/usb-to-uart-bridge.aspx>.

On this page, under the tab "Tool", click on the following link:

["CP210x VCP Win XP S2K3 Vista 7.exe"](#)

This will start the download of the package.

3.1.2 Install the "USB to UART Bridge" driver



Note

Do not connect the downloader tool to the PC while installing the driver. Be sure the tool is not plugged in a USB port of the PC

1. Execute the file "[CP210x VCP Win XP S2K3 Vista 7.exe](#)" that you have downloaded in the previous step. Follow the instruction on screen.
2. Install the driver software in the default directory.
3. If requested reboot the PC.

4. Plug the downloader tool in an USB port of the PC.
5. The hardware wizard reports the installation of a new hardware.
6. On the question "search for drivers..." select "no not this time", press "next".
7. If requested reboot the PC.
8. Activate the Device Manager (e.g. Start-Run, Enter in the Open box: devmgmt.msc).
9. In "Ports (COM & LPT)" a new device «Silicon labs CP210x USB to UART Bridge" is created.
10. Remember the COM port number; you will need it later to configure the FLASHLOADER application.

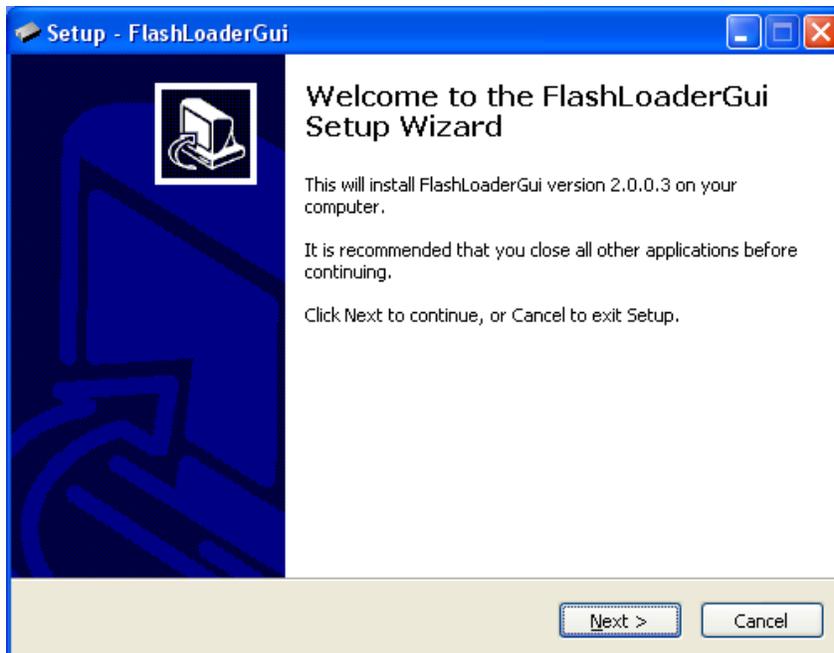
**Note**

"USB to UART bridge" driver is not always installed correctly in windows XP; make sure the device is placed under "Port (COM & LPT)" in the device manager. If the device is not installed in the right place, you have to re-install the driver.

3.2 Installing the program FlashLoaderGUI.

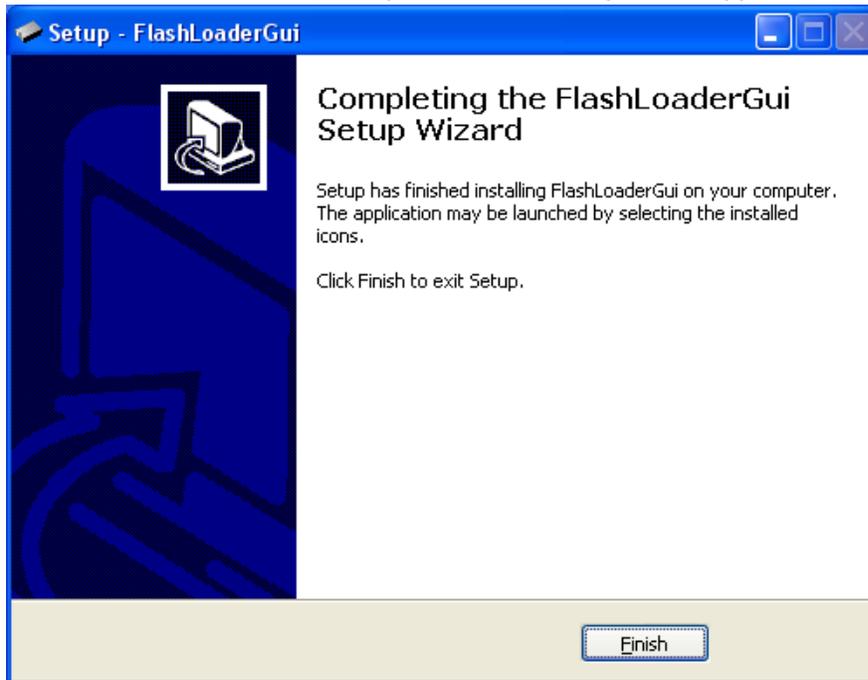
To install the FlashLoaderGUI application, execute the FlashLoaderGUI-Setup.exe file.

1. When started a welcome screen appear. Follow the instruction to install the FlashLoaderGUI application.



2. If needed, the .NET4 Framework will be loaded and installed as part of the FlashLoaderGui installation. Refer to section 3.3 – "Updating to .Net Framework 4"

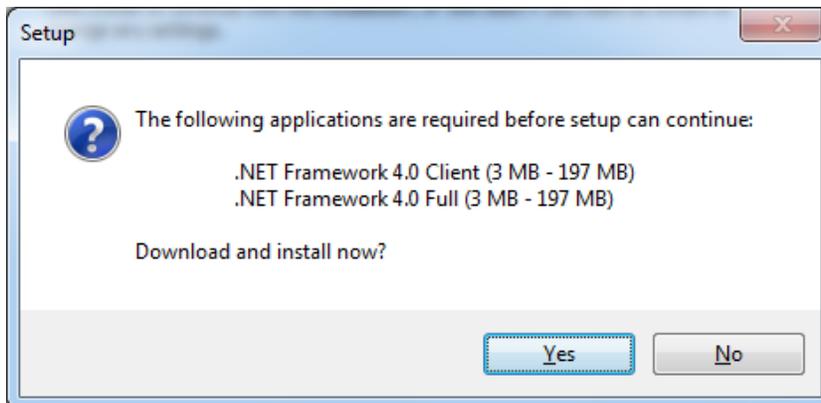
3. When installation is completed the following screen appears.



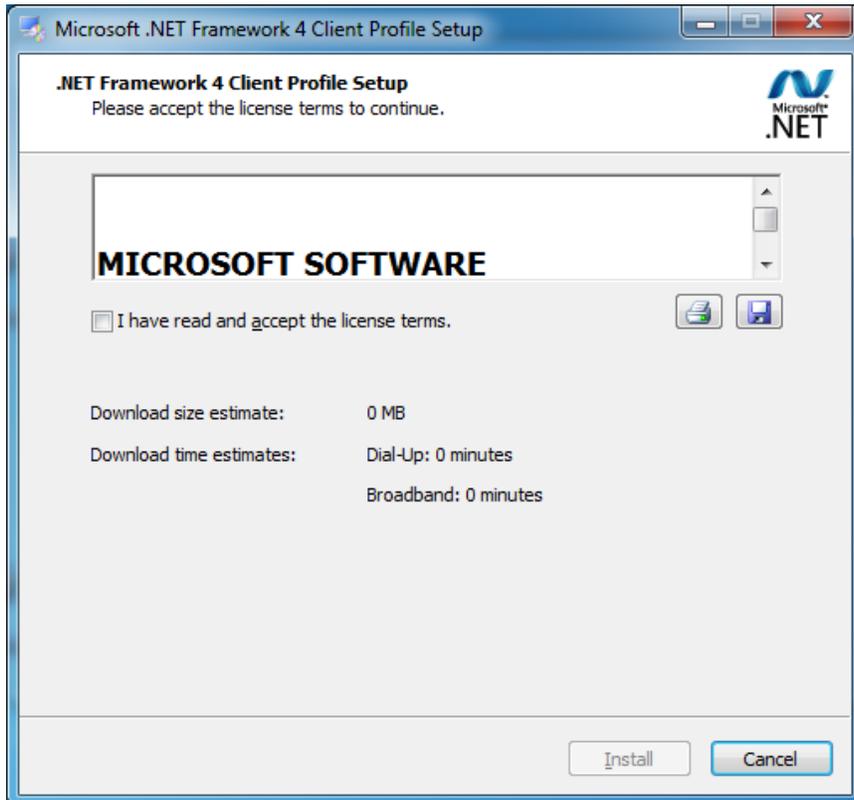
3.3 Updating to .Net Framework 4

The FlashLoaderGUI program requires that the .NET Framework 4.0 has been installed on the PC in order to run. If the .NET packet has not been installed this section must be followed, note that PC must be connected to the Internet. If .NET Framework 4.0 already exists skip this section.

1. If .NET 4.0 has not been installed start with "Installing FlashLoaderGUI-Setup.exe" until the screen below is shown.
Press the <Yes> button to continue installation of MS .NET Framework 4.0. If you press the <No> button the .NET packet and the FlashLoaderGUI application will not be installed and the installation stops. The .NET packet can be installed at any later time by executing the FlashLoaderGUI-Setup.exe file.



2. Continue installation the next message window appears. Wing of license terms accept box and press the highlighted <Install> button to continue installing of MS .NET Framework 4.0. Follow the instruction and the installation is completed when the completed screen appear.
If you press <Cancel> button the .NET packet and FlashLoaderGUI application will not be installed and the installation stops. The .NET packet can be installed at any later time by executing the FlashLoaderGUI-Setup.exe file.

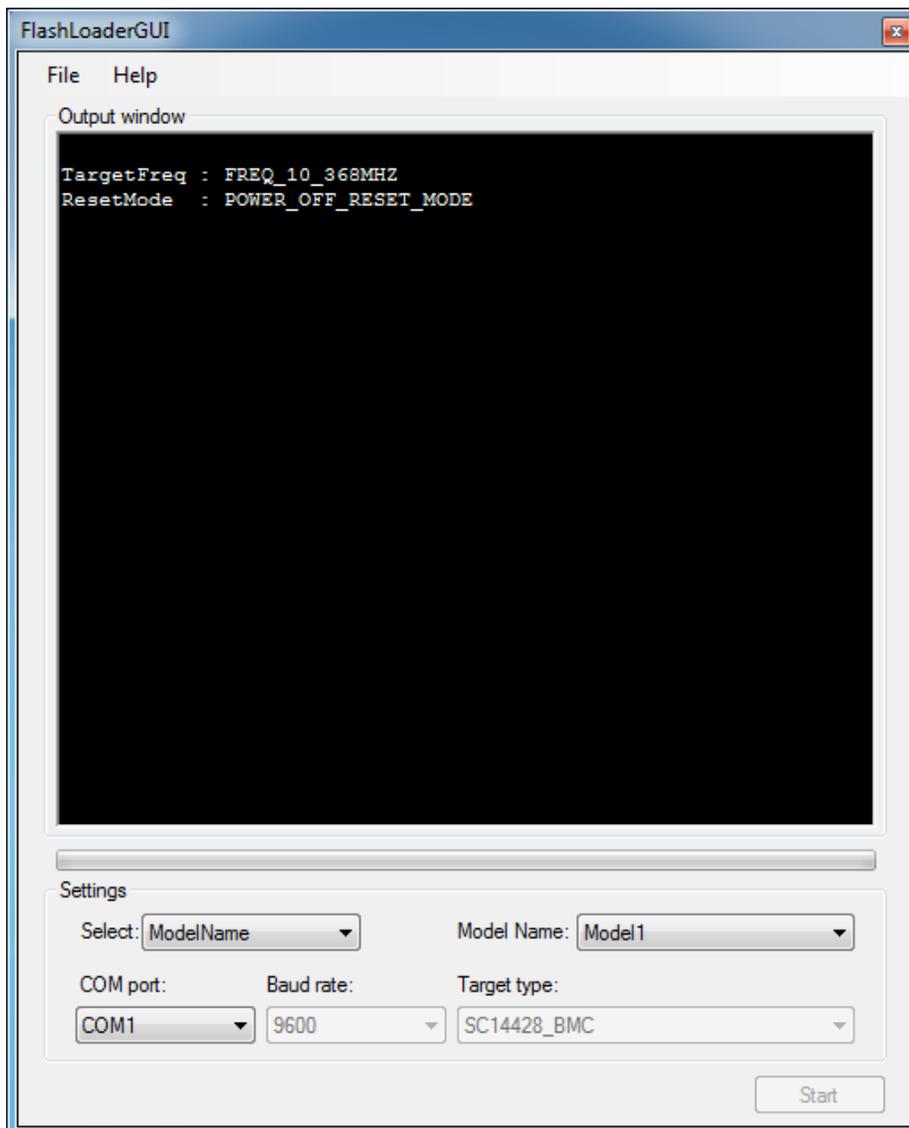


4 Using FLASHLOADER application

4.1 Starting FLASHLOADER

The Program can be started in the "Start Menu" entry created at installation time. Press the "Start" button, select "All Programs" then "FlashLoader" menu and finally press the "FlashLoaderGUI" item.

When the program starts the FlashLoaderGUI window is shown.



The FlashLoaderGUI is set to only select the model name and COM port. The model name automatically set the Baud rate and Target type that correspond to the model name. Selecting <BaudRateFlash Type> the Baud rate and the Target type can individually be set together with the COM port.

4.2 Upgrading a handset firmware with FLASHLOADER

4.2.1 Preparation

These steps are executed once in a session of upgrade of handsets, to configure the FLASHLOADER application according to your PC configuration (COM port) and the model of handsets upgraded.

1. Connect the downloader tool to the PC USB port and to the handset audio jack.
2. Start the FlashLoaderGUI program
3. Select the appropriate COM port number.
4. Select the mode, either "ModelName" or "BaudRate".
 - a. "ModelName" mode enables to configure "Baud rate" and "Target type" (type of eeprom) based on the Model Name of the handset. It is the recommended mode.
 - b. "BaudRate" is the raw mode that enables to select any "Baud rate" and "Target type". To use with caution according to the handset characteristics.
5. Via "File, Open file" select the required firmware file (file type .HEX).

4.2.2 For Each Handset

These steps are executed for each upgraded handsets.

6. Connect the downloader tool to the handset (see below).
7. If the handset power up, switch the handset off by long pressing the red button.
8. Press the small button on the downloader tool and keep it pressed.
9. Press the red button on the handset and keep it pressed.
10. Release the button on the downloader tool.
11. Press the "Start Load" button of the FlashLoaderGUI application.
12. When the update starts running release the red button.
13. After ~ 3 minutes the update is finished, check the result.
14. If operation performs correctly a "OK no error" message is displayed
15. Disconnect the downloader tool from the handset (see below).

Note: when for some reason the update fails the handset will not contain valid software. In this case please retry the upgrade procedure.



Figure 1 USB Dongle with jack cable



Figure 2 Press Dongle Button

5 Hardware Download Tools

The hardware update kit consists of an USB to headset jack dongle. It can be purchased from Alcatel-Lucent, references are given below.



Hardware update kit comprises an USB connector and an audio jack connector.

The USB connector shall be plugged to a PC running the FLASHLOADER application. It shall be inserted in one of the USB ports of the PC.

The headset jack shall be plugged in the handset audio jack connector.



Warning

There are two different hardware dongles, one for the Alcatel-Lucent 500 DECT handset and one for the Alcatel-Lucent 8232 DECT Handset

List of hardware deliverables

Description	Reference
500 DECT Handset download tool - connects to 500 DECT Handset 2,5mm jack and to PC USB port	3BN67211AA
8232 DECT Handset Download Tool - connects to 8232 DECT Handset 3,5mm jack and to PC USB port	3BN67339AA



Note

The same software application, FLASHLOADER, can be used to upgrade 500 DECT and 8232 DECT firmwares. BUT the hardware download tools are different for each model of handsets. The jack audio connector is different for each model and thus confusion shall not be possible.

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Submitting a Service Request

Please connect to our eService application at :

<https://businessportal.alcatel-lucent.com/alugesdp/faces/gesdp/customerSupport/CustomerSupport.jspx>

Before submitting a Service Request, make sure that :

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the [Technical Knowledge Base](#)
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the the [Technical Knowledge Base](#)

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