

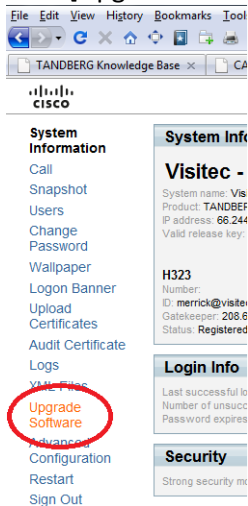
Tandberg C-Series Software Upgrade

Tips for an easy upgrade

- Make sure that your system has an active service contract so that you can get the latest release keys for your system
- Use a computer on the **same** network as the codec.
- Visitec suggests using the Mozilla Firefox web browser to upgrade your Tandberg MXP system.
 - Download the latest version at <http://www.mozilla.com>
- When installing Tandberg C-Series software in the United States be sure to only use files that start with s52000 (**Do not use files that have the name “tcnc” in the filename**)
 - Tandberg C-Series software is available here:
<http://ftp.tandberg.com/pub/software/endpoints/tc/tc4/>
- Please be sure to acquire the software package and release keys which are needed for upgrading prior to arriving on site. Release keys can only be generated for systems that are currently covered under a Tandberg Service Contract by Tandberg or Visitec.
- Release key are unique to each major release of software and each serial number.

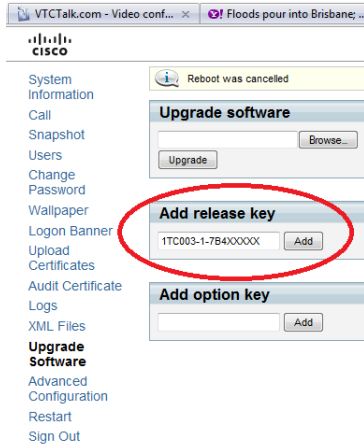
Tandberg C-Series Software Upgrade Procedure

- To begin, open your browser and enter the IP address of the Codec. You will be prompted for a user name and password.
 - Default User Name: **admin**
 - Default Password: **TANDBERG**
1. Click [Upgrade Software] on the left side.

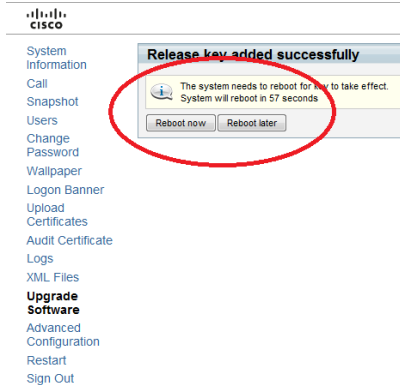


2. If you have not done so already, you must obtain your “Release Key” and enter that in order to proceed with the [Upgrade Software] option. Click [Add].

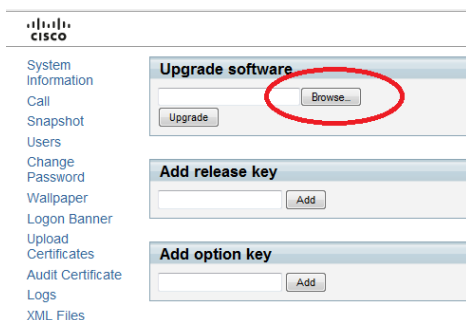
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3. You may choose [Reboot Now] or [Reboot Later].

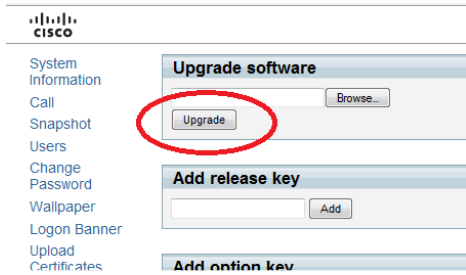


4. Log back into the codec and click [Upgrade Software] on the left again.
5. Click the [Browse] button and locate the **.pkg** file. (You should have already downloaded this file.)



6. You may now click the [Upgrade] button.

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7. Once the file is finished uploading to the Codec and installing, the codec will then automatically reboot.

Note: The large file will be uploaded to the codec without any progress indicator showing and may take several minutes to complete the upgrade. Please be patient.