

Tandberg MXP Software Upgrade

Tips for an easy upgrade

- Visitec suggests using the Mozilla Firefox web browser to upgrade your Tandberg MXP system.
 - Download the latest version at <http://www.getfirefox.com>
- When installing Tandberg MXP software in the United States be sure to only use files that start with s50000 (**Do not download files that start with s50001**)
 - Tandberg MXP software is available here:
<http://ftp.tandberg.com/pub/software/endpoints/mxp/f82/>
- Your system may require a second reboot, this is normal.
- 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 MXP 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 the [System Configuration] tab (See picture below)
 2. Click the [Upgrade] link (See picture below)
 3. In the Release Key text box, enter your new release key for that system and then click the [Install Software] button.
 4. Click the [Browse] button and locate the s500000fxx.pkg file. (You should have already downloaded this file.)
 5. It is highly recommended to establish a telnet session prior to upgrading to monitor the status of the upgrade. The password is the same password as the one required for the web interface, clicking the [Telnet] link will launch the connection to the codec in your default telnet program.
 6. You may now click the [Install] button.
 7. Once the file is finished downloading to the Codec will prompt you to [Restart] in the On Screen Menu, Web Page or telnet session. When the system is restarted it will procedure to upgrade

