

IMPORTANT!!!

READ THIS BEFORE DEPLOYING FIRMWARE V3.9.X FOR YOUR HDE OR OGP DEVICES

Guardian Telecom, A Division of Circa Enterprises Inc. is pleased to release this new revision of firmware for your VoIP HDE / OGP devices. We have made a considerable change by adding more in-depth self-diagnostic capabilities.

As this is a new major F/W release, a revised process from the current update process must be followed for this firmware load only. Please review the following steps to ensure a successful update of your device.

Installation requires physical access to the HDE/OGP device.

Installing Version 3.9.X from any previous load V3.0.0 V3.8.X:

1. Log into your HDE/OGP device web interface. You can use the free Guardian Discover Utility (download from <https://www.guardiantelecom.com/resources/voip-support/>) or login direct to the IP address if known.
2. Collect the settings information – Screen shots of each page work well. You can also export the config file but not all information may be exported.
3. Navigate to the <Update Firmware> page. Browse for the F/W load you have downloaded and click the <Submit> button. The phone will then proceed to perform the update and reboot.
4. **Critical Step:** Once the phone has rebooted, you must press and hold the RESET button on the VoIP Controller PCB using a non-metallic device until the speaker annunciates that it is performing a “Factory Restore”.
5. Allow the phone approx. 1 minute and then re-login to web interface.
6. Re-configure the phone settings to the settings you collected. Then review the settings for the new added features described on page to. As you complete the changes on each page you must hit the <Save> button at the bottom to save your changes before moving to the next page. Once all the pages have been updated, you must hit the <Reboot> button after saving.

NOTE: Do **NOT** import your original config file.

7. Wait for the phone to reboot and confirm it is properly registered with your server.

NOTE: If updating from a version earlier than V3.8.6 it is recommend you review the release notes to familiarize yourself with the gap changes.

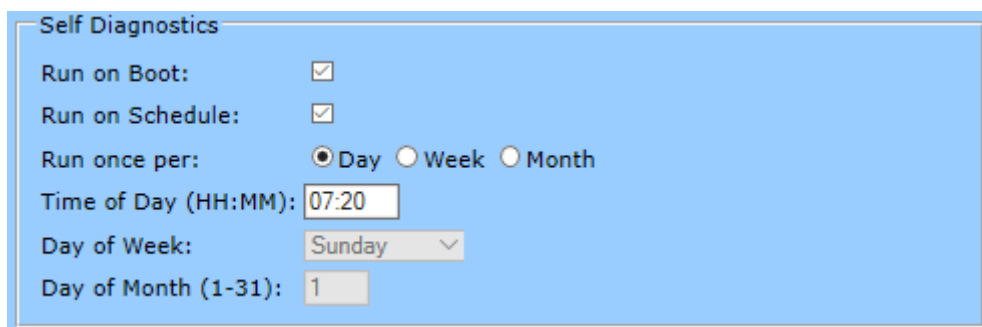
V3.9.0 DIAGNOSTIC FEATURE OVERVIEW

WELCOME to the new HDE/OGP System. This new version of software provides enhanced capabilities with it's newly introduced diagnostic package. The new diagnostics will now actively perform several key tests to include the following:

- Button Tests – System will monitor for stuck/frozen buttons for all configurations including HDE/OGP with dial Keypads.
- Audio Loop Tests – The system performs audio testing at 3 frequencies to evaluate the performance of both the speaker and the microphone.
- Internal System checks – Added internal system analysis to ensure key devices are operational and consistent.

The test status is announced through both the speaker and via network XML Messaging if the event monitoring is activated.

While logged into your phone after a successful firmware load navigate to the <Event Config> Screen. Scroll down to the **Self Diagnostics** section.



Run on Boot: If selected, every time the phone re-boots it will perform the diagnostic. This is a very useful tool for installers to verify the hardware is fully function when they activate the equipment.

Run on Schedule: If selected you can choose the frequency for the diagnostic to initiate (once per day, once per week or once per month). If you select on 31day monthly, the phone will still perform on 30-day months but on the 30th. You set the time of day when the test will occur (24Hr Time Format).

NOTE: The internal clock on the VoIP Board must be set from the <Device Config> screen.

Manually Run diagnostics from the <Device Config> screen (scroll to bottom). 

*It is strongly recommended that you download the latest HDE Configuration Manual for a detailed setup guide and explanation of each of the configurable parameters.

For additional technical support, contact the Guardian Telecom support line or email rmateststation@guardiantelecom.com