



# Software Upgrade Guide for Cisco C Series



# Elements required



# Download Software

- Click on the Image URL contained on the email sent to you by VideoCentric with title 'Your Tandberg Software Upgrade Release Keys Activation Keys'. This will automatically download the latest software version to your PC.
- In case the previous URL fails, you can also download the software directly from Tandberg's website, <http://www.tandberg.com/support/video-conferencing-software-download.jsp?t=2&p=109>
- Please take note of the License Key that is provided in the email as you will need it afterwards.
- Double-checking that the serial number in the email matches with the serial number of your unit is always a good thing to do.



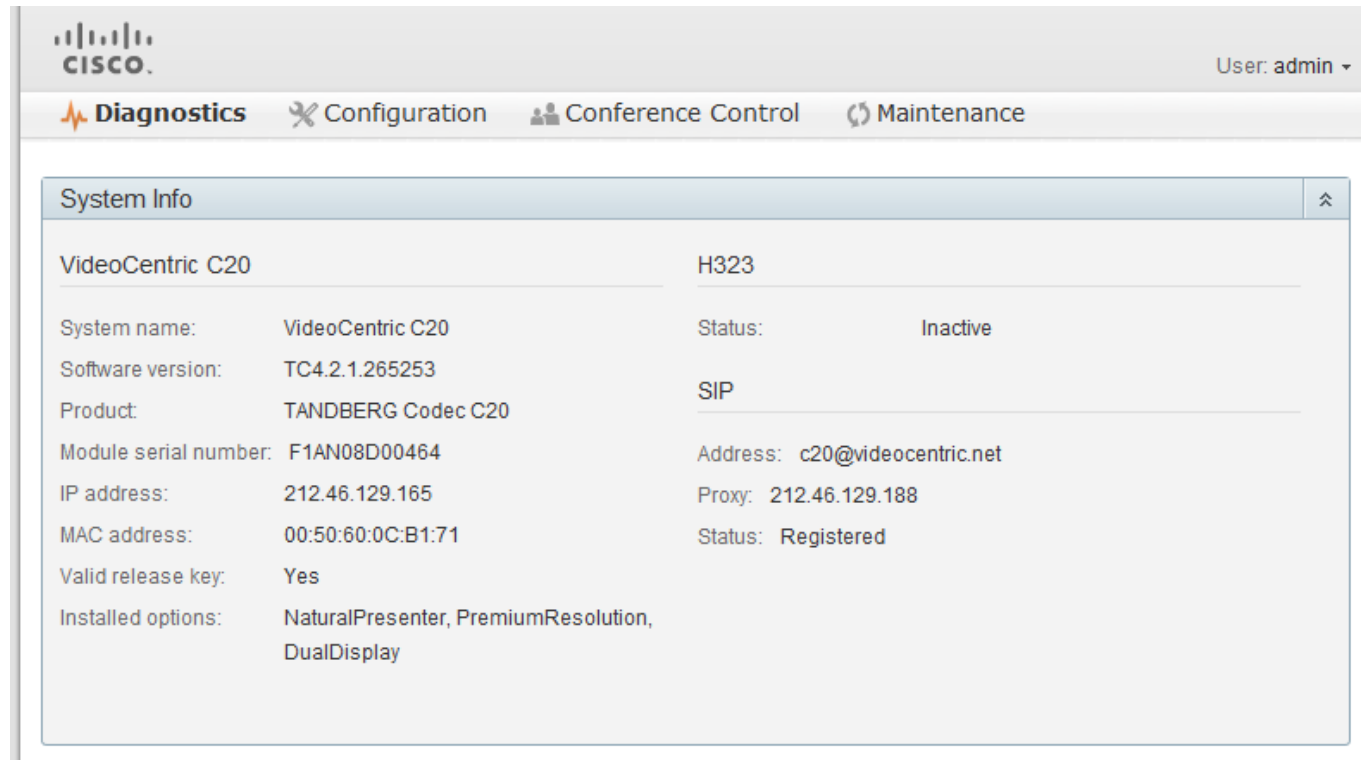
# Access the Web Interface

- Open up your web browser (Internet Explorer, Firefox or Google Chrome) and type the IP address of the system into the address bar.
- You will be asked for a username and password. The default credentials for Tandberg units are:
  - Username: admin
  - Password: TANDBERG



A screenshot of a web interface titled "Please Sign In". The form contains two input fields: "Username:" and "Password:". Below the fields is a "Sign In" button.

# Main Dashboard



The screenshot displays the Cisco VideoCentric C20 Main Dashboard. At the top left is the Cisco logo, and at the top right, it shows 'User: admin'. Below the header is a navigation bar with four tabs: 'Diagnostics' (active), 'Configuration', 'Conference Control', and 'Maintenance'. The main content area is titled 'System Info' and contains the following details:

VideoCentric C20		H323	
System name:	VideoCentric C20	Status:	Inactive
Software version:	TC4.2.1.265253	SIP	
Product:	TANDBERG Codec C20	Address: c20@videocentric.net	
Module serial number:	F1AN08D00464	IP address:	212.46.129.165
IP address:	212.46.129.165	Proxy:	212.46.129.188
MAC address:	00:50:60:0C:B1:71	Status:	Registered
Valid release key:	Yes		
Installed options:	NaturalPresenter, PremiumResolution, DualDisplay		

- The current software version of the system is displayed on this main screen
- To proceed to the upgrade window, click on **Maintenance > Upgrade Software**

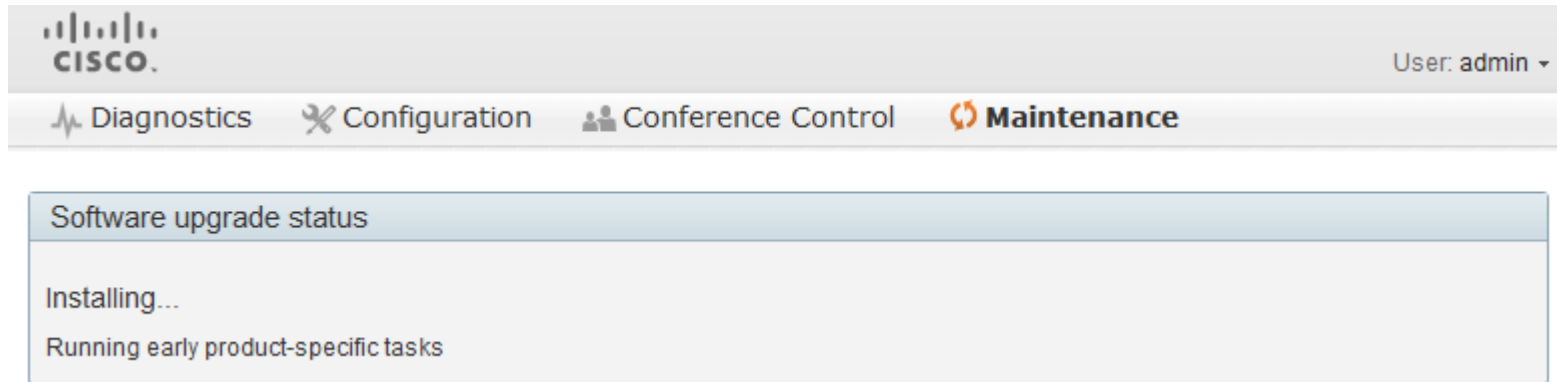
# Software Upgrade Screen

The screenshot displays the Cisco Maintenance Software Upgrade interface. At the top, the Cisco logo is on the left, and 'User: admin' is on the right. Below this is a navigation bar with 'Diagnostics', 'Configuration', 'Conference Control', and 'Maintenance'. The main content area is divided into three sections: 'Upgrade software' (with a 'Choose File' button and 'Upgrade' button), 'Add release key' (with a text input field and 'Add' button), and 'Add option key' (with a text input field and 'Add' button').

- Enter the software release key in the Add Release Key blank box and click on Add
- Choose the relevant software file and click on Upgrade



# Software Upgrade in Progress



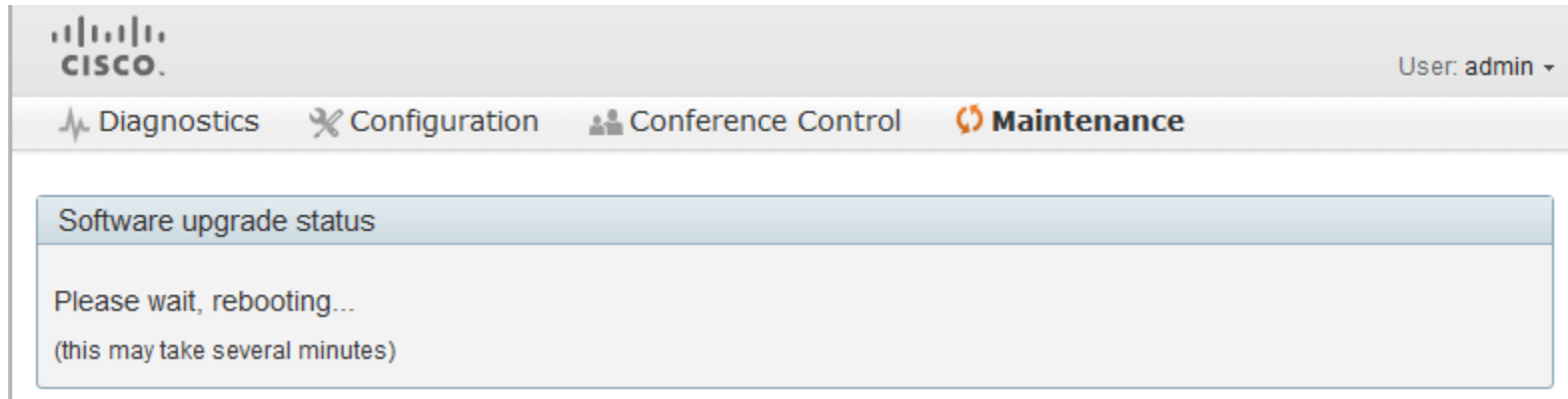
The screenshot shows the Cisco web interface. At the top left is the Cisco logo. At the top right, it says "User: admin". Below the logo is a navigation bar with four items: "Diagnostics", "Configuration", "Conference Control", and "Maintenance". The "Maintenance" item is highlighted with an orange icon. Below the navigation bar is a box titled "Software upgrade status". Inside this box, it says "Installing..." and "Running early product-specific tasks".

- After the software file is uploaded, the system will upgrade its software. This may take a few minutes.

**DO NOT NAVIGATE AWAY FROM THIS PAGE**



# Restart System

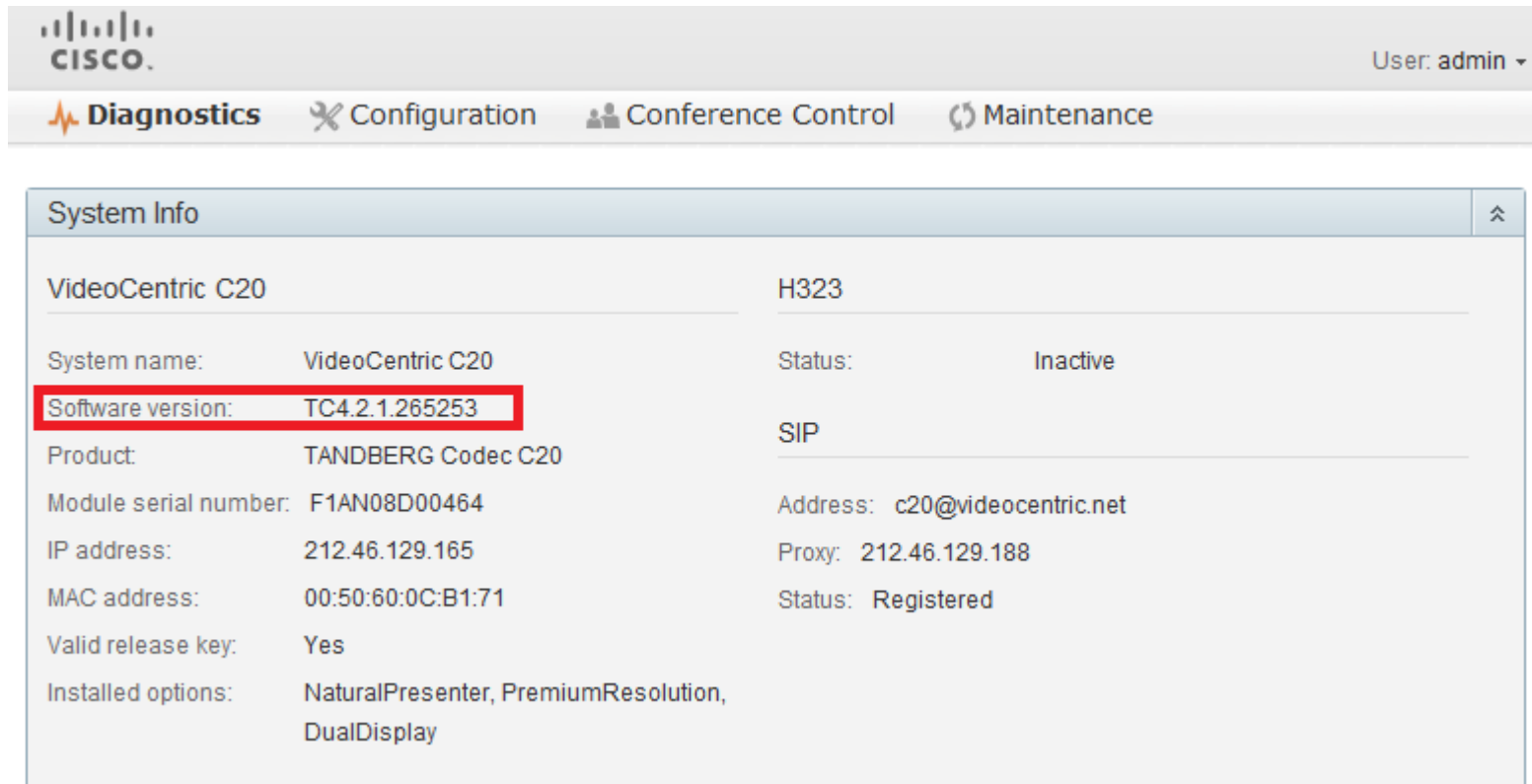


The screenshot shows the Cisco Maintenance page. At the top left is the Cisco logo. At the top right, it says "User: admin". Below the logo are four navigation tabs: "Diagnostics", "Configuration", "Conference Control", and "Maintenance" (which is highlighted with an orange icon). Below the tabs is a box titled "Software upgrade status" containing the text: "Please wait, rebooting..." and "(this may take several minutes)".

- Once the upgrade has been completed, the system will restart itself automatically so that changes take effect.



# Check Upgrade



The screenshot shows the Cisco VideoCentric C20 web interface. The top navigation bar includes the Cisco logo, the user name 'admin', and menu items for Diagnostics, Configuration, Conference Control, and Maintenance. The main content area is titled 'System Info' and displays the following details:

VideoCentric C20		H323	
System name:	VideoCentric C20	Status:	Inactive
Software version:	TC4.2.1.265253	SIP	
Product:	TANDBERG Codec C20	Address:	c20@videocentric.net
Module serial number:	F1AN08D00464	Proxy:	212.46.129.188
IP address:	212.46.129.165	Status:	Registered
MAC address:	00:50:60:0C:B1:71		
Valid release key:	Yes		
Installed options:	NaturalPresenter, PremiumResolution, DualDisplay		

- Once the unit has restarted, sign in again and check that the software has been upgraded.



# Test Calls

- It is recommendable to make at least one test call after the upgrade to check that the unit is working normally.
- Please find below a list of VideoCentric's main video numbers that you can use to test your system:
  - Cisco 6000MXP – **212.46.129.162**
  - Polycom HDX8000 – **212.46.129.163**
  - LifeSize Room220 – **212.46.129.164**
  - Cisco C20 – **212.46.129.165**
  - LifeSize Express220 – **212.46.129.166**
  - Polycom HDX4000 – **212.46.129.168**
  - LifeSize Passport – **212.46.129.169**
  - Cisco EX90 – **212.46.129.170**
  - RADVision XT1000 – **212.46.129.171**
  - Cisco 6000MXP (ISDN number) – **0118 978 6985** (up to 512kbps)

