We know you are excited to get your hands on our Ness Smartbell firmware (as you should be), but there are some important things you need to do first.

1. Make sure you have the latest firmware files

2. Make sure to check out all our training videos on our YouTube channel (www.youtube.com/nesscorporation) as there might be features the Ness Smartbell can do that you didn't know about.

3. Once the firmware in the Outdoor Phone Station has been updated, it will only work with the Ness Smartbell eGateway firmware and Apps only.

4. Updating the firmware on the Outdoor Phone Station must be updated in the exact order shown in this guide and updating in any other order may break the unit from working completely and a service fee may occur for re-flashing at Ness.

5. Ensure you have read and understand the following pages before updating the firmware.

How to update the ODP firmware to Support the Ness Smartbell App

BEFORE YOU BEGIN

☐ Ensure you have the latest firmware files (these files should have come with this guide)
☐ Ensure you have read everything listed below before you begin to update the ODP firmware
☐ Ensure you have the TFTP software installed on your computer.
☐ You understand that you are responsible if the unit stops working during the update and are happy to pay Ness a re- flashing fee to fix the product.

HOW TO UPDAT THE ODP FIRMWARE

Step 1:
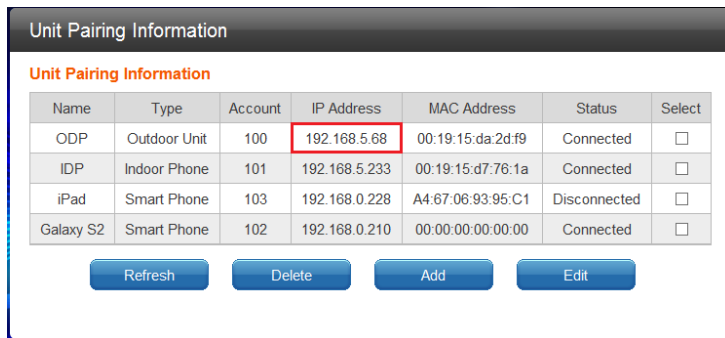Connect to the eGateway using the WAN port.

Step 2:
Select **Unit Paring** from the **Settings** menu

Step 3:
Find the ODP (Door station) from the list and note down the IP address of this device.

Unit Pairing Information

Unit Pairing Information

Name	Type	Account	IP Address	MAC Address	Status	Select
ODP	Outdoor Unit	100	192.168.5.68	00:19:15:da:2d:f9	Connected	☐
IDP	Indoor Phone	101	192.168.5.233	00:19:15:d7:76:1a	Connected	☐
iPad	Smart Phone	103	192.168.0.228	A4:67:06:93:95:C1	Disconnected	☐
Galaxy S2	Smart Phone	102	192.168.0.210	00:00:00:00:00:00	Connected	☐

Refresh   Delete   Add   Edit

Step 4:
Now you need to change your computers IP Address so that it is on the same subnet as the ODP from step 3.

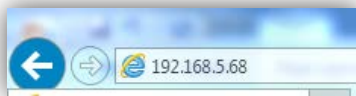In this example I would change my computer to have the IP address of **192.168.5.**xx

Step 5:
You now need to plug in a LAN cable from your computer into the **LAN1** port of the eGateway.

Step 6:
Now you need to open Internet Explorer and type in the IP address from step 3 and press enter.

192.168.5.68

The username and password prompt will then display
Enter in the following details:

Username: **admin**
Password: **1234**

Windows Security

The server 192.168.5.68 at IP5813 requires a username and password.

Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).

admin
••••
☐ Remember my credentials

OK   Cancel
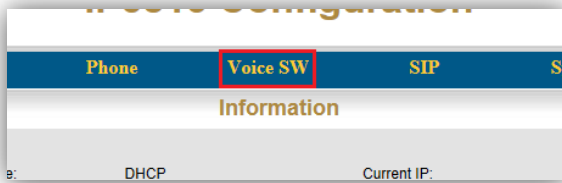
Step 7:

> **i** It's important that you only change what is outlined in this document when accessing the web GUI of the ODP.
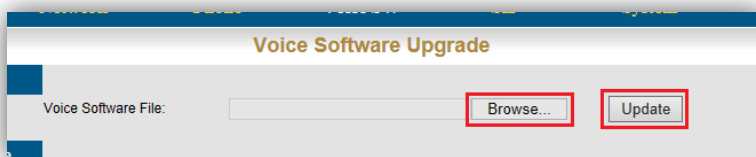
Select **Voice SW** from the menu along the top menu.

Step 7:
Now you need to click on **browse** and browse for the firmware file then click on **Update**.

Flush Mount ODP use firmware file: IP5813_BCM1190_Voice_V0.4.1I_S121A_20131028.bin.gz
Surface Mount ODP use firmware file: IP5813i_BCM1190_Voice_V0.4.1I_S121A_New_20131028.bin.gz


It may look like the browser is not doing anything after pressing the Update button but in fact it is copying / sending the firmware to the ODP. You will see the LEDs on the eGateway flash really fast during this time.

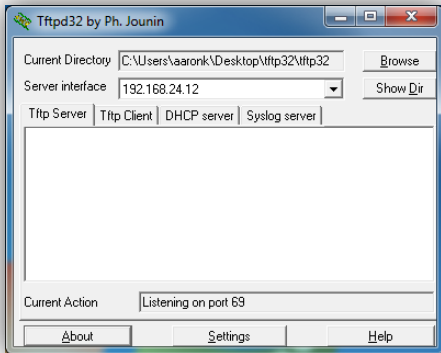When the firmware is being installed you will see the webGUI display the following:
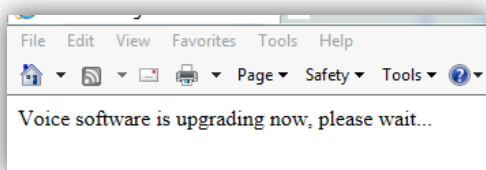
After the firmware has been updated the webGUI will display the following message and the ODP will reboot.
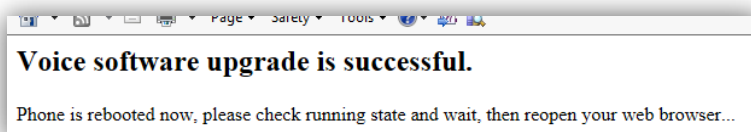
Step 8:
Open the TFTP software on your computer.

| **i** | You may need to turn off the Windows Firewall to allow the Outdoor Phone Station to connect to your computer using the TFTP software. |

Step 9:
Use the **Browse** button in the TFTP software to browse to the folder that is holding the firmware file named: VideoSys.tar.gz

Tip: You can press the **Show Dir** button in the TFTP software to confirm that you have selected the correct directory. (Doesn't matter if there is more than one file in this directory as long as the file listed above is listed.)
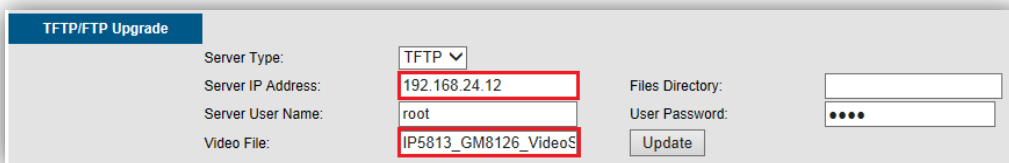
Step 10:
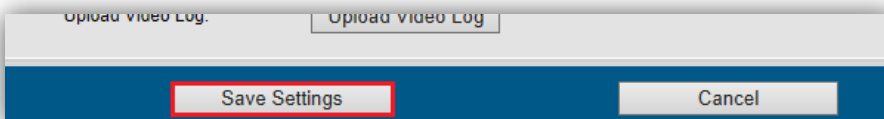Select **Video** from the menu along the top menu.
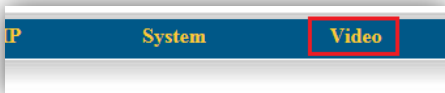
Step 11:
Change the **Server IP address** field to match your computers IP address.
Change the **Video File** field to match the same file name of the firmware we are updating:
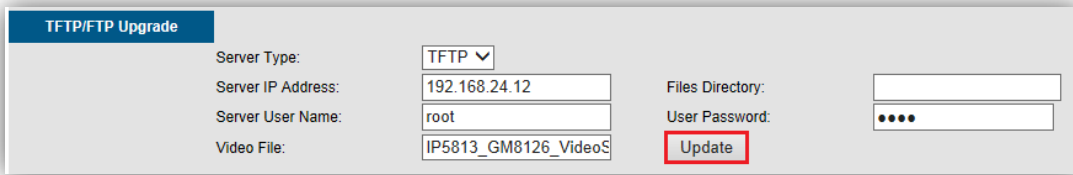**VideoSys.tar.gz**

Before we can update the firmware we need to press the **Save** button down the bottom of the page.
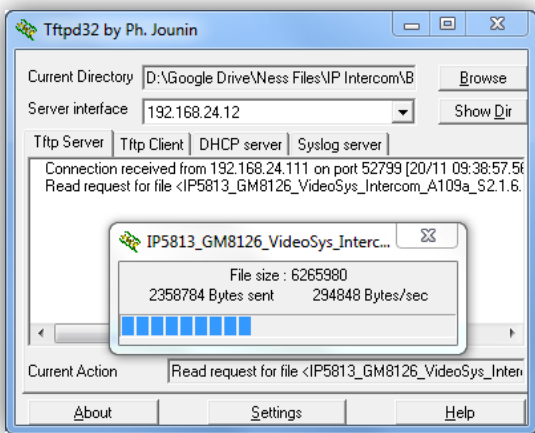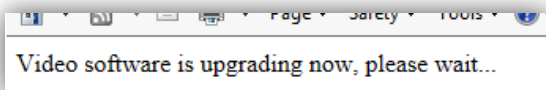
Step 12:
Once the settings have been saved, you need to click on the **Update** button to load the Video firmware into the ODP.

While the firmware is being updated you will noticed that the TFTP software will show you the status while it transfers the firmware to the ODP.

The web browser will also tell you its being updated as well.

After the firmware has completed it will display the following screen while the ODP is being rebooted.

After the firmware is complete the ODP has rebooted it will then display the Information screen.
It should then tell you the version of the Voice and Video.

Once you have confirmed that it has updated the firmware you can then close the browser and the firmware in the ODP is complete.

Information	Network	Phone	Voice SW	SIP	System	Video

Information

Network Information

Network Type:	DHCP		Current IP:	192.168.5.159
Subnet Mask:	255.255.255.0		Default Gateway:	192.168.5.10
Primary DNS:	192.168.5.10		Secondary DNS:	0.0.0.0

Product Information

Product Name:	IP5813		Voice Software Version:	V0.4.1I_S121A_20131028
MAC Address:	00:19:15:DA:2D:60		Video Software Version:	20130822::V0.4.1I_A109a_S2.1.6.2
Hardware Version:	R04A01			

Line Status

Phone Number:	100		Registration State:	Registered
SIP Proxy Server:	192.168.5.10		Hotline Number:	430
Private Protocol State:	Registered			

RESOURCES

Should you have any questions or run into issues, here are some resources that may be of assistance:

National Technical Support:
1300 551 991
Monday – Friday (8:30AM – 5:00PM)

Email:
customerservice@ness.com.au

Ness Forum:
www.nesscorporation.com/nessforum

Ness YouTube Channel:
www.youtube.com/nesscorporation