

Version 1: 2 February 2021



MiX Talk Firmware Upgrade Process

Technical Guide

Overview

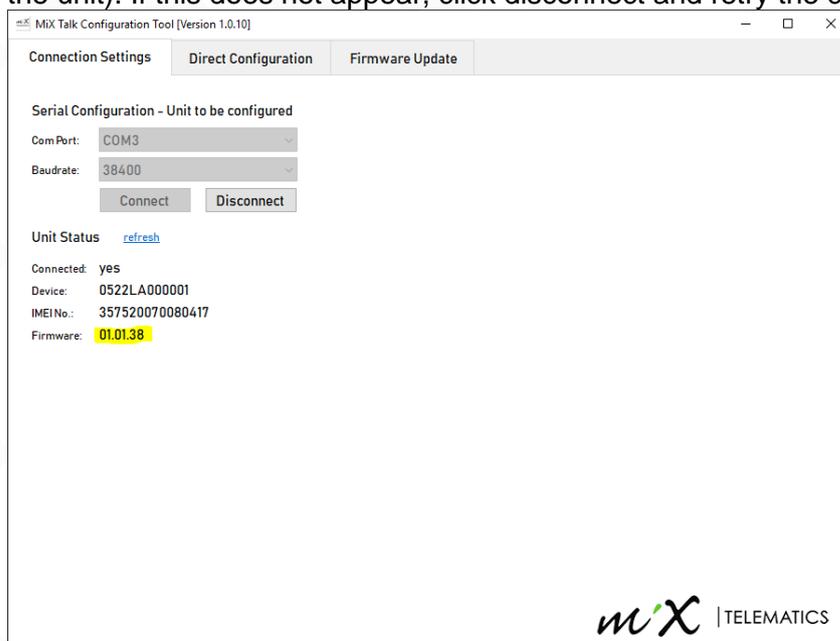
This document details how to serially upgrade the firmware of a MiX Talk unit via the MiX Talk Configuration Tool. This is the only way to upgrade the unit's firmware as over-the-air updates are not supported.

Preparation

The firmware upgrade requires a computer with a serial port, the MiX Talk Configuration software tool, and a MiX Talk serial harness (Part ID 440FT0315). The MiX Talk firmware is packaged as a BL2 file and should be copied to the computer before attempting the upgrade.

Upgrade Process

- 1) Use the MiX Talk serial harness to connect the computer to the DATA port on the unit.
- 2) Open the MiX Talk Configuration Tool.
- 3) Choose the correct COM port, set the baudrate to 38400 and click Connect. The unit status details will appear upon successful connection (take note of the current firmware version on the unit). If this does not appear, click disconnect and retry the connection.



- 4) Switch to the Direct Configuration tab and save the current config on the computer.

MiX Talk Configuration Tool [Version 1.0.10]

Connection Settings | Direct Configuration | Firmware Update

Master Number: +278393010212867 (Query, Set)

Unit Identification: 0522LA000001 (Query All Parameters, Set All Parameters)

Button Numbers: +0123456789, +9876543210, 0000000000, 0000000000 (Query, Set All, Set)

Incoming Numbers: 0000000000, 0000000000, 0000000000, 0000000000 (Query, Set All, Set)

Configurator Numbers: 0000000000, 0000000000, 0000000000, 0000000000 (Query, Set All, Set)

Miscellaneous: SMS Centre Number: +27831000002 (Query, Set)

Timers: Low Power: 120 seconds, Call Length: 900 seconds, Call Continue: 15 seconds, Incoming Ring: 60 seconds, Auto Answer: 10 seconds (Query, Set All, Set)

Log File, Load Config, Save Event Log, **Save Config**

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- 5) Switch to the Firmware Update tab and open the new firmware BL2 file.

MiX Talk Configuration Tool [Version 1.0.10]

Connection Settings | Direct Configuration | Firmware Update

Unit Status: [refresh](#)

Connected: yes

Device: 0522LA000001

Firmware: 01.01.38

File: C:\Users\MartinRa\Desktop\MiXTalk_FW_01.02.02.bl2

Open File

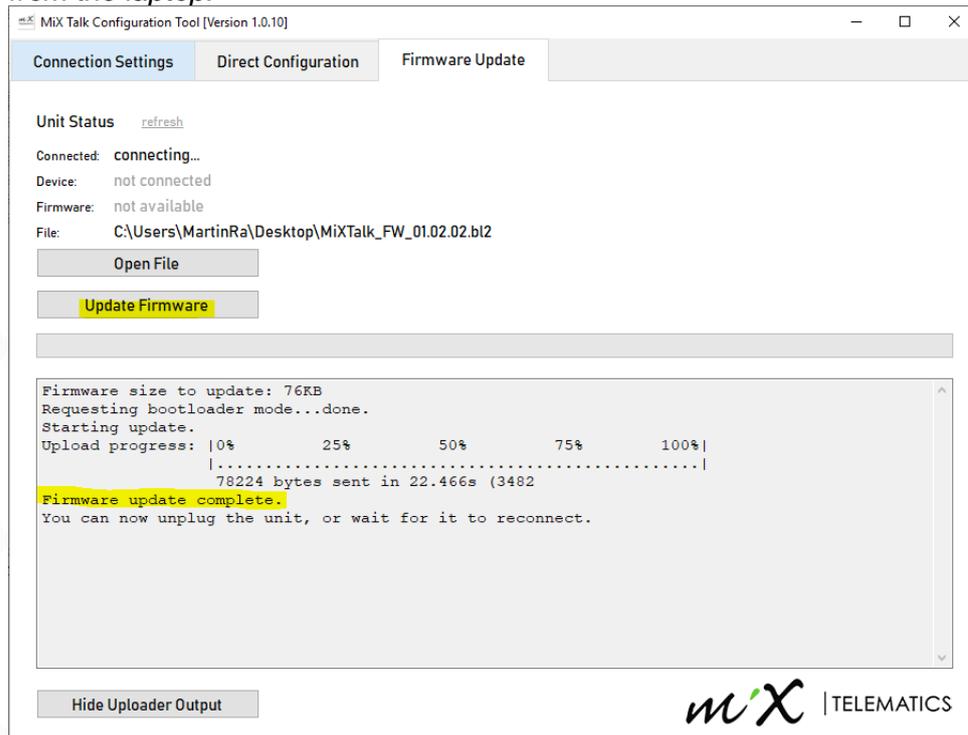
Update Firmware

Hide Uploader Output

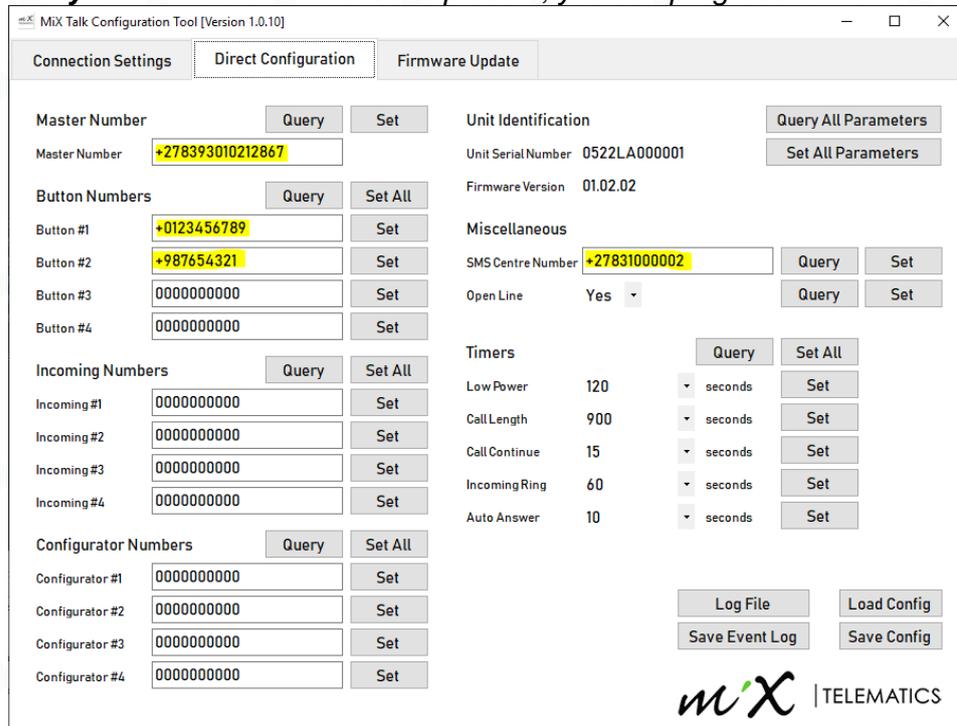
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- 6) Update the firmware and verify that “Firmware update complete” message is displayed. *If this fails in any way go back to the Connection Settings tab, reconnect, and reattempt the firmware update until the “Firmware update complete” message is displayed, even if the unit status already shows the new version. It may help to unplug and reconnect the serial cable*

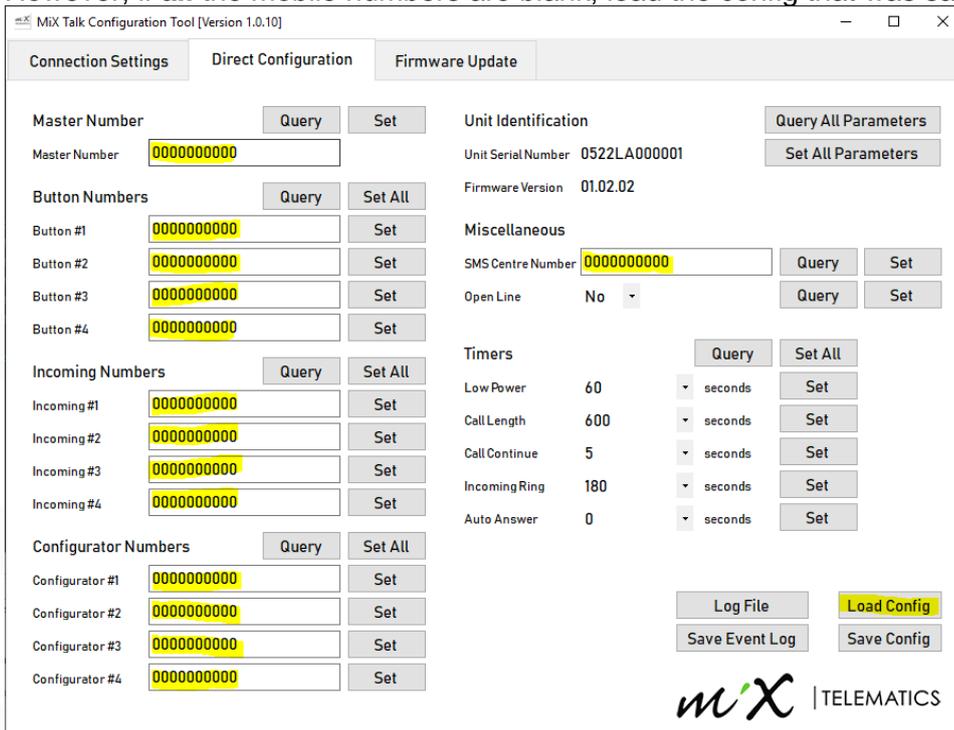
from the laptop.



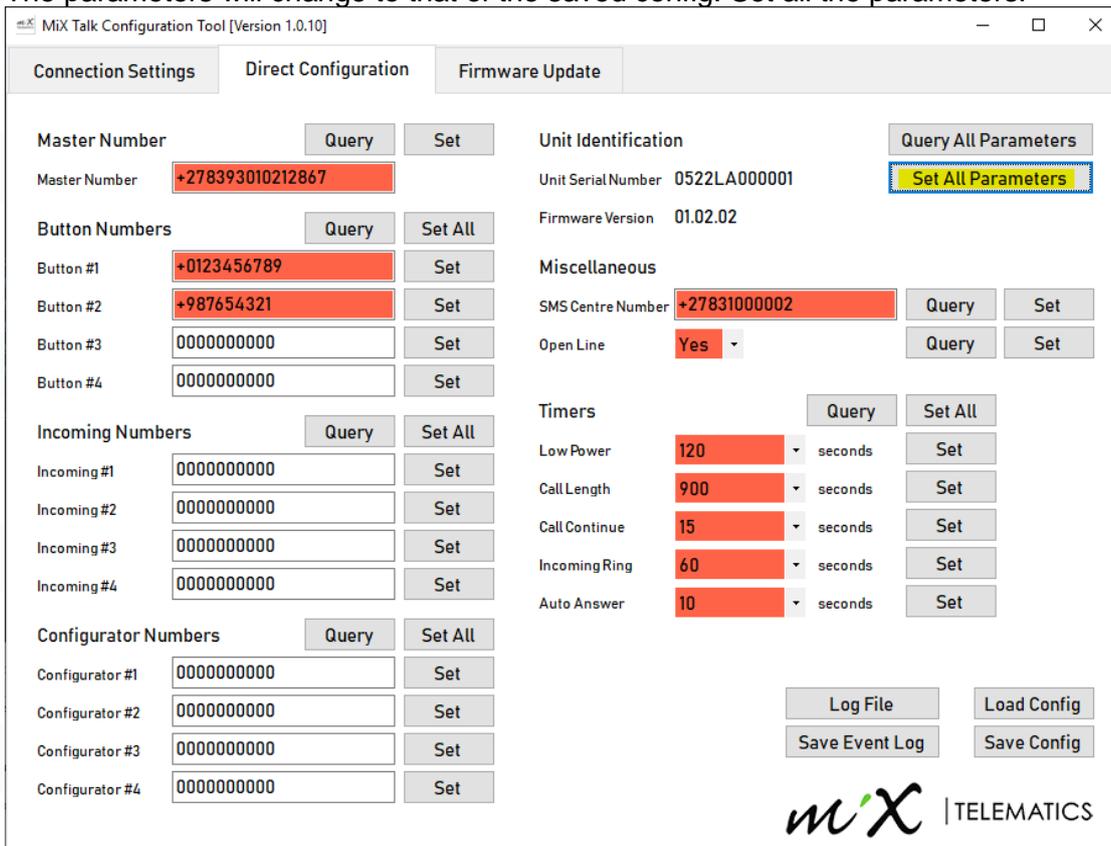
- 7) Upon successful firmware upgrade, go to the Connection Settings tab and reconnect.
- 8) Go to the Direct Configuration tab.
If any of the mobile numbers are present, you can progress to the next step.



a. However, if **all** the mobile numbers are blank, load the config that was saved earlier.



b. The parameters will change to that of the saved config. Set all the parameters.



c. All the parameters will now be restored on the unit.

MiX Talk Configuration Tool [Version 1.0.10]

Connection Settings | Direct Configuration | Firmware Update

Master Number

Master Number

Unit Identification

Unit Serial Number

Firmware Version

Button Numbers

Button #1

Button #2

Button #3

Button #4

Miscellaneous

SMS Centre Number

Open Line

Incoming Numbers

Incoming #1

Incoming #2

Incoming #3

Incoming #4

Configurator Numbers

Configurator #1

Configurator #2

Configurator #3

Configurator #4

Timers

Low Power seconds

Call Length seconds

Call Continue seconds

Incoming Ring seconds

Auto Answer seconds

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9) The firmware upgrade is complete. Go the Connection Settings tab, disconnect and unplug the MiX Talk serial cable from the unit.