

# FREQUENTLY ASKED QUESTIONS

SPARSH VP310

What  
When  
Which  
Where  
How  
Who  
Why



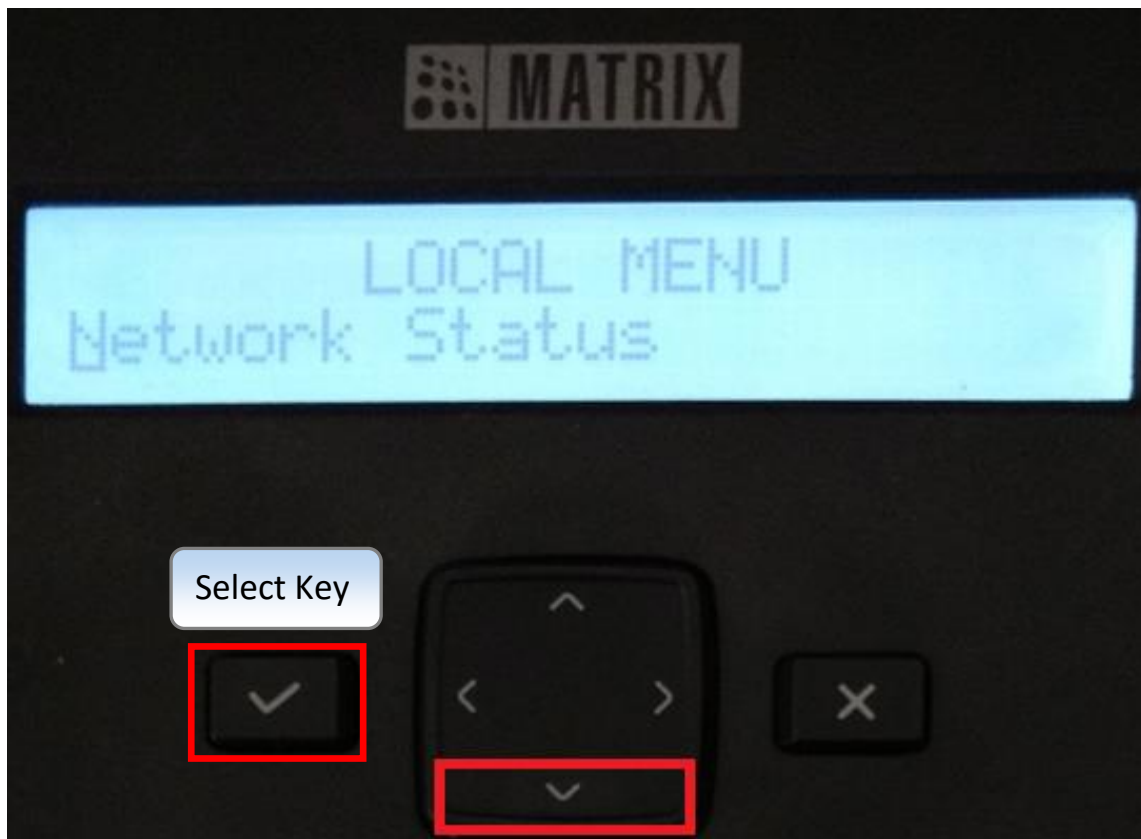
**Date:** 25<sup>th</sup> January, 2016

**Version:** V1R1

**Author:** Jigar Bharatiya

## How to Upgrade SPARSH VP310?

**Step 1:** Note the current firmware version of the SPARSH VP310 phone from “**Network Status**” menu. To open Network Status, press the down arrow key. The Network Status option will appear on the screen. Press the select key and Network Status will open.

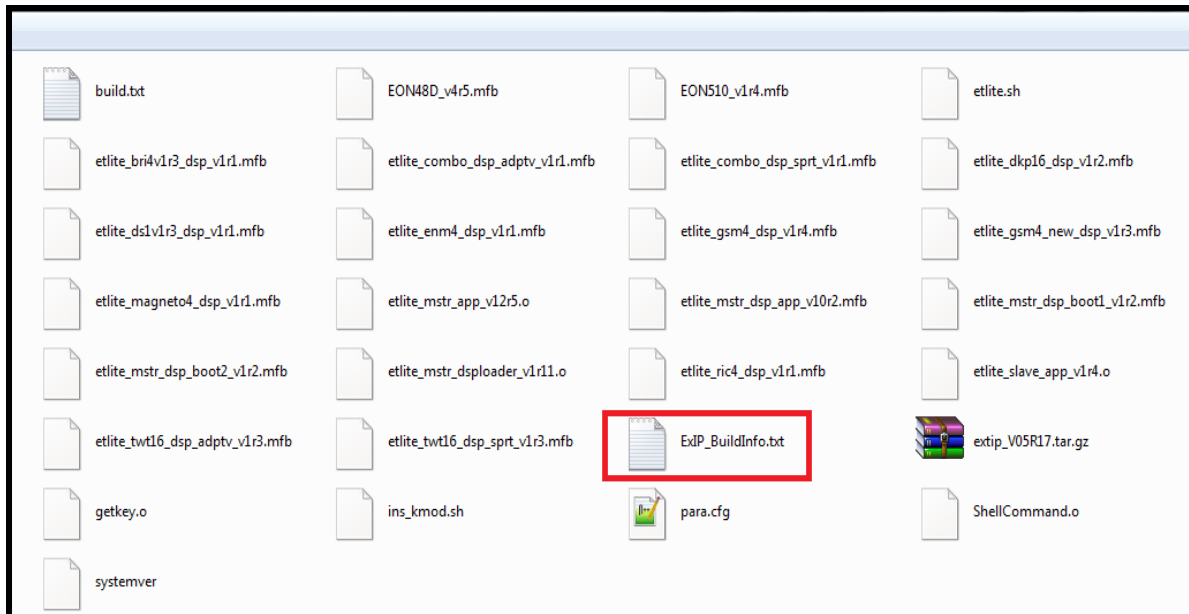


Press the down arrow key again and check the firmware version of the phone.

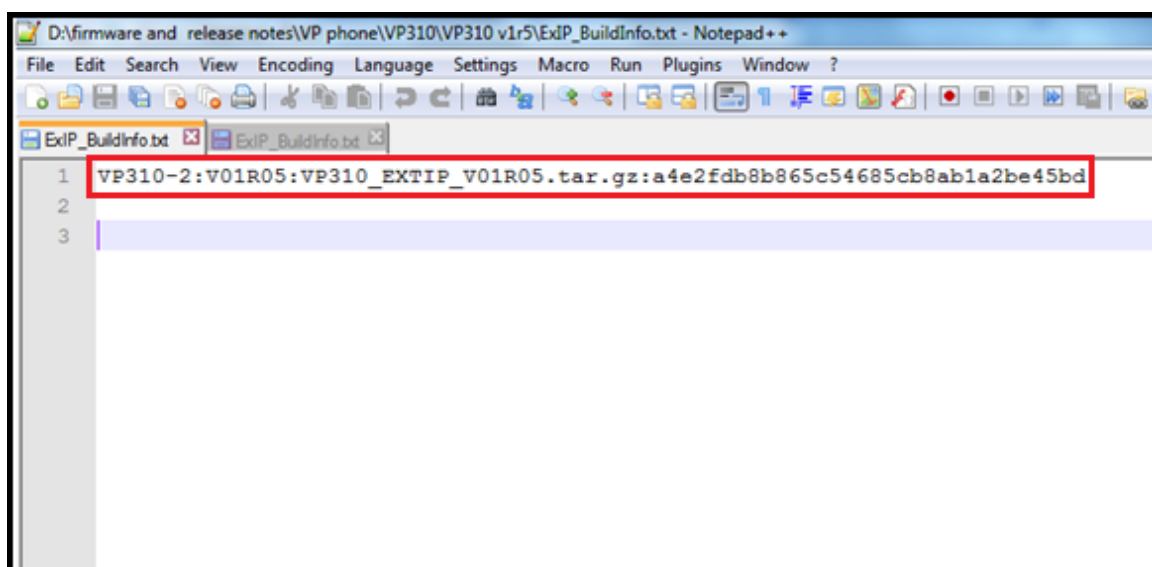


**Step 2:** Download the latest firmware for SPARSH VP310 from the Matrix ftp (<ftp://matrixtelecomsolutions.com>). In this case, the SPARSH VP310 will be upgraded to V1R5 from V1R3.

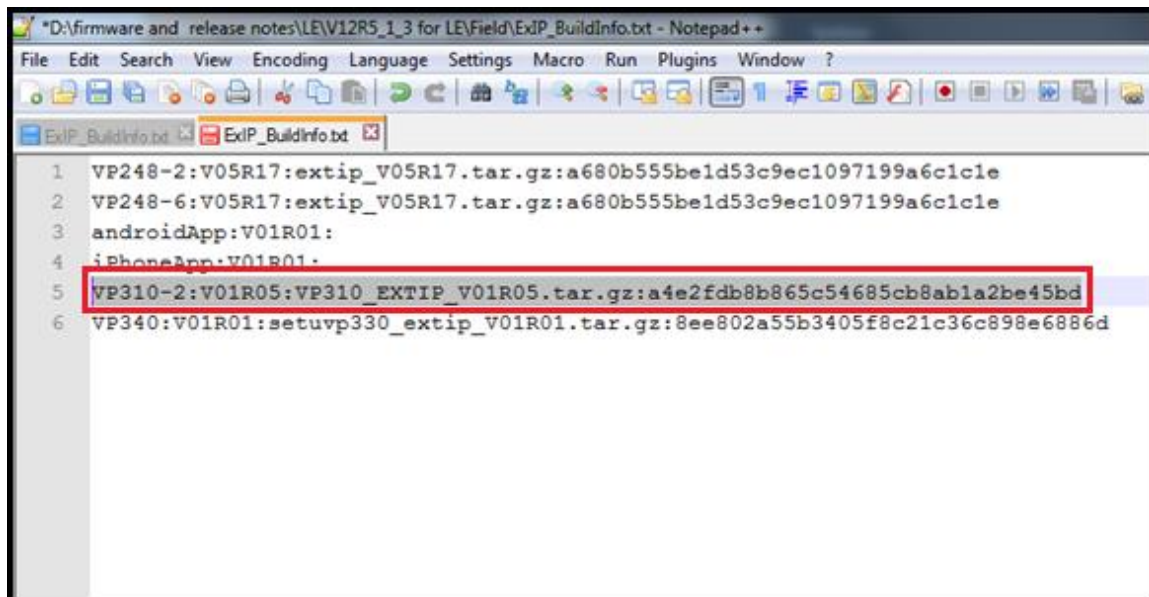
**Step 3:** Open the ftp of ETERNITY and go to system folder. Copy the “ExIP\_BuildInfo” file from the system folder to your PC.



**Step 4:** Open the “ExIP\_BuildInfo” file in the firmware folder (downloaded from Matrix ftp) of SPARSH VP310 and copy the string for SPARSH VP310.

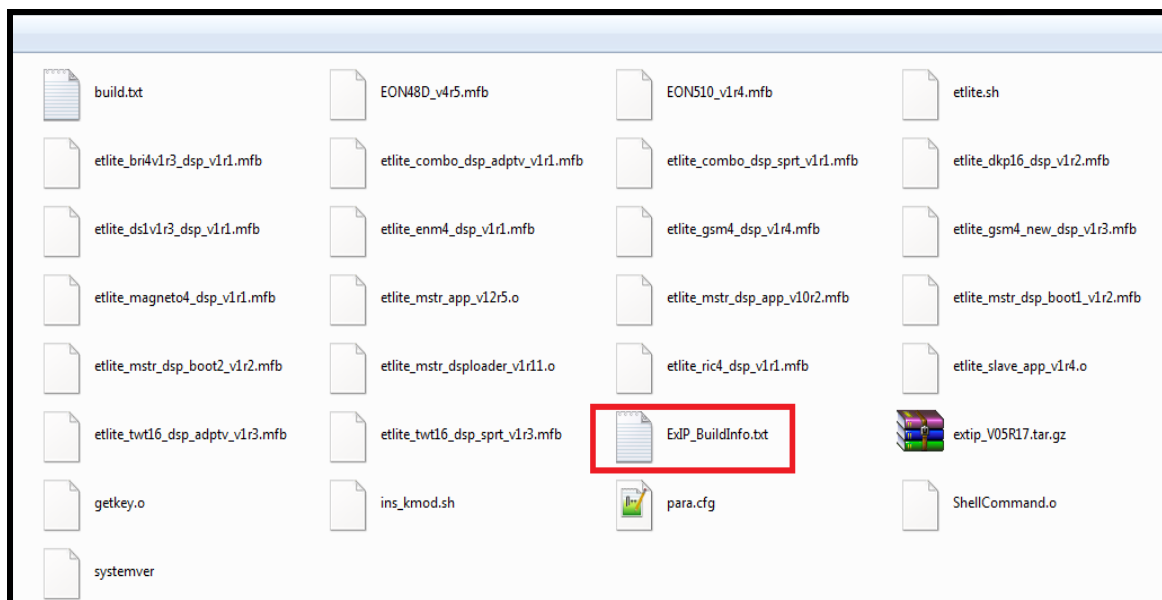


**Step 5:** Edit the “ExIP\_BuildInfo” file copied from the ETERNITY ftp. Replace the existing V1R3 string with new the V1R5 string. Paste the copied string (copied from “ExIP\_BuildInfo”) for SPARSH VP310 and save the file.

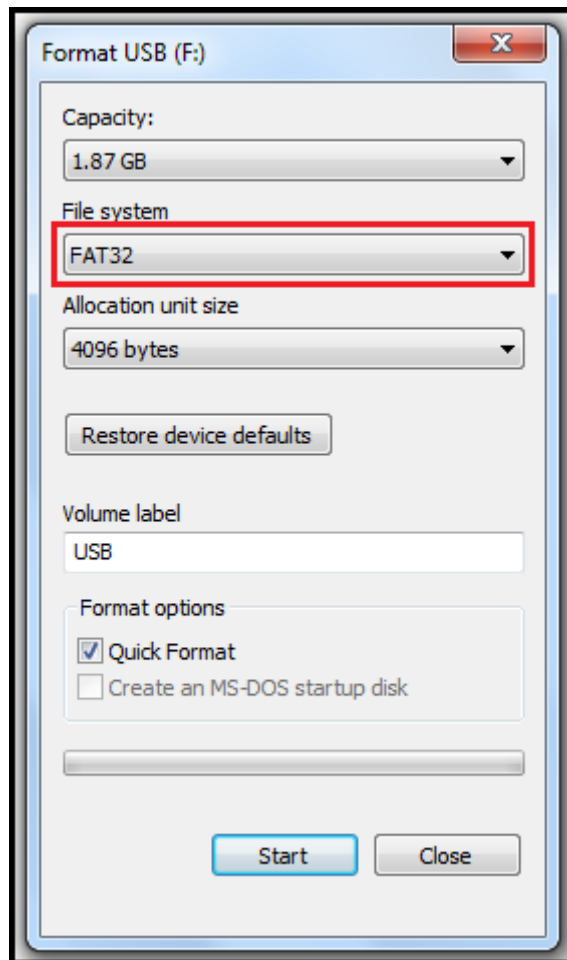


```
*D:\firmware and release notes\LE\V12R5_1_3 for LE\Field\ExIP_BuildInfo.txt - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
ExIP_BuildInfo.txt ExIP_BuildInfo.txt
1 VP248-2:V05R17:extip_V05R17.tar.gz:a680b555be1d53c9ec1097199a6c1c1e
2 VP248-6:V05R17:extip_V05R17.tar.gz:a680b555be1d53c9ec1097199a6c1c1e
3 androidApp:V01R01:
4 iPhoneApp:V01R01:
5 VP310-2:V01R05:VP310_EXTIP_V01R05.tar.gz:a4e2fdb8b865c54685cb8ab1a2be45bd
6 VP340:V01R01:setuvp330_extip_V01R01.tar.gz:8ee802a55b3405f8c21c36c898e6886d
```

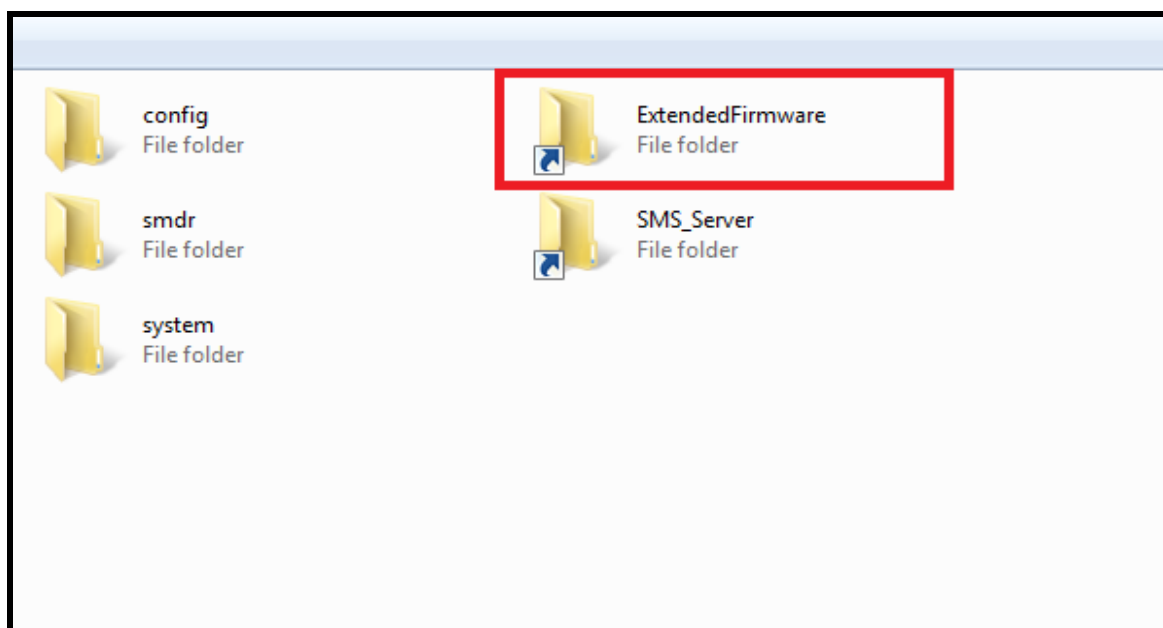
**Step 6:** Copy this (edited) “ExIP\_BuildInfo” file back to the system folder of ftp (Delete the existing file and paste the updated file).



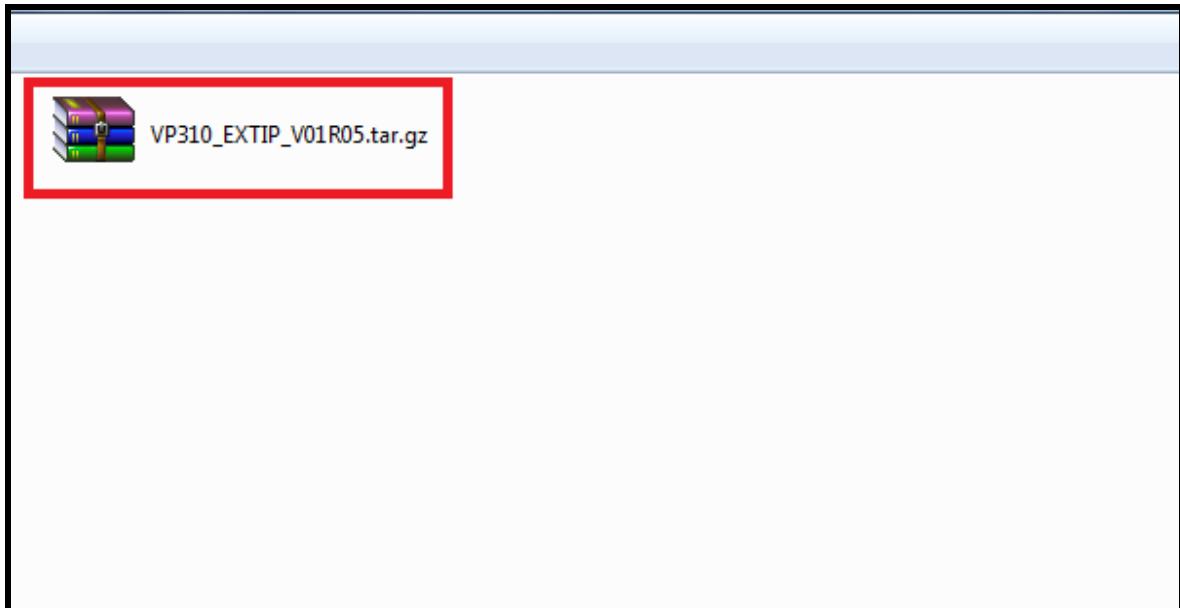
**Step 7:** Format a USB with FAT-32 format.



**Step 8:** Insert the USB flash drive into USB port of the CPU Card of ETERNITY. A folder named Extended Firmware will appear on the ftp of ETERNITY. (If it does not appear, then refresh the ftp connection).

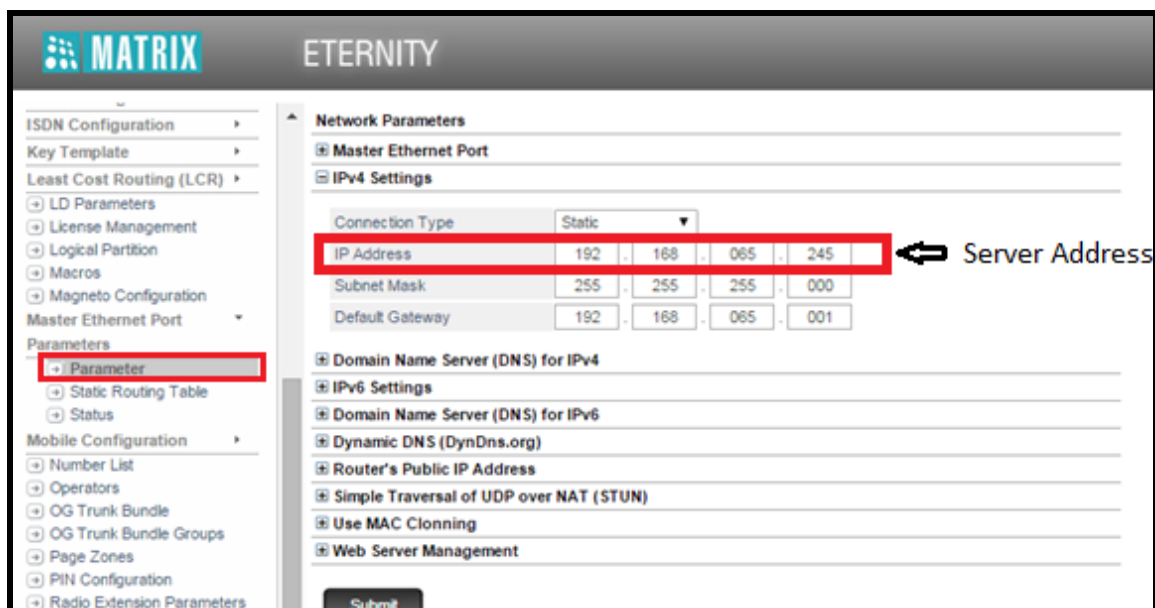


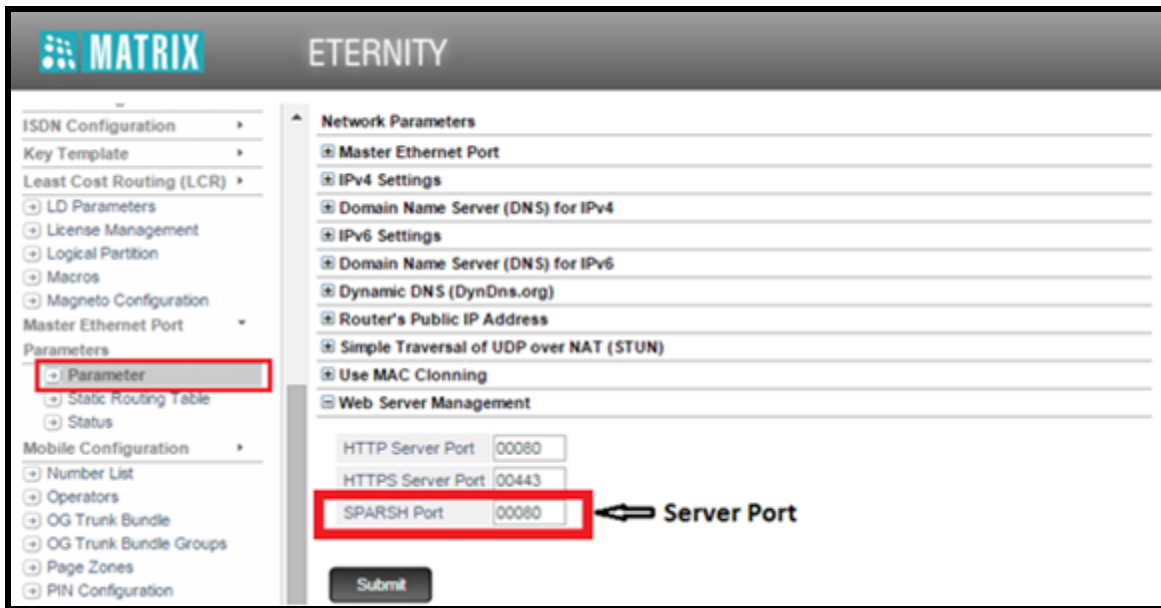
**Step 9:** Copy the firmware file (downloaded from Matrix ftp) in tar.gz format to this Extended firmware folder of ETERNITY ftp.



**Step 10:** In the phone menu of SPARSH VP310, go to network parameters and configure the IP Address parameters of the phone, as per the network setup.

**Step 11:** Enter the IP Address of Master Ethernet port of ETERNITY as the Server Address and the SPARSH Port as Server Port in network parameters of SPARSH VP310.





**Step 12:** Reboot the phone. After reboot, the phone will load the firmware files automatically from the ETERNITY and upgrade itself.

**Step 13:** Go to **Network Status** and verify the firmware version of the phone.



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