

asdfg FirmUp™ Applet

Firmware Update Procedure, Tips and Tricks for Microcom FlashROM Modems

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FirmUp now features enhanced Windows95(tm) compatibility for both PCMCIA and Parallel Modems.

FirmUp will automatically switch to serial mode until the firmware upload process is complete. No additional configuration is necessary for notebook computers under Windows95(tm).

The following Microcom Modems are Flash ROM Upgradeable:

DeskPorte Fast Plus	TravelPorte Fast
DeskPorte Fast	TravelCard 28.8 P
Deskporte Fast EP	TravelCard Fast
DeskPorte Fast 28.8 P	HDFast

NOTE:

External Parallel Modems must be upgraded by Serial Connection. Firmware can NOT be upgraded through the Parallel port.

Firmware files for all Microcom FlashROM Upgradeable Modems are available at the following locations:

WWW: <http://www.microcom.com>

FTP: [ftp.microcom.com](ftp://ftp.microcom.com)

Modems: /pub/modems/firmware/domestic/ [USA]
/pub/modems/firmware/internat/ [International]
HDMS: /pub/hdms

BBS: (617) 551-4750
Domestic Modems: Conference (2)
International Modems: Conference (13)
HDMS: Conference (3)

Basic Installation Procedure for the Microcom FirmUp(tm) Applet

1. Obtain the current firmware file for your product.
2. Create a directory for the FirmUp program files on your hard drive.

Example: MD c:\firmup) Copy all of the included files to this directory.

3. Install Procedure:

For Windows 3.xx:

Create a program item by selecting File/New

Description: Firmup

Command line: C:\Firmup\Firmup.exe

Working Directory: C:\Firmup

Click on Change Icon.

Double click the icon

Click OK

For Windows 95:

Open Explorer and change to the c:\firmup directory. Create a shortcut for firmup.exe and drag to the location of your choice.

4. Update Procedure

Execute FirmUp by double clicking on the icon. Select the correct COM port and modem type. Click on the [INFO] button. If you receive a "Modem not Found" error message, recheck your COM port selection.

Now select the correct radio button for your Microcom modem product.

Click on the [Update] Button. A file selection dialog box will appear.

Select the correct path to the firmware file. Example: c:\firmup\M0853318.DPF

Now click on the [OK] button and the update process will begin.

What to do if the Firmware Update Fails:

Windows 3.11 Flow Control Mismatch:

Microcom Modems are configured to use hardware (RTS/CTS) flow control by default. Windows 3.1x default settings are XON/XOFF flow control. You can optimize your port settings by going into Main -> Control Panel -> Ports -> COMn . Change the Flow Control setting from XON/XOFF to "Hardware" on the drop down selection box.

Use a Slower Port Speed:

Windows 3.11:

Select a Port Speed of 9600 bps or lower in Main -> Control Panel -> Ports -> COMn

Windows 95:

From the START Menu, select Settings -> Control Panel -> Modems Icon -> Modem Properties Tabbed Page -> Advanced Settings. Change Serial Port Speed to 9600 bps

Regarding 16550 UART Serial Support:

The TravelCard Fast and TravelCard 28.8 P have integral 16550 support.

The firmware update procedure for all serial-connected Microcom modems is greatly facilitated if the serial port is supported by a 16550 or equivalent buffered UART chip.

The actual main code file for Microcom FlashROM upgradable products is an ASCII Hex Dump file. Each line of the firmware code is protected by a checksum. In the event that a bit is *dropped*, the checksum will fail. The 16 byte buffers in a 16550 or equivalent UART chip will greatly reduce the possibility of a checksum failure due to dropped bits.

Shut Down all other Processes while Updating your Firmware:

FirmUp will have a greater possibility of success when it does not have to compete with other applications and processes for interrupt service. We recommend that nothing else should be running for the duration of the update process.

Reset Factory Defaults for DeskPorte Fast - All Models:

Experience has shown that the update process may be eased by resuming a factory default configuration for the DeskPorte Fast, DeskPorte Fast+ and the corresponding rack mount models. This can be quickly accomplished by switch setting. Open **SW2-4** and turn the modem off and on. Leave the switch open. Proceed with the update procedure. Restore the switch to the closed position and reconfigure the modem.

How to Flash Update Modem Firmware with Terminal Emulation Software:

The following terminal emulation packages have been tested and found to be capable of supporting this procedure:

<i>CrossTalk</i> for Windows and DOS	<i>TE/2</i> for OS/2
<i>Procomm Plus</i> for Windows and DOS	<i>HyperAccess</i> for OS/2
<i>MicroPhone Pro</i> for Windows	<i>ZOC</i> for OS/2
<i>QuickLink II</i> for Windows and DOS	<i>LiveWire</i> for OS/2
<i>Carbon Copy</i> 6.1 terminal mode	
<i>Qmodem Pro</i> for Windows and DOS	
<i>Telix</i> for Windows and DOS	
{ <i>COMMO</i> } for DOS	
<i>Term90</i> - Symantec Norton Commander 4.0	
<i>HyperTerminal</i> - Windows 95	

Basic Steps for Terminal Emulation Software:

Set Serial Port Speed in Software to 9600 bps

Set Flow Control in Software to Hardware Flow Control (RTS/CTS)

If your Software supports only Software Flow Control send **ATIQ1** command to modem.
(XON/XOFF Flow Control)

Set ASCII Transfer Options in Software:

Character Pacing = **0**

Delay between Linefeeds = **0**

Send **AT^H <enter>** to modem to begin Update Process

Immediately begin an ASCII Upload of proper main code firmware file to your Microcom modem.

There will be no screen output during the actual update process.

A successful upload will echo the message "**MODEM FIRMWARE UPDATE COMPLETE**" to your terminal screen.

If you receive any error messages, refer to the "What to do if the Firmware Update Fails" section above.

The upload process should take three to seven minutes to complete.

Send **AT%V1 <enter>** to check current firmware revision level

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