Upgrade the Firmware of SPA3102

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products (formerly Linksys Business Series).

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. How can I upgrade the firmware of SPA3102?

Note: Verify the model number of your VOIP gateway before you try to update the firmware in order to ensure that you download the correct file.
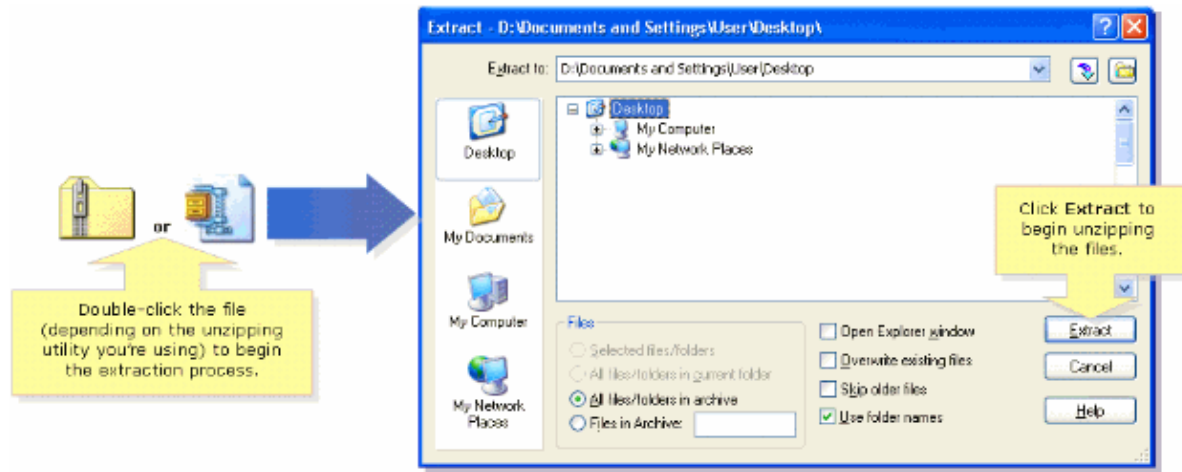
The new firmware adds numerous fixes and enhanced functionalities to the router. In order to upgrade the firmware of your VOIP gateway, you need to complete two steps:

1. Download the Firmware
2. Upgrade the VOIP Gateway Firmware

Download the Firmware

Note: Before you download the firmware, make sure your computer has an active Internet connection. If your computer is plugged directly into the router and cannot get online, disconnect your router and plug your computer directly into your cable or DSL modem.

1. You can download the firmware from Cisco SPA3102 Voice Gateway with Router – Introduction.
2. If the firmware file you download is in zip format, double−click the zip file and extract its contents to a single folder or to the Desktop.
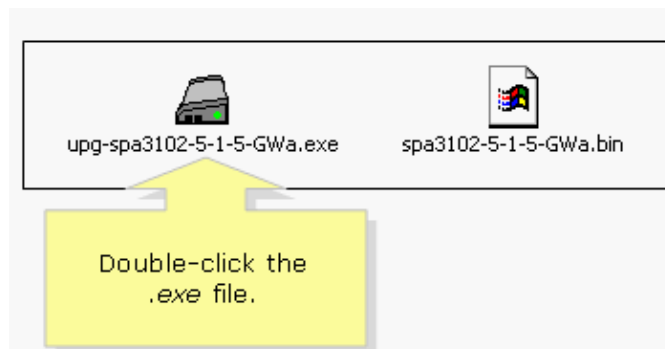
Note: You need to use a utility to open and extract files from the ZIP file archive, such as WinZipregTag. Refer to http://www.winzip.com for information on how to download WinZipregTag. You can also use the built−in unzip features of Windows XP in order to unzip the contents from the archive.

3. After you download the firmware of the VOIP gateway, complete the steps in the next section in order to upgrade its firmware.

Upgrade the VOIP Gateway Firmware

1. After you extract the file, run the executable file in order to upgrade the firmware
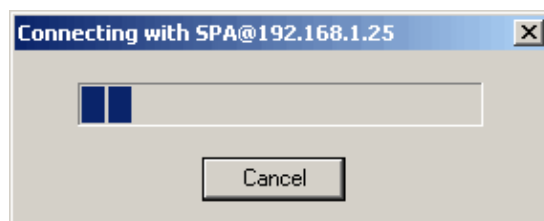

2. When the Firmware Upgrade warning window appears, click **Continue**.
3. Enter the IP address of the SPA3102 in the field provided.

Note: You can check the IP address of the SPA3102 through the IVR menu. Press ******110#** on the analog phone, and press OK. The IVR announced the current IP address of SPA3102.

Make sure the PSTN line is not connected on the FXO port of the SPA3102 while you dial ****110#. The IVR does not work if the PSTN line is connected.

4. The Connecting Status screen appears while it tries to connect to the SPA3102.

5. Once it successfully finds the SPA3102, a window appears that confirms the Firmware Upgrade is successful.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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