



## Technical Note – Upgrade procedure for WIP330 Firmware

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**Summary:** This document intends to guide the user to upgrade WIP330 Firmware.

Before starting the upgrade procedure, make sure that the Phone has Internet connectivity and power adaptor is connected. The upgrade process takes between 10 and 20 minutes (depending on current Firmware version), DO NOT DISCONNECT or POWER OFF the phone at any time during the upgrade.

Firmware can be upgraded on the Linksys WIP330 Wireless-G IP Phone by accessing *Menu -> Phone Settings -> Upgrade*.

Following is the process to upgrade firmware in WIP330. Please note there are two different procedure depending on the firmware version currently run in the product. You can check firmware version by accessing *Menu -> Information*.

1. Only if Firmware version is 1.00.06A and below
  - a. Access Phone Settings -> Upgrade
  - b. Set
    - i. Download URL: <https://www.wip330.com/R3>
    - ii. OS Image File: wip330\_sbe.bin
  - c. Select Upgrade Softkey.
  - d. After completing the upgrade above the phone will reboot, and you will observe a smaller GUI Selection for Upgrade.
  - e. In the Upgrade path you enter
    - i. Download URL: <https://www.wip330.com/R3>
    - ii. OS Image File: wip330\_v1\_02\_04S.bin
  - f. Select Upgrade Softkey.
  - g. After this upgrade completes, the phone is up to date with latest fw.
2. Only if Firmware version is beyond 1.00.06A
  - a. Access Phone Settings -> Upgrade
  - b. Set
    - i. Download URL: <https://www.wip330.com/R3>
    - ii. OS Image File: wip330\_v1\_02\_04S.bin
  - c. Select Upgrade Softkey.
  - d. After this upgrade completes, the phone is up to date with latest fw.

In case of any problems with the above instructions please communicate to [linksys-itsp@external.cisco.com](mailto:linksys-itsp@external.cisco.com).