

Chiron Technical Bulletin 2010-3

New IP Address for IRIS Touch Dialler Reflashing

Background

Now that the IRIS Touch diallers have become well established, more installers are taking the opportunity to remotely upgrade the dialler firmware using the Chiron Reflashing Server, in order to gain access to all the latest features of the diallers.

Chiron has recently noted some bandwidth issues on the IP link into the Reflashing Server, which is a link shared with other applications. This has resulted in occasional loss of availability or interruptions of the reflash process while the IP link is under load conditions.

New IP Line and Address for the Reflash Server

To overcome this situation, Chiron has installed a new high capacity IP link and has made the Reflash Server available on this link as well as on the original address.

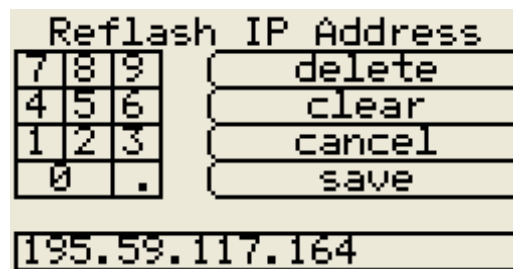
The new alternative address is 195.59.117.164 and we would recommend that installers use this address wherever practical.

The old address of 80.176.196.134 will continue to be operational for the foreseeable future.

The old address 80.176.196.134 is set as a factory default in IRIS Touch diallers and this will be changed in the near future to the new address.

In the meantime, it is possible to modify the address used by the diallers through the following menu:

Settings->Reflash ->Reflash IP Address



Change the IP address to the new setting, save, go back to the previous menu and click on Reflash Now to start the reflashing process.

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