

Avaya IP Office Partner / Quick How to Upgrade the KSU Telquest Tech Support

If you do not have the Avaya Manager software already installed on your computer, skip to the link on Page 2.

First, use “Save Configuration As” (not covered here) and make a copy of your Configuration.



Manager

1. Open the Manager
and we will see which Version is in your KSU...

WELCOME to IP Office Administration

What would you like to do ?

[Create an Offline Configuration](#)

[Open Configuration from System](#)

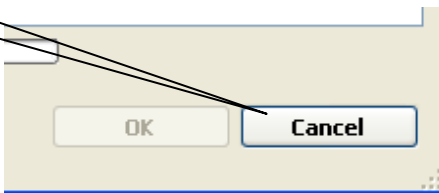
[Read a Configuration from File](#)

2. Click here...

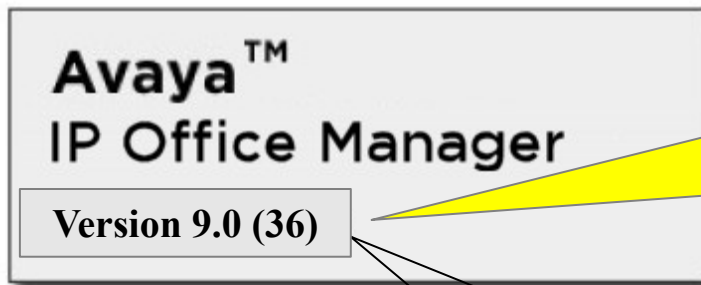
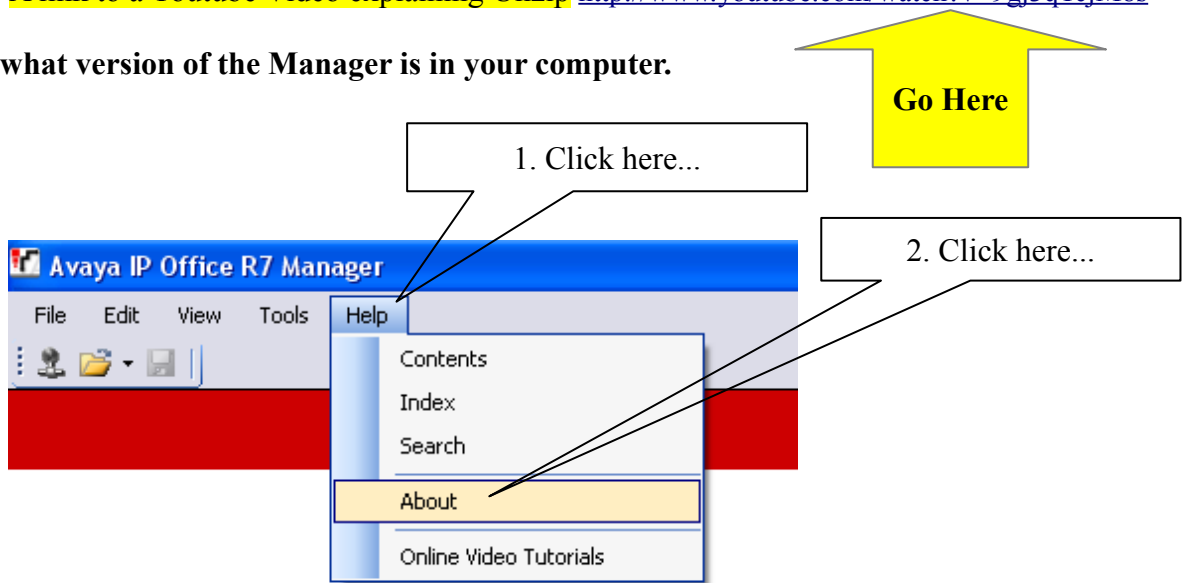
3. Look at the Version Number.
If it is 7.0(5) or lower it needs to be Upgraded

Select IP Office				
Name	IP Address	Type	Version	Mode
Release 7.0				
<input type="checkbox"/> Essential w Lic	192.168.111.130	IP 500 V2	7.0(5)	Partner

4. Click Cancel...



Lets see what version of the Manager is in your computer.



Caution: Avaya has changed the way
They number the Manager Software.
If your Release 9.0 has Build 849 or 860
Then do not use it.
Use the link below and install
The correct version in your computer.

3. Needs to be 9.0(36) or higher

If you have Manager Version 9.0(36) or higher, you may begin the Upgrade.

If you don't have Manager Version 9.0(36) or higher, click the Avaya direct download link and get it.

[Link to Avaya IP Office release 7.0\(36\) Software](#)

Click on this is the link to get the Avaya 7.0(36) software

After the download is done, look at the Youtube Video link below:

The video is for a previous version (6.0) but the methods are still the same.

It takes over 45 minutes on a Cable Modem to download the above link.

http://www.youtube.com/watch?v=1kEV3BliYP8&feature=results_video&playnext=1&list=PL3F0CC188391F1402

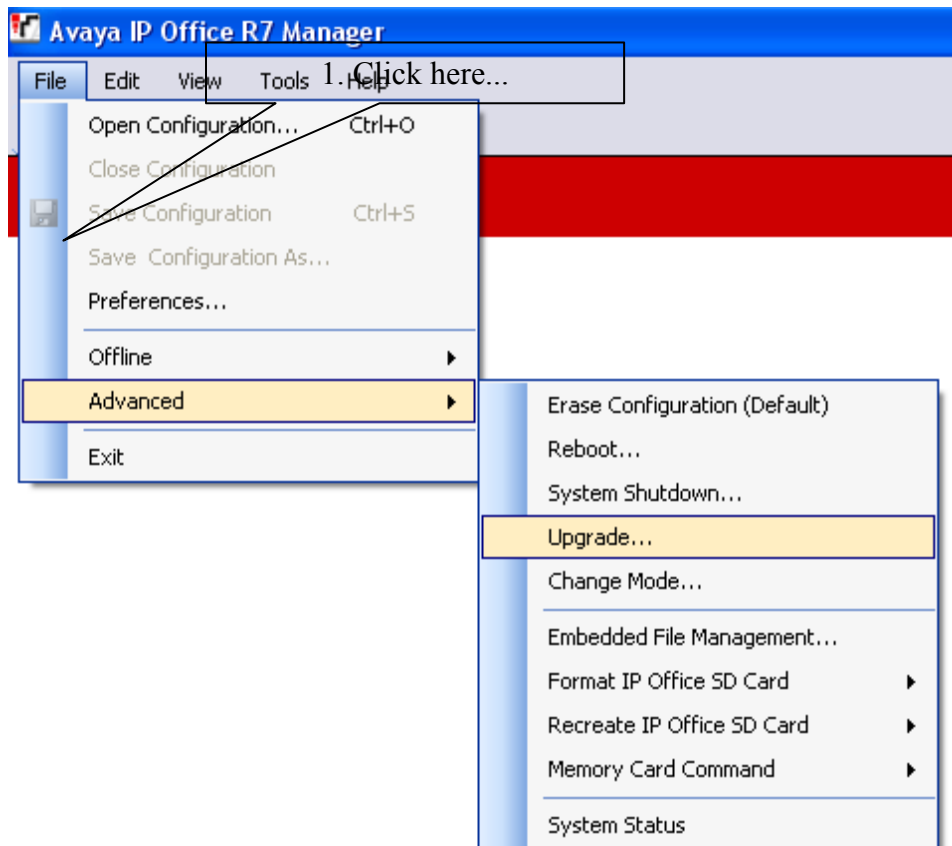
It also takes over an hour to perform the Upgrade.

During the Upgrade, the KSU will reboot.

You may want to do this in advance of the installation. It takes over 45 minutes on a Cable Modem to download the above link.

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The Upgrade



2. Mouse Over here...

Note: If the Upgrade fails, try turning off any Firewall or Anti Virus software.

3. Click here...

Avaya IP Office R7 UpgradeWiz [C:\Program Files\Avaya\IP Office\Manager\]								
Name	IP Address	Type	Versi...	Mode	Licensed	Required Licence	Avail...	
Essential w Lic								
<input checked="" type="checkbox"/>	Essential w Lic	192.168.111.130	IP 500 V2	7.0 (12)	IP Office	255	4	7.0 (12)
<input checked="" type="checkbox"/>			avpots16.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input checked="" type="checkbox"/>			dvypots.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input checked="" type="checkbox"/>			nas0-16.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input checked="" type="checkbox"/>			nadcp-16.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input checked="" type="checkbox"/>			nadcpV2.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input checked="" type="checkbox"/>			naatm16.bin	9.0 (12)	IP Office	255	4	9.0 (12)
<input type="checkbox"/>			nadcpaV1.bin	9.0 (5)	IP Office	255	4	9.0 (5)

☒ Backup System Files
☒ Upload System Files
☒ Restart IP Phones

Upgrade

Cancel

☒ Partner Key 192.168.111.234 IP 500 V2 7.0 (12) PARTNER 255 4 7.0 (12)

1. Click Upgrade...

Unit Login

IP Office :

Essential w Lic - IP 500 V2

System Password

OK

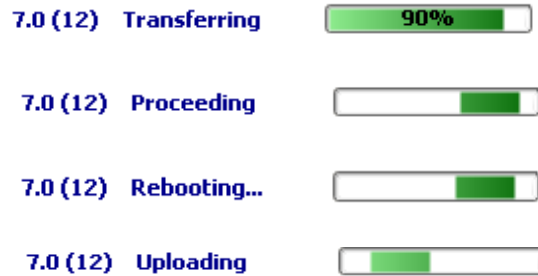
Skip

Cancel

Help

password 2. password is password all lower case...

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You will see the Upgrade progress similar to this:

Eventually you will see a pop-up asking you if you want to continue with the Upgrade.

Click OK or Yes when you see it.

The Upgrade to the KSU will now take place.

It will take over an hour or more and the KSU will be re-booted during that time.

Note: This Upgrade was done using Windows XP

Your screens and prompts may look different then those shown here if you use a different Operating System.

**After the Upgrade is done, I suggest Resetting the KSU to factory default.
This will NOT clear VM Greetings, Messages or the Auto Attendant prompts.**

Please read this carefully. It does not work the way you may think it does.

Get a paperclip

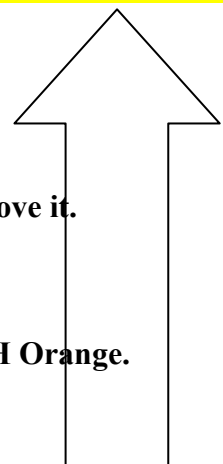
On the right side rear of the KSU there is a small hole with the word RESET above it.

Place the paperclip in the hole.

Press in and HOLD until the CPU LED on the rear of the KSU begins to FLASH Orange.
It will take about 10-15 seconds until it begins to FLASH Orange.

Once the CPU LED begins to FLASH Orange, release the RESET.
You MUST release the Reset at this point or you may erase the Operating System of the KSU....

The KSU will go to factory default and it takes 4 to 5 minutes to complete.



If everything went OK, your KSU will show the new Version when you connect to it.

Here is an overview of the process:

Check to see if the KSU needs to be Upgraded.

Download the new Manager Program from Avaya

Unzip the new Manager Program into a new folder

Open that new folder and run Setup.exe

This will install the new version of Manager and overwrite your older Manager version

Run the Manager software

Locate the KSU

Upgrade the KSU

The KSU will now get the Upgraded Version of the software from the Manager program
