

# Avaya IP Office Basic/Partner

## How to Upgrade the KSU to Release 9.1.3

### Telquest Tech Support

If you do not have the Avaya Manager software already installed on your computer, call Telquest.

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...

Note: Avaya often changes the appearance of web pages.  
Yours may look different.

**WELCOME to IP Office Administration**

**What would you like to do ?**

[Create an Offline Configuration](#)

[Open Configuration from System](#)

[Read a Configuration from File](#)

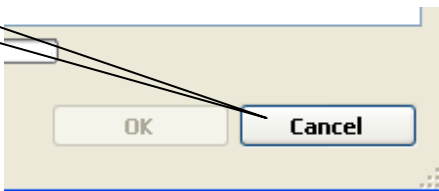
2. Click here...

3. Look at the Version Number.  
If it is not 9.1.3 it needs to be Upgraded

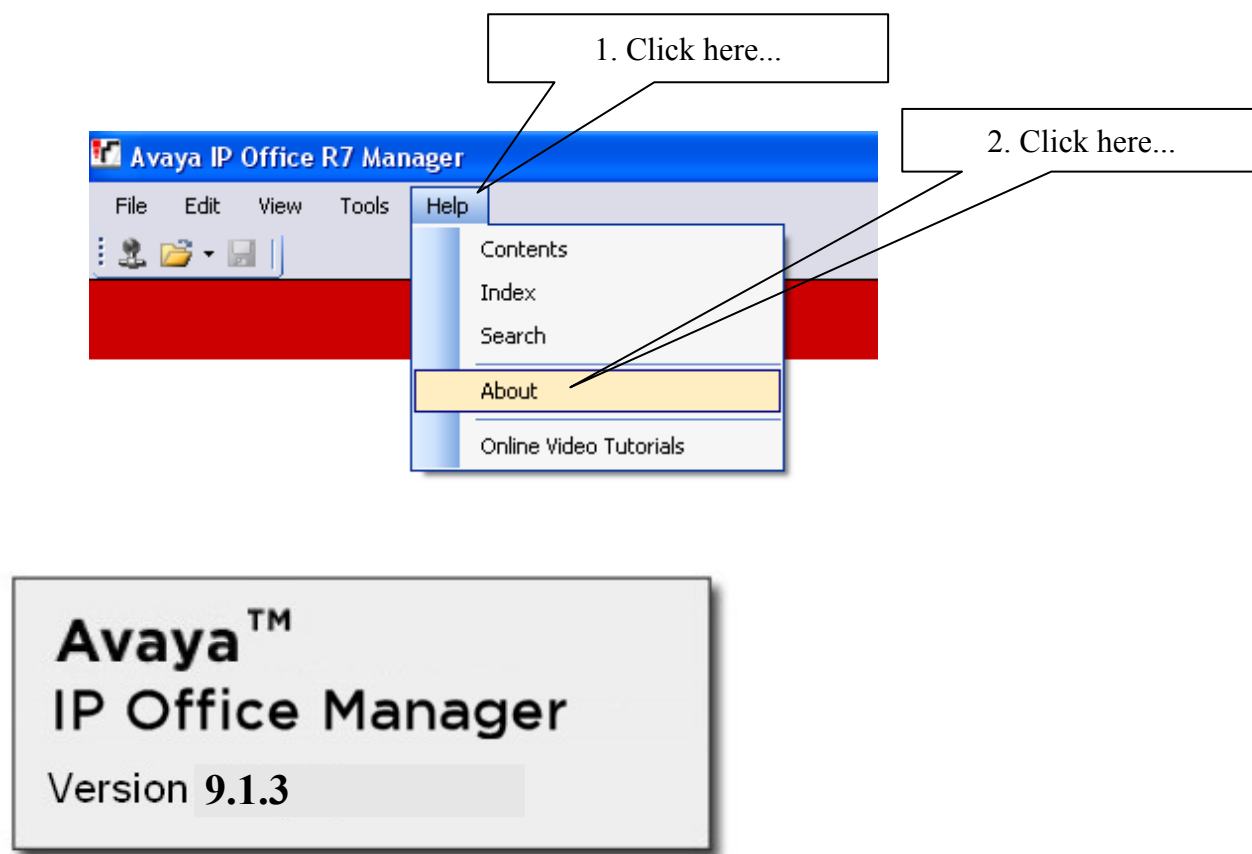
Older Version...

Name	IP Address	Type	Version	Mode
Release 7.0				
<input type="checkbox"/>	Essential w Lic	192.168.111.130	IP 500 V2	9.0.0 Basic

4. Click Cancel...



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



If you have Manager Version 9.1.3 or higher, you may begin the Upgrade.

If you don't have Manager Version 9.1.3 or higher, call your Telquest salesperson and get it.

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.

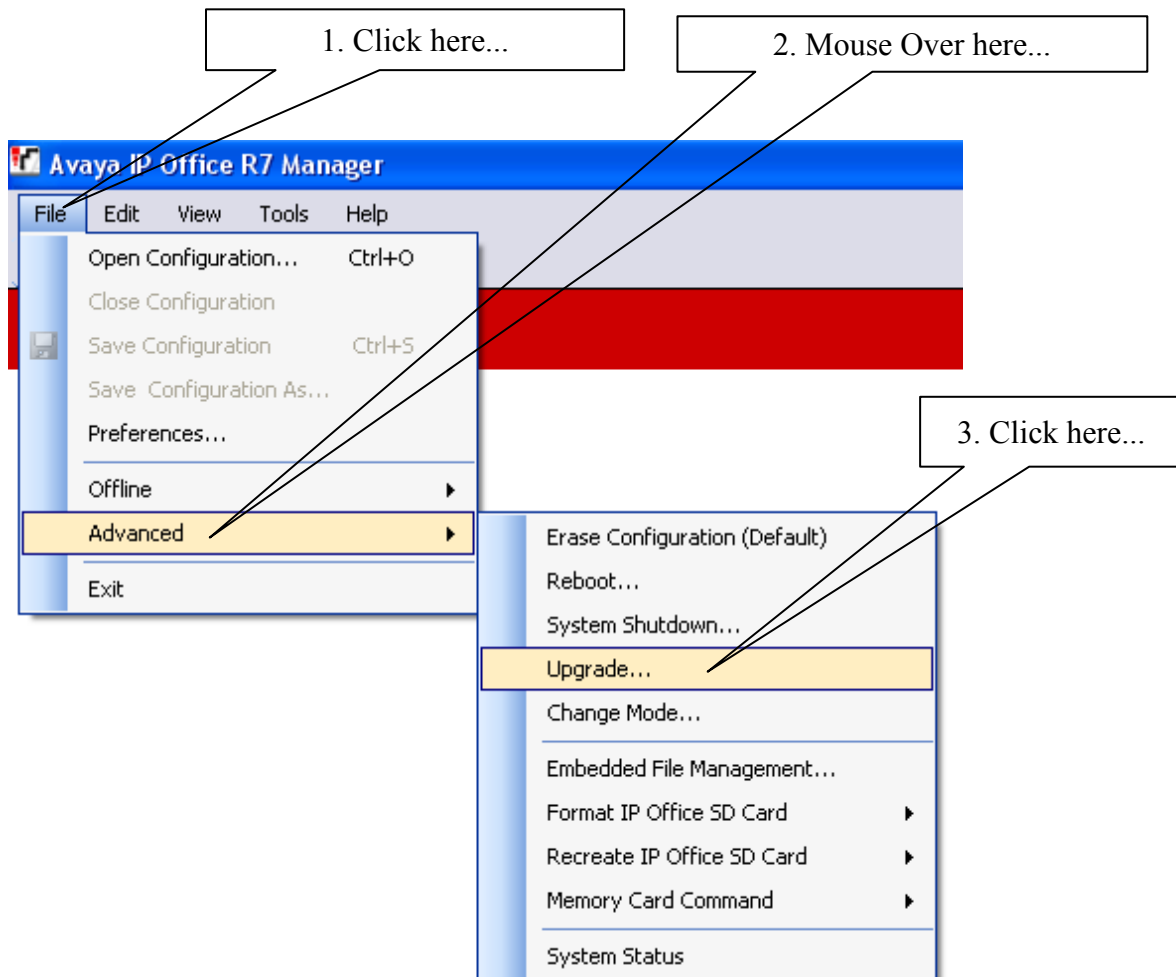
[http://www.youtube.com/watch?v=1kEV3BliyP8&feature=results\\_video&playnext=1&list=PL3F0CC188391F1402](http://www.youtube.com/watch?v=1kEV3BliyP8&feature=results_video&playnext=1&list=PL3F0CC188391F1402)

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.

## The Upgrade



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

This screen has changed in Release 9.1.3

You will see something similar to this...

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"/>	Partner Key	192.168.111.234	IP 500 V2	7.0 (12)	PARTNER	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"/>			dvppots.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)

1. Click Upgrade...

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

Upgrade Cancel

Unit Login

IP Office : Essential w Lic - IP 500 V2

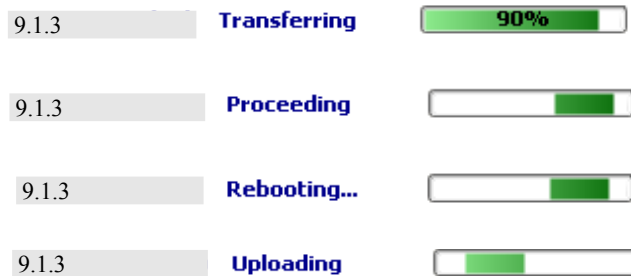
System Password

OK Skip Cancel Help

2. password is password all lower case...

Also try Administrator

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.

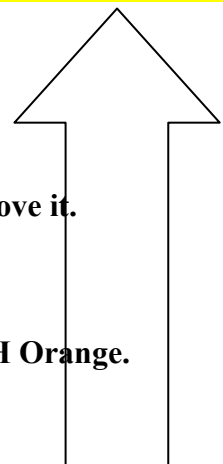
Place the paperclip in the hole.

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**

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#### **Note:**

**Sometimes not all the files needed for the phones to operate are installed when doing an upgrade.**

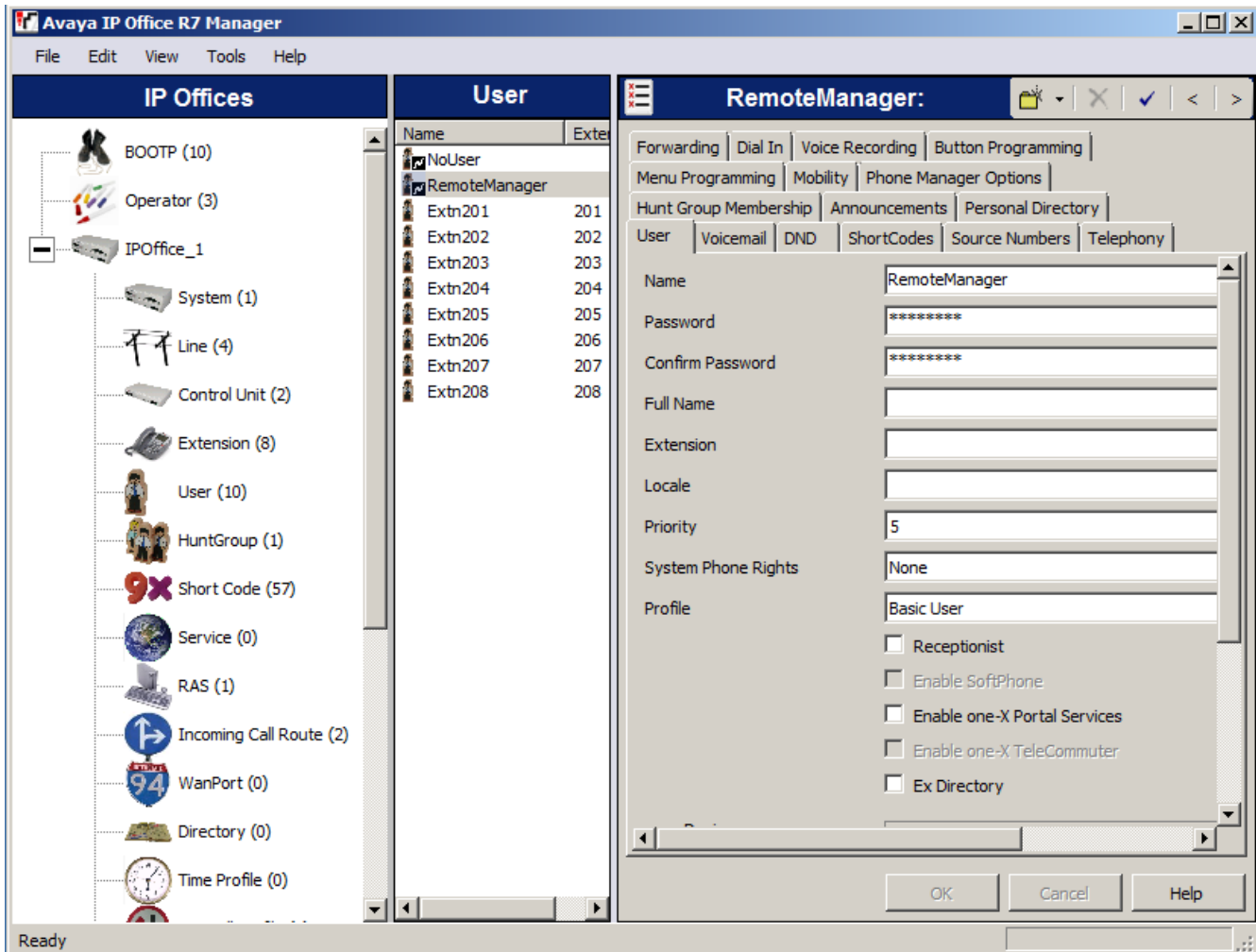
**If your phones are saying “Please wait” or an upgrade file is needed, then use the attached**

**“Avaya IPO Embedded Files Update” Help Sheet to load in any missing files.**



If your screen comes up looking like this:

(IP Office/IP Office Essential/Standard Mode    not    Quick/Partner/Basic Mode



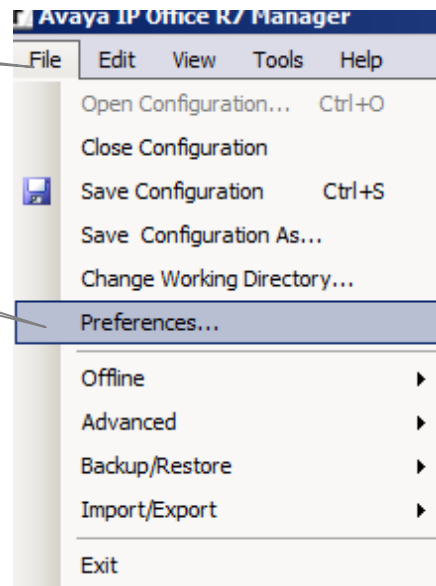
Then close the configuration

Go to Page 8

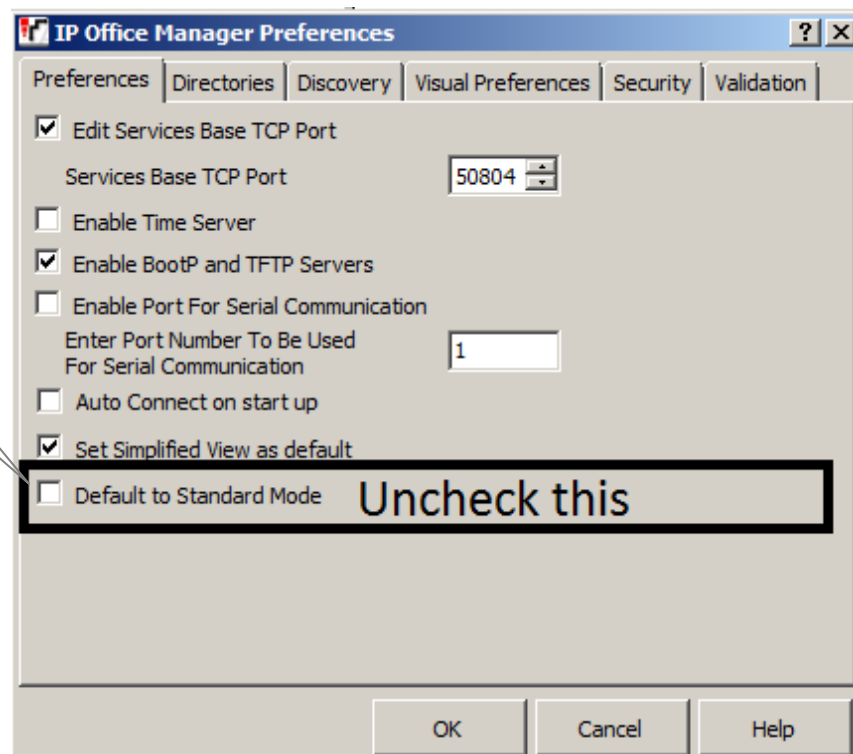


1. Click on File...

2. Select Preferences...



3. Uncheck this...



Now, Open the Configuration.