

Avaya IP Office Essential Edition

How to Format IP Office SD Card

Telquest Tech Support

Note: You should Re-Format the SD Card first, then Re-Create it.

Sometimes the files on the SD Card become corrupted and must be wiped clean.

Do Not use the Windows method of formatting a SD Card. It will erase the Avaya serial number.

This Help Sheet explains how to do this properly.

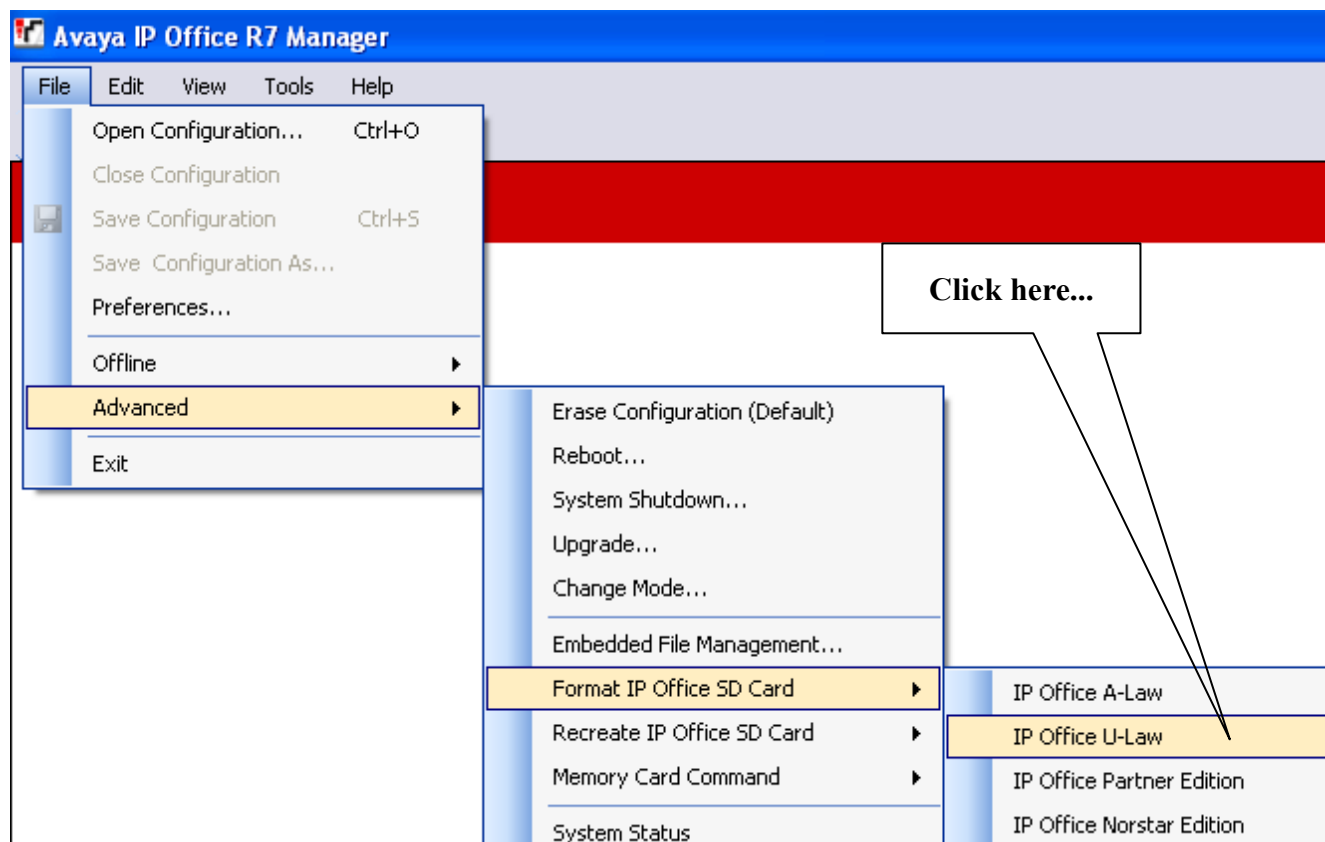
You will need to power down the KSU and remove the SD Card.

You will need an SD Card Reader. (Best Buy sells them)

Make sure that you have made a Backup of any system configuration on the SD Card.

Be sure that you also have our “How to Recreate the SD Card” Help Sheet so that you can reinstall all the files that are removed. Otherwise the SD Card will not work anymore.

Turn OFF all Firewalls and Anti Virus Software

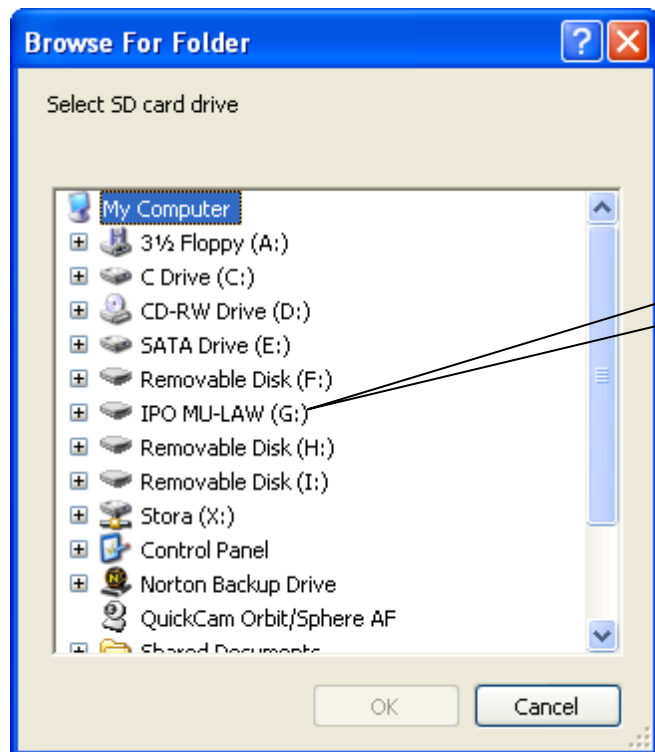


You will see a Pop Up like this:

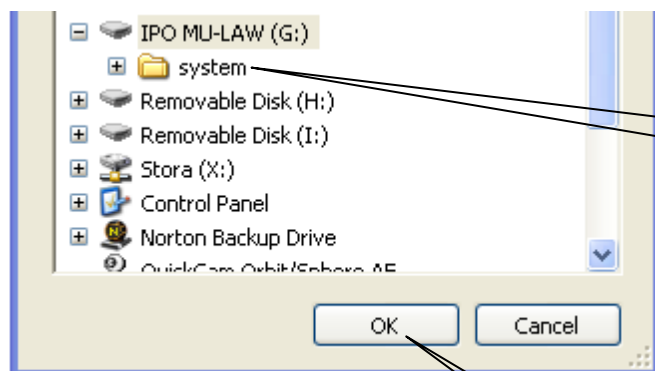
Note:

I am using Windows XP, your display may look different if you use another operating system.

Also, my SD Card Reader may present the Drives and Folders differently than yours.



1. Click Here...
It represents the SD Card Drive
Your Drive Letter may be different



This may appear.
If it does, DO NOT click on it...

2. Click Here...

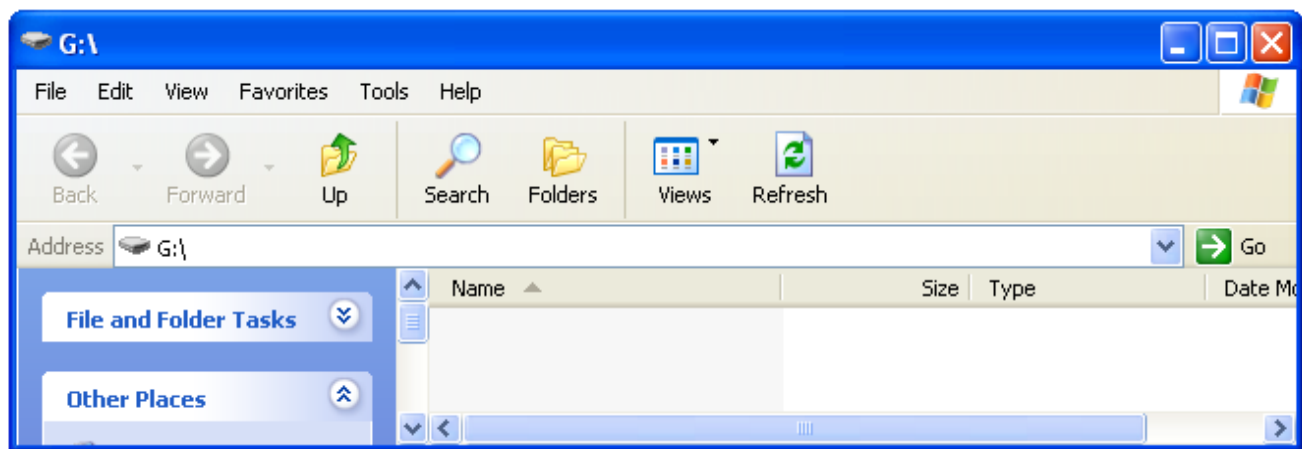
The formatting only takes about a minute or two at most.

You may see a Pop Up like the one below, indicating that there are no Files on the SD Card and that the format procedure is done.

The SD Card is Drive G on my SD Card Reader and computer.

Yours will likely be different.

If you don't see something like this below, then wait 5 minutes before proceeding.



Now you must use our “How to Recreate the SD Card” Help Sheet to reinstall all the files.