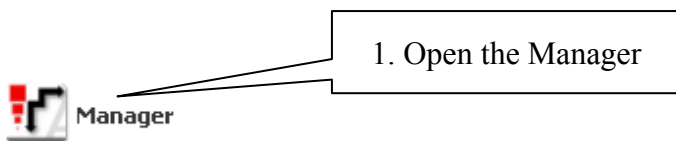


Avaya IP Office Essential

How to Upgrade the KSU to 11.0.4

Telquest Tech Support

First, lets look and see what version is in the KSU.



WELCOME to IP Office Administration

What would you like to do ?

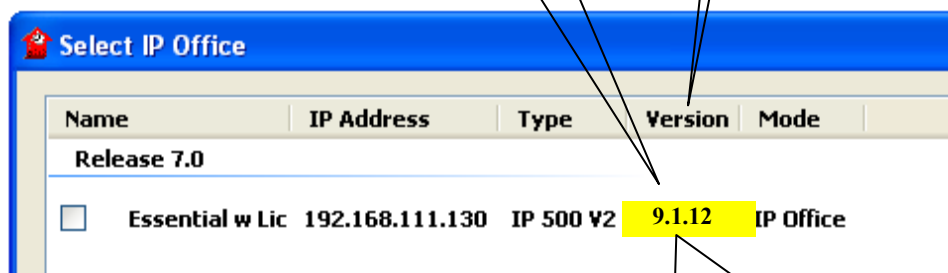
[Create an Offline Configuration](#)

[Open Configuration from System](#)

[Read a Configuration from File](#)

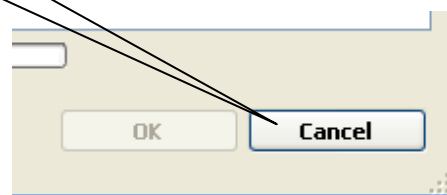
2. Click here...

3. Look at the Version Number.
If it is lower than 11.0.4 it needs to be Upgraded

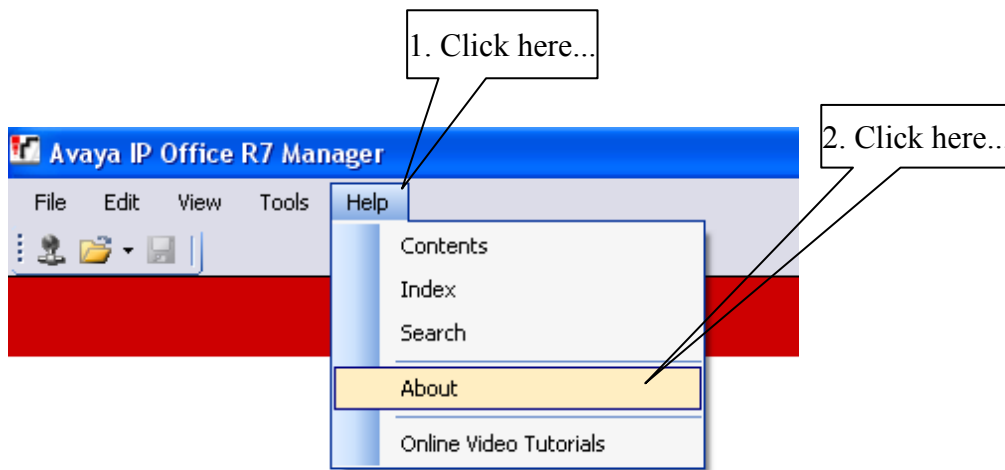


Current KSU Version

4. Click Cancel...



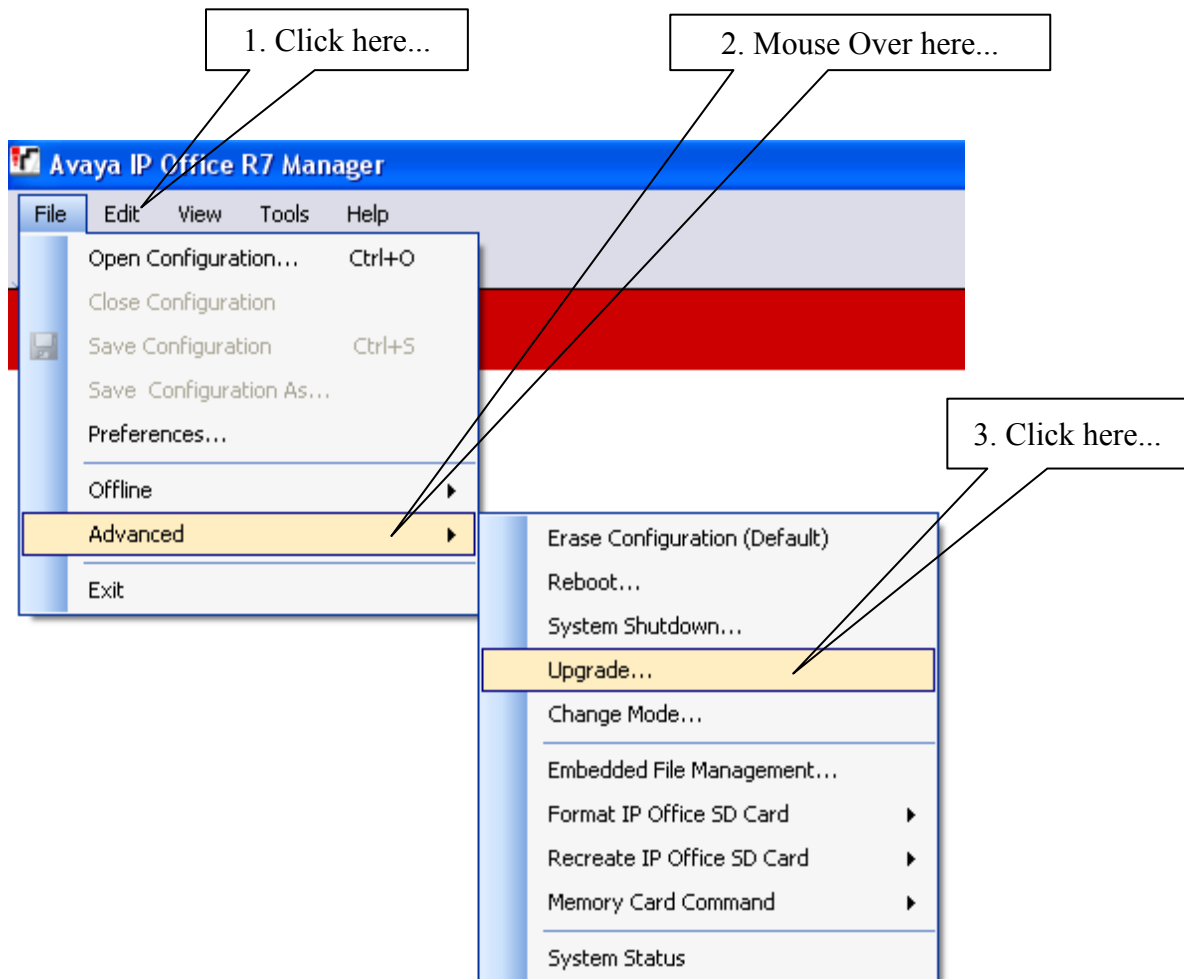
Lets see what version of the Manager is in your computer.



If you have Manager Version 11.0.4, you may begin the Upgrade.

It takes over 45 minutes on a Cable Modem to download the above link.
It also takes over an hour to perform the Upgrade.
During the Upgrade, the KSU will reboot.

The Upgrade



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

You will see something similar to this...

| Avaya IP Office UpgradeWiz [C:\Program Files (x86)\Avaya\IP Office\Manager\] | | | | | | | | | |
|--|-------------|-----------------|----------------|--------------------|-----------|------------------|-----------|---------------------|----------|
| Name | IP Address | Type | Version | Edition | Licensed | Required License | Available | Status | Progress |
| R 9-1 Stand | | | | | | | | | |
| <input checked="" type="checkbox"/> | R 9-1 Stand | 192.168.111.248 | IP 500 V2 | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | dvppots.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | nadcpv2.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | naatm16.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | nadcpv1.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | dsaupnV1.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | nadcpv2.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | avdcpb2.bin | 9.1.12.0 build 212 | IP Office | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |
| <input checked="" type="checkbox"/> | | | ip500v2_be.bin | 0.0 (0) | BASIC | 8 (R9.1) | 8 (R9.1) | 11.0.4.0.0 build 74 | |

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

1. Click Upgrade...

Unit Login

IP Office : Essential w Lic - IP 500 V2

System Password

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

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 and the KSU will be re-booted during that time.

Note: This Help Sheet was created using Windows XP

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

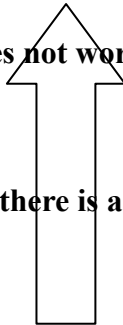
After the Upgrade is done, I suggest Resetting the KSU to factory default.

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 of pressing the Reset until the LED 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

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.