Avaya IP Office Standard Mode
How to Upgrade the SD Card to Release 9.1
Telquest Tech Support

Do Not put the SD Card in your KSU
If you do, then you may need to purchase an Upgrade License

An Essential Edition License (not an Upgrade License) is required to operate the KSU in the Essential/Standard Mode
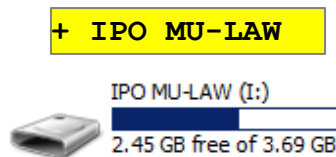
Keep in mind that Avaya will change the words used on the Manager screens from time to time.

Take the SD Card out of its package and put it into an SD Card Reader.

Note: Make sure that the Manager Software in your Laptop is 9.1   See link above.

If your SD Card Reader has multiple slots (Drives), be sure to note which one represents

the Avaya SD Card.

It will look <u>similar</u> to these: `+ IPO MU-LAW`

IPO MU-LAW (I:)
2.45 GB free of 3.69 GB

Double Click on the IPO MU-LAW and open it.

If you see a series of other files in the IPO MU-LAW folder, DO NOT click on any of them.

Now, open the Manager Software Release 9.1 WITHOUT connecting to the IP Office KSU.
Click "File"
Click "Advanced"

Click   "Format IP Office SD Card" >
Click   "IP Office U-Law" for the Essential/Standard Mode

Wait about 60 seconds and then:
Go back to the "Advanced Tab"

Click   "Recreate IP Office SD Card" >
Click   "IP Office U-Law" for Essential/Standard Mode
Click OK… and read this very carefully....

It may take 30-40 minutes or longer to upgrade the SD Card.

During that time, you will see a pop up with a progress bar increasing as the files are transferred.

When it is done, the pop up will disappear.   **Don't touch anything !!!**

You will now see a new progress bar in the lower right corner of the Manager program.

A pop up will say "System SD Card successfully recreated." when it is completely done.

Leave the SD Card in the reader and open the following files on the SD Card:

Name ▲	Date modified	Type
system	9/16/2013 4:43 PM	File folder

1. Double Click here...

Name ▲	Date modified	Type
backup	9/16/2013 4:39 PM	File folder
backup_appl	9/16/2013 4:32 PM	File folder
doc	9/16/2013 4:32 PM	File folder
dynamic	9/16/2013 4:32 PM	File folder
lvmail	9/16/2013 4:38 PM	File folder
primary	9/16/2013 4:38 PM	File folder
temp	9/16/2013 4:32 PM	File folder
ws	11/12/2013 9:24 PM	File folder
mode.def	9/16/2013 3:43 PM	DEF File

2. Double Click here...

3. Scroll down and Double Click here...

filelist.txt

filelist.txt - Notepad
File Edit Format View Help

```
$$$SOH$$$
005
185347
8f9a0b54
00-e0-07-xx-xx-xx
        9.1
$$$EOH$$$
22/04/2010   11:28:54
```

Look for this...
If you see it, then all is OK

Note: Since Avaya constantly makes changes
The 9.1 may not appear or a different number
may appear...

If it is OK, then take SD Card out of the card reader and put it into the IP Office.
It will keep the original Feature Key number but it will be a Release 9.1 SD Card.
If the SD Card did not upgrade, do not put it in the KSU.