

Avaya IPO Essential Edition How to Recreate the SD Card Telquest Tech Support

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

The entire procedure takes about 20 minutes and the KSU will be out of service.

Power down the IPO Essential KSU – Note: This will also erase all AA & VM recordings.

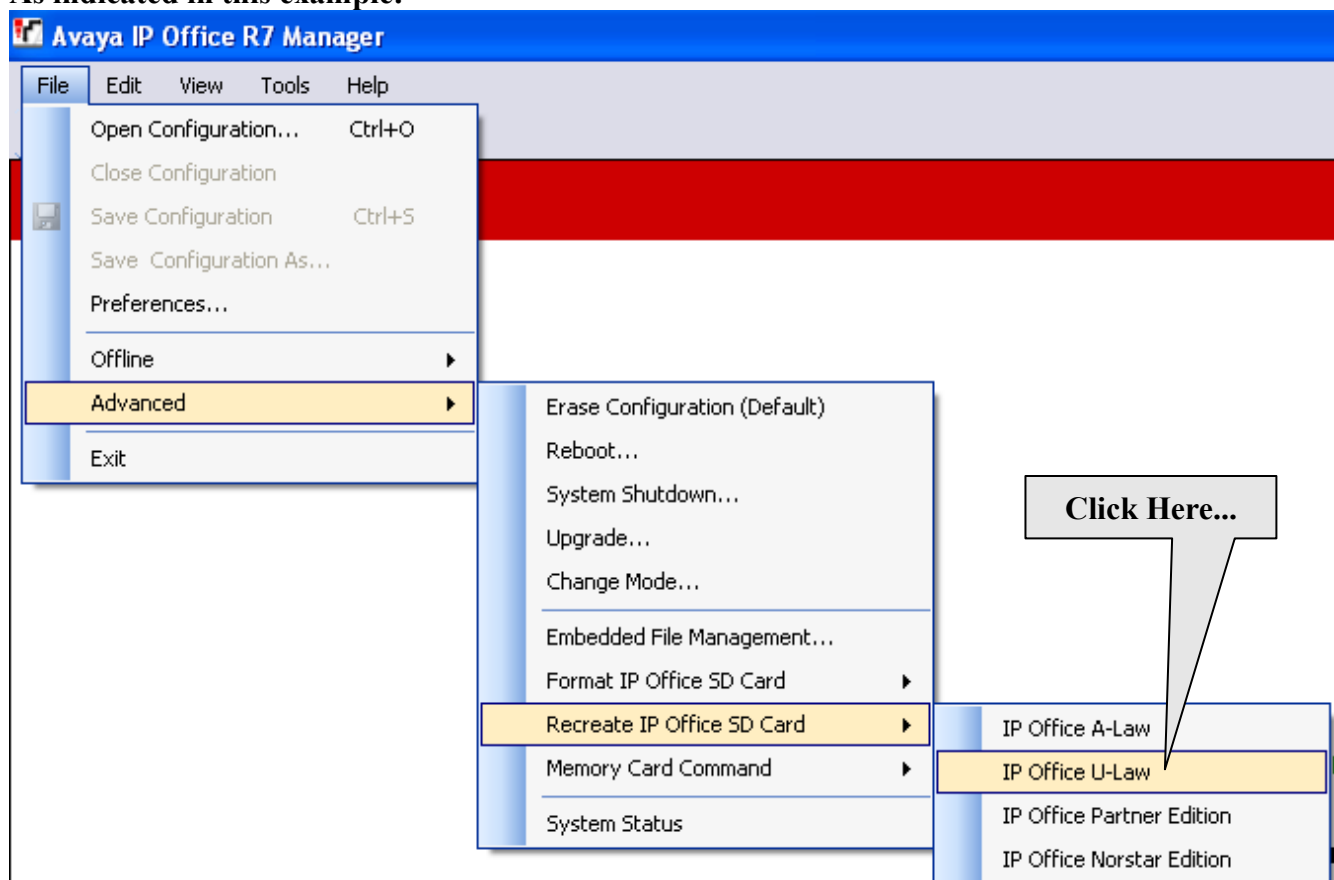
Remove the SD Card from the KSU

Plug the SD Card into a Card reader. *You will need to purchase one if you have one. (Best Buy)*

Run the Manager program but don't connect to any KSU

Using Manager, select File | Advanced | Recreate IP Office SD Card | IP Office U-law

As indicated in this example:

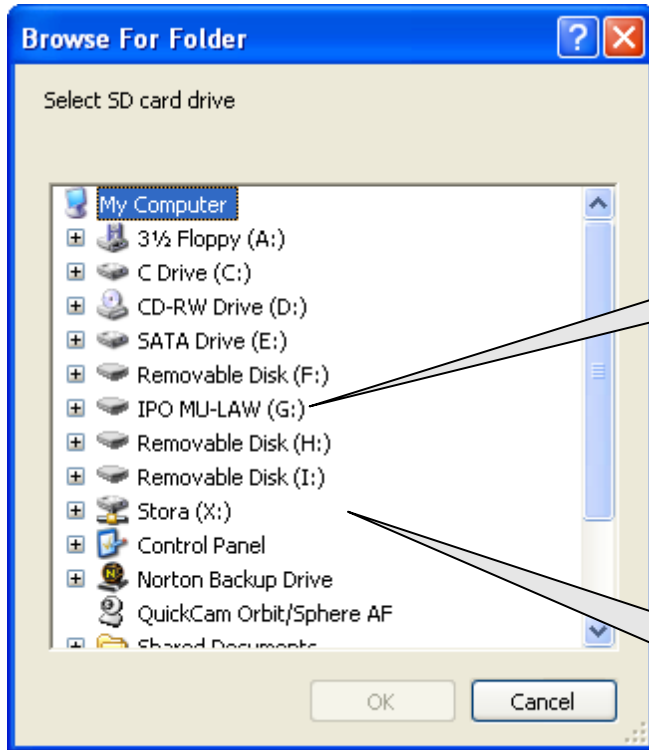


Turn OFF all Firewalls and Anti Virus Software

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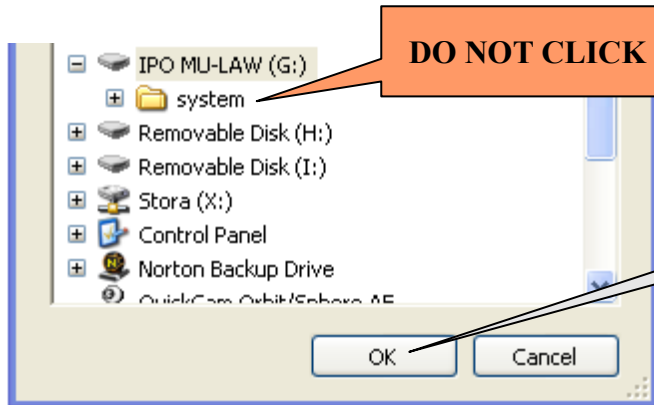
How to Recreate the SD Card

Browse to the SD card location and click OK



1. Click here... IPO MU-LAW
Your Drive Letter may be different

Your listing will look different



DO NOT CLICK ON system

2. Click OK...

Your original programming should remain on the SD Card.

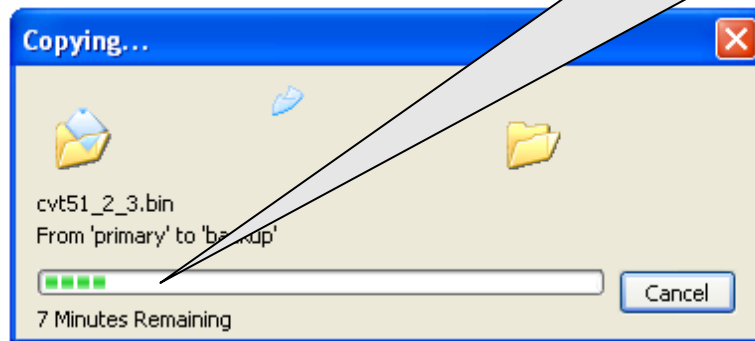
I would suggest making a backup to be safe.

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How to Recreate the SD Card

The Manager program will start creating folders on the SD card and copying them

It can take about 20 minutes or more



WELCOME to IP Office Administration

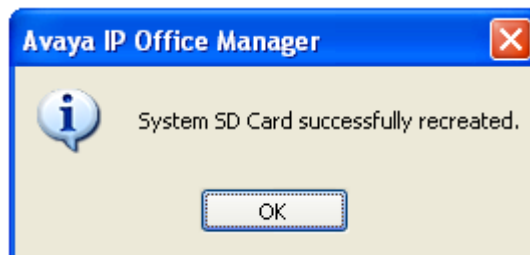
What would you like to do ?

[Create an Offline Configuration](#)

[Open Configuration from System](#)

[Read a Configuration from File](#)

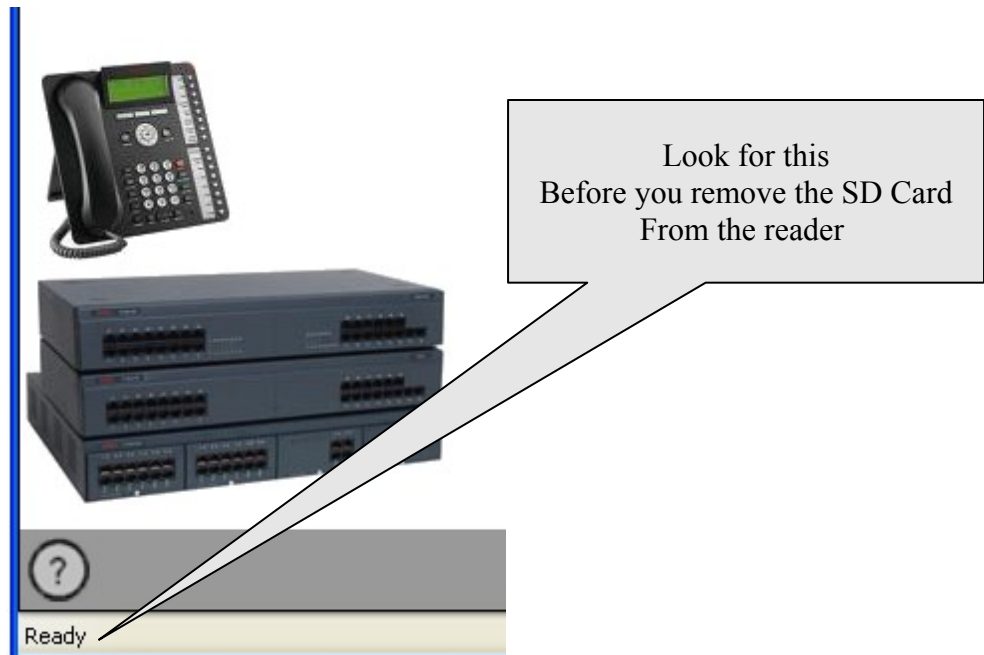
When it is done, you will see this message. Click OK, but don't remove the SD Card



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How to Recreate the SD Card

Do not remove the SD Card until the process is completed and Manager displays "*Ready*" in the status bar



You may now remove the SD Card and place it back into the IPO Essential KSU

If you receive a message that says it was unable to access a SMDR.txt file don't worry.

It just means that there were no Call Records in the SMDR Buffer.

Just click the OK button.

Remove the SD Card from the reader and place it back in the KSU

Power the KSU up and you are done