

Subject NS700/G V5.0 New Firmware Preparation Tool and Upgrade Procedure

Bulletin Type ☐ Product ☐ Marketing ☒ Service

Bulletin Number Assigned by Marketing

Date 02/09/2018

Product KX-NS700, KX-NS700G



Upgrade of an NS700/G to anything higher than v4.4xxxx requires more memory than any previous version. Due to this fact, you must run the NS700 New Firmware Preparation Tool prior to upgrading any NS700/G system.

Required Firmware Files

Filename: PFMPR_009_009_980

Description: New Firmware Prep Tool File

Filename: PFMPR_005_001_120

Description: Version 5.xxxxx Firmware File

Make a Backup!

Please make a backup of PBX programming before starting this procedure.



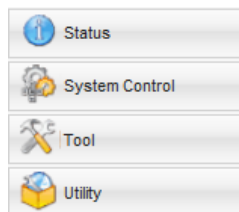
Firmware Prep Tool Load

Load the Firmware Prep Tool file into the system using IE11 or Firefox.

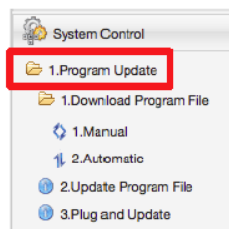
Click on the **Maintenance Icon**



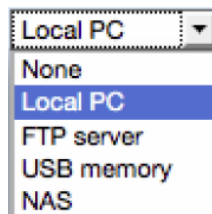
Click on **System Control** on the left menu.



Click on **Program Update**
Open **1. Download Program File**
Click on **1. Manual**

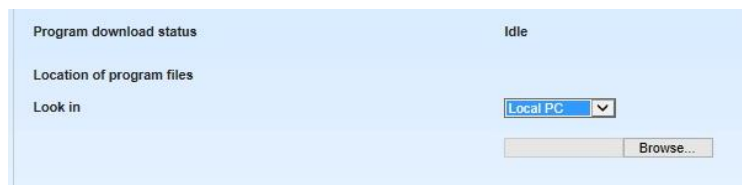


In the “Look in” field select Local PC.

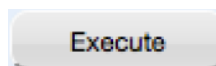


Click **Browse** and locate and select the
New Firmware Prep Tool firmware file
“PFMPR_009_009_980” on PC.

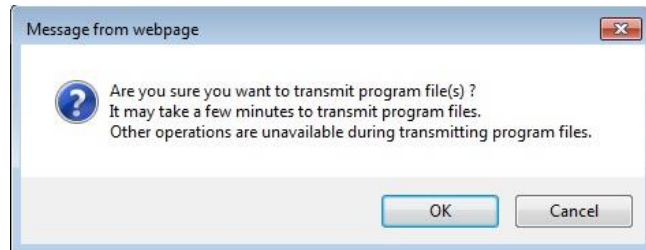
This will be the file you downloaded from the Partner Portal website and uncompressed to a location on your computer. It is important that you un-compress the file before downloading to the NS700.



Click the **Execute** button.



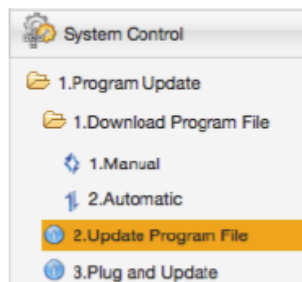
Click **OK** on the following warning screen.



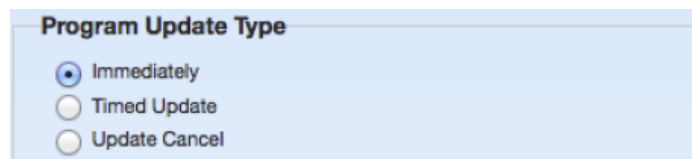
Firmware Prep Tool Execute

Once the firmware prep tool file has been loaded, start the prep process.

Click on **1. Program Update**
Choose **2. Update Program File**

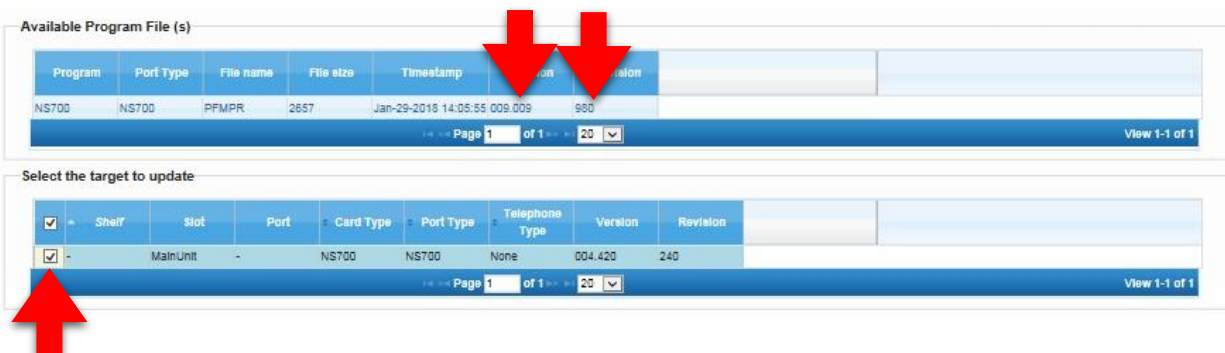


Select **Immediately** under the
Program Update Type.



Under “**Available Program File (s)**”, make sure that the firmware **Version** says “**009.009**” and the **Revision** shows “**980**”.

Under “**Select the target to update**”, check the box next to **MainUnit**.

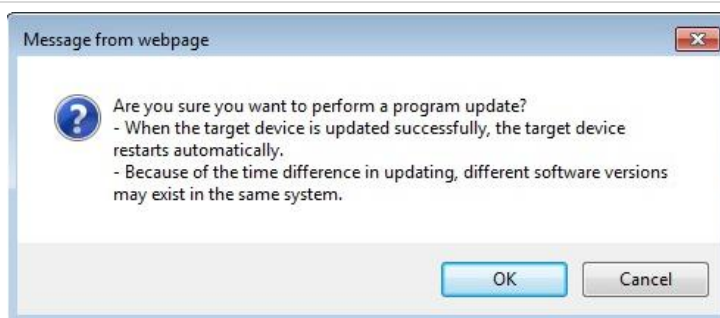


Now click **Apply**, then **Execute**



Press **OK** on following warning screen.

The system will automatically reboot itself when completed.



Note

Log back into PBX after the reboot is complete.
Return to the maintenance section to review the Update program file section.

When system recovers from the reboot, there will not be any main unit firmware available to update, regardless of any version you previously had downloaded and installed. The **PFMPR_009_980** file is self-removing.

Available Program File (s)

Program	Port Type	File name	File size	Timestamp	Version	Revision
EXP-S	-	PEXPS	17754078	Jul-05-2016 09:21:10	008	097
DHLC(DLC)	-	PDHLC2	722552	Jul-05-2016 09:23:23	003	000
PNT550	IP-EXT	PNT550	14811456	Jun-12-2017 11:30:03	002	005
PNT560	IP-EXT	PNT560	1713596	Jun-12-2017 11:29:36	002	002
NS0154/TCAX85	IP-CS	PNS0154	15860032	Jun-12-2017 11:27:26	002	022
PNT540	IP-EXT	PNT540	1642588	Jun-12-2017 11:29:44	002	001

The NS700 will not be listed as an available target to update.
This is the expected outcome of the New Firmware Prep Tool.

Select the target to update

<input type="checkbox"/>	Shelf	Slot	Port	Card Type	Port Type	Telephone Type	Version	Revision
<input type="checkbox"/>	1	5	-	DHLC4	-	None	003	000
<input type="checkbox"/>	Virtual	17	1	V-IPEXT32	IP-EXT	No Connection		
<input type="checkbox"/>	Virtual	17	2	V-IPEXT32	IP-EXT	No Connection		
<input type="checkbox"/>	Virtual	17	3	V-IPEXT32	IP-EXT	No Connection		

This completes the New Firmware Prep Tool Installation.



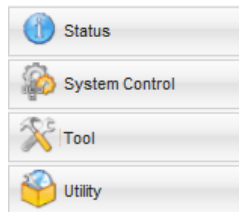
Upgrade to Latest Version Firmware

Load the **v5.00112** firmware file into the system using IE11 or Firefox.

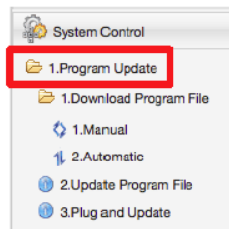
Click on the **Maintenance Icon**



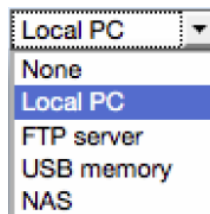
Click on **System Control** on the left menu.



Click on **Program Update**
Open **1. Download Program File**
Click on **1. Manual**

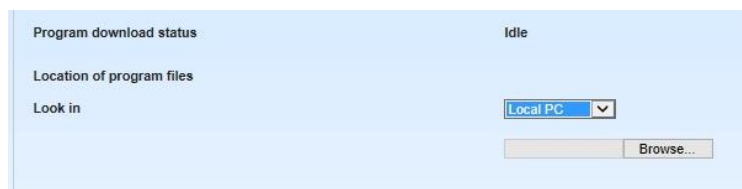


In the "Look in" field select Local PC.

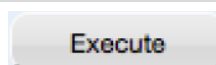


Click **Browse** and locate and select the **V5.00112 firmware file "PFMPR_005_001_120"** on PC.

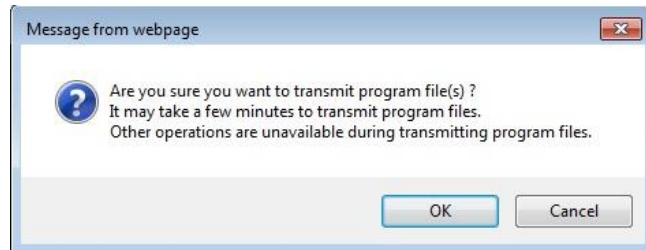
This will be the location of the file you downloaded from the Partner Portal website and uncompressed to a location on your computer.



Click the **Execute** button.



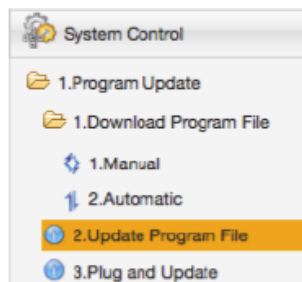
Click **OK** on the following warning screen.



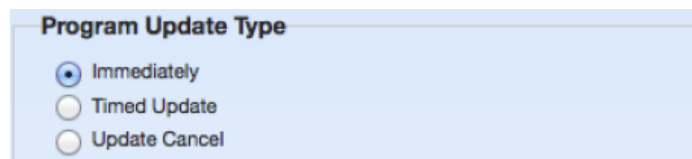
Firmware Update Execute

Once the firmware file has been loaded, start the update process.

Click on **1. Program Update**
Choose **2. Update Program File**



Select **Immediately** under the
Program Update Type.



Under “**Available Program File (s)**”, make sure that the firmware **Version** says “**005.001**” and the **Revision** shows “**120**”.

Under “**Select the target to update**,” check the box next to **Main Unit**.

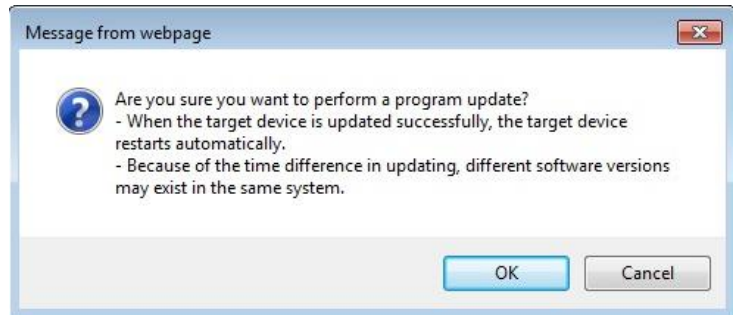


Now click **Apply**, then **Execute**

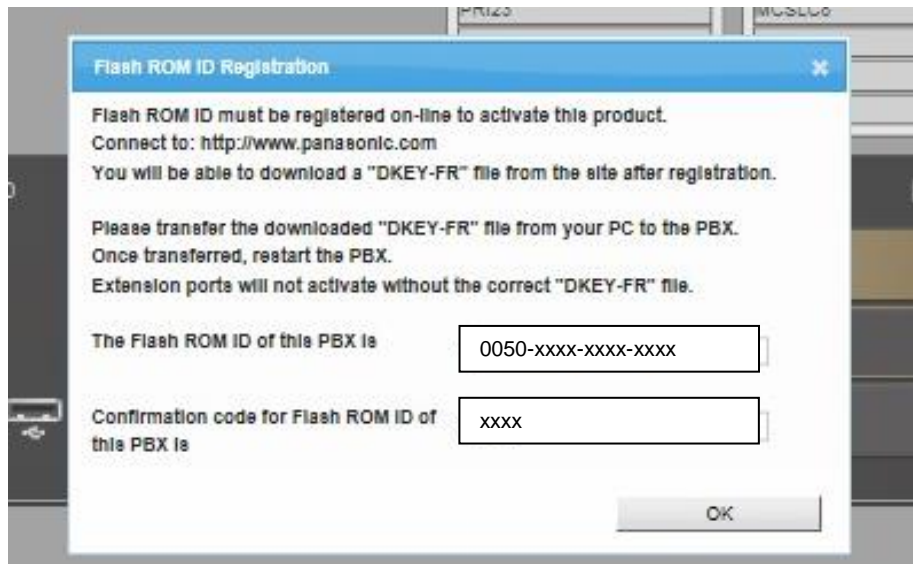


Press **OK** on following warning screen.

The system will automatically reboot itself when completed.



After PBX is rebooted, log in to the PBX and you will get the following screen prompting you to register the PBX. The system is now at Version 5.00112.



Follow standard registration procedures to register the system for use.

