UPGRADE PROCEDURE

OfficeServ 7100

CAUTION
Upgrading from V4.04, 4.04a, 4.14 or 4.14h to V4.14(k) will clear customer database so you have to follow the procedure below.

The database of system software version 4.04 or higher is not compatible with the new software version 4.14(k), because of changes to the database addresses caused by the addition of some new features and integration of software source file of OfficeServ 7000 series. So whenever upgrading the OfficeServ 7100 system software to version 4.14k or higher, please use the following procedure. Otherwise, the system will be initialized with a default database.

NOTES:

1. When upgrading from 4.04a or lower, do not use the OIT file control method to upgrade to 4.14k. New files (SYSVER.INF & TONE_DB) have been included with version 4.14k load that cannot be loaded to an MMC+ card with version 4.04a or lower using the Installation Tool. <u>A media writer must be used to transfer 4.14k files to an existing MMC+ plus card. After completing the upgrade to version 4.14k, the IS tool file control method can be used to upgrade files in the future.</u>

2. Using the OfficeServ 7100 Web Manger Tool, connect and backup all the voice mail files to a PC. The files may be needed as backup for voice mail due to unexpected failures in the upgrade procedure.

MP10 SOFTWARE UPGRADE PROCEDURE to Version 4.14k from Version 4.04- 4.14(h)

- **IS TOOL**

STEPS	PROCEDURE
1	Download the latest OfficeServ Installation Tool V1.1.4 (08.03.14) from the GSBN website. The OIT can be found on GSBN under Communications→Technical Support →Downloads→Software→ Installation Tool Version 1.1.4. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder.
2	To complete the upgrade of OIT, click on "setup.exe", then click on "repair".
3	Wait for upgrade to complete.
4	Connect to the system using new Installation Tool.
5	Download existing database.

STEPS	PROCEDURE
6	Save this database as a backup file (eg; 7100DBBACKUP) to your PC.
7	Go into MMC 746 and HALT the voice mail (This will save all recorded messages to MMC+ card). Wait a few seconds for the voice mail to complete the halt process.

- **WHEN USING THE SAME MMC+ CARD TO UPGRADE**

STEPS	PROCEDURE
1	Remove the 4.xx MMC+ card from the MP10 processor.
2	Install the MMC+ card into media reader/writer device. **(Locally provided media reader/writer device is required).**
3	In order to save all existing voice mail messages, prompts, and greetings, copy the entire 7100 or OS7100 folder from the current MMC+ card to your PC.
4	Delete all files and folders from the MMC+ card so you have a clean card to work with. Do not format this card.
5	Go the GSBN site and download the following 2 files to a folder on your PC: • 7100_v414k_upgrade_pkg.zip • 7100_v414k_additional_language_prompts.zip (This optional file contains 11 additional foreign languages. Loading this will reduce available voice mail storage space). These files can be found on GSBN under Communications→Technical Support→Downloads→Software→OfficeServ 7100 Version 4.14k Upgrade Package (on page 2). Unzip these 2 files into another folder on your PC.
6	Copy all extracted files from step 5 to the MMC+ card using the media card reader/writer device.
7	Copy the 7100 folder from your PC and paste onto the MMC+ card. _Make sure the folder is named:_ OS7100 (This will move voice mail messages, prompts and greetings back to the MMC+ card).
8	Install the 4.14k version of the MMC+ card into the MP10 processor card, and reboot the system. (The existing customer database will be cleared).
9	Wait for the system to boot up.
10	Once the system has restarted, go into MMC 727 and verify the (MP10-SYS VERS. 08.03.17 V4.14k).
11	Now go into MMC 830 and enter the IP, gateway, and subnet address (system reset is required).
12	When system restarts, connect again using the new OIT.

STEPS	PROCEDURE
13	Upload the database that you downloaded (the one you downloaded and saved to your PC earlier) to the OfficeServ 7100 system.
14	Select YES when asked whether or not you'd like to do database conversion.

- **WHEN USING A DIFFERENT MMC+ CARD TO UPGRADE**

STEPS	PROCEDURE
1	Remove the 4.xx MMC+ card from the MP10 processor.
2	Install the MMC+ card into media reader/writer device. **(Locally provided media reader/writer device is required).**
3	In order to save all existing voice mail messages, prompts, and greetings, copy the entire 7100 or OS7100 folder from the current MMC+ card to your PC.
4	Remove the 4.xx MMC+ card from the media reader and install another MMC+ card into the media reader.
5	Delete all files and folders from the MMC+ card so you have a clean card to work with. Do not format this card.
6	Go the GSBN site and download the following 2 files to a folder on your PC: • 7100_v414k_upgrade_pkg.zip • 7100_v414k_additional_language_prompts.zip (This optional file contains 11 additional foreign languages. Loading this will reduce available voice mail storage space). These files can be found on the GSBN site under: Communications→Technical Support→Downloads→Software OfficeServ 7100 Version 4.14k Upgrade Package. Unzip these 2 files into another folder on your PC.
7	Copy all extracted files from step 6 to the 4.14k MMC+ card using the media card reader/writer device.
8	Copy the 7100 or OS7100 folder from your PC and paste onto the 4.14k version of the MMC+ card. Make sure the folder is named: **OS7100** (This will move the voice mail messages, prompts, and greetings to the new upgraded MMC+ card)
9	Install the 4.14k version of the MMC+ card into the MP10 processor card, and reboot the system. (The existing customer database will be cleared).
10	Wait for the system to boot up.
11	Once the system has restarted, go into MMC 727 and verify the (MP10-SYS VERS. 08.03.17 V4.14k).
12	Now go into MMC 830 and enter the IP, gateway, and subnet address (system reset is required).
13	When system restarts, connect again using the new OIT.

STEPS	PROCEDURE
14	Upload the database that you downloaded (the one you downloaded and saved to your PC earlier) to the OfficeServ 7100 system.
15	Select YES when asked whether or not you'd like to do database conversion.

NOTE: When upgrading from 4.04a or lower, do not use the OIT file control. You may need to save and keep the database of existing system with Version 4.04 – 4.14(h) that you downloaded in step #5 above). You may need to downgrade the software due to unexpected faults in software version 4.14 or higher.