

UPGRADING YOUR OFFICESERV 7100 SYSTEM TO V4.30i

The following procedures should be performed on site. Although upgrades can be performed remotely we don't recommend doing so. If you were to run into trouble during the upgrade you could have a customer down until you could make a site visit, so it is not a practice we suggest.

1. Install the new Installation Tool software V1.30b or higher.
2. Connect the Installation Tool to the system and perform a full telephone system database download to save the database to your PC. Consult the Installation Tool User Manual if you are unsure how to connect to a system.
3. When the download completes, disconnect the Installation Tool.
4. Access the OS7100 Voicemail web interface Operating Utilities menu and perform a voicemail database backup. **NOTE: The voicemail backup will store database information only, voicemail messages are not included in the backup. Voicemail messages will not be lost, as long as the upgrade procedures are followed. For more information on the voicemail backup and restore functions, see the OfficeServ 7100 Programming Manual or the separate 7100 SVM Backup and Restore bulletin released this week.**
5. Using a keyset log into KMMC programming and complete a backup of the telephone system database with MMC 815. This is the emergency backup should anything go wrong.
6. Using the Installation Tool File Control feature upload the V4.30i system software files for your specific processor to the media card.
 - a. MP10 Files:
 - i. AP10430I.PKG
 - ii. CS10V115.PKG
 - iii. DR10430I.PKG
 - iv. MS106143.PKG
 - v. RD10430I.PKG
 - vi. RT10430I.PKG
 - vii. WS10430I.PKG
 - b. MP10a Files:
 - i. AP1A430I.PKG
 - ii. CS1AV115.PKG
 - iii. DR1A430I.PKG
 - iv. MS1A6143.PKG
 - v. RD1A430I.PKG
 - vi. RT1A430I.PKG
 - vii. WS1A430I.PKG

7. After the files have been uploaded you must delete the old operating system files. The files can be deleted through the Installation Tool's File Control window by checking the box in the **Sel** column relating to the file in question. The files to delete are (where xxxx is anything other than the file names listed above):
 - a. MP10 Files:
 - i. AP10xxxx.PKG
 - ii. CS10xxxx.PKG
 - iii. DR10xxxx.PKG
 - iv. MS10xxxx.PKG
 - v. RD10xxxx.PKG
 - vi. RT10xxxx.PKG
 - vii. WS10xxxx.PKG
 - b. MP10a Files:
 - i. AP1Axxxx.PKG
 - ii. CS1Axxxx.PKG
 - iii. DR1Axxxx.PKG
 - iv. MS1Axxxx.PKG
 - v. RD1Axxxx.PKG
 - vi. RT1Axxxx.PKG
 - vii. WS1Axxxx.PKG
8. Reboot the system. This can be done by a) pressing the Restart button in the Installation Tool File Control window, b) pressing the Reset button on the MP card, or c) powering down and then back up.
9. The system will reboot to a default condition. Using a keyset access KMMC 727 to verify that you are now running V4.30i Software.
10. Log out of KMMC and connect the Installation Tool to the system.
11. Using the Installation Tool, upload the telephone system database from step 2.
12. When upload completes make a few test calls and verify that your database has been restored.
13. Log in to the Voicemail web interface to ensure that voicemail data hasn't been lost. If any loss has occurred, restore the database backup made in step 4.