

IPitomy IP1000 Upgrade Procedure

System Backup

1. Login to the PBX

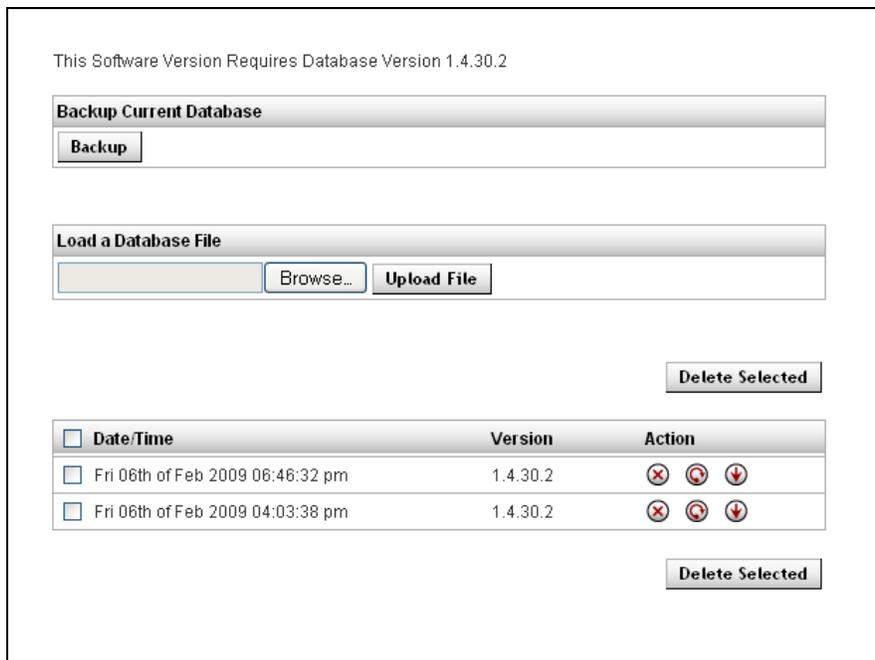


User Name:

Password:

[Go to User Login](#)

2. Go to PBX Setup=>Database



This Software Version Requires Database Version 1.4.30.2

Backup Current Database

Load a Database File

<input type="checkbox"/>	Date/Time	Version	Action
<input type="checkbox"/>	Fri 06th of Feb 2009 06:46:32 pm	1.4.30.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Fri 06th of Feb 2009 04:03:38 pm	1.4.30.2	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

3. Click Backup

4. Find the database with the proper date and click the down action arrow to save the file to your PC (do not rename the file)

5. Go to PBX Setup=>Prompts

Upload Voice Prompt ?
File Name:

Record New Voice Prompt ?
Prompt Name: Extension:

Prompt Files on Server ?

File Name	Size	Delete	Download
DayMenu.gsm	2739	<input type="button" value="X"/>	<input type="button" value="D"/>
enter-ext-of-person.gsm	4620	<input type="button" value="X"/>	<input type="button" value="D"/>
hello-world.gsm	2838	<input type="button" value="X"/>	<input type="button" value="D"/>
NightGreeting.gsm	5478	<input type="button" value="X"/>	<input type="button" value="D"/>
welcome.gsm	1584	<input type="button" value="X"/>	<input type="button" value="D"/>

6. Click the down arrow to download each prompt to your PC

7. Go to PBX Setup=>Voicemail

General Settings
Max Number of Messages: ?
Max Message Length: ?
Min Message Length: ?
Max Greeting Length: ?
Max Seconds of Silence: ?
Silence Threshold: ?

E-mail Settings
Voicemail as Attachment: Yes No ?
From Address: ?
Voicemail Server: Loc Ext ?
Server Address: ?
Authentication Required: Yes No ?
Users Name: ?
Password: ?

Voicemail Menu
Play Envelope Message: Yes No ? [Advanced](#)
Say Caller Id: Yes No ?
Skip ms on playback: ?
Max Failed Login Attempts: ?
On Delete, play next msg: Yes No ?

Voicemail Archive
Size: Envelopes: 0 kB Recordings: 0 kB (00:00) Total: 0 kB [List Mailboxes Using Space](#)

? ? ?

8. Click Download to save the Voicemail Archive to your PC (do not rename the file)

Downloading the Upgrade Files

1. In a web browser, navigate to ipitomy.com/pbx_files/ip1000/



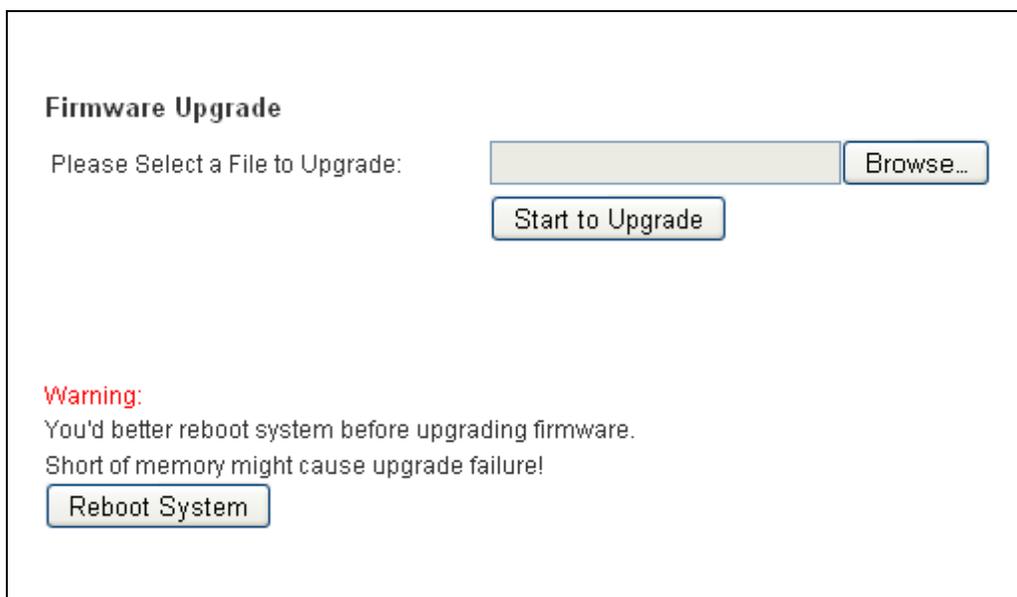
The screenshot shows the IPitomy website's 'IP1000 Software Updates' page. The header includes the IPitomy logo and the tagline 'SMARTER BUSINESS COMMUNICATIONS'. A left-hand navigation menu lists various IPitomy products: Desktop Call Manager, IP1200, IP1500, IP2000, IP1000V2, IP550, IP1000, IP400, IPR20, and Reference Guides. The main content area is titled 'IP1000 Software Updates' and contains a note: 'Note: DO NOT LOAD THIS ON AN IP1000V2.' Below the note are three links: 'Firmware Current Release - 1.4.30.2', 'USB Storage Files Current Release - 1.4.30.2', and 'Documentation'. Under 'Documentation', there are two links: 'IP1000 Manual' and 'IP1000 Upgrade Guide'. The footer of the page states 'Copyright 2009 IPitomy Communications, Inc.'

2. Download the Firmware Current Release file

3. Download the USB Storage Files Current Release file

Loading Firmware File

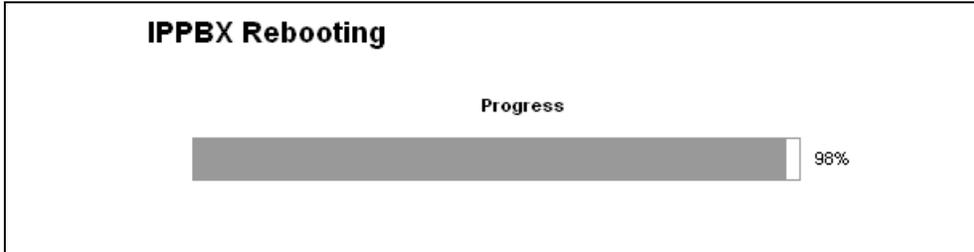
1. Log into the PBX and navigate to Networking=>Administration=>Firmware Upgrade



The screenshot shows the 'Firmware Upgrade' interface. At the top, it says 'Firmware Upgrade'. Below that, it prompts the user to 'Please Select a File to Upgrade:' with a text input field and a 'Browse...' button. A 'Start to Upgrade' button is positioned below the input field. A red 'Warning:' message follows: 'You'd better reboot system before upgrading firmware. Short of memory might cause upgrade failure!'. At the bottom of the warning, there is a 'Reboot System' button.

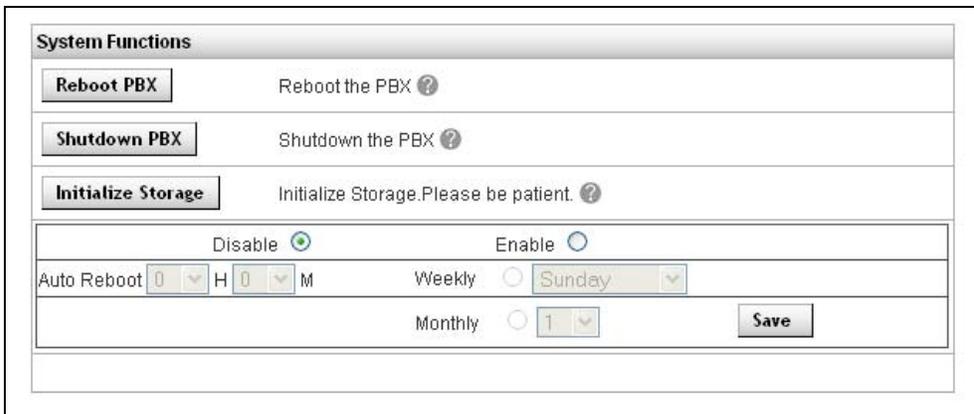
[Note] If the computer you are using to upgrade is connected to the PBX through the WAN port, you will need to ensure that Remote Upgrade is enabled under Networking->Administration->Administration

2. Click on Browse and find the current firmware file *ip1000-<build#>.bin*
3. Click on Start to Upgrade to begin the upgrade process
4. After the file is loaded, the PBX will reboot. When the reboot finished, unplug the power for 15sec then reconnect the power



Initializing Storage

1. Log into the PBX and navigate to PBX Setup=>Services



2. Click Initialize Storage to format the USB
3. When the formatting completes the PBX will reboot

Loading USB Storage File

1. Log into the PBX and you will land on the Storage Data Loader screen



2. Click Browse and find the current USB storage file *usb-<build#>.tgz*
3. Click Load to start uploading the file
4. When the loading completes, the PBX will reboot

Restoring Backups

1. Log into the PBX and go to PBX Setup=>Prompts

Upload Voice Prompt ?

File Name:

Record New Voice Prompt ?

Prompt Name: Extension:

Prompt Files on Server ?

File Name	Size	Delete	Download
DayMenu.gsm	2739	✕	↓
enter-ext-of-person.gsm	4620	✕	↓
hello-world.gsm	2838	✕	↓
NightGreeting.gsm	5478	✕	↓
welcome.gsm	1584	✕	↓

2. Click Browse and find the prompt files saved prior to upgrading the PBX
3. Click Upload File to load the prompt onto the system
4. Go to PBX Setup=>Database

This Software Version Requires Database Version 1.4.30.2

Backup Current Database

Load a Database File

<input type="checkbox"/> Date/Time	Version	Action
<input type="checkbox"/> Fri 06th of Feb 2009 06:46:32 pm	1.4.30.2	✕ ⌂ ↓
<input type="checkbox"/> Fri 06th of Feb 2009 04:03:38 pm	1.4.30.2	✕ ⌂ ↓

5. Click Browse and find the database file saved prior to upgrading the PBX
6. Click Upload File to load the backup into the system
7. Click the curved action arrow next to the file in the PBX to restore that as the active database
8. Once the database loads the PBX will reboot
9. Login to the PBX and go to PBX Setup=>Voicemail

General Settings		E-mail Settings	
Max Number of Messages	<input type="text" value="100"/>	Voicemail as Attachment	Yes <input type="radio"/> No <input checked="" type="radio"/>
Max Message Length	<input type="text" value="180"/>	From Address	<input type="text" value="voicemail@ipitomy.com"/>
Min Message Length	<input type="text" value="3"/>	Voicemail Server	Loc <input type="radio"/> Ext <input checked="" type="radio"/>
Max Greeting Length	<input type="text" value="60"/>	Server Address	<input type="text"/>
Max Seconds of Silence	<input type="text" value="10"/>	Authentication Required	Yes <input type="radio"/> No <input checked="" type="radio"/>
Silence Threshold	<input type="text" value="128"/>	Users Name	<input type="text"/>
		Password	<input type="text"/>
Voicemail Menu			
Play Envelope Message	Yes <input checked="" type="radio"/> No <input type="radio"/>	Advanced	
Say Caller Id	Yes <input checked="" type="radio"/> No <input type="radio"/>		
Skip ms on playback	<input type="text" value="3000"/>		
Max Failed Login Attempts	<input type="text" value="3"/>		
On Delete, play next msg	Yes <input checked="" type="radio"/> No <input type="radio"/>		
Save Changes			
Voicemail Archive			
Size:	Envelopes: 0 kB	Recordings: 0 kB (00:00)	Total: 0 kB List Mailboxes Using Space
Download	Erase	<input type="text"/>	Browse... Upload

10. Click Browse and find the voicemail archive saved prior to upgrading the PBX
11. Click Upload to load the archive onto the PBX
12. Go to Networking=>Routes
13. Click Save Settings
14. Go to Networking=>TCP/IP
15. Click Save Settings
16. Once the PBX finishes rebooting you have successfully completed your firmware upgrade