

## IPitomy IP1000 Upgrade Procedure

### System Backup

1. Login to the PBX

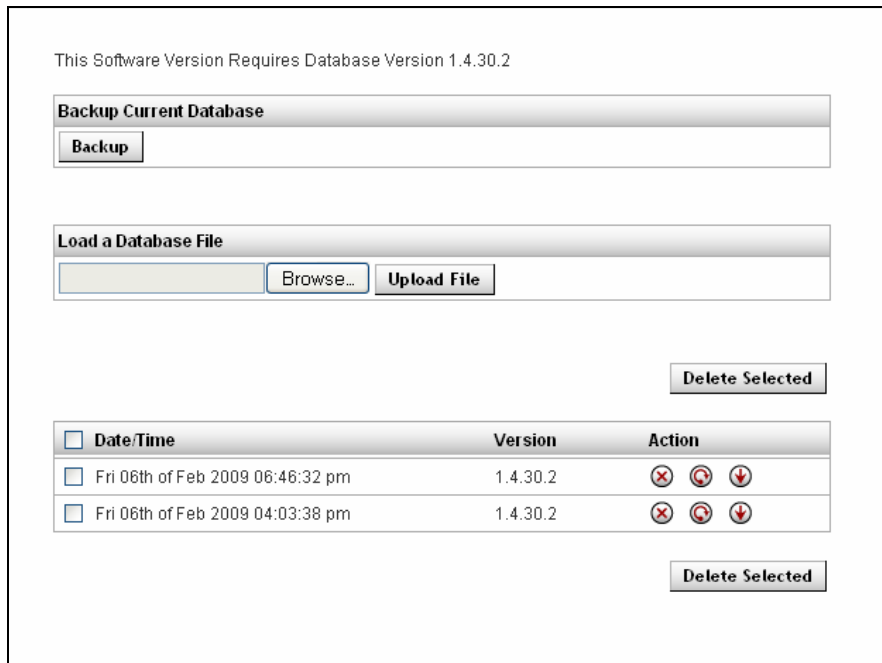


User Name:

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="↓"/>
enter-ext-of-person.gsm	4620	<input type="button" value="X"/>	<input type="button" value="↓"/>
hello-world.gsm	2838	<input type="button" value="X"/>	<input type="button" value="↓"/>
NightGreeting.gsm	5478	<input type="button" value="X"/>	<input type="button" value="↓"/>
welcome.gsm	1584	<input type="button" value="X"/>	<input type="button" value="↓"/>

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:  ?

**Email 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 **0KB** Recordings: **0KB (0000)** Total: **0KB** [List Mailboxes Using Space](#)

8. Click Download to save the Voicemail Archive to your PC (do not rename the file)
9. Go to PBX Setup=>Services
10. Scroll to the bottom of the License panel
11. Click the Download button for the license

License File:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload File"/>	<input type="button" value="Download File"/>
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### Downloading the Upgrade Files

1. In a web browser, navigate to [ipitomy.com/pbx\\_files/ip1000/](http://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 warning: 'Note: DO NOT LOAD THIS ON AN IP1000V2.' Below the note are two links: 'Firmware Current Release - 1.4.30.2' and 'USB Storage Files Current Release - 1.4.30.2'. There are also links for 'Documentation', '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

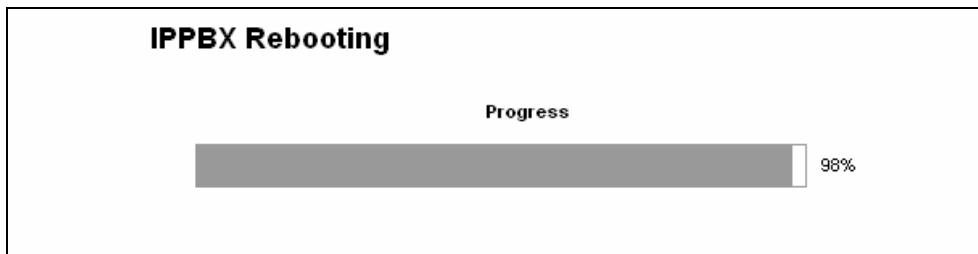
**Firmware Upgrade**

Please Select a File to Upgrade:

**Warning:**  
You'd better reboot system before upgrading firmware.  
Short of memory might cause upgrade failure!

[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

System Functions	
<b>Reboot PBX</b>	Reboot the PBX ?
<b>Shutdown PBX</b>	Shutdown the PBX ?
<b>Initialize Storage</b>	Initialize Storage. Please be patient. ?
<input checked="" type="radio"/> Disable <input type="radio"/> Enable	
Auto Reboot	<input type="text" value="0"/> H <input type="text" value="0"/> M <input type="radio"/> Weekly <input type="text" value="Sunday"/>
	<input type="radio"/> Monthly <input type="text" value="1"/>
<b>Save</b>	

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

Storage Data Loader	
<b>Initialize Storage</b> ?	
Load Storage files: <input type="text"/> <b>Browse...</b> <b>Load</b> ?	

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		Email 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 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"/>
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"/>

VoiceMail Archive			
Size:	Envelopes: 0 KB	Recordings: 0 KB (0000)	Total: 0 KB
			<a href="#">List Mailboxes Using Space</a>
<input type="button" value="Download"/>	<input type="button" value="Erase"/>	<input type="button" value="Browse..."/>	<input type="button" value="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. Navigate to PBX Setup=>Services
13. Find the License panel

License File:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload File"/>	<input type="button" value="Download File"/>
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14. Browse to the location where the license file was saved
15. Click Upload File
16. Log back into the PBX
17. Apply Changes
18. Go to Networking=>Routes
19. Click Save Settings
20. Go to Networking=>TCP/IP
21. Click Save Settings

22. Once the PBX finishes rebooting you have successfully completed your firmware upgrade