support@ipitomy.com | 941.306.2200

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IPitomy IP1000 Upgrade Procedure
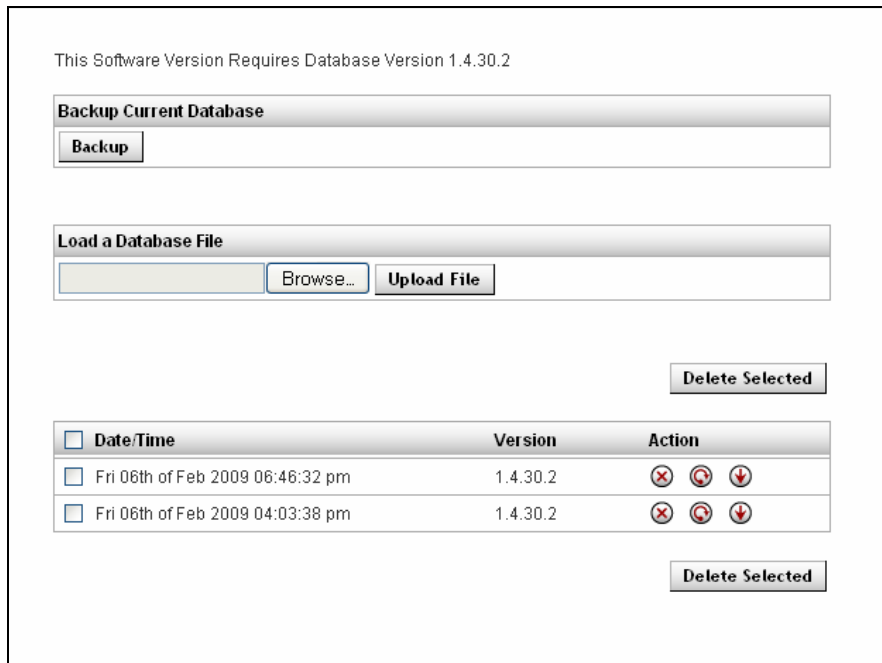
System Backup

1. Login to the PBX

2. Go to PBX Setup=>Database

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)

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5. Go to PBX Setup=>Prompts

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

7. Go to PBX Setup=>Voicemail

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:

[Browse...] [Upload File]   [Download File]

Downloading the Upgrade Files

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

IPITOMY SMARTER BUSINESS COMMUNICATIONS

Desktop Call Manager
IP1200
IP1500
IP2000
IP1000V2
IP550
IP1000
IP400
IPR20
Reference Guides

IP1000 Software Updates

Note: DO NOT LOAD THIS ON AN IP1000V2.
Firmware Current Release - 1.4.30.2
USB Storage Files Current Release - 1.4.30.2
Documentation
IP1000 Manual
IP1000 Upgrade Guide

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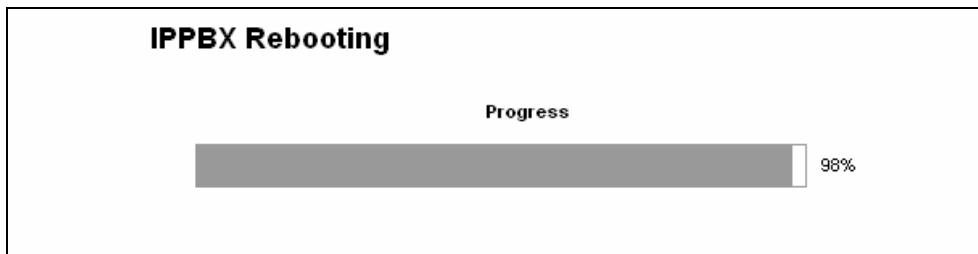
[Note] If the computer you are using to upgrade is connected to the PBX through the WAN port, you will need to ensure that Remote Upgrade is enabled under Networking->Administration->Administration

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

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

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

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

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