

## Upgrading the IP Office Software

The installed IP Office Manager includes IP Office software files for control units, external expansion modules and phones appropriate to the IP Office software level. The IP Office system can be upgraded in two ways:

- **Using the IP Office Manager Upgrade Wizard**  
The upgrade wizard is part of IP Office Manager and can be used to upgrade all types of IP Office system.
- **Upgrading the System SD Card**  
For IP500 V2 control units, the software on the System SD card can be upgraded by a range of methods. Then when the system is rebooted it will use the new software.

### WARNINGS

- **Check IP Office Technical Bulletins**  
Check the latest IP Office Technical Bulletin for the IP Office software release before proceeding any further. It may contain information relating to changes that occurred after this document was completed. Bulletins are available from <http://support.avaya.com>.
- **WAN3 10/100 Modules**  
Upgrade each WAN3 10/100 module separately and only after having upgraded the control unit and any other expansion modules.
- **Upgrading pre-Level 2.1 Systems**  
For IP Office Systems with software Level 2.0 or earlier, the upgrade procedure must be done from a PC with a fixed IP address on the same subnet and LAN segment as the IP Office.
- **Multi-Stage Upgrades**  
Due to the need to adjust internal memory allocation and configuration storage, for some upgrades the control unit may need to perform multi-stage upgrade process. The table below indicates the require upgrade paths.

Control Unit	.bin File	Unvalidated Only	Validated
<b>IP406 V2</b>	ip406u.bin		2.1 > 3.0 > 3.0(999) > 3.1 > 3.1(999) > 3.2 > 6.0.
<b>IP412</b>	ip412.bin	1.3 > 2.1	2.1 > 3.0 > 3.1 > 3.2 > 6.0.
<b>IP500</b>	ip500.bin		4.0.0 > 6.0.
<b>IP500 V2</b>	ip500v2.bin		6.0

- **Multiple Managers**  
If more than one copy of Manager is running it is possible for the IP Office to request BIN files from a different Manager from the one that started the upgrade process. Ensure that only one copy of Manager is running when upgrading an IP Office system.
- **Other IP Office Applications**  
Upgrading the core software of the IP Office control unit may require upgrades to associated software. Typically IP Office is compatible with the previous release of most IP Office applications, however for each IP Office core software release there may be exceptions. These exceptions will be detailed in the Technical Bulletin for the IP Office core software release.

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