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PARTNER[®] Messaging System Release 1.0 or 6.0 to 7.0 Upgrade Procedure

To upgrade an existing PARTNER Messaging Release 1.0 or 6.0 module to Release 7.0, you will need to update the messaging application and the associated language file prompts. The upgrade procedure described in this document uses a “one-time” use PCMCIA Software Upgrade Card to upgrade the messaging application and a PC to perform the language file updates from the enclosed PARTNER Messaging Release 7.0 Customer Documentation CD. With this procedure, users will not lose messages or have to re-record their name and personal greetings for their mailboxes or Automated Attendant. During the upgrade process, no calls are answered by the PARTNER Messaging System, but other communications system functions are not affected.

Step 1: Upgrade the PARTNER Messaging Application to Release 7.0

1. Using the touch-tone interface, login as the system administrator and perform a backup of the system configuration to the Port Licensing Card.

Note: This backup is only for contingency purposes should the messaging board have to be replaced for any reason. Restoring the messaging system from this backup will sustain only the system configuration data. The restored configuration will result in the loss of all messages, greetings and password associated with each mailbox.

2. Power down the PARTNER ACS carrier, and remove the Port Licensing Card from the left-most slot on the PARTNER Messaging module.
3. Insert the enclosed “one-time” use Software Upgrade Card in the left-most slot of the PARTNER Messaging module, and power up the PARTNER ACS carrier.

The System status light may flash yellow and then begin flashing red/green indicating the messaging software is being upgraded. The software upgrade is completed when the system status light turns green. This process will take approximately five minutes or less.

If the PARTNER Messaging module’s system status light turns solid red when the PARTNER ACS carrier is powered up with the Software Upgrade Card in place, then the “one-time” use has been exercised, and the Software Upgrade Card is no longer valid. You will need to remove the Software Upgrade Card, reinsert the Port Licensing Card, and turn the PARTNER ACS carrier off and then on to restart the messaging module. Call your authorized distributor or the Avaya Business Partner Technical Services Organization at 1-877-295-0099 for assistance.

4. Remove the Software Upgrade Card without powering down the PARTNER ACS carrier.
5. Re-insert the Port Licensing Card in the left-most PCMCIA slot of the messaging module. The messaging system module will restart, and the system status light will blink. When the startup is completed, the system status light will be solid green.
6. Log into the messaging system as the system administrator, press 7 and confirm that the system announces Software Release version 7.0.x. Go to “Step 2: Upgrade the PARTNER Messaging System Language File Prompts to Release 7.0.”

If the messaging system does not announce this release number, then the upgrade did not succeed. Repeat steps 2 through 6. If the messaging system does not announce this release number, then the upgrade is still not succeeding. Call your authorized distributor or the Avaya Business Partner Technical Services Organization at 1-877-295-0099 for assistance.

Step 2: Upgrade the PARTNER Messaging System Language File Prompts to Release 7.0

1. Log into the PARTNER Messaging System using the Maintenance and Service Interface¹ and access the IP Address Assignments from the System Configuration submenu. Record the following information if it is different from the default information shown below (in parentheses). The default information will be present unless the PARTNER Messaging system is already being administered using the PC-based System Administration application.

- IP Address (10.0.0.42)
- Subnet Address (255.255.255.0)
- Default Gateway Address (10.0.0.42)
- Unified Messaging Application Address

2. Place the enclosed PARTNER Messaging Release 7.0 Customer Documentation CD in the CD drive of your PC.

The Avaya PARTNER Messaging Release 7.0 Library window will appear.

3. Under the first heading, "Install Software," click on **PARTNER Messaging System Administration**.

A PARTNER Messaging R7.0 System Administration Version 7.0.0.x Setup window will open.

4. Click the **Next** button and follow the instructions to install the PARTNER Messaging Release 7.0 System Administration application. This procedure will create a desktop icon for the PARTNER Messaging Release 7.0 System Administration application as well as an entry in your Start -> Programs menu. You will be using this application to upgrade the language file prompts on the messaging system.

5. If the PARTNER Messaging module is connected to a LAN, and the PC on which you installed the System Administration application is also connected to that same LAN, skip Steps 5 and 6 and go to Step 7.

You now will configure your PC so the PARTNER Messaging Release 7.0 System Administration application can communicate directly with the PARTNER Messaging module using its LAN port.

- a) From the Start menu, click on **Settings ->Control Panel**. The Control Panel window appears
- b) Double click the **Network** icon in the Control Panel. A Network window appears.
- c) Click on the Configuration tab at the top of the window.
- d) Scroll down and find the TCP/IP -> Network Components entry that corresponds to the LAN Network Interface Card installed on your PC, and double click that entry. A TCP/IP properties window appears.
- e) Click on the IP address tab at the top of the window, and click the **Specify an IP address** option button. You will be setting a fixed IP address so that your PC can communicate directly with the PARTNER Messaging system.
- f) Add one to the last number in the IP address you recorded in Step 1 (for example, 10.0.0.43), and enter this number in the IP Address box.
- g) Enter the same number for the Subnet Mask and Gateway as recorded in Step 1.
- h) Click the **OK** button in the TCP/IP Properties window.
- i) Click the **OK** button in the Network window. The system will indicate that it needs to restart before the changes can take effect.
- j) Restart your PC.

You are now ready to connect the PC to the PARTNER Messaging module.

¹ See the attachment, CIB 3403 "Connecting to the Serial (RS-232) Port on the MERLIN and PARTNER Messaging Systems."

6. Connect the PC directly to the messaging module by attaching the PC's network interface LAN port to the messaging system's LAN port using the enclosed 6-inch crossover cable.
7. Double-click the PARTNER Messaging Release 7.0 System Administration icon that was just installed on your desktop. The application will load and a PARTNER Messaging Login window will appear.
8. Enter the IP address for the messaging system that you recorded in Step 1 (for example, 10.0.0.42).
9. In the Login box, enter *sysadmin*.
10. In the Password box, enter the system administrator's password, and click the **OK** button. The System Administration application displays a status window indicating that it is downloading the system configuration. This process may take a few minutes.

If the PARTNER Messaging Release 7.0 System Administration application indicates that the messaging system is not responding, then there is a problem with the IP address. Confirm that the proper IP addresses were entered in your PC and try again. If you are still unable to connect to the PARTNER Messaging System, call your authorized distributor or the Avaya Business Partner Technical Services Organization at 1-877-295-0099 for assistance.

If the PARTNER Messaging Release 7.0 System Administration application is able to communicate with the PARTNER Messaging module, you will see the main menu with a minimum of three selection boxes. You are now ready to upgrade the language files on the PARTNER Messaging module.

11. From the Administration menu in the PARTNER Messaging Release 7.0 System Administration window, select **Upgrade system files**. A dialog box prompts you to confirm upgrading of the system files.
12. Click the **Yes** button. The language files on the PARTNER Messaging system will be upgraded. This process will take approximately 20 minutes. When the language files upgrade is complete, a dialog box appears prompting you to exit the application.
13. Click the **OK** button. The PARTNER Messaging Release 7.0 System Administration application closes, and the PARTNER Messaging module reboots. This will take approximately three minutes.
14. Log into the PARTNER Messaging System as the System Administrator, and press 7. The system will announce the system and language file versions. Confirm that the language Release version is 7.0.x.

If the language Release version is 1.0.x or 6.0.x, then the language file upgrade was unsuccessful. Repeat steps 7 through 14. If you are unable to upgrade the languages on the second attempt, call your authorized distributor or the Avaya Business Partner Technical Services Organization at 1-877-295-0099 for assistance.

After the language file version has been successfully verified, the upgrade to Release 7.0 is complete.