IVX® 128 Plus upgrade guide

This guide includes the required steps to upgrade an existing IVX 128 to an IVX 128 Plus. It is highly recommended that you review this document prior to beginning the upgrade to familiarize yourself with the procedure.

> **Important:**
>
> - This upgrade requires system initialization, which will **erase** all existing programming, voice mail messages, and greetings. During the upgrade process, users will be unable to retrieve voice mail or make programming changes.
> - **All** access to programming, including user programming and Help Mode (voice prompts) is restricted once the upgrade is completed. You must contact ESI Technical Support prior to installing the upgrade to schedule activation of the programming interface.
> - Once completed, this upgrade **cannot** be undone. Downgrading to an earlier software version after completing the upgrade will render the IVX128 inoperable.
> - **Do not** use this procedure on an **existing** IVX 128 Plus. If you need to upgrade an IVX 128 Plus, call ESI Technical Support first.

Software installation

Procedure 1: Using Esi-Access to perform the upgrade

Notes:
- The following instructions assume that you are familiar with Microsoft *Windows* and *Esi-Access*. If you need more information on *Esi-Access*, please refer to the *Esi-Access Quick Start Guide* or *Esi-Access*'s own on-line help.

- **Direct connection** to the IVX 128 maintenance port is recommended due to the necessity of loading a large number of files.

- Use *Esi-Access* version 2.1.0 (or higher).

1. Start *Esi-Access*.
2. If a site entry doesn't already exist in *Esi-Access* for the site being upgraded, click on the **New** button and enter the necessary site information now.

   Note: For the system type, select **IVX 128**.
3. If necessary, perform a backup of system programming, Caller ID, personal greetings, etc.
4. Close *Esi-Access*.
5. Insert the IVX 128 Upgrade CD-ROM into your PC's CD-ROM drive and open *Windows Explorer*. Click on the drive letter corresponding to your CD-ROM drive (often, **D:**).
6. Copy the two **.bin** files (*128_1108.bin* and *128_2nnn.bin*[1]) to the *C:\ESI\Bin-IVX128* folder — or, if *Esi-Tools* is installed, the *C:\Program Files\Esi-Tools\Esi-Access\Bin-IVX128* folder.
7. Copy **all** of the **prompt files** (files with the **.pmt** file extension) to the site directory of the site you are upgrading (*e.g., C:\ESI\Sites\[site name]\ —* or, if *Esi-Tools* is installed, *C:\Program Files\Esi-Tools\Esi-Access\Sites\[site name]*).

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[1] For example, *128_2110.bin*.

8. Start *Esi-Access* again and connect to the IVX 128 being upgraded.

9. Once the connection is established, click on the **Maintenance** item on the *Esi-Access* menu bar. Click on **Send**, then click **Software/Prompts**. The **Software/Prompts** window will appear (Figure 1).

10. In the **Software** area of the window, select the *128_1108.bin* file you copied in Step 6. Select the slot (*2* or *3*) into which you will load the software.

    Note: If you're unsure of which slot to use, click on the **Versions** button at the lower right of the *Esi-Access* window. The contents of each slot will be displayed. Select an empty slot or, if both slots are occupied, select the slot with the oldest (lowest number) version.

11. In the **Run At** field, select *Power Cycle*. Next, enter the **Version** number (*1.10.8*). (Refer to Figure 1.)
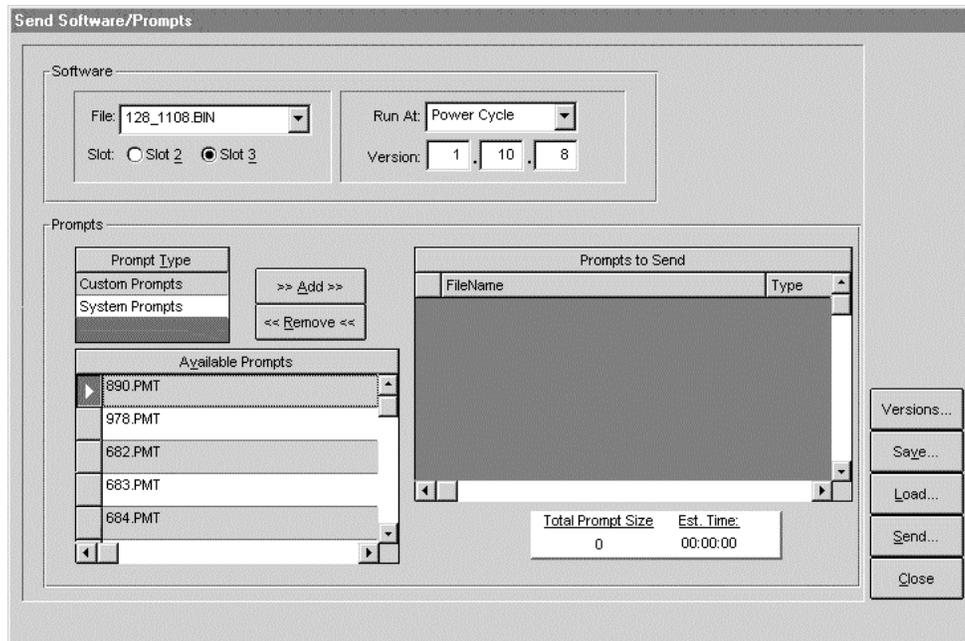

Figure 1

12. Click on the **Send** button. Click on **Yes** in the confirmation window. *Esi-Access* will now send the IVX 128 conversion program.

13. When the software load has completed, power down the cabinet and power it up again. **Wait for the phone displays to come back on** (about 4–6 minutes) before continuing to the next step.

14. In the **Software** area of the window, select the second *.bin* (*128_2nnn.bin*) file you copied in step 6. Select the same slot as in step 10 into which to load the software.

15. In the **Version** area, enter the new version number (such as *2.11.nn*).

    Example: If the second *.bin* file is named *128_2117.bin*, enter *2* in the first box, *11* in the second box and *7* in the third box.

16. In the **Prompts** area of the window, under **Prompt Type**, click on **Custom Prompts.** You will see the prompt files you copied in step 7. Select **all** of these prompt files and click on the **Add** button. This will copy all of the selected prompts to the **Prompts to Send** list.

17. Click on the **Send** button. Then click on **Yes** to confirm. *Esi-Access* will now send the IVX 128 Plus program and prompts.

18. When *Esi-Access* displays the "Transfer complete" message, close *Esi-Access* and proceed to the **Hardware Installation** section on page 5.

Procedure 2: Using Procomm Plus *to perform the upgrade*

1. Insert the IVX 128 Upgrade CD-ROM into your PC's CD-ROM drive.
2. Use *Procomm Plus* to connect to the system using baud rate of 38,400 bps with no parity, 8 data bits, 1 stop bit and software flow control.
3. Press the **Enter** key. A **Password** prompt will be displayed.
4. Type the installer password and press **Enter**. The main menu will now appear:

```
/************************************************\
|                REMOTE OPERATIONS               |
| ---------------------------------------------- |
| 1 - Receive Software or Prompts (Disconnect)   |
| 2 - Receive software/Prompts (Stay connected)  |
| 4 - Display installed program versions         |
| 8 - Disconnect                                 |
| 9 - Exit this command                          |
\************************************************/
            Enter your choice from the menu:
```

5. Press **4** and **Enter**. The contents of each slot will be displayed. Note which slot (*2* or *3*) is empty or, if both slots are occupied, which has the oldest (lowest number) version.
6. Press **2** and **Enter**. A new menu will appear:

```
/**********************************************\
|           RECEIVE SOFTWARE & PROMPTS         |
| -------------------------------------------- |
| 2 - Store Program in Slot 2                  |
| 3 - Store Program in Slot 3                  |
| 4 - Standard Prompts                         |
| 8 - Disconnect                               |
| 9 - Exit this command                        |
| 0 - Return or press the ENTER key            |
\**********************************************/
            Enter your choice from the menu:
```

7. Enter the number of the slot you noted in step 5 and press **Enter**. A prompt to **Enter Program Release Number** will appear:

```
/****************************************************************\
| Enter Program Release Number, a blank space, and Execution Code |
| Execution Codes: 1=At first idle                             |
|                  2=At midnight                               |
|                  3=On the first power cycle                  |
|     (Example: 2.7.1 1)                                       |
| e to exit this command OR d d to disconnect                  |
\****************************************************************/
                            Enter:
```

8. Type in *1.10.8 3* (*i.e.*, the conversion program version, followed by a space, followed by execution code *3*)and press **Enter**.
9. Confirm your entry by typing **Y** and pressing **Enter**.
10. A message will appear: *"System is ready to receive program into Slot x . . ."*
11. From the *Procomm Plus* menu, select **Data,** then **Send File**. The **Send File using** window will appear.

12. Using the **Look in** list in the **Send File using** window, navigate to the IVX 128 Upgrade CD-ROM on your PC. Select the *128_1108.bin* file and click on the **Open** button.

13. A Ymodem window will appear, showing the progress of the file transfer.

14. After the Ymodem window closes, **wait until the message** *"Transfer complete . . ."* **appears before you proceed.**

15. Press **Enter**. The main menu will appear.

16. Power down the cabinet and power it up again. **Wait for the phone displays to come back on** (about 4–6 minutes) before continuing to the next step.

17. Press the **Enter** key. A **Password** prompt will appear.

18. Type the installer password and press **Enter**. The main menu will appear.

19. Select option 2, **Receive Software/Prompts (Stay Connected)**.

20. At the next menu, select the same slot you chose in steps 5 and 7.

21. At the **Enter Program Release Number** prompt, enter the number of the IVX 128 Plus Upgrade program, a space and the numeral *3,* and then press **Enter**.

    Example: If the second *.bin* file is named *128_2117.bin*, enter *2.11.7* followed by a space and the numeral *3*, and then press **Enter**.

22. Confirm your entry by typing **Y** and pressing **Enter**.

23. A message will appear: *"System is ready to receive program into Slot x. Now activate the YModem protocol."*

24. From the Procomm Plus menu, select **Data**, then **Send File**.

25. Again, using the 'Look in' list in the Send File window, navigate to the IVX 128 Upgrade CD-ROM on your PC. Select the second *.bin* file (*128_2nnn.bin*) and click the **Open** button.

26. The IVX 128 Plus program will load.

27. After the Ymodem window closes, **wait until the message** *"Transfer complete . . ."* **displays before you proceed**.

28. Press **Enter**. The main menu will appear.

29. Once again, enter option 2, **Receive Software/Prompts (Stay Connected)**.

30. At the next menu, enter option 4, **Standard Prompts**.

31. Now select **Data** from the *Procomm Plus* menu, then **Send File**.

32. Select all *.pmt* files and select **Open**.

33. When all the prompts have been sent, the Ymodem window will close and the message *"Transfer complete . . ."* will be displayed.

34. Press **Enter 8 Enter** to exit from this command.

35. Close *Procomm Plus* and proceed to the **Hardware Installation** instructions.

Hardware installation

> **Important:** There are two types of main board assemblies —5010-0537 and 5010-0544 — each with its own, separate hardware installation procedure.

Part 1: Main board identification

You'll now need to identify the main board's assembly number in order to install the correct expansion memory SIMM (4 MB or 8 MB).

1. Power down the cabinet and remove the top cover and port card.
2. Read the assembly number at the top of the main Board. Refer to Figures 2 and 3 to assist in identifying the main board.
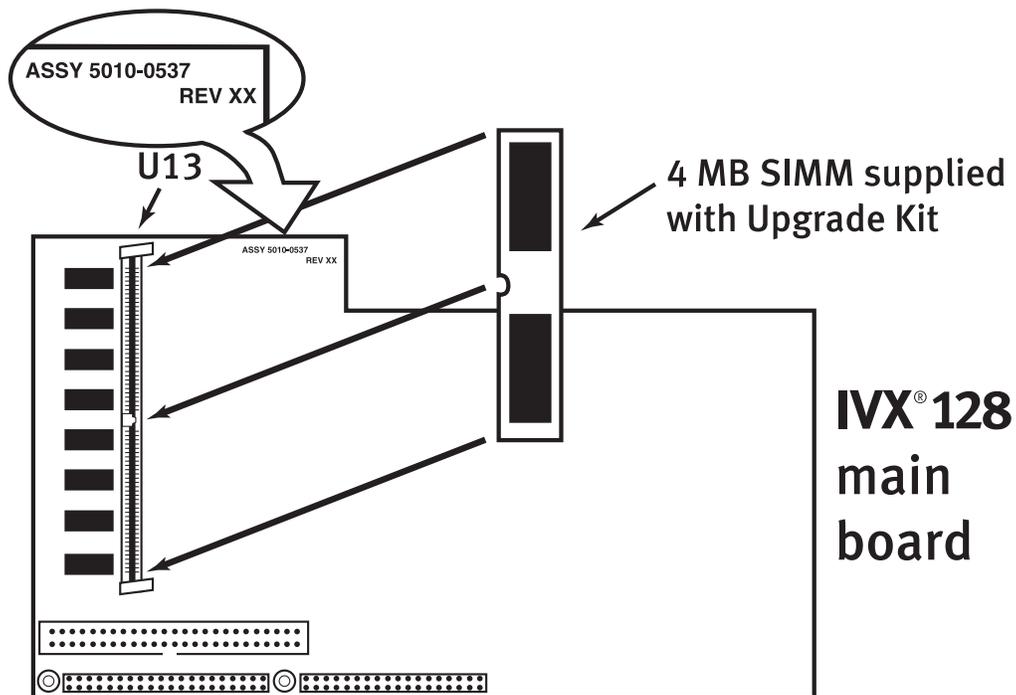
Main board assembly 5010-0537

Figure 2 (simplified diagram; remainder of board details not shown)
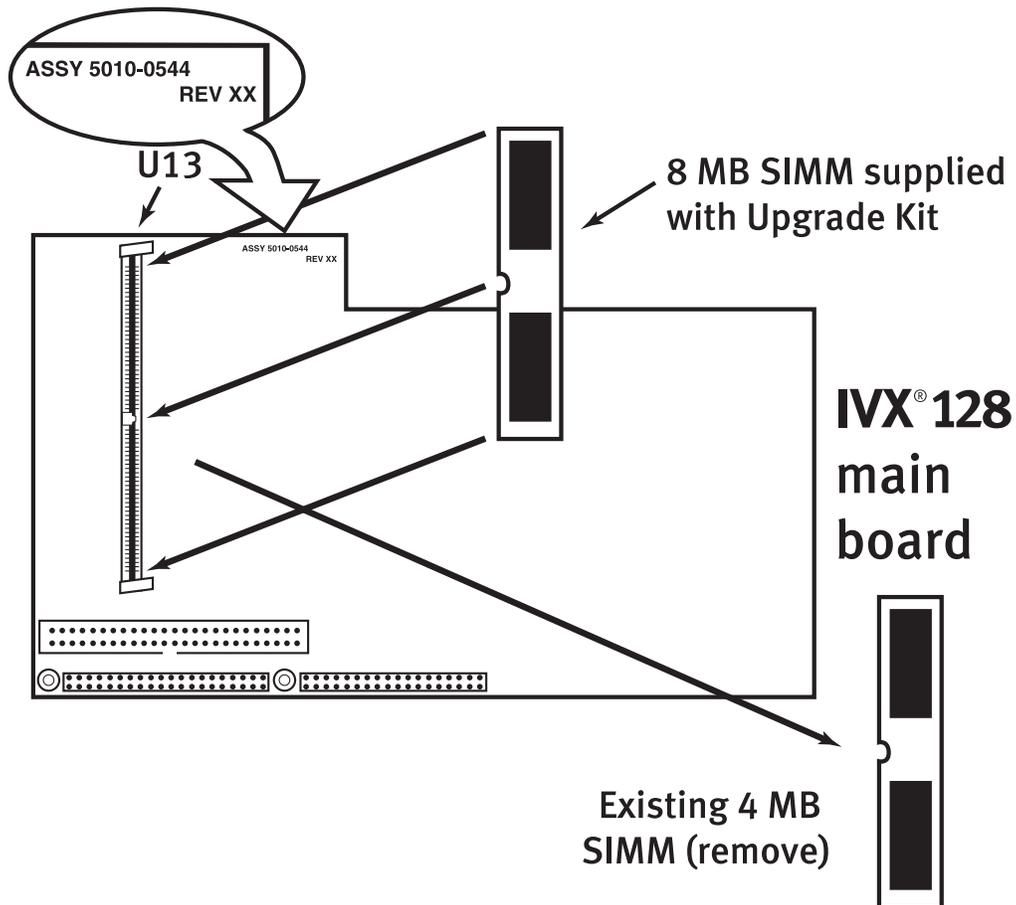
Main board assembly 5010-0544

ASSY 5010-0544
REV XX

U13

ASSY 5010-0544
REV XX

8 MB SIMM supplied
with Upgrade Kit

**IVX® 128
main
board**

Existing 4 MB
SIMM (remove)

Figure 3 (simplified diagram; remainder of board details not shown)

Part 2: Installation procedure

Main board assembly 5010-0537
1. Install the supplied **4 MB** SIMM into the U13 connector, as shown in Figure 2.
2. Put the port card back in place and put the cover back on the cabinet. Power up the cabinet.
3. **The system will initialize.**
4. Proceed to "Restoration of programming" (page 7).

Main board assembly 5010-0544
1. Remove the existing SIMM from the U13 connector.

   Note: Be **sure** to release the SIMM retaining tabs at the top and bottom of U13 as you remove the SIMM.
2. Install the supplied **8 MB** SIMM into the U13 connector as shown in Figure 3.
3. Put the port card back in place and put the cover back on the cabinet. Power up the cabinet.
4. **The system will initialize.**
5. Proceed to "Restoration of programming" (page 7).

Restoration of programming

At this point, the system will boot up; however, all programming modes and prompts are restricted. Contact ESI Technical Support at **800 491-3609** to activate the IVX 128 Plus software and gain unrestricted access to all programming modes.

If you used Esi-Access…

1. Edit the upgraded system's site file to indicate that it's now an IVX 128 Plus.
2. Connect to the system using *Esi-Access*.
3. Click on **Restore** and select the date and time of the backup to restore; then click on **OK**. The system's configuration will be restored from the backup file.
4. Once the backup is complete, program the additional IVX 128 Plus features as needed.

If you used Procomm Plus…

Reprogram the system as necessary, assigning the additional IVX 128 Plus features as needed.

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