

Upgrading your Inter-Tel EncoreCX PABX Software to Version 4.0

This is the procedure to be followed when the new software version 4.0 is to be installed onto the Inter-Tel EncoreCX. Once connected the same procedure applies if you are connected over a modem or via the Serial Port.

Note 1 – If the voice mail module is replaced with a new module, rev AE, the voice mail messages and greetings cannot be retrieved and restored. Greetings must be manually recorded onto the new card following the software upgrade and reloading of the customer database programming

- Connect to the switch using MPS version 4.0 (BN_361) (you must un-install any previous versions of MPS on your computer)
- Retrieve and save the Database Programming using the “Get All and Save” command.
- Retrieve and save the VM messages and greetings using the “Voice Mail BackUp Manager” (under ‘System Programming’) **refer to above note 1**
- Select the SW Flash location (Flash 1 or Flash 2)
- Select the “Flash Files” tab and locate the pabx714.olp
- Send the pabx714.olp file to the switch.
- The system will reset after the flash has been sent.
- Allow at least 2mins for the reset and for the VM to re-initialize, then send the saved database file using “Load and Send All”
- Set the time and date by selecting “System Date and Time”
- Restore the VM messages and greetings using the “Voice Mail Restore Manager” **refer to note 1**
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Connecting to the EncoreCX Locally

This is done, by selecting the “Connect” button, on the MPS, select the “V24 via serial Port” radio button and pressing the “Connect” button.

If a connection cannot be made, recheck the connections on your V24 cable and that the correct serial port and speed are correct.

Connecting to the EncoreCX Remotely

Call the customer and ask them to transfer your call to “721”, retrieve your call from hold and hang up.

Then select the “Connect” button, on the MPS, select “PSTN”, enter the remote telephone number and select “Dial”.

If a connection cannot be made, recheck the connections on your modem, that the correct serial port, and telephone number (including trunk access digit if necessary) are correct.

Also check that the correct modem is selected from the list on the “Setup/PSTN Configuration” menu.

Retrieve the Customer Database.

This is done by selecting the “Get All and Save” button in the MPS. Select a file name and location.

Retrieve the Customer VM messages and greetings - refer to note 1

This is done by selecting the “VM Backup Manager”. First select a file name and location (saving as a ‘xml’ file) then select “Backup VM Database”

Select the Software Flash location

This is done by selecting the flash location (choice of flash 1 or flash 2) and selecting “Set Flash Options”.

Note – These can be kept at the default Flash 1

Sending the new Software File.

Select the Flash Tab and select the “PBX System Software”. Select the file to be downloaded, which is pabx714.olp

When the flash is updated the system will reset and you will be disconnected. Reconnect to the switch (after allowing 2mins for the reset to finish).

Restore the Customer Database.

This is done by selecting the “Load and Send All” button in MPS. Select and send the Customer Database file that you saved earlier.

Set the correct time and date

This is done by selecting “System Date and Time”

NOTE:-The system time and date must be set following a cold reset or a software upgrade. The system time and date is updated daily when caller ID from the network is sent. However to ensure the correct year is displayed please change the year following a cold reset or a software upgrade.

Restore the customer VM messages and greetings – refer to note 1

This is done by selecting the “VM Restore Manager”. First select the customer file using “open” then select “Restore VM Database”

NOTE:- The customer programming database must be restored before restoring the VM messages and Greetings

TIP: - If the switch is equipped with Caller ID lines you could program the Caller ID of the phone you are calling from, before you start the process. This information is retained in the switch even after the reset when the Flash is upgraded. This will allow you to reconnect without disturbing the customer.