

Upgrading your Inter-Tel 3000 PABX Software to Version 5.0

This is the procedure to be followed when software version 824 is to be installed onto the Inter-Tel 3000.

- Connect to the switch using MPS version 441 (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')
- Select the SW Flash location (Flash 1 or Flash 2)
- Select the "Flash Files" tab and locate the file pabx824.olp
- Send the pabx824.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 before reconnecting with MPS.
- Send the saved database file using "Load and Send All"
- Restore the VM messages and greetings using the "Voice Mail Restore Manager"
- Set the time and date by selecting "System Date and Time"

Connecting to the Inter-Tel 3000 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.

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

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 pabx824.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 and the system to initialize).

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.

Restore the customer VM messages and greetings

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

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.