



Technical Assistance Centre Service Information Bulletin

XEN IPK II CPUII Software Version 2.01E & Version 2.51E

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Introduction

This Service Information Bulletin applies to XEN IPK II Key Telephone Systems.

NEC Australia Pty Ltd has been investigating a number of reported issues by our NEC Channel Partners and other Technical Staff. This issue has been resolved, and as such, we have released a new version of CPU software, Version 2.01E and Version 2.51E, for the XEN IPK II Key Telephone System.

NEC Channel Partners can now download Xen IPK II CPUII Main Software v2.01E and v2.51E from the KISS website, <http://www.kts.nec.com.au>

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Resolved Issues

The following issues were reported by various NEC Channel Partners and other Technical staff, and these issues have now been resolved. CPUII versions between V2.01 & V2.51 through to V2.01E & V2.51E have had the following issues fixed:

- **Onboard Modem Issue.**
 - CPUII onboard modem does not answer when PRG 10-03-17 has been enabled.
- **ACD MIS Overflow Issues.**
 - If an ACD queue is answered by pressing a flashing/ringing Virtual Extension (of the ACD group pilot), the ACD MIS Monitor software will record this as an overflowed call.
 - ACD MIS Monitor software now records ACD queue calls which overflow. Previously these were not recorded.
 - An after hours call that diverts to a mobile would still report as overflow call within the ACD MIS Monitor software.
 - Overflow statistics do not appear in the ACD reports which accurately reflect the actual time period of the ACD work schedule.
- **ACD MIS Wrap Mode Issue.**
 - If an ACD Agent receives a transferred call while in wrap mode, they will remain in wrap mode after the call has terminated (PRG 99-01-75 must be set to 1). Previously, this would unset wrap mode.
- **RIM Trunk Issue – Disable Polarity Reversal Detection. (No longer requires the modified COI/COID ETU).**
 - PRG 81-10-05 must be set to 15 (Infinity) for each RIM circuit.
 - PRG 14-02-08 must be set to 1 on a per trunk bases.

(Please ensure that you reset the KSU in order for the changes to take effect).
- **System Reset Issue.**
 - When upgrading from v1.04 to version 2.xx or above with either a PRT, BRT or PVA card installed on the existing system.
- **ISDN 64-byte packet change, to prevent PRT card reset.**
- **SIP Trunk Issues.**
 - Occasionally on SIP trunks, RTP streams might continue to be sent (not clear down) after the call has terminated.
 - When a SIP service fails to register due to poor link or problems within the network the IPK II stops transmission for 5 minutes before attempting to re-establish.
 - Multi-Channel lock out in SIP server operation.
- **PC Attendant Issue.**
 - No transfer recall information provided on the PC Attendant software.

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Upgrade Main Software Version 2.01E and Version 2.51E

Please ensure that these procedures below are followed accurately. Further information can also be found in the Release 2.00 System Hardware Manual available on the KISS website <http://www.kts.nec.com.au/>

Please Note: To upgrade the main CPUII software either via LAN, Modem or Direct connection, requires that the Remote Access Upgrade Firmware feature be activated on the IPK II CPU.

The new main system software version 2.01E and version 2.51E for each method can be obtained from the KISS Website <http://www.kts.nec.com.au/> under the download link for the XEN IPK II System.

On-site Upgrade Procedure via Compact Flash:

IMPORTANT: You should backup the database before upgrading the CPUII()-U13 ETU. This can be done with a download from PCPro and saving the file.

Obtain from the KISS website the Xen IPK II CPUII Main Software V2.01E or V2.51E file called "IPKII CPUII v2.01E.zip or IPKII CPUII v2.51E.zip".

1. Unzip the main CPUII software files into the root directory of a suitable Compact Flash card (max. 128MB capacity, formatted as FAT).
2. Insert the Compact Flash card into connector CN5 on the front of the CPUII()-U13 ETU.
3. Press and hold the SW1 load switch.
4. While continuing to hold the SW1 load switch, toggle the SW2 reset switch, then hold the SW1 switch down for a further 10 seconds until LED 2 starts flashing, then release the load switch.
5. When the firmware has finished copying, LED 1 is on solid, and Led's 2 to 4 blink in unison.
6. Now remove the Compact Flash Card and toggle the SW2 reset switch.

After the system boots, check that the firmware was upgraded by pressing the Feature key +3.

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Remote Upgrade Procedure via PCPro

IMPORTANT: You should backup the database before upgrading the CPUII()-U13 ETU. This can be done with a download from PCPro and saving the file.

Obtain from the KISS website the Xen IPK II CPUII Main Software V2.01E or V2.51E package file "IPKII CPUII v2.01E.pkg or IPKII CPUII v2.51E.pkg". Unzip the file if it has a .zip extension name.

1. Before starting, make sure a suitable Compact Flash card is installed in the connector CN5 of the CPUII()-U13 (max. 128MB capacity, formatted as FAT).
2. Launch PCPro by selecting Start → Programs → Xen IPK II PCPro → Xen IPK II PCPro.
3. Login to PCPro. The default login is tech with a password of 12345678.
4. Connect to the system by selecting Connect from the toolbar or selecting Connect from the Communications Menu.
5. Define the connection information and click Connect.
6. From the Communications Menu, select Firmware Update. The Firmware Update window displays.
7. In the Firmware file field, browse to the location where you stored the Firmware Package file provided by NEC.
8. Select the time when you want the update to be applied. After PCPro uploads the Firmware Package file the system can reset and switch to the new version immediately or at a scheduled date and time.
 - The time specified is relative to the time on the KTS, not the PC that PCPro was run from. Technicians must take time zones into consideration when scheduling updates.
9. Click Start to begin uploading the Firmware Package file. The progress bar indicates the progress of the upload.
10. When the upload is complete, the progress bar indicates Operation Complete.
11. If you selected immediately after upload, the system resets and switches to the new firmware version after one minute. If you selected a time and date, the system resets and switches to the new firmware on the time and date you specified.
12. Click Close to close the firmware window.
13. After a remote upgrade, the Compact Flash must remain in the system. The CPUII()-U13 ETU now boots from the Compact Flash, not the onboard flash. If the Compact Flash is removed, the system boots off the older version that is in the onboard flash.
 - Up to two versions of firmware are kept on the CF card. One version is the current version that the CPU used to boot from. The other version is the new version that is used on the next boot up. If boot up fails, The CPU can revert back to the older version.
14. To verify if the system was upgraded to the new firmware version, reconnect with PCPro and check the version number of the KTS in the lower right corner. The on site technician can press the Feature Key +3 from any Multiline Terminal.

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Remote Upgrade Procedure via WebPro

1. Before starting, make sure a suitable Compact Flash card is installed in the connector CN5 of the CPUII()-U13 ETU (max. 128MB capacity, formatted as FAT).
2. Select Start → Programs → Internet Explorer to launch WebPro.
3. From the File Menu, select Open and enter HTTP://xxx.xxx.xxx.xxx where xxx.xxx.xxx.xxx is the IP address of the CPUII()-U13 ETU.
4. From the logon page, log into WebPro. The default login is tech with a password of 12345678.
5. From the Administration section of the Home Page, Click the Firmware Update icon.
6. In the Firmware file field, browse to the location where the Firmware Package file provided by NEC is stored.
7. Select the time to apply the update. After WebPro uploads the Firmware Package file, the system can reset and switch to the new version immediately or at a scheduled time and date.
 - The time specified is relative to the time on the KTS instead of the PC that WebPro was run from. The technician must take time zone differences into account when scheduling updates.
8. Click Start to begin uploading the Firmware Package file. The progress bar indicates the progress of the upload.
9. Click OK when asked if you are sure you want to proceed.
10. The update procedure may take a few minutes to complete. Do not interact with the browser window until the update is complete. Do not reset the CPU until the update is complete.
11. After the upload is complete, a complete message is displayed in the WebPro browser window.
 - When immediately is selected for the Schedule Update section, reset and switching versions takes place at the beginning of the next minute (e.g., if upload completes at 4:36:29 PM, reset takes place at 4:37:00 PM).
12. After a remote upgrade, the Compact Flash must remain in the system. The CPUII()-U13 ETU now boots up from the Compact Flash, not the onboard Flash memory. If the Compact Flash is removed, the system boots from the old version in the onboard Flash.
 - Two versions of firmware are kept on the CF card. One version is the current version that the CPU booted from. The other version is the new version to be used at the next boot-up. If boot-up fails, the system can revert to the older version.
13. Connect with WebPro again and go to the System Configuration section of the Home Page to verify that the system upgraded to the new version.
14. The Firmware version underneath Cabinet 1 should look like the following: CPU: xx.xx (Australia). The on site technician can press FEATURE +3 from any Multiline terminal.

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Writing new Software from Compact Flash to Onboard Flash:

As stated above the new software is on the CF after a remote upgrade. If the CF is removed from the system, the next reset boots from the old version. The following procedure describes how to write the new version to the onboard permanent flash.

1. Remove the Compact Flash and use a Compact Flash reader to view the contents of the drive.
2. Rename the file BATCH64.UP to BATCH64.TXT.
3. Perform the procedure to upgrade from Compact Flash.

System Default Changes

Please note the following default changes below will have to be implemented into CPUII software version 2.01E or 2.51E, after upgrading the CPUII from a version 1.01 or above to a version 2.xxE. Also note to access the 80-03-xx series programming commands you must use the following:

PCPro Software: Username: **nec-i** Password: **374772**
Access via Handset: **Speaker Key # * # *** Password: **374772**

PRG 10-09-xx		
10-09-01	DTMF and Dial Tone Circuit Setup.	01-16: 1 (Extension Only) 17-32: 2 (Trunk Only) 33-64: 0 (Common Use)

PRG 20-03-xx		
20-03-02	Ignore Received DP Dial on DTMF SLT Port	0 (Do Not Ignore)
20-03-03	SLT DTMF Dial to Trunk Lines (Note below)	1 (Direct Dialling)

PRG 80-03-xx		
DTMF Receiver 1 (for Extensions):		
80-03-01	Detect Level	0 (0dbm ~ -25dbm)
80-03-03	Min. detect level	15 (-25dBm)
80-03-04	Max. detect level	0 (0dBm)
80-03-05	Forward twist level	9 (10dBm)
80-03-06	Backward twist level	9 (10dBm)
DTMF Receiver 2 (for Trunks):		
80-03-01	Detect Level	0 (0dbm ~ -25dbm)
80-03-03	Min. detect level	15 (-25dBm)
80-03-04	Max. detect level	0 (0dBm)
80-03-05	Forward twist level	9 (10dBm)
80-03-06	Backward twist level	9 (10dBm)

Note:

When PRG 20-03-03 is set for "1 = Direct Dial Method" the following problems are experienced on SLT ports, when ARS and Toll Restrictions are enabled.

- When the user dials slowly, calls don't reach the destination number dialled.
- SLT ports bypasses Toll Restriction tables.

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