3Com NBX Software Upgrade Guide

***Please save a copy of your configuration and Licenses before you proceed.

Saving your configuration: Backing up your configuration can take 20-45 minutes and sometimes longer depending on the number of voicemails you have saved.
- Log into your NBX
- Click on the Tab To It icon.
- Go to the Operations Section and Click on the Manage Data Tab.
- Check the Include All Voicemails Box and Click Backup.

You have to keep the browser window open to the current page! Once the NBX is done backing up all the data, it will open a popup window asking you to save a .TAR file. That TAR file is your configuration. Please do not proceed until you have a copy of the TAR file on your computer.

To Save your license, Follow the above instructions and go to the Licenses Tab instead of the Manage Data Tab. Click on the Backup License button and you will see a pop up asking you to save the file.

Upgrade Procedure for NBX 100 and V5000.
The NBX has to be upgraded in steps. You cannot go directly from R4.1.77 to R6.0.35
R4.0.X must be upgraded to R4.1.X
R4.1.X must be upgraded to R4.2.X.
R4.2.X must be upgraded to R4.3.X
R4.3.X must be upgraded to R5.0.X
R5.0.X must be upgraded to R6.0.X

Upgrade Procedure for V3000
The NBX has to be upgraded in steps. You cannot go directly from R4.4.X to R6.0.35
R4.4.X must be upgraded to R5.0.X
R5.0.X must be upgraded to R6.0.X

Upgrading the Software:
Verify that you have enough hard drive space.
- Log into your NBX
- Click on the Tab To It icon.
- Go to the Operations Section and Click on the Software Upgrade Tab.

If you have old versions of code, you can delete them from your system to create more room. It is highly recommended that you have at least 2 working versions of code on your system.

Upgrading: Click on the Browse button and locate the software you are going to upgrade to. Then click on upgrade.

The process will bring down the phone system for 20-45 minutes. Please do not disturb the NBX during the upgrade process or you run the risk of corrupting the image.
After the upgrade is done, you will need to reboot into the new version of software. The reboot process can take 20-45 minutes and sometimes longer for older systems!

You should plan on spending over an hour for each upgrade. If you are upgrading from R4.0.X to R6.0.X, You could spend 6-7 hours.

If you feel this will take too much of your time or are concerned about making a mistake, Please feel free to contact MTMnet at (760) 804-1435 or email at Support@MTMnet.com, to arrange an engineer to do the upgrades for your at a reasonable price.

You can also purchase an hour of phone support here:
http:/MTMnet.com/support.htm

Thank you,
MTMnet, Inc.