



IP Office Technical Tip

Tip Number: 32

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Region: EMEA / APAC

Phone Module Upgrades

Affected Units:

The issue outlined below occurs when Field Upgrading a Digital Terminal 16 to a Digital Terminal 30, a Digital Station 16 to a Digital Station 30, a Phone 8 to a Phone 16, or a Phone 16 to a Phone 30. Although the scenario is explained for a Digital Station (DS) module upgrade, the same applies when upgrading all types of extension modules.

Typical scenario:

A customer has an existing installation which has a DS16 unit connected to an IP Office. The customer wants to upgrade the DS16 to a DS30 and wants to know what effect this will have on his current configuration when the unit "learns" that the DS16 has been replaced with a DS30.

How to carry out the upgrade:

1. Firstly power off the Main System Module and the DS/16 Module being upgraded.
2. Remove the power cord, and the interconnecting cable from the rear of the DS/16 Module.
3. Replace the DS/16 Module with the DS/30 Module.
4. Plug the power cord and the interconnecting cable into the DS/30 Module.
5. Power up the DS/30 Module and the Main System Unit Module.

Result of the upgrade:

An IP Office's Hardware Port Numbers are fixed. With this in mind, the IP Office configuration is structured in such a way as to automatically cater for the addition of the extra 16 Hardware Ports which the upgrade provides. So the upgrade has no adverse affect on the unit's Hardware Port configuration.

The additional extension numbers created are added to the Extension List after the highest currently configured Extension Number used in the configuration.

Potential Configuration Issue:

The potential problem with this is that it may create a new Extension Number that clashes with either a current HuntGroup Extension Number or a ShortCode. In this instance you have one Extension Number being allocated to two different attributes. In one instance you could have an extension for the New Extension/User and one for an existing Hunt Group. Since an Extension Number takes priority over a HuntGroup with the same extension number, all calls that were previously routed to the HuntGroup now get sent to the Extension - until the configuration can be amended to overcome this clash. In the other instance you may find that instead of invoking a Short Code you end up dialling the new Extension/User number.

The upgrade of the DS16 to a DS30 does not create any conflicts as long as the default Extension/HuntGroup/ShortCode numbering is used, but care must be exercised if the customer has altered the HuntGroup or Extension Numbers or has added ShortCodes that don't start with a "*" or a "#".

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