Syspine SP1 Upgrading Process

IMPORTANT!

Ensure that Response Point has upgraded to Response Point SP1. If not, please go to Microsoft Response Point Web Page to download and upgrade Response Point SP1.

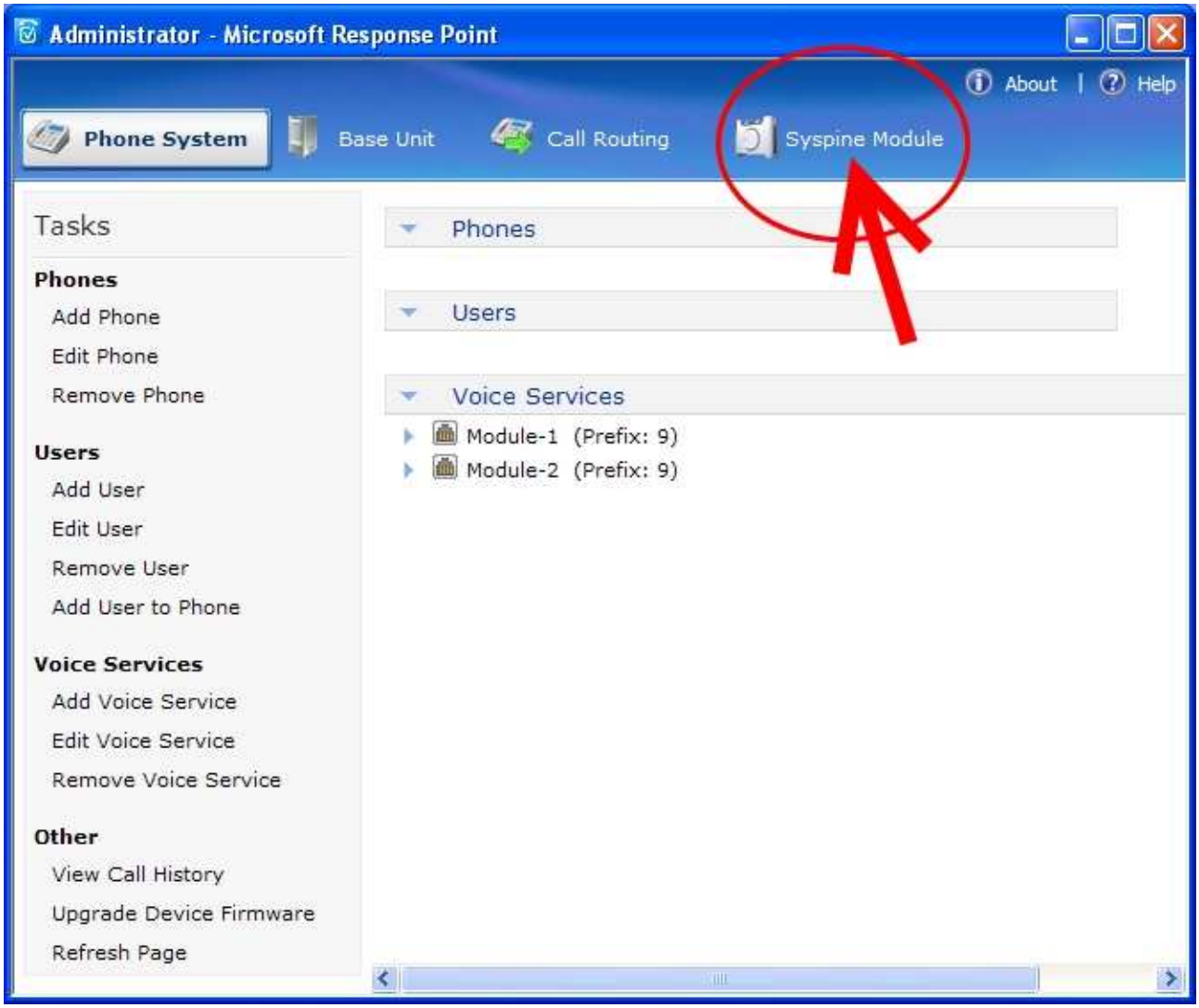
Step 1. Uncompress the Upgrading Files

Please uncompress the downloaded file – *"Upgrading Files (3).zip"* and then follow the under steps to upgrade all devices of Syspine.

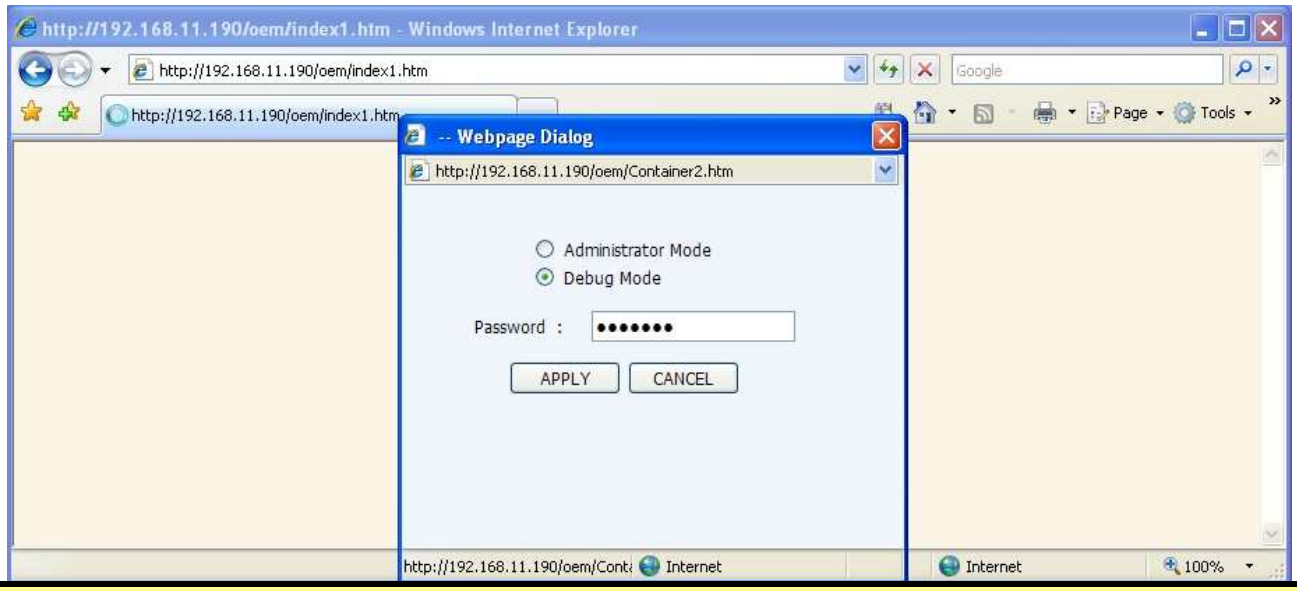
Step 2. Upgrading the Security Gateway

To upgrade the Security Gateway module, perform the following steps:

1. Log in to Administrator and click **Syspine Module**.

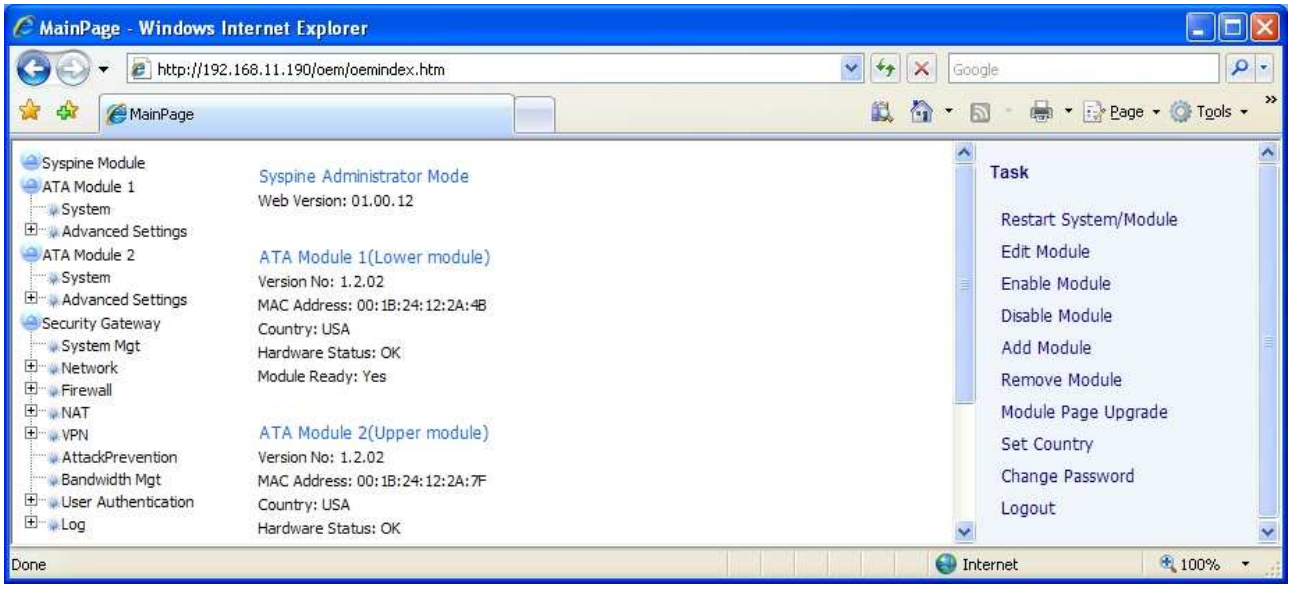


2. The login screen appears:

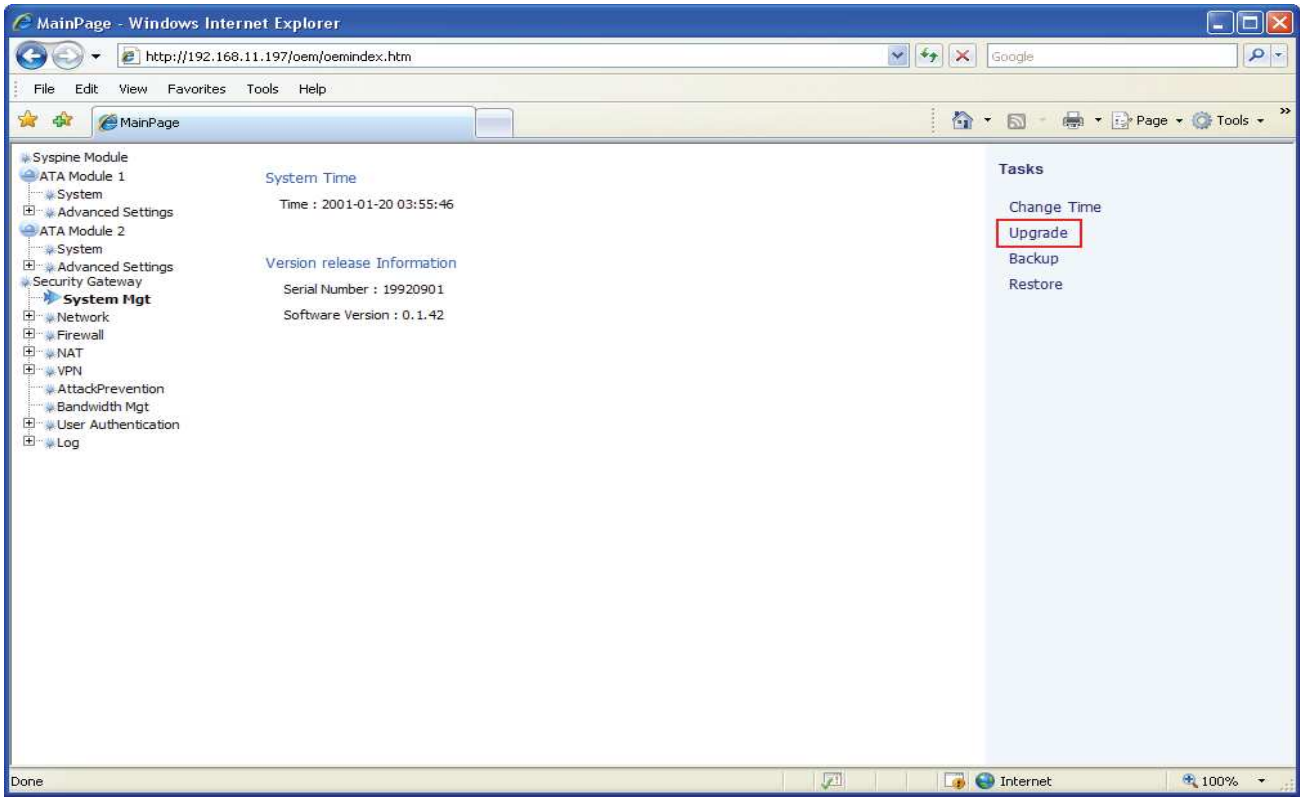


Note: Select **Debug** mode and enter the default password **syspine** (case sensitive).

The main Syspine Module screen appears:

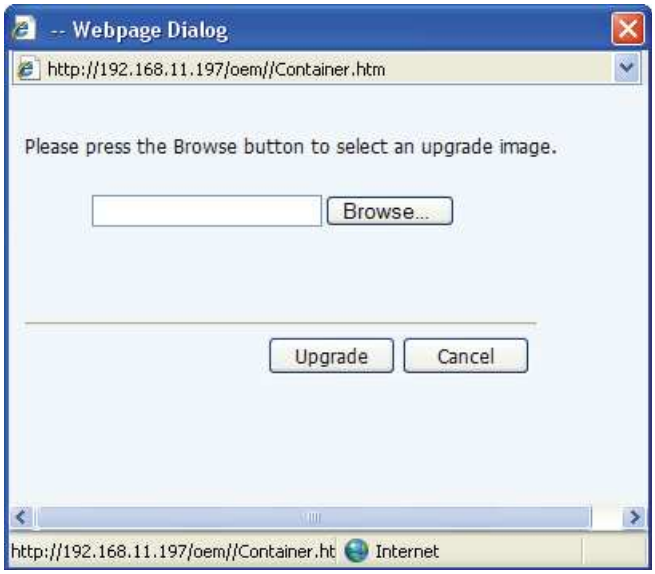


3. In the Main Category Menu, select Security Gateway and click the Security Gateway → System Mgt tab.



Note: All setting of Security Gateway will reset to factory default after upgrading.

4. Click Upgrade, the Upgrade screen displays:



5. Enter the file path and name of the firmware image file or click **Browse** to manually locate the file.

NOTE: Security Gateway image files generally locate in the folder – *"Upgrading Files\Security Gateway"* and use the following format: oem_image_sg0.x.xx.tar.gz

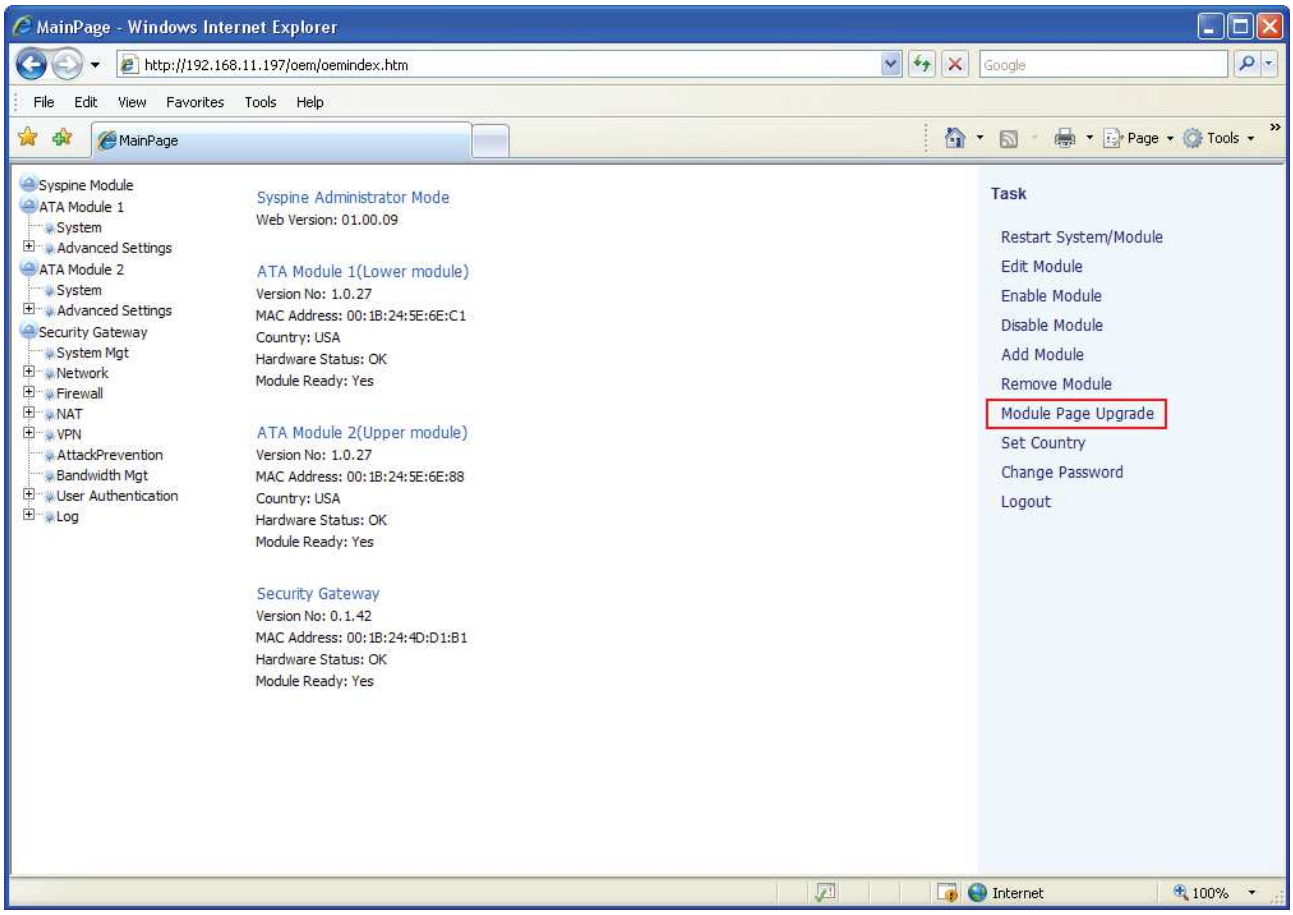
6. Click Upgrade to start the upgrading.

7. Once the upgrade is completed, the Security Gateway module reboots automatically.

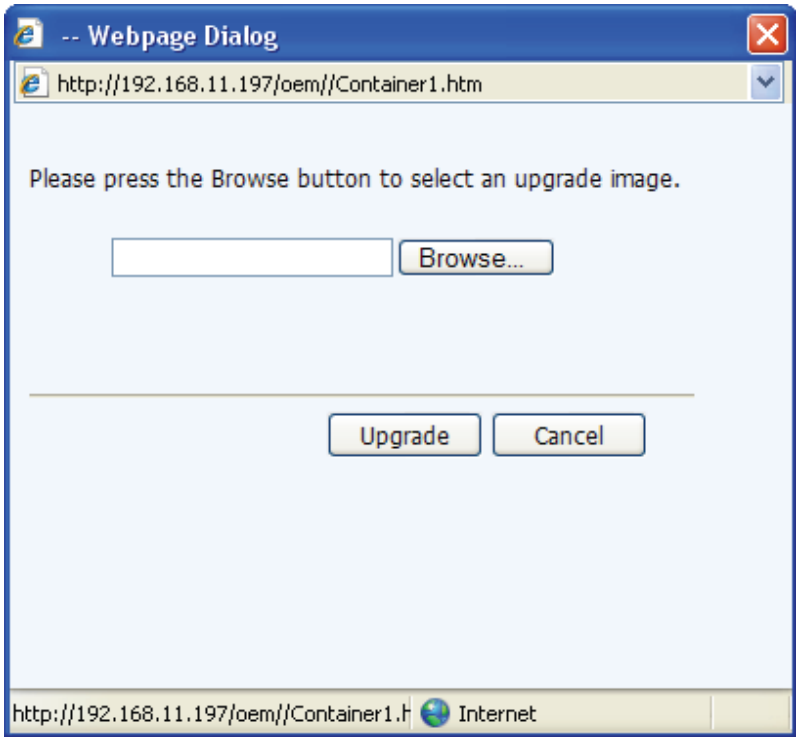
Step 3. Upgrading the Syspine Module

To upgrade the Syspine Module, perform the following steps:

1. Log in to Administrator and click **Syspine Module**.
2. Log in to the main Syspine Module, click **Module Page Upgrade.**



The following screen displays:



3. Enter the file path and name of the module image file or click **Browse** to manually locate the file.

NOTE: Module image files generally locate in the folder – ""*Upgrading Files\Syspine Module"* and use the following format: **OEM_OEMUpdatexx.xx.xx.bin**

4. Click **Upgrade** to start the upgrading.

5. Once the upgrade is complete, the Syspine Module reboots automatically.

Note: If you find that **LINE2 LED** on the LCD panel lights red after the step of Upgrading the Syspine Module, please see ***Appendix*** for detail.

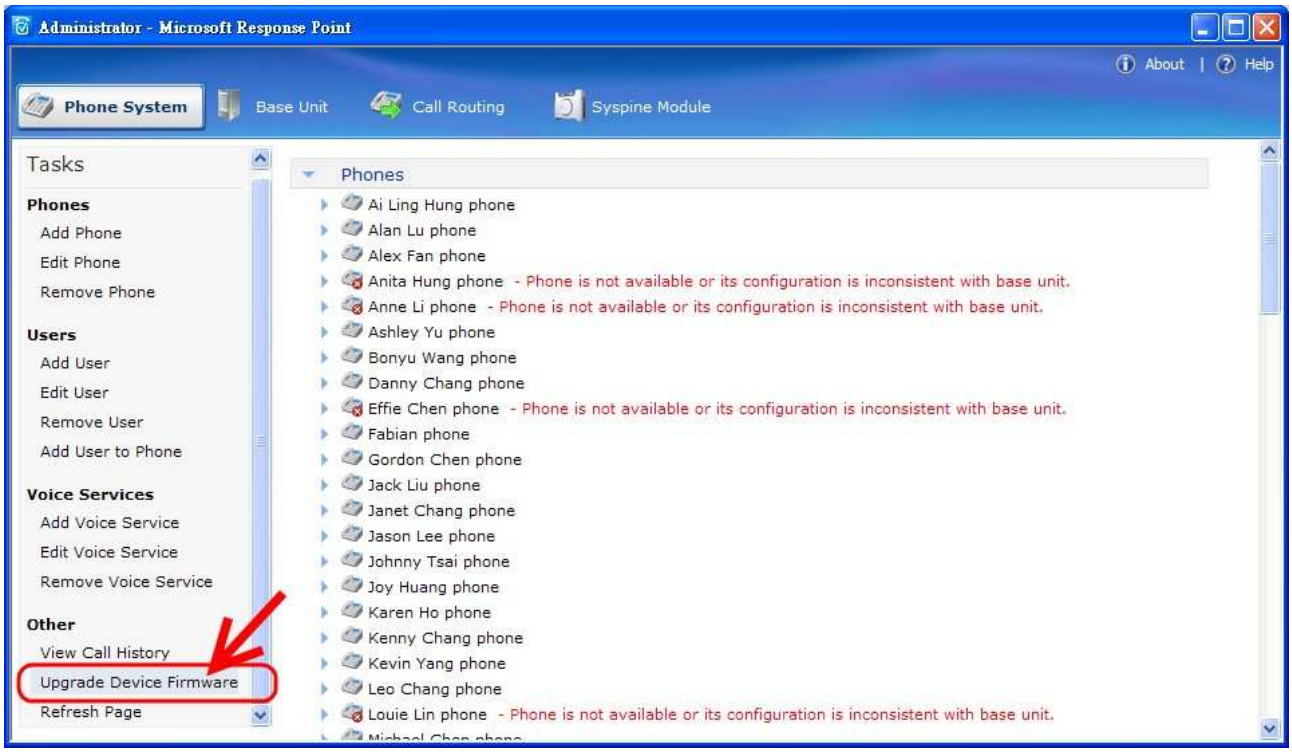
Step 4. Upgrading all ATA and IP-Phone

IMPORTANT!

Ensure that all IP-Phones have registered to Response Point, otherwise that IP-Phones can not be upgraded by Response Point Auto-Upgrading.

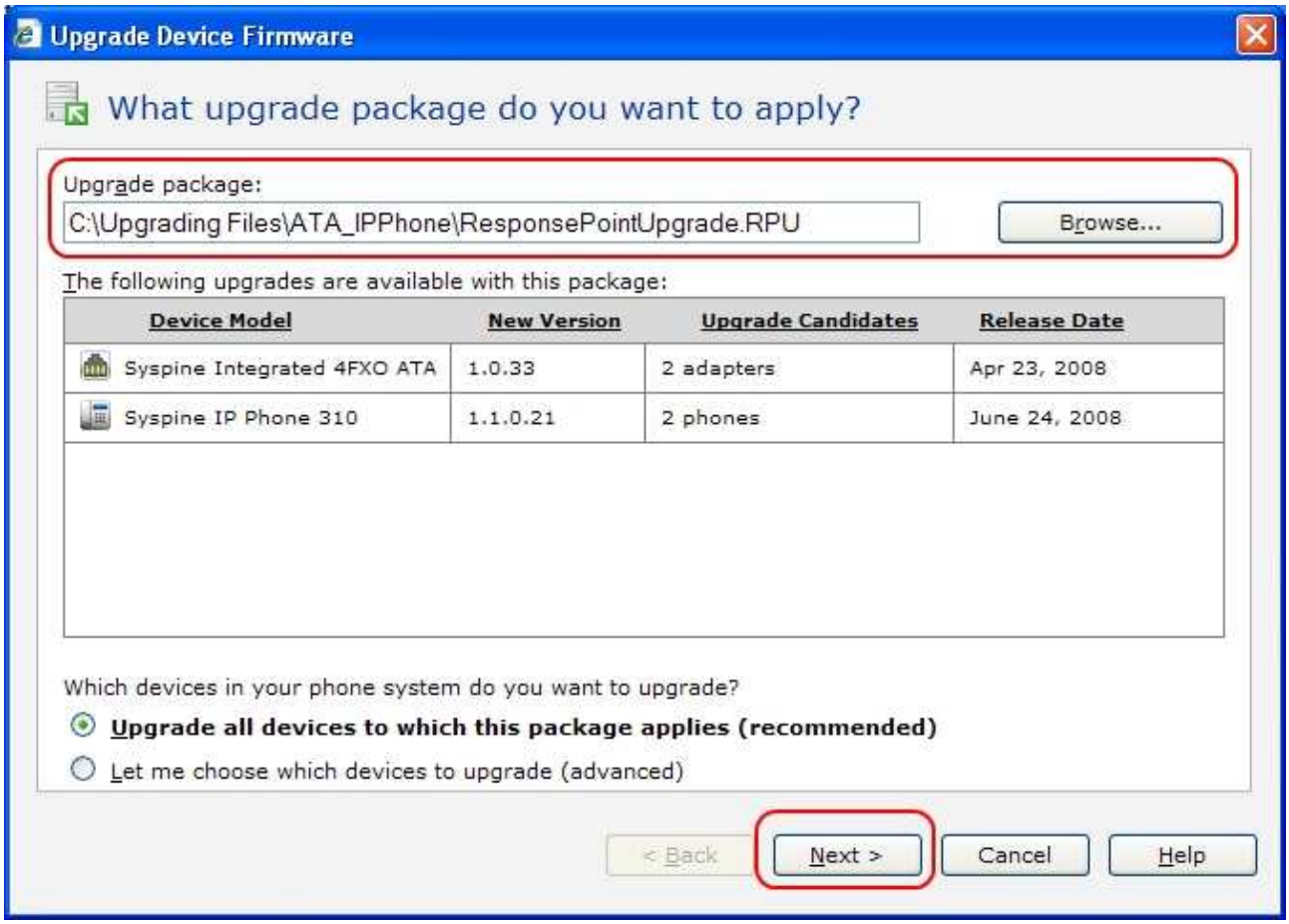
To upgrade all ATA and IP-Phone, perform the following steps:

1. Log in to Administrator and click **Upgrade Device Firmware**.

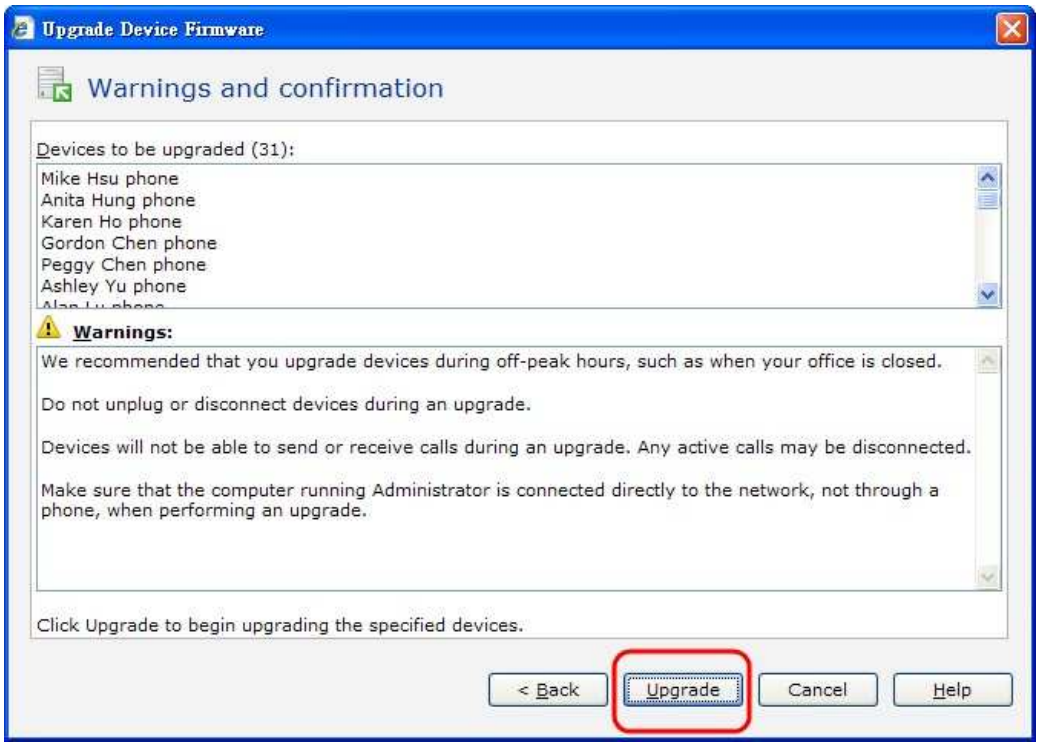


2. Enter the file path and name of the RPU file or click Browse to manually locate the file.

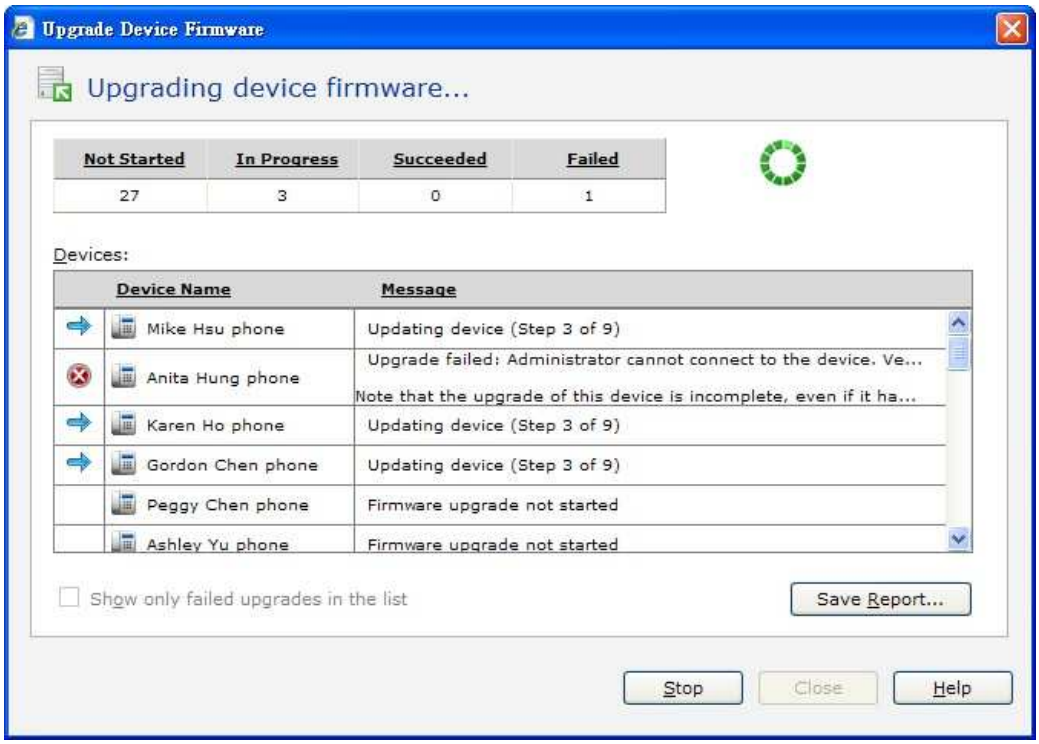
NOTE: The RPU file generally locates in the folder – *"Upgrading Files\ATA_IPPhone"* and use the following format: ResponsePointUpgrade.RPU



3. Click **Next.** The confirmation screen displays:



4. Click **Upgrade** to start the upgrade automatically. The automatic upgrading screen displays:



5. Once the upgrade is completed, the confirmation message will inform you to backup current data.

After above steps are finished, all upgrading have completed.

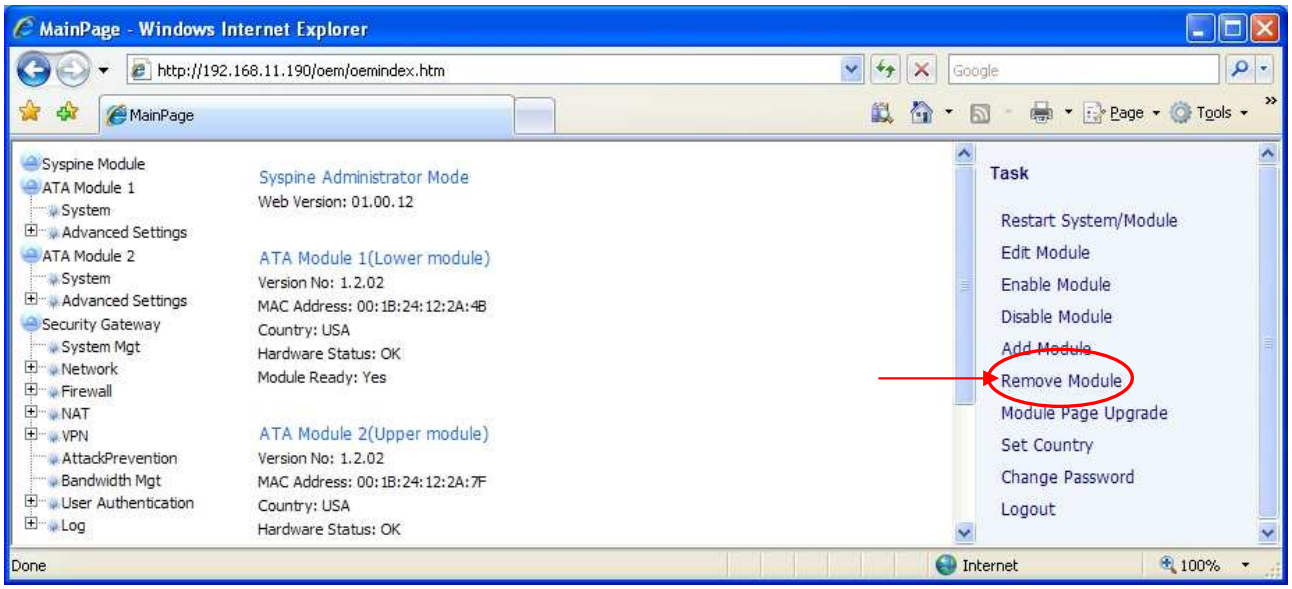
Appendix

If you find that LINE2 **LED** on the LCD panel lights red after DOS-A50 has completed all the upgrading, that mean you have only one ATA module installed in your base unit. The 2nd ATA Module should be removed manually. Perform the following steps to resolve this issue:

1. Log in to Administrator and click **Syspine Module**. The Syspine Module login screen appears:

Note: Select **Debug** mode and enter the default password **syspine** (case sensitive).

The main Syspine Module screen appears:



2. Choose **Tasks → Remove Module.**
3. Select ATA Module 2 and click **Apply** to remove the ATA Module 2.

DOS-A50 reboots and the LINE2 LED turns to **orange.**