



## IP Office Technical Tip

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**Region: GLOBAL**

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### **Upgrading IP500 V2 Control Units to Release 9.1 Software**

This Technical Tip is to advise customers upgrading IP500 V2 Control Units to Release 9.1 Software to check the Product Change Status (PCS) level of the unit before upgrading.

Control Units identified as PCS 14 and below must first install release 8.1(65) (or higher 8.1 release) or any 9.0 release before upgrading to release 9.1. This is necessary to expand the loader to accommodate the 9.1 software image. The PCS level can be found on the printed label at the rear of the unit or the shipping box.

If the Control Unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 9.1; otherwise the system will require a 9.1 upgrade license despite being a "new" unit.

If a pre-built SD card loaded with 9.1 software is to be used in a new Control Unit that is PCS14 and below, the SD card must first be recreated using 8.1(65) or above, or any 9.0 release.

Control Units at PCS 15 were manufactured from November 2014. Units at PCS 15 and above already have an updated loader and do not require the interim upgrade step.

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