CTI Products

# RadioPro IP Gateway
# Advance Loan Program




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# INTRODUCTION

CTI's ***Advance Loan Program*** can be used when a customer's IP Gateways need to be upgraded at our facility, and down-time must be kept to a minimum. CTI can provide a maximum of four IP Gateways for this situation. The loaned IP Gateways must be returned to CTI after the customer's IP Gateways have been upgraded. If loaned IP Gateways are not returned within agreed time period, the credit card on file will be charged for the unreturned IP Gateways.

The ***Advance Loan Program*** can be used when the software in a customer's IP Gateways is between versions 5.1 and 6.x. For versions 5.0 and earlier, the IP Gateways are too old to upgrade, and need to be replaced by new units. For versions 7.0 and higher, the IP Gateways can be upgraded in the field without returning to CTI.

# UPGRADE PROCEDURE

## Version 5.1-6.x to 8.x

If a system is being upgraded from version 5.1 or 6.x to version 8.x, the following steps should be used to migrate the system to the latest version 8:

1. Submit a purchase order to CTI Products for the following:
    a. Upgrade for IP Gateways, part # UG-61528-5R8, US$450 Dealer for each.
    b. Upgrade for TurboVUi or RadioPro Dispatch seats, part # UG-61771-008, US$900 Dealer for each.
        i. Please provide License Key Serial Number(s) at time of order.
        ii. A version 7 and a version 8 License Key will be provided for each Dispatch seat to be upgraded.
2. Upgrade all Dispatch seat(s) to Version 7 using the appropriate license in Step 1.b.ii.
3. Receive IP Gateways using CTI's Advance Loan Program. A maximum of four IP Gateways can be sent using this program.
4. Configure the loaned IP Gateways (version 7); see ***Step 3. Configure RadioPro IP Gateway*** of the RadioPro IP Gateway Installation Guide for details.
5. Swap customer's existing IP Gateways with the loaned IP Gateways.
6. Complete an RMA form at support.ctiproducts.com/rma for the customer's IP Gateways to be upgraded, and then send to CTI.
7. Upon receiving upgraded IP Gateways from CTI, replace the loaned IP Gateways with the upgraded IP Gateways.
8. If additional IP Gateways require an upgrade, repeat Steps 5 – 7.
9. Return loaned IP Gateways to CTI Products.
10. Upgrade entire system to version 8:
    a. If there are multiple Dispatch seats, upgrade one of them to Version 8 using the appropriate license in Step 1.b.ii. If there is only one Dispatch seat, do not upgrade this seat until Step 9.c.
    b. Upgrade all IP Gateway(s) to version 8. See upgrade procedure on page 5 of RadioPro System Upgrade Guide.
    c. Upgrade all Dispatch seat(s) to Version 8 using the appropriate license in Step 1.b.ii.