



## IP Office Technical Bulletin

**Bulletin No:** 84  
**Date:** 29 June 2007  
**Region:** Global

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### General Availability (GA) of the IP Office 4.0 Q2 2007 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.0 Q2 2007 Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 4.0 GA release.

#### 1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 4.0(7), Voicemail Pro 4.0(18) and User CD 4.0(18) comprising Soft Console 4.0(7) and Phone Manager 4.0(18). The IP Office 4.0(7) software and associated applications can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP500, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the Admin CD are:

Delivered Software or Package	Version
IP Office Firmware	4.0(7)
IP Office Manager	6.0(7)
System Monitor	6.0(7)
System Monitor	5.2(17)
Upgrade Wizard	6.0(7)
SSA Viewer	6.0(7)
Call Status	4.0.5
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.3
4625 Phone Firmware	2.5.22
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	5.00

Delivered Software or Package	Version
2420 Phone Firmware	5.00
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voice mail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.13
IP DECT - ADMM Firmware	1.1.5
IP DECT - ADMM Java Configuration	1.1.5
IP DECT – ADMM DECT Monitor	1.3
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	70.24.11
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	4.0.18
Soft Console	4.0.7
TAPI Link	1.0.0.28
Devlink	1.0.0.4

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (GUI)	4.0.18
Voicemail Pro Server	4.0.18
Voicemail Pro Service	4.0.18
VPIM Client	4.0.18
VPIMDBSvr	4.0.18
VPIMReceiver	4.0.18
VPIMServer3	4.0.18
IMSAdmin	4.0.18
IMSServiceRestart	4.0.18
UMSServer	4.0.18
VMServer	4.0.18

## **2 IP DECT**

### **2.1 ADMM 1.1.5**

ADMM 1.1.5 addresses issues found when previously upgrading from ADMM 1.0.6 to 1.1.3 could cause the loss of the DECT handset subscription data.

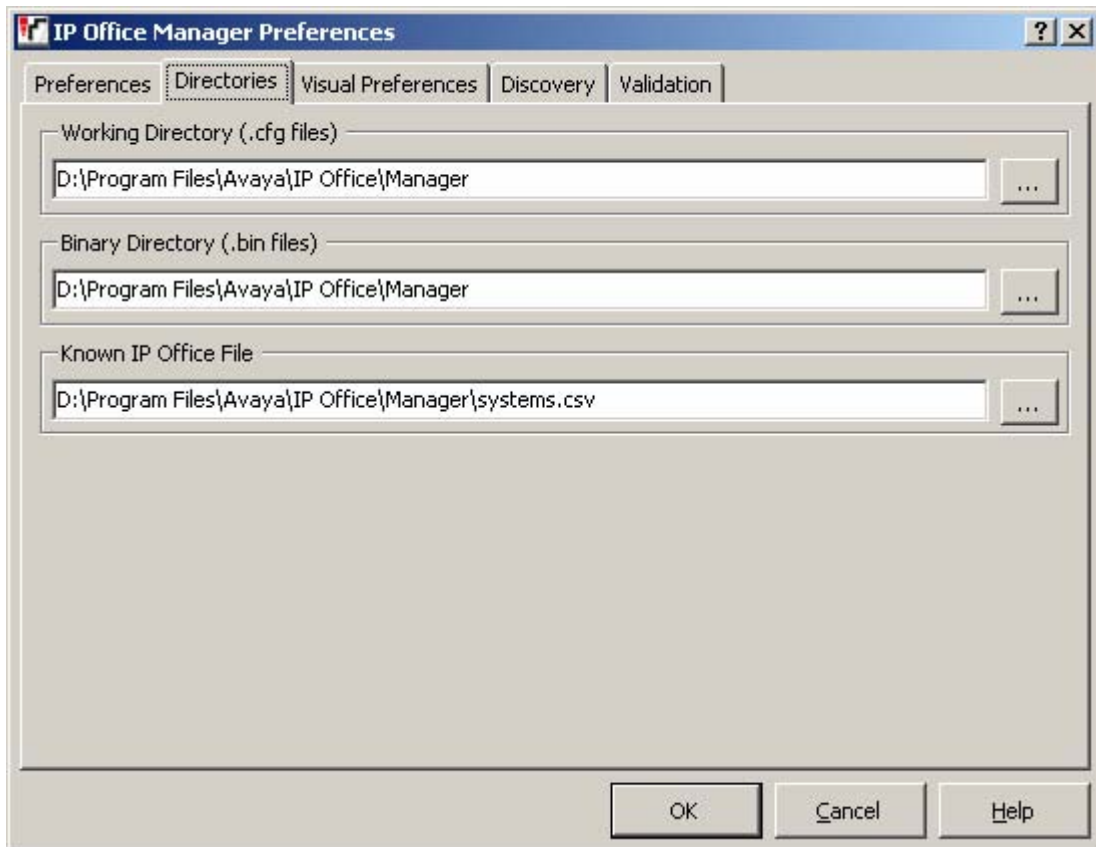
Upgrading to ADMM 1.1.5 from ADMM 1.0.6 or from 1.1.3 will retain all the DECT handset subscription data.

### **3 New Feature Support**

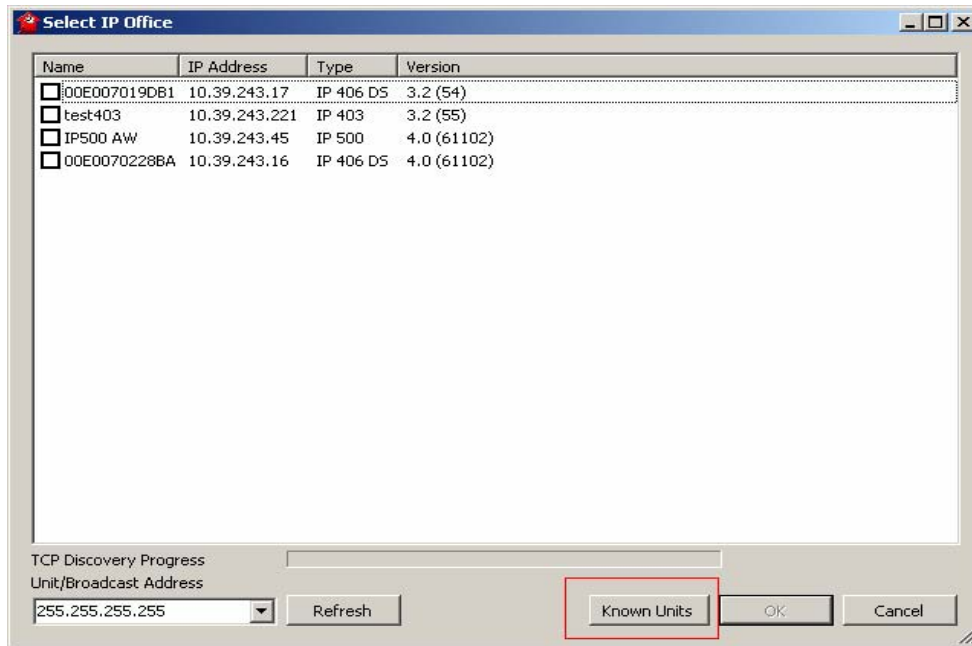
#### **3.1 IP Office Manager**

A Branch customer may deploy many IP Office units. IP Office Manager can maintain a list of discovered units without having to execute a discovery of all of the sites. From this list the operator could identify the unit they wish to manage and select to discover the unit. This may grow to be a large list, therefore a filter mechanism is provided to search the list by system details.

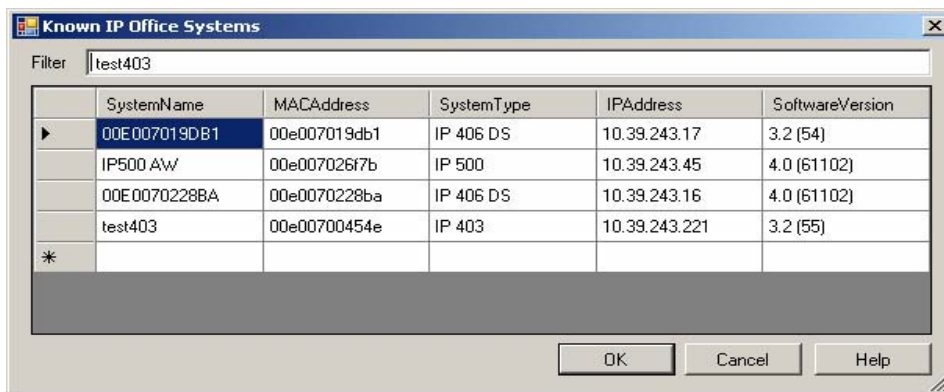
This option is enabled by entering a path to a known CSV file within the preferences option of the IP Office Manager.



A new “Known Units” option is now available to click on when starting discovery of IP Office systems.



Click on “known Units” shows the IP Office records correlated from previous search discoveries, entered into the CSV file. The list can be maintained by filtering. Enter the filter name of the specific system required. The filter is case sensitive.



Units can also be deleted and refreshed from the list appropriately.

	SystemName	MACAddress	SystemType	IPAddress	SoftwareVersion
	00E007019DB1	00e007019db1	IP 406 DS	10.39.243.17	3.2 (54)
	IP500 AW	00e007026f7b	IP 500	10.39.243.45	4.0 (61102)
	00E0070228BA	00e0070228ba	IP 406 DS	10.39.243.16	4.0 (61102)
	test403	00e00700454e	IP 403	10.39.243.221	3.2 (55)
*					

### **3.2 Line Name and Channel Name display**

By default, the IP Office would insert the word 'External' to incoming calls that do not present incoming call line identification (ICLID). A Name field can now be enabled within the Line Settings tab to utilize specific naming conventions for inbound calls presented on the trunk line receiving no ICLID. To enable this option the following needs to be added to the 'NoUser' Source Numbers **SHOW\_LINEID\_NOT\_OUTSIDE**. The new line 'Name' option is not available to S0, IP DECT, SIP trunks.

### **3.3 System Phone Date and Time Change**

DS 5410/5420 and IP 5610/5620 telephones programmed to 'System Phone' now have the ability to change the date and time of the IP Office. To enable this feature, the system phone must dial \*9000\* then press the 'hold' button after hearing the confirmation beep. The display will now show Date and Time. The date can be entered by Day/Month/Year (16/05/2007) or Month/Day/Year (05/16/2007) dependant on system Locale.

E.g. enter date 16/05/2007 press 1, 6, #, 0, 5, #, 2,0,0,7 from the System Phone.

E.g. enter time 14:05 press 1, 4, #, 0, 5 from the System Phone.

### **3.4 Call Pick Up Line – Short Code**

This short code feature allows the answering of calls ringing, parked or held on a line by use of that line's Line Appearance ID. This is intended for use with phones where Line Appearance buttons cannot be programmed.

*Note - This feature cannot be used on T3 telephones.*

### **3.5 Call Pick Up User - Short Code**

This short code feature allows the answering of calls ringing, parked or held against a User by use of that user's Extension Number setting. If the targeted user has multiple calls, preference is given to ringing, parked and held calls in that order.

*Note - This feature cannot be used on T3 telephones.*

### **3.6 Internal Twinning – North America**

IP Office systems from 3.1 GA have had the Twinning functionality. However this was disabled to systems with USA Locale. This feature is now enabled for units running the North American locale.

### **3.7 North American and Korean Locale Trunk Impedance Settings**

IP Office systems using US or Korean system locales now have further impedance options for analogue trunks. Echo can be induced to IP telephones when connected to analogue trunks. This can be due to analogue 2 wire to 4 wire conversion when connected to digital systems, with resulting line impedance mismatching. Choosing either of the two new options should assist in balancing the line impedance therefore reducing the possibility of hearing echo.

### **3.8 T3 Direct Media Support**

T3 phones have previously not supported Direct Media mode connection. For T3 IP telephones running firmware T246 (or higher) that restriction no longer applies when operational and connected to the gatekeeper on 4.0.7 Q2 2007 maintenance release. T246 firmware is available on the Admin CD.

### **3.9 Wireless Headset Support for T3 telephones on IP Office**

Avaya T3 telephones, supported from IP Office 3.1 GA release, could previously only use wired analogue headsets. With this maintenance release, T3 digital telephones can now support the T3 DECT wireless headset. The headset is connected to the phone via the T3 CTI/Audio link module.

Plug and Play functionality provides easy configuration for wireless headsets with automatic registration indication. It works as follows:

- Insert T3 CTI/Audio Link into the phone
- Connect phone to IP Office
- Wait until the phone boots (idle state display is shown)
- Connect headset to the AEI plug of the link module
- Power on Headset

Successful operation of the headset is indicated by: -

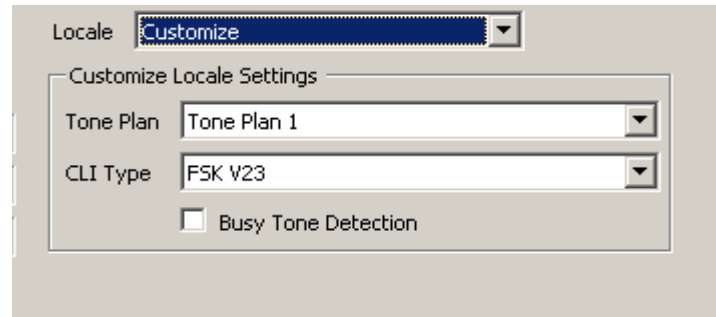
- Status window showing the option line: Headset
- Highlighted LED on DSS buttons that are assigned with the function "Headset on/off".

Removing a headset or changing to another type of headset (AEI ↔ analogue) needs reconfiguration via the settings/links menu.

*AEI = Additional Equipment Interface*

### **3.10 Customized Locale**

This new feature allows customers to configure the IP Office system locale when a specific country locale is not available. The IP Office can be configured to use a choice of 5 tone plans and three different CLI signaling methods.



### **3.11 WAN Mode Override**

A new tick box is located within the System/Telephony tab called WAN Mode Override. This option should only be enabled if an X25 circuit connected to a 406v2 WAN interface fails to synchronise correctly.

### **3.12 Voice Compressor Module configurable settings**

A new tab within the system configuration (VCM) allows changes to the IP Office Voice Compressor configuration. Within this tab are two configuration items:

Echo Return Loss – Values are 0/3/6/9dB. Default value is 6dB

Nonlinear Processor Mode – Values are Disabled/Adaptive/Silence. The default value is Adaptive.

*NOTE - These items should only be changed under instruction from Avaya Technical Support*

### **3.13 Release 5.0 DCP Firmware**

#### **PLEASE READ AND UNDERSTAND PRIOR TO UPGRADE**

This maintenance release includes updated firmware for the Avaya 2410/20 and 5410/20 digital telephones. When IP Office systems have been upgraded to 4.0(7) Q2 2007 maintenance release, the DS 2410/20 and 5410/20 telephones will automatically attempt to upgrade to this new release of R5.0 DCP firmware. Failure to have version R5.0 DCP firmware copied to the IP Office specified TFTP server will result in the telephones becoming non operational. Telephones will automatically restart after upgrading completes. When upgraded, the terminal can only be used on this maintenance, and subsequent IP Office maintenance and GA software releases moving forward. **Remote upgrade of any IP Office unit needs to be fully aware of having the necessary R5.0 DCP files copied to appropriate TFTP servers prior to upgrading.**

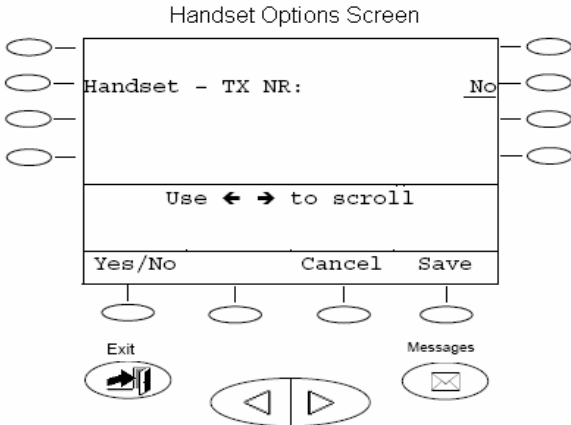
*Note: - R5.0 DS telephones will request firmware upload if connected to 3.0 – 3.2 Pre-Q2, 2007 IP Office units. 2410 and 5410 requiring DCP 2.0 Firmware, 2420 and 5420 requiring 4.0 DCP Firmware. These builds are available on the Admin CD pre Q2 release*

**3.14 R5.0 Firmware Handset Enhancements**

R5.0 DCP firmware now required for any DS 2410/2420 and 5410/5420 operational on Q2, 2007 maintenance release will therefore benefit from the improvements made available as follows.

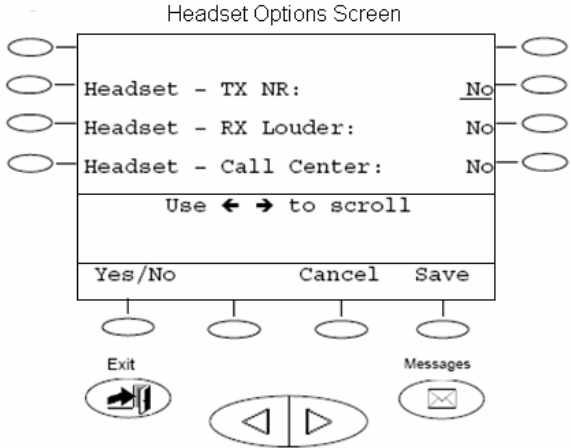
**3.14.1 Handset TX Noise Reduction (Transmit-path Noise Reduction)**

When TX NR = **Yes**, the phone engages a noise reduction algorithm which provides approximately 40 dB of attenuation during no-speech in order to reduce/eliminate environmental room noise/ background noise from being transmitted to the far party. When TX NR = **No**, traditional expansion with 6 dB maximum attenuation is used.



**3.14.2 Headset Operation**

TX NR. Same as Handset TX NR as explained above in the handset improvements.  
RX Louder. Adds 9 dB gain to the receive path of the headset.  
Call Center set to **Yes**. 12 dB of attenuation is applied to idle background noise in the signal transmitted to the far party.  
Call Center set to **No**. The attenuation applied defaults to the TX NR setting (As explained in Handset improvements above)





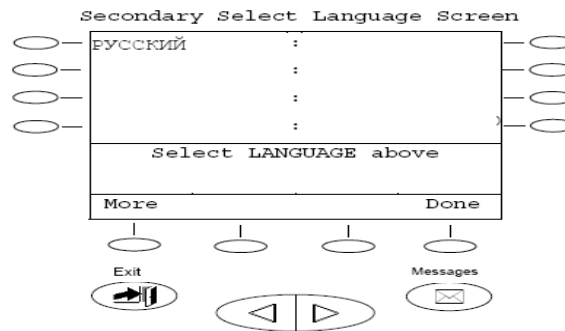
**3.14.3 Transmit Noise Reduction Settings Table**

Terminal TX NR Setting	R5 Transmit Noise Attenuation
N	No noise reduction
Y	40 dB

Headset Settings		R5 Transmit Noise Attenuation
TX NR	Call Center	
N	N	No noise reduction
N	Y	12 dB
Y	N	40 dB
Y	Y	12 dB

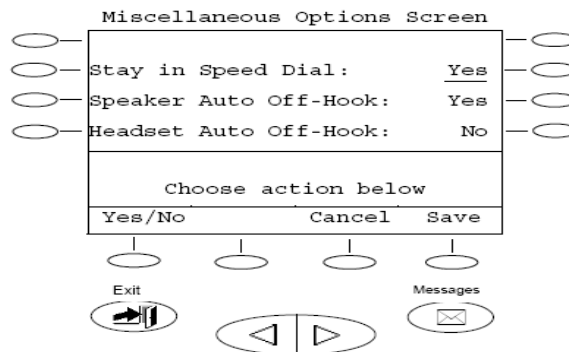
**3.14.4 New Language Screen - Russian**

Russian translation added. With Russian language selected, Cyrillic characters (uppercase only) can be input from the dial pad for editing labels and speed dial buttons.



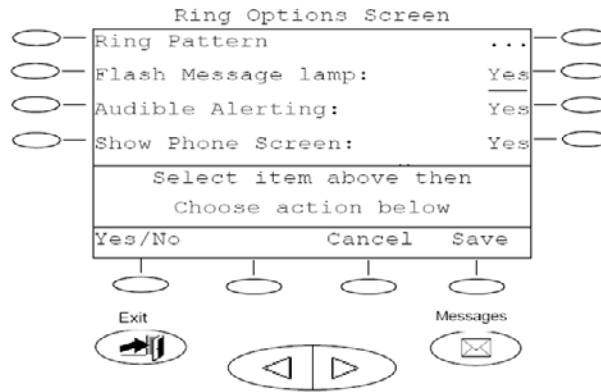
**3.14.5 Option Screen – Miscellaneous**

Auto Off-Hook, Speaker or Headset: Choose between Speaker and Headset to automatically go off-hook when on-hook dialing. Choosing one will automatically toggle the other one on or off



### 3.14.6 Options Screen - Ring Options

Audible Alerting: When set to **Yes**, ringer is enabled and Message lamp follows Flash Message Lamp setting. When set to **No**, ringer is disabled and Flash Message Lamp is locked in the **Yes** state (Message lamp always flashes).

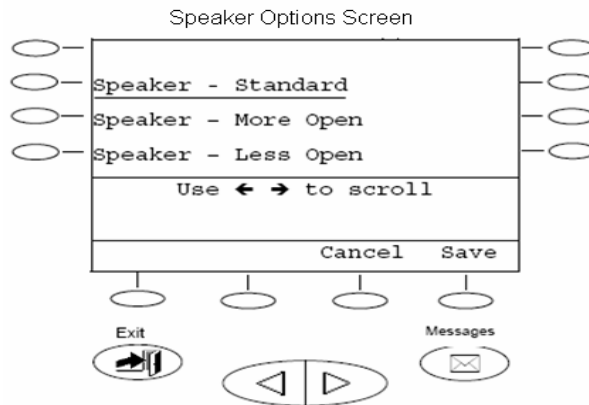


### 3.14.7 Speaker

Standard. Speakerphone operates the same as firmware R2.0/R4.0 and should provide acceptable performance in most room environments.

More Open. Speakerphone algorithm allows for better back and forth conversation between near-end and far-end talkers. Best used in quiet and non-reverberant environments.

Less Open. To use in noisy environments. Reduces acoustic echo heard by far-end.



### **3.15 Embedded Voicemail shutdown feature**

This release includes a new short code feature – “ShutdownEmbeddedVoicemail”. This allows a polite shutdown of the embedded Voicemail card so that it can be removed from the IP500 or IP406v2 without having to power off the unit. The C/F LED will extinguish when this short code feature is run to indicate that it is safe to remove the card.

### **3.16 Enable Local Recording Control.**

The use of a short code to record auto attendant greetings can be disabled if required. The short codes are still active and can be used to hear current prompts; however recoding new prompts are inhibited.

Auto Attendant Greeting ‘Record Name’ field appears next to the short code used for recording auto-attendant prompts. The field is only useable for IP Offices being managed through Avaya Integrated Management (AIM) application.

### **3.17 Avaya Integrated Management for IP Office (AIM)**

The AIM solution supporting IP Office is now supported from this maintenance release of IP Office 4.0.7.

The following Avaya Integrated Management applications now interact with the IP Office products as follows: -

- AIM Network Management Console (NMC) discovery is used to discover and display IP Office systems with the telephones attached to them.
- AIM NMC Port Inventory is used to display the IP Office systems and telephones.
- AIM NMC Event Manager will receive the SNMP traps generated by IP Office systems and will reflect the fault status of each IP Office system graphically on the map.
- Software Update Manager (SUM) provides a detailed inventory of IP Office expansion units and modules associated with each control unit and is used to upgrade the firmware of IP Office systems
- Security Administration Application (SAA) is used to manage and update the security and administrative username/passwords and the TFTP password of the IP Office devices.
- Provisioning and Installation Manager (PIM) is used to edit and distribute common configuration templates to groups of related IP Office systems.

*AIM templates are supported on IP Office systems in US Locale only.*

### **3.18 Microsoft Vista Support**

This maintenance release includes support for the Phone Manager and Soft Console User applications with Microsoft Vista Business and Ultimate editions. In order for Phone Manager or Soft Console to install correctly on Vista they must be installed using the “Custom” option from the User CD or installed using the individual applications standalone installer. The "Custom" install must NOT have any TAPI options selected. Please note that Phone Manager PC Soft phone is not supported on Windows Vista.

### **3.19 Avaya 3810 Wireless Telephone Support**

The Avaya 3810 wireless telephone is now supported when connected to an IP500 DS8 base card, and is therefore supported on both Standard Edition and Professional Edition (North America only).

## **4 IP Office Resolved Field Issues**

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SSD. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

The following field issues have been addressed:

### **4.1 Core IP Office 4.0(7) and Manager 6.0(7) Resolved Field Issues**

<b>CQ Number</b>	<b>Description of issue</b>
CQ35526	No Speech - H323/SIP Calls transferred to IP Softphone
CQ35627	Enhancement to Programmable Call Listen Keys
CQ35442	Incorrect Display on Unannounced Call Transfer
CQ35466	Embedded voice - invalid option 4.
CQ35673	Virtual user - Forward unconditional and fwd Hunt-group calls are not adhered to
CQ35720	Ring Off programmed on Button Programming to Default User still rings when pressed
CQ36034	SCN - Hunt group calls fail to connect, SysMon outputs a SCAN license is required.
CQ38283	Possible system restart if Danish characters are present in config with SSA connected
CQ38743	User buttons on EU24 expansion module do not function correctly with auto intercom
CQ38877	Breakout to remote site operator group from remote user mailbox will disconnect call.
CQ51208	Unable to route calls to remote site hunt group via short codes.
CQ35659	SIP Trunking - response to challenge on BYE not working
CQ34747	Pickup an external call, the caller ID is not displayed
CQ38769	Forwarding from a hunt group user to a short code no longer forwards to voicemail on 4.0.
CQ36252	calls do not target the group when the names match the VMail module name if service has stopped.
CQ38746	Non Tapi user not logged in
CQ35637	IP Trunk PING window (Italian) request for resizing window
CQ38734	Possible system restart when adding BLF's for remote system users to a local ip phone
CQ35276	Different display as seen on DS handset. Italian observation
CQ35625	Hunt Group Call Forward to another group not working
CQ38894	IP 500 restart if expansion cards installed in certain orders
CQ51112	System restart after instances of VCOMPpcb::WARNING failed to reload code
CQ50874	IP Phone 5602 the message button does not take you in to VMail
CQ38147	Westcon TAPI: twinned extn continues to ring after call dropped from master
CQ38885	VM_TRUNCATE_TIME=0 NoUser code needs to be added by default to US system code
CQ38878	Intermittently calls do not cover to VM when transferred from an Auto attendant
CQ38917	System restart with Watchdog message
CQ35706	Cannot re-subscribe handsets following ADMM upgrade from 1.0.6 to 1.1.3.
CQ38872	Central site on SCN with 445 users will not boot unless some of the remote sites are disconnected.
CQ52081	Blind transfer from an AA to a HG does not work when night service is enabled
CQ38368	Disconnect tone changed in the Danish locale between 3.2 and 4.05
CQ52113	Small ver.4.0.5 - PAGE behavior. In IPSOE POT port4 is connected a Page Device. Busy Tone
CQ26377	I55 to IPO Blind Xfer no speech (Analogue Handsets) see CQ - 26217

CQ38995	Paging to large group may cause system restart
CQ38756	System restart, possibly caused by drop key.
CQ38973	System restart possibly caused by VPNN issue
CQ51567	Unable to set the greetings via PM Pro across SCN on an IP500
CQ51912	IP Handset 5602 displays 8 characters only after isdn connect.
CQ51756	Silence Suppression attribute may cause issue with SIP provider
CQ51601	New field "Tag" in Incoming Call Route not documented.
CQ51620	User names with spaces in them show as "SIP user contains invalid characters" error
CQ51786	IPO Manager 4.051107 Q2 Field Trial cannot find IPO on network when changing broadcast address
CQ51856	Translation required for "Save Configuration"
CQ52176	Tapi Wav User configuration shows SIP User Data Errors
CQ38943	OSBUF 3 memory leak leaking causing system restart
CQ38994	External call to remote site to central site AA breaking out to remote site VM does not cover to VM box
CQ51754	VM Announcements do not work correctly
CQ52181	System restart when a virtual user has calls Fwd to mobile number
CQ52421	I/c data call to IPO auto answers on Line Appearance key if configured
CQ51987	VMPPro Calls receive silence and the IP500 needs to be restarted
CQ52471	System restart when Voicemail transfers to group with IP Handsets
CQ52541	System restart when calls are transferred out of VMail
CQ52559	Remote SCN groups Cannot play recorded announcements to remote SCN Group

#### **4.2 Voicemail Pro 4.0(18) Resolved Field Issues**

The following field issues have been addressed in the VoiceMail Pro 4.0(18) software:

<b>CQ Number</b>	<b>Headline</b>
CQ 26023	Access Violation when using Bookshop database example.
CQ 35396	Italy - Voicemail Pro GUI - Outcalling translations incomplete
CQ 35398	Voicemail Pro Client - Date on Splash Screen could be updated
CQ 35445	Voicemail Pro Client - Wave File Sample rate should be 8kHz
CQ 35713	If 2 calls come in very close together, the VBScript responses are serialised.
CQ 38067	Voicemail Pro skipping or missing wav files whilst executing a script

#### **4.3 User CD 4.0(18) Resolved Field Issues**

The following field issues have been addressed in the Phone Manager 4.0(18) and Soft Console 4.0(7) software:

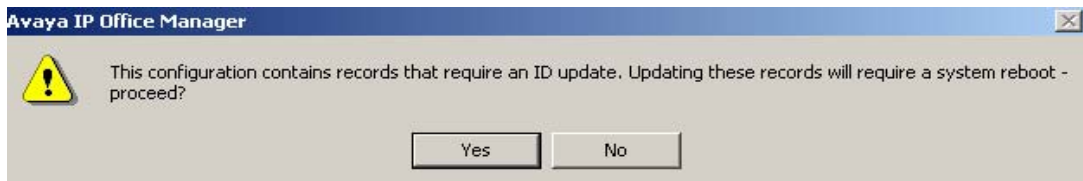
<b>CQ Number</b>	<b>Headline</b>
CQ 35400	Phone Manager Pro - Splash screen and About - Year update
CQ 38477	Phone Manager Pro voicemail integration -wrong icon on VMail tab after listening to a new message.
CQ 35489	Soft Console - at Make Call window, the ESC key does not work
CQ 35228	Soft console - Cancel button from "Annotate Call" window is always colour blue

## **5 Technical Notes**

### **5.1 IP Office Manager**

#### **5.1.1 Manager Configuration Database**

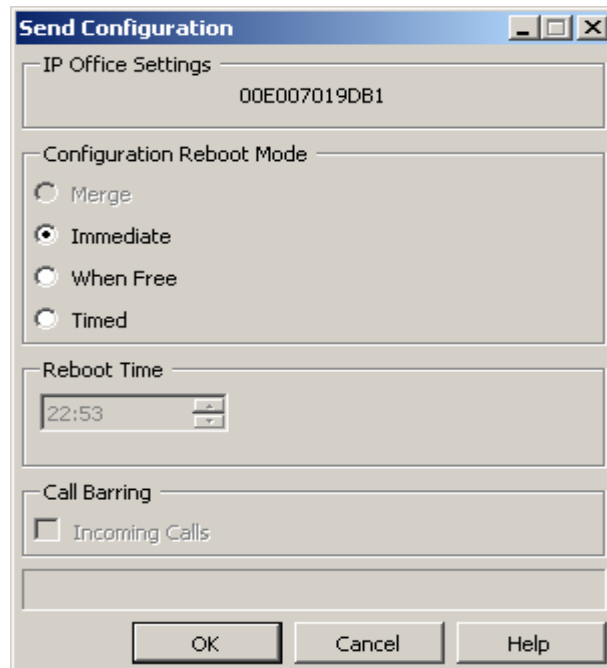
The IP Office Manager will check to see if a database is unique to the IP Office system MAC address. If the IP Office Manager database finds any entries found that do not map to required system records then it will automatically be amended : -



Click Yes to convert the records.



Click 'Close' to finish updates



Immediate sending completes this process. The configuration thereafter will not be subject to this restructuring and managing IP Office will be as normal.

## **5.2 Upgrade IP Office Admin CD**

The Admin CD will detect previous installed version 4.0 GA and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.0(7) Admin CD. It is not necessary to reboot the PC after upgrading unless instructed to do so.

## **5.3 IP Office Expansion Unit Compatibility**

All IP Office expansion units must be upgraded corresponding to the CPU software.

## **5.4 Upgrade of IP Office systems with limited RAM**

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, the administrator is presented the option to reboot the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the "Type" column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is rebooted while in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will reboot back into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has rebooted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

## **5.5 Upgrade IP Office User Applications**

The User CD will detect previous installed applications installed at version 4.0 GA and upgrade automatically. Previous release 3.2 applications will require to be uninstalled and then reinstalled using the 4.0.7 User CD.

**Note:** Soft Console and Phone Manager Pro are not to be run concurrently on the same PC.

## **5.6 Upgrade Instructions for Voicemail Pro**

**The Voicemail Pro must be at 4.0 GA (4.0.15) before automatic upgrades can be performed to version 4.0.18 Q2 2007 Maintenance Release.**

Running Voicemail Pro CD 4.0.18 will automatically detect the previous build as stated above and upgrade automatically. It is always advised to back up the Voicemail Pro MDB file, and any bespoke voice files prior to committing any upgrade.

Since the release of IP Office Voicemail Pro 3.2, it has been possible to upgrade without having to uninstall the voicemail software. If you are upgrading from release 3.1 or earlier please refer to section 7.6 of IP Office Technical Bulletin 71.

Prior to upgrading to Voicemail Pro 4.0.18 please ensure that all applications running on the Voicemail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

It is advisable to perform a backup of the existing Voicemail Pro database prior to upgrading.

## **6 Assistance**

### **6.1 Documentation and Software**

Documentation and Software can be downloaded from:

<http://avaya.com/support>

1. Select FIND DOCUMENTATION and DOWNLOADS by PRODUCT NAME
2. Select IP Office
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

## **7 Known Caveats**

IP Office Caveats are detailed online at:

<http://marketingtools.avaya.com/knowledgebase/caveats>



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