



# IP Office Technical Bulletin

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**Region:** Global

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## General Availability (GA) of the IP Office Release 5 Q3 2010 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q3 2010 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 5 GA releases.

### 1 Overview

This Maintenance Release incorporates new software for IP Office Core Software 5.0(22), VoiceMail Pro 5.0(27), Customer Call Reporter 1.2.5.1, Conference Center 3.2(24) and User CD 4.2(34), comprising of Phone Manager 4.2(34) and Soft Console 4.2(20).

The IP Office and application software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

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

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	5.0(22)
IP Office Manager	7.0(22)
System Monitor	7.0(22)
Upgrade Wizard	7.0(22)
Network Viewer	7.0(22)
SSA Viewer	7.0(22)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	R6.00

<b>Delivered Software or Package</b>	<b>Version</b>
2420 Telephone Firmware	R6.00
5410 Telephone Firmware	R6.00
5420 Telephone Firmware	R6.00
Delta Server	5.2.34
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Telephone Firmware	22.04.04
3711 Telephone Firmware	91.24.31.04
3711 Global Telephone Firmware	91.24.36
3711 Global Telephone USB driver	0.8
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.3
1603 Loader (Boot File) Firmware	1.3
1616 Button Module Firmware	1.0.9
3720 / 3725 Telephone firmware	3.0.5
DECT R4 – IPBS Firmware	3.3.11
DECT R4 – AIWS Firmware	2.43
DECT R4 – WinPDM	3.4.5
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.055
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the VoiceMail Pro CD are:

<b>Component</b>	<b>Version</b>
VoiceMail Pro (GUI)	5.0(27)
VoiceMail Pro Server	5.0(27)
VoiceMail Pro Service	5.0(27)
VPIM Client	5.0(27)
VPIMDBSvr	5.0(27)
VPIMReceiver	5.0(27)
VPIMServer3	5.0(27)
IMSAdmin	5.0(27)
IMSServiceRestart	5.0(27)
UMSServer	5.0(27)
VMServer	5.0(27)

The contents of the User CD are:

<b>Application Name</b>	<b>Version</b>
Phone Manager	4.2(34)
Soft Console	4.2(20)
TAPI	1.0.0.34
Dev Link	1.0.0.5

**Note:** Upgrading 2400/5400 Telephone Firmware to R6.00

Please note that this release of IP Office 5.0(22) software requires the 2400/5400 telephones to be upgraded to R6.00. This version of firmware was introduced in a previous maintenance release, 5.0(18).

When the system has been upgraded the 2420 and 5420 telephones will automatically upgrade to the R6.00 release. To allow 2410 and 5410 telephones to upgrade the following NoUser source number entry must be entered before restarting the system:

**ALLOW\_5410\_UPGRADES**

This NoUser source number entry was introduced to protect customers from a 5410 firmware issue documented in IP Office Technical Bulletin 91.

**Note:** Upgrading IP DECT 3711 Telephone Firmware to 91.24.31.04

This Administration CD contains two upgrade programs with this release of 3711 telephone firmware:

pp\_avaya\_3711\_91\_24\_31\_04.exe  
up\_avaya\_3711\_91\_24\_31\_04.exe

Please check the handset label located under the battery cover to determine the month and year of release. If the handset has a date of 08/06 or earlier then use the "pp" upgrade program. If the date is newer than 08/06 then use the "up" upgrade program to update the telephone.

This release will support the new "IP DECT 3711 Global" telephone that will be available in the near future. The new global telephone will not offer any different feature set than the current 3711 but will support both EMEA and US frequencies. To determine if a customer has a "global" 3711 telephone press Menu, System, Version Number. The PRD: number will end with a suffix of ".int".

## **2 New Features**

### **2.1 Microsoft Outlook 2010 Support**

This Maintenance Release includes support for Microsoft Outlook 2010 with TAPI and Phone Manager.

### **3 IP Office Resolved Field Issues**

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SME. 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:

#### **3.1 Resolved Field Issues in IP Office 5.0(22) and Manager 7.0(22)**

<b>CQ Number</b>	<b>Description of Issue</b>
CQ43180	Calls not presented to group when T3 phones programmed with Line Appearance are idle
CQ43269	System restart if ICR primary and fallback destinations are external and line group is busy
CQ43270	System restart when TAPI call is made is then the call is cleared by the associated Handset
CQ43307	The "Withhold Number" function does not work on 16xx phones.
CQ43342	T3 phones - CLI not being suppressed when a ser selects Anonymous call
CQ43447	Ext Alog Lines-Line Appearance Tones are not passed. System Locale Tones are heard instead of the external tone.
CQ43524	FNE 31 / 33 to Voicemail. Star options are not received therefore cannot delete messages
CQ96262	Unable to dial back a SIP number from 16xx phone Call Log - ITSP address is appended to string
CQ96717	Master phone in incorrect state when attempt to log off made from one-X mobile (FNE).
CQ97407	French translation of DkPickup on 16xx phone is incorrect. Says "DKPickup," should say "Interceptor".
CQ99501	International SIP calls targeting remote SCN users will display CLI in different format to Local Users
CQ104126	16xx German language file (mlf_german.txt) is corrupted on the 5.0.20 Admin CD.
CQ95972	No speech path on mobile twin call across SCN from one IP DECT system to another
CQ40258	24 hour performance history time does not stay synched up to pc time
CQ43310	Contact Store 7.8.2 shows incorrect TARGET details when Pick-Up is used to a Target User. (OK with target Group)
CQ43503	RTP streams not cleared down when call ended - Transferred calls using Polycom SIP endpoints
CQ99790	No ringing tone heard when calling a User who has forwarding Off switch via external ISDN when alerting
CQ104204	System restart with 275Kb config upgrading to 5.0.18 and 5.0.20 (System OK when running 5.0.15)

#### **3.2 VoiceMail Pro 5.0(27) resolved field issues**

The following field issues have been addressed in the VoiceMail Pro 5.0(27) software:

<b>CQ Number</b>	<b>Description of Issue</b>
CQ40246	System configured for UMS Exchange 2007 requires TTS license

#### **3.3 User CD 4.2(34) resolved field issues**

The following field issues have been addressed in Phone Manager 4.2(34) and Soft Console 4.2(20).

<b>CQ Number</b>	<b>Description of Issue</b>
CQ96980	Muting the headset or microphone volume via the Buttons on PM PC Softphone do not work on Vista
CQ43241	SoftConsole Directory window shows two sets of User Status info for the same user.
CQ95982	SC Search window shows details for User/HuntGroup that was not selected.
CQ97373	Side-by-Side error message produced when launching SoftConsole on Windows 7 Professional N.

**3.4 Customer Call Reporter 1.2.5.1 resolved field issues**

The following field issues have been addressed in CCR 1.2.5.1:

CQ Number	Description of Issue
CQ43373	Agent summary report incorrect login times if user logs into different base station ext with phone manager pro.
CQ43200	CCR - Trace & Call Details Report - misalignment of data when exporting and formatting into Excel.

**3.5 Conference Center 3.2(24) resolved field issues**

The following field issues have been addressed in Conference Center 3.2(24):

CQ Number	Description of Issue
CQ43553	Unable to use the Local Address book to edit a conf template
CQ40317	Conf center reports do not report on 1 user in a conference

**4 Technical Notes****4.1 Upgrade IP Office Admin CD**

The Administration CD will detect previous installed versions and upgrade automatically. If a 3.2 Administration CD is installed it must be uninstalled before installing 5.0(22). It is not necessary to restart the PC after upgrading unless instructed to do so.

**4.2 IP Office Expansion Unit Compatibility**

All IP Office expansion units must be upgraded to the same version as the main unit.

**4.3 Upgrade Instructions for VoiceMail Pro**

The VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to this maintenance release.

The VoiceMail Pro 5.0(27) installer will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the VoiceMail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to VoiceMail Pro 5.0(27) 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.

**4.4 Upgrade instructions for Customer Call Reporter**

The 1.2.5.1 release of Customer Call Reporter has no special requirements or prerequisites in order to upgrade from the 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

## **5 Assistance**

### **5.1 Documentation and Software**

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads"
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.

## **6 Known Caveats**

IP Office Caveats are detailed online at:

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

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