



IP Office Technical Bulletin

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Release 8.0

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General Availability (GA) of IP Office Release 8.0 Software

Avaya is pleased to announce the general availability of IP Office Release 8.0 software. IP Office R8.0 delivers innovative new features to enhance user productivity, simplify deployment, configuration and management. The release introduces many new features that include a mobility solution that brings desktop functionality to mobile devices by way of the one-X[®] Mobile Preferred for IP Office, Remote H323 Extensions, Outlook and Exchange Integration, Web Management for Basic Edition and Custom Reports for the Customer Call Reporter.

1 Product Overview

Avaya IP Office Release 8.0 (R8.0) is the latest advancement in converged voice and data technology from Avaya. IP Office combines high-end voice and data applications, allowing the smallest of businesses to deliver cutting edge customer service.

1.1 IP Office R8.0 – Summary of New Features

IP Office platforms supported

- IP500
- IP500 V2

New Hardware Components

- Avaya IP Office C110 Unified Communications Module
 - This module can be inserted into any of the 4 slots in the IP500 V2 chassis and provides on-board support for those applications supported on the current Applications Server DVD

Note: The C110 UC Module will not be GA on December 12, 2011, but Avaya is committed to delivering the new module compatible with the 8.0 release in early 2012.

- **Replacement modules for DECT R4 solution**
 - DECT R4 Base Station replacement
 - DECT R4 Digital Gateway Solution
 - DECT In-building Wireless Server Solution (AIWS)

IP Office Licensing

In order to upgrade to R8.0 from a previous release for all editions of IP Office, an upgrade license must be purchased.

There are two variants:

1. Upgrade to R8.0 for sites with over 32 extensions or when expansion modules are used
2. Upgrade to R8.0 for small sites up to 32 extensions where no external expansion modules are used

No upgrade license is required when installing a new IP500 V2 platform.

There are four changes to the licensing scheme:

1. Rebranding of Essential Quick Mode to Basic Edition as an out-of-box telephony solution
2. Introduction of Essential Edition License. This license will enable mobile twinning feature and Avaya one-X® Mobile Essential for IP Office for all user, as well as two home worker/remote worker seats. This is a pre-requisite for Preferred Edition
3. Introduction of Preferred license as pre-requisite for Power User, Teleworker, Office Worker, and Mobile Worker Preferred User packages
4. Introduction of upgrade user licenses that allow, for example, an Office Worker to become a Power User

Core 8.0(16) Software Features

- Public SIP Trunk Enhancements
 - SIP Trunk Harmonization
 - Early Media and Support for PRACK
 - T.38 Fax Fallback
 - Display Directory Name on In-Bound SIP Trunk Calls
 - Privacy Alignment with SIP Connect 1.0
- Coaching Intrusion and Whisper Page feature
- High Quality Audio improvement via G.722 support
- Conferencing Enhancements
- Remote H323 Extensions
- Call Screening
- Phone Enhancements
 - 1100/1200 SIP terminal Enhancements
 - Avaya IP Office Video Softphone enhancements
 - Support for Avaya 1010 and 1040 Video Conferencing devices

IP Office Basic Edition

- Re-Branding of Quick Mode to Basic Edition
- Avaya IP Office Web Manager
- System Administration
- Analog disconnect support
- System administration while on a call

Basic and Essential Edition Voicemail Enhancements

- Intuity Audix Commands
- Call Screening – ability to listen to a voice mail being left with an option to pick-up the call

Preferred Edition 8.0.8(29) Voicemail Enhancements

- Multi-time zone support
- Text to Speech for Linux
- MAPI Exchange Integration on Linux
- Call Screening – ability to listen to a voice mail being left with an option to pick-up the call

Avaya one-X Portal® 8.0.84.220 for IP Office

- one-X ® Mobile Preferred for IP Office
- User Friendly URLs
- Login Page Enhancements
- Integration of third party Gadgets
- Configuration Tab Layout Enhancements
- Sending DTMF tones
- Mute button in Call Gadget
- Conference Enhancements
- Microsoft Exchange Calendar Integration
- Microsoft Outlook Plug-in
- CRM Integration

Customer Call Reporter (CCR) 8.0.8.15

- 15/30 minutes reporting
- Statistics enhancements
- Agent Performance Factor (APF) in the Agent Time Card Report
- Real Time - Presented Calls
- Supervisor Report Template Copy
- Real Time Reporting Enhancements
- Custom Reports

End of Support for IP Office Release 6.x

With the GA of IP Office Release 8.0 systems running IP Office Release 6.x will no longer be supported.

2 IP Office New Hardware

IP Office Release 8.0 introduces new hardware elements that includes the new Avaya IP Office C110 Unified Communications Module and DECT R4 replacements

2.1 Avaya IP Office C110 Unified Communications module (IP500 V2 only)

Note: *The C110 UC Module will not be GA on December 12, 2011, but Avaya is committed to delivering the new module compatible with the 8.0 release in early 2012.*

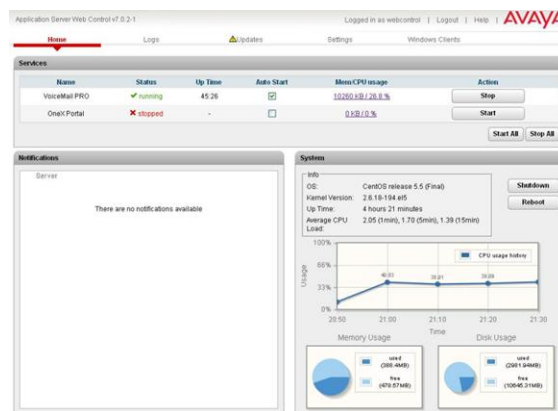
The Avaya IP Office C110 Unified Communications module (C110 UC Module) is an integrated CPU running Linux integrated onto an IP Office IP500 V2 only.

The applications included on the C110 UC Module are full Linux versions of the Applications Server DVD and will therefore support both Voicemail Pro, which can also work as a Centralised, Backup or Distributed Voicemail, and one-X Portal incorporating the one-X® Mobile Preferred for IP Office.



The C110 UC Module will include an implicit Preferred Edition license so all server software functionality will be available depending on the User package purchased, e.g., Power User, Teleworker, etc.

Maintenance of the C110 UC Module will be through the Web Control interface exactly the same as the Applications Server for configuration, upgrades and diagnostics.



The C110 UC Module combines the following characteristics and functionality:

- One module per control unit and a single IP address for system and module
- User Packages and Mobility will require user licenses
- Preferred Edition will be offered with the module in a bundled offer, with 4 voicemail ports by default
- Additional voicemail port licences can be configured using IP Office Manager up to a maximum of 24 ports
- TTS, MAPI Email and UMS Exchange Integration are supported

The following will not be supported by the C110 UC Module with the 8.0 Release:

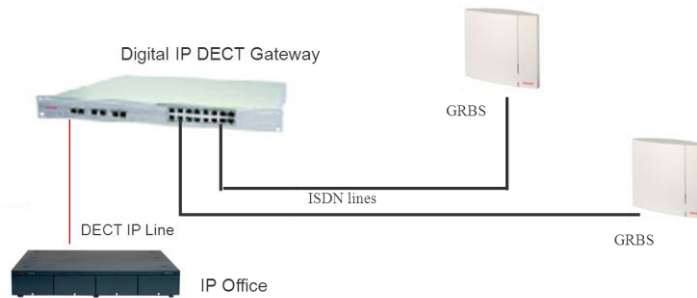
- Advanced Edition (CCR is only supported on a remote Windows server)
- VB Scripting
- 3rd Party Database Integration
- Web Voicemail
- Web Campaign
- VRLA Authentication: Contact Store is supported with Preferred Edition system running on Linux, but manual steps must be taken to properly setup the Linux system with shared folders
- VPNM

2.2 IP Office DECT R4

There are a number of new features for the IP Office DECT R4 solution. The new IP DECT Gateway allows connecting digital base stations to the DECT R4 solution with the intent to leverage existing 4-wire cabling. In addition, Avaya is introducing new version of the IP Base Stations (IPBS) and the Avaya In-building Wireless Server (AIWS).

2.2.1 IP DECT Gateway

The new Avaya IP DECT Gateway solution consists of new digital DECT base stations connected to an Avaya IP DECT Gateway.



The solution extends the existing Avaya DECT R4 solution by making use of 4-wire UPN-cables. The Avaya IP DECT Gateway will enable digital DECT base stations to act as additional radios (GRBS) that belong to an Avaya DECT R4 system. The IP DECT Gateway will be connected to the LAN and communicate to the IP Office, AIWS, Chargers and any IPBS via IP.

Standalone Avaya IP DECT Gateway installations and mixed installations with DECT R4 IP base stations are possible. DECT R4 IP Base Stations and Digital Base Stations use the same housing and the same mounting options can also be used.

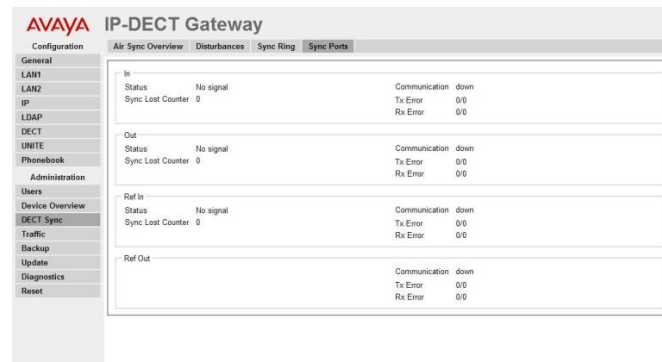
The IP DECT Gateway is treated transparently by IP Office. It acts and is configured similar to an IP DECT R4 Base Station (IPBS1) although. The most notable differences are that the IP DECT Gateway does not support the simplified GUI mode and it must also be the master of synchronization in order for handover to be possible. The option is also available to configure the IP DECT Gateway as the master base station for the whole system

Auto complete is the same as IPBS: enabling provisioning will set the correct IP address for the http client and the trunk with the IP Office.

For RFP management the IP DECT Gateway has a new tab. This tab shows the status of each port (RFP) used.



For synchronization the IP DECT Gateway has two new tabs in DECT Sync.



Key characteristics and functionality of the Avaya IP DECT Gateway solution include:

- Up to 16 digital base stations can be connected to an IP DECT Gateway
- Up to two IP DECT Gateways are supported per IP Office
- Remote power feeding of digital base stations via UPN-ports Synchronization of attached digital base stations via UPN cables (including automatic cable delay measurement)
- Over-the air synchronization master for IP Base Stations
- Master sync or backup sync functionality can reside in the gateway appliance
- Seamless roaming and handover (not on power failure of the FRP)
- An IP base station on same site IP DECT master functionality can reside in an IP DECT Gateway Remote configuration and software upgrade of IP DECT Gateway (web-based)
- Remote software update of digital base stations connected to the Gateway
- Support for existing wireless handset types as IP DECT R4
- Installation only using IP Base Stations (3720, 3725, 3740, 3749, 3rd party CAP/GAP handsets providing same level of functionality as current DECT R4 IP DECT solution)
- Provision of same AIWS functions as with a pure IP DECT R4 installation only using IP Base Station.
- Configuration option for reuse of Avaya's UPN-repeaters: this means a configuration option for each base station port to disable the automatic cable delay measurement and allow the user to set a cable delay value manually for this specific port.

The IP DECT Gateway introduces four new products:

- IP DECT Gateway
- Digital Base station w/ internal antennas (for Europe and Russia)
- Digital Base station w/ external antennas (for Europe and Russia)
- Digital Base station w/ internal antennas (for US and Canada)

2.2.2 IP Base Stations (IPBS2)

The new IP Base Stations (IPBS2) for the DECT R4 will replace the first generation of IP Base Stations (IPBS1). There is no change to the functionality of the IP Base Station and the feature set provided on IP Office.

Avaya will continue to offer the same version of the IP Base Station 2 as currently offered for the IPBS1:

- IP Base Station 2 w/ internal antennas
- IP Base Station 2 w/ external antennas (for EU and Russia)
- IP Base Station 2 Compact for IP Office

The IP Base Station 2 products are fully interoperable with the IP Base Station 1 products and the new IP DECT Gateway solution.

The IP Base Station 2 product uses a different casing to the IP Base Station 1 products which means that the clearances differ but the mountings remain the same. External antennas and power supplies for IPBS1 can also be used with IPBS2.

2.2.3 Avaya In building Wireless Server 2 (AIWS2)

The Avaya AIWS2 is a new application server module for DECT R4 solution to run applications such as messaging, central phonebook, LDAP directory access, centralized device management and OAP interface provision. It replaces the first generation of AIWS server products.



The Avaya AIWS2 servers will support the same feature set as the first generation AIWS servers.

Key characteristics and functionality include:

- 19 inch rack mountable and wall mountable
- Built-in power supply
- 400 MHz ARM9 processor with 256 MB RAM and 1GB On-board flash
- Basically support for all features support on AIWS 1
- Upgrade capability from AIWS 1 to AIWS 2 (re-use of module keys, licenses, and configuration files from Elise 2 appliances possible)
- Full Interoperability with AIWS appliances (mixed AIWS installations of AIWS 1 and AIWS 2 possible)

3 IP Office Core Software Enhancements

IP Office Release 8.0 delivers the following Core software enhancements.

3.1 IP Office Licensing Changes

3.1.1 Release License

In order to upgrade to R8.0 from a previous release for all editions of IP Office, an upgrade license must be purchased.

There are two variants:

- Upgrade to R8.0 for sites with over 32 extensions or when expansion modules are used
- Upgrade to R8.0 for small sites up to 32 extensions where no external expansion modules are used

No upgrade license is required when installing a new IP500 V2 platform.

3.1.2 90-Day Entitlement Period

The system may be upgraded to the latest release of IP Office software (in this case R8.0) during the entitlement period; within 90 days after the system was first powered up by the customer. The customer has an entitlement period of 90 days from their initial use of the system to install the version of software they wish to run. Should another release of IP Office become available within 90 days of a system first being used, the customer may move to that release without purchasing an upgrade license. Example: if a customer first powered up the IP Office with Release 7.0 they are entitled to R8.0 within the 90 day period without charge for a R8.0 upgrade license.

3.1.3 Changes to the Licensing Scheme

There are four changes:

1. Rebranding of Essential Quick Mode to Basic Edition as an out-of-box telephony solution
2. Introduction of Essential Edition License. This license will enable mobile twinning feature and Avaya one-X® Mobile Essential for IP Office for all user, as well as two home worker/remote worker seats. This is a pre-requisite for Preferred Edition
3. Introduction of Preferred license as pre-requisite for Power User, Teleworker, Office Worker, and Mobile Worker Preferred User packages
4. Introduction of upgrade user licenses that allow, for example, an Office Worker to become a Power User

3.1.4 Avaya IP Office Essential Edition License

In IP Office R7.0, no license was required to switch from Essential Edition Quick mode, Partner Version or Norstar Version to IP Office Essential edition Standard mode.

In release R8.0, IP Office Basic Edition, Basic Edition Partner Mode and Basic Edition Norstar Mode continue to require no licenses. However, upgrading these to Essential edition now requires the Essential Edition License to be applied to the system.

The Avaya IP Office Essential Edition License will enable mobile twinning and one-X Mobile Essential client for all users and provide two Home Worker / Remote Worker seats. The Home / Remote worker feature provides remote connectivity to the IP Office system without the need for a VPN concentrator interfacing to the IP Office system. Customers requiring more than two seats will purchase the Teleworker User package for this capability

The Essential Edition is a pre-requisite for Preferred Edition. The Preferred Edition will not work if the Essential Edition license is not present.

Note: *The Preferred Edition users will have mobile twinning enabled for all users and retain access to the Avaya one-X® Mobile Essential for IP Office client features (included with Essential edition license).*

3.1.5 User Packages

In previous releases of IP Office, the user licenses pre-requisites were not being enforced by the system. This meant that users with Essential Edition could apply one-X Portal licenses.

In IP Office R8.0, the Power User, Teleworker, Mobile Worker and Office Worker user packages and legacy one-X portal user licenses will require a Preferred Edition system license as pre-requisite.

The IP Office Manager will display an error whenever a user license is present on the system and there is no Preferred Edition license. Without a valid user profile license the administrator will not be able to set a user to the different profiles. If the users are already set to power user an error message will be displayed in Manager.

In this release, there will be 2 additional licenses:

- Upgrade from Office Worker to Power User – 5 users
- Upgrade from Mobile Worker to Power User – 5 users

The first will allow 5 Office Worker seats to become Power User, while the second will allow 5 Mobile Worker seats to become Power User. If less than 5 Office Worker or Mobile Worker seats are present, the remaining upgrades will remain unused.

Teleworker will include home/remote worker capability with the package. Essential Edition license provides two home/remote worker seats. Customer requiring additional seats will need to purchase the Teleworker or Power user solution. This enables the remote H323 extension to connect to the IP Office system without the need for a VPN concentrator.

3.1.6 Multi-Site Network

In a Multi-Site Network, there could be just one IP Office with Preferred Edition (two if resilience is employed). Currently all the different types of users in multi-site network have the same functionalities, independent of where the Preferred Edition is installed.

When in a multi-site network, if there is one or more Preferred Edition installed in one of the IP Offices, all the IP Offices in the multi-site network will consider themselves to have a Preferred License as pre-requisite for Power User, Teleworker and Office worker. They can also organize Meet-Me conferences. To have Preferred Edition (Voicemail Pro) installed on an IP Office, it is still required to have a local Preferred Edition license. Advanced Edition requires Preferred Edition as pre-requisite.

The implementation has the following restrictions:

- The Preferred and Advanced Edition licenses are required to be installed on the same IP Office in a multi-site network
- one-X Portal server needs to be installed in the IP Office with Preferred Edition

3.1.7 Upgrading

Existing customers with Preferred Edition will not need to buy an Essential Edition license for their system. The Essential Edition license will be implied.

For single site IP Offices with Preferred and or Advanced Edition there is no additional impact. These customers will have no upgrade issues. For multi-site network with centralized voicemail there is no upgrade issue. It is recommended that the customer upgrade (first) to the IP Offices with Preferred/Advanced edition to reduce possible loss in functionalities.

For IP Offices that do not have Preferred Edition but have Office Worker, Teleworker, Power User packages or legacy one-X portal licenses, they will lose the functionalities associated. If the Preferred license is not present after the upgrade Manager will highlight a configuration error and System Status will also show those user licenses as dormant.

The one-X Portal for IP Office server will check for the presence of a Preferred Edition license. If such licenses are not present one-X Portal for IP Office will not provide services and the login will be blocked.

The Video Softphone will check if there is a Preferred Edition license. If it is not present the login will be blocked.

Note: Existing customer sites where user solutions were implemented without Preferred Edition will need to upgrade to Preferred Edition with their R8.0 upgrade. Any R8.0 upgrades where only Essential Edition is implemented will lose all user solution functionality.

Note: *Applies to all user solutions, except IP Office Receptionist. IP Office Receptionist can be added with Essential Edition (i.e. Preferred Edition is not required).*

3.1.8 Basic Edition (incl. Partner/Norstar Mode) Mobile Worker Licenses

IP Office R7.0 Essential Edition Quick, Partner & Norstar mode included three Mobile Worker licenses.

IP Office R8.0 Basic Edition (incl. Partner & Norstar Modes) no longer provides these three Mobile worker licenses. In order to get this functionality, the systems need to be upgraded to Essential Edition. However, Basic Edition continues to support call forward to the mobile device.

3.1.9 Remote Worker

To use a remote H323 extension, a user must be either a Teleworker or a Power User.

3.1.10 Trial Licenses

All new IP Offices (IP500 V2 only) will have the following trial licenses included:

- Essential edition
- Preferred Edition
- Advanced Edition
- Power User (Users)
- Customer Service Agent
- Customer Service Supervisor
- Teleworker (Users)
- Mobile Worker (Users)
- Office Worker (Users)
- Receptionist (Users)

The duration of the trial licenses will be 90 days and the trial will start from the first call made on the system. When you add a real Essential license during the 90 days then you lose all the trial licenses. The above licenses will not preclude the installation of trial licenses obtained via ADI, once the initial licenses have expired.

3.2 IP Office Basic Edition

The **Essential Quick Mode** has been rebranded to **IP Office Basic Edition** and is specifically designed to address the Sub-20 user market.

The name changes are also applicable as follows:

- **IP Office Essential Edition - PARTNER® Version** is now **IP Office Basic Edition - PARTNER® Mode**
- **IP Office Essential Edition - Norstar™ Version** is now **IP Office Basic Edition - Norstar™ Mode**

There are no new features that are specific to IP Office Basic Edition - PARTNER® or Norstar™ Modes being introduced in IP Office R8.0. However the enhancement outlined in the New Basic Edition and the Embedded Voice Mail sections of this document are also applicable to both PARTNER® and Norstar™ Modes.

The following SD cards continue to be supported:

IP Office U-Law SD Card

A system fitted with this type of card will default to U-Law telephony. For IP Office Release 8 the system will default to IP Office Basic Edition - Quick Mode **Key System** operation which is intended for North American locales.

IP Office A-Law SD Card

A system fitted with this type of card will default to A-Law telephony. For IP Office Release 8 the system will default to IP Office Basic Edition - Quick Mode **PBX System** operation which is intended for locales outside North America.

IP Office Partner Version SD Card

A system fitted with this type of card will default to U-Law telephony and IP Office Basic Edition - PARTNER® Mode **Key System** operation which is supported only in North American locales.

IP Office Norstar Version SD Card

A system fitted with this type of card will default to A-Law telephony and IP Office Basic Edition - Norstar Mode **Key System** operation which is supported only in Middle East and North African locales.

For full details of Basic Edition system capacities see the IP Office Basic Edition - Quick Mode, Norstar Mode and Partner Mode installation manuals.

3.2.1 New Basic Edition Features

All Basic Edition Enhancements are applicable to Quick, Partner and Norstar Modes.

3.2.1.1 Web Management

IP Office Basic Edition can be managed using a web browser. Full details of the Web Management feature set can be found in the Web Manager section of this document. IP Office Simplified Manager also continues to be supported for managing Basic Edition systems.

3.2.1.2 System Administration

The system supports entry into system administration or programming from the first two extensions on the system (which are the system phones) while on a call. In addition, any eligible extension can enter individual programming while on a call.

This feature is already supported on ETR and Norstar/BCM BST telephones. For these types of phones, the user can enter system administration or programming while off-hook on the handset (not the speaker). If the user is off-hook on the speaker, they can simply switch to the handset and then enter system administration or programming in the usual way to gain entry.

This feature will now be available on 1408, 1416, 9504 and 9508 phones, allowing the user to access centralized programming and administration from the first two extensions in the system. Phones will support soft key navigation through the administration. Individual station programming may be done from any station on the system, not just the first two extensions.

3.2.1.3 Analog disconnect support

IP Office Release 6.1 introduced a special disconnect treatment to handle calls to voicemail for unsupervised analog trunks (trunks do not support disconnect supervision). This feature was enabled by default for Norstar version.

For R8.0, the unsupervised analog trunk disconnect treatment is to be made available in all versions/editions and all locales of IP Office via a parameter in administration (Simplified Manager, Web Base Management & Set based administration TUI).

The default settings for this new parameter are to be identical to the operation provided in release 7.0. The only default that has this enabled is Norstar Mode which defaults to a MEA local. All other modes will default this option to disabled. The administrator will be able to activate and deactivate the feature activate and deactivate the feature in any mode or locale via check box in Manager, Simplified Manager or Web-based Management. This feature requires a reboot to change status.

3.2.2 Notes on Upgrades

When upgrading from a pre-Release 8.0 Quick Mode/Partner Version/Norstar Version system to a Release 8.0 system, the following conversions will be performed:

- Any user with Twinning active will be changed to have only Remote Call Forwarding active
- Any Call Forward button with a * in front of the destination Speed Dial code will be changed to have the * removed. This effectively changes a Twinning button to a Remote Call Forwarding button
- Any Mobile Twinning button (which could only be administered in Manager) will be removed
- The 3 implicit mobility licenses will be removed
- Any additional explicit mobility licenses which have been installed shall remain and will be visible in Manager. However, they will not be useful because twinning will be blocked. They will be identified as "Dormant". They can only be used again if the system is switched to Standard mode
- Basic Edition may be upgraded to Standard Edition by purchasing and applying the Essential Edition License. During this upgrade the configuration of the system will be retained where applicable. The user will need to review the converted configuration in Manager and make any further changes manually
- See 'IP Office Licensing Changes' section of this document for specific upgrade license details.

3.2.3 Basic Edition Phone Support

IP Office Release 8.0 phone support remains unchanged from Release 7.0.

3.3 Call Screening

A user will have the capability to listen to incoming calls. When an incoming call arrives at your phone and is then directed to and answered by the voice mail system, you automatically hear the caller on your phone speaker, the caller cannot hear you. You can decide whether to answer the call or drop from the call and let the voice mail system continue to handle the call.

Call Screening is supported on the following:

- IP500 and IP500 V2
- Basic, Essential and Preferred Editions
- Embedded Voicemail and VoiceMail Pro
- Phone support includes: 1408, 1416, 1608, 1616, 9500 Series, 9600 Series, ETR6D, ETR18D, ETR34D, M7310, M7310N, M7208, M7208N, M7324, M7324N, T7208, T7316 and T7316E

Call screening is applied as follows:

- It is only applied to calls that have audible alerted at the user's extension before going to voicemail. This requires the user to have both voicemail coverage and call screening enabled and the phone's ringer not set to silent. However it is not applied if a user transfers a call to another user's voicemail
- It is only applied if the user's phone is idle, ie. not on a call or with a call held pending transfer or conference
- Calls that ring the user are then rerouted (for example follow a forward on busy setting) and then returns to the user's mailbox are screened
- While a call is being screened, the phone can be used to either answer or ignore the screened call. Auto answer options are ignored

For a complete description of call screening behaviour for answering, ignoring and whilst on a screened call across all supported platforms and their respective phones types please refer to the following manuals:

- IP Office Basic Edition - Quick Mode 8.0 Manager
- IP Office Manager 10.0

3.4 Pause Call Recording

The Pause Recording feature is available with both Centralized and Distributed Preferred Edition.

This feature enables the capability to pause call recording for a specific time period. This is typically useful when a client is communicating his/her credit card number with a Customer Service agent. Leading credit card companies defined standards in the PCI Security Standard Council and one of these standards is not recording credit card numbers given by the customer. This feature allows us to comply with such standards.

The pause is activated from the User manually by using a toggle pause button configured on the phone. Recording can be resumed by pressing the button a second time.

The automatic resumption of recordings is configurable via the System Voicemail configuration menu

Once a user activates Pause Recording feature, all recording sessions on that call are paused.

Pausing a call which is not being recorded prevents subsequent recording attempts of the call for the pause duration i.e. the recording sessions can be initiated but are created in a paused state. Recordings contain 3 beeps to indicate the recording had been paused.

Announcements are played to all parties of the call when recordings are paused and resumed (subject to the VoiceMail Pro configuration item 'Play Advice on Call Recording').

3.5 Coaching/Whisper page

This feature is available with Essential Edition and enables users on a call to intrude and listen depending on the configuration of the end user where the existing intrusion permissions (Can Intrude, Cannot Be Intruded) and interactions with Private Call (except Whisper Page) are used. Coaching intrusion and Whisper page cannot be used on an idle user and may be used for both internal calls and external calls.

Coaching intrusion is primarily a call centre feature, supporting interruption or inclusion of a supervisor on a live call to talk to an agent without the far end caller listening to the conversation. The caller may still talk to the agent, but will not hear what the supervisor is saying. (It should of course be noted that any audio coupling in an Agents headset may compromise this) The agent will be able to hear both the caller and the supervisor. This is useful when the agent needs support/training or when the supervisor needs to intrude to give instructions to an agent.

Whisper Page can be effective in a scenario where a secretary intrudes into a call of his/her boss to whisper that a very important customer is waiting. The boss hears his/her secretary while talking to the caller but the caller will not be able to hear the secretary, nor will the secretary be able to hear the caller.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Coaching Intrusion	21727
4		Whisper Page	21727
5			
6			
7			

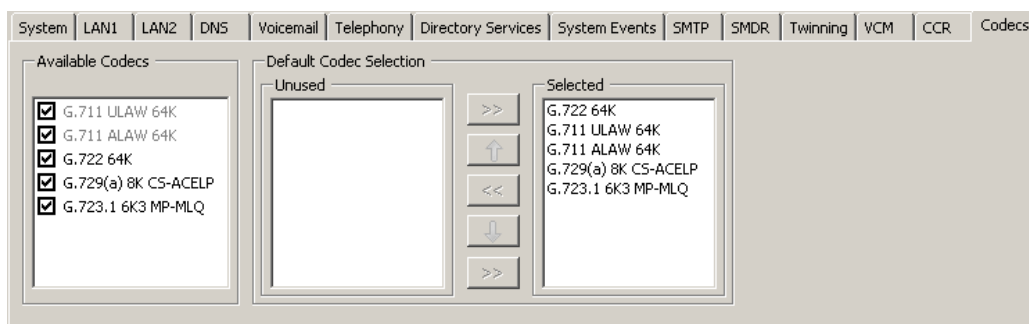
This feature can be set through the IP Office Manager for each IP Office user and the default setting is off in the users can intrude settings.

3.6 High Quality Audio improvement

IP Office Release 8.0 systems support the G722 64K codec for wide band audio. G722 can be used with H323 and SIP trunks. It can also be used with some SIP and H323 IP telephones. G722 uses a higher speech sample rate (16KHz) than is used by most other audio codecs (8KHz).

G722 is only supported by systems that are using IP500 VCM cards and or IP500 Combination cards. It is not supported if any IP400 VCM legacy card is also present in the system.

The G722 codec is not available for use by default. If the codec is to be used, it must first be selected in the system Available Codecs list. The codec can then be used in the system's default codec preference list and or in the individual codec preferences of IP lines and extensions. The method of codec selection for specific phones will depend on the phone type.



G722 is supported by the following phones:

- 9600 (9620, 9630, 9640, 9650 variants)
- Konftel B179 Conference Phone
- IP Office Video Softphone
- Avaya 1200 SIP phones
- Avaya 1010/1040 conference phones
- Third party SIP phones

Where devices using G722 are in a system conference, the system will attempt to ensure that the speech between devices using G722 remains wide-band even if there are also narrow-band audio devices in the same conference. This is done if the system's High Quality Conferencing option is enabled.

Key conferencing capacities include:

- A conference is able to have both high quality audio members and standard quality audio members
- Conferencing capacity of systems is not changed. Maximum capacity is still 2 conferences of 64 participants
- If high quality conference resources are unavailable, system falls back to standard quality audio conference

The following limitations apply to G722 wide band audio operation:

- VCM32 can support a maximum of 30 G722 calls
- Call recording uses G711
- Fax is not supported in G722, G711 or T38 will need to be used
- Tones provided by the system use G711
- A maximum of 15 - G722 devices receiving wide-band audio are supported in any one conference

3.7 Conferencing enhancements

The following changes have been made to the conference operation.

3.7.1 Personal Conference Number

Each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a held conference until the owner also joins.

3.7.2 Small Community Network Conferencing

Previously separate conferences, each with the same conference ID, could be started on each IP Office system in a Small Community Network. Conference IDs are now shared across a Small Community Network. For example, if a conference with the ID 100 is started on one system, anyone else joining conference 100 on any system will join the same conference. Each conference uses the conference resources of the system on which it was started and is limited by the available conference capacity of that system.

3.7.3 Conference Meet-Me and Ad-Hoc Conferencing

Ad-hoc conference IDs are now separate from meet me conference IDs. This means that it is not possible to use Conference Meet-Me controls to join an ad-hoc conference. The ability to use ad-hoc conference methods to add another user to an existing meet-me conference is still supported.

3.8 Direct Hunt Group Overflow

In order to reduce call waiting time the system administrator is now able to configure Hunt Groups to overflow calls immediately when the primary group's agents are deemed likely to be unavailable.

A new configuration option 'Immediate Overflow' is provided to permit the definition of direct overflow rules for a Hunt Group. The location of this and other overflow parameters are unified on a new Hunt Group Tab called 'Overflow'. The new

parameter is a drop down options list offering 'Off' (default – pre 8.0 overflow behavior) and 'No Active Agents'.

The screenshot shows the 'Overflow' configuration window for a Hunt Group. The 'Overflow' tab is active. The 'Overflow Time (secs)' is set to 10. The 'Overflow Mode' is set to 'Group'. The 'Immediate Overflow' is set to 'Off'. The 'Overflow Group List' is set to 'No Active Agents'. Below this, a list of group names is shown, with 'Node1 Q1' listed. There are 'Add...' and 'Remove' buttons at the bottom.

The definition of 'No Active Agents' is:

- The Hunt Group's extension list is empty
- The Hunt Group's extension list contains no enabled users
- The Hunt Group's extension list contains no extensions that resolve to a logged in agent (or mobile twin in the case of User logged out and mobile twinning)
- Busy or After Call Work does not count as an Agent not being active

3.9 Remote H323 Extensions

The configuration of remote H323 extensions is supported without needing those extensions to be running special VPN firmware or a VPN router/concentrator at the host site. This option is intended for use in the following scenario:

- The customer LAN has a public IP address which is forwarded to the IP Office system. That address is used as the call server address by the H323 remote extensions.
- The user has a H323 phone behind a domestic router. It is assumed that the domestic router allows all outbound traffic from the home network to pass through and allows all symmetric traffic. That is, if the phone sends RTP/RTCP to a public IP address and port, it will be able to receive RTP/RTCP from that same IP address and port.

Supported Telephones

Currently remote H323 extension operation is only supported with 9600 Series phones already supported by the IP Office system.

License Requirements

By default only 2 users can be configured for remote H323 extension usage. Additional users can be configured if those additional users are licensed and configured with either Teleworker or Power User user profiles.

For full system and phone configuration detail of this feature see the IP Office - Manager 10.0 manual.

3.10 1100 and 1200 IP Desk phones

New embedded software version 4.3 for 1100 and 1200 phones includes the following enhancements:

- Feature key capability enhancement
 - Ability to program and invoke additional IP Office features
 - Ability to invoke and program feature by name
 - Ability to erase button programming
- Completed integration with one-X Portal by way of support for setting up a conference and putting a call on hold
- Integrated G.722 support on 1200 phones
- Removed phone deployment requirement to add short codes in order to invoke feature via Feature key
- Support for provisioned dial out timeout as an alternative to pressing a 'Send' soft key
- Incoming call alert (sound, duration) is aligned with other phones for: paging, direct call, and a call made via one-X Portal
- Integrated 1100/1200 SIP 4.3 firmware version
 - Phone performance enhancements for interoperability with IPO
 - Talk/hold event support for one-X Portal interoperability
 - TUI enhancement for 1120 and 1220
 - button programming is visible when there is an incoming call
- An alignment with IP Office upgrade license restrictions
 - Phone will not register without valid upgrade license installed on the IP Office
 - Emergency calls will not work

The following features supported in IPO 7.0 release can also be invoked by name	
F4	Call Forward, F#4 cancel
F60	Page
F66	Dial Voice Call
F74	Call Park, F#74 Retrieve
F75	Call Pickup Group
F76	Call Pickup Extension
F85	Do Not Disturb, F#85 cancel
F*3	Self-admin button programming
F*0	Button programming query
Features which can only be invoked via a Feature code	
F*1, *2	Program auto-dial, both feature codes invoke the same capability
Features which can be invoked via a soft key or a feature code	
F3	Conference
F5	Last Number Redial
F981	Voice Mail access
New features available via feature key	
Account Code Entry	
Automatic Call back	
Call Park to Other Extension	
Directed Call Pickup	
Twinning Call Pickup Any	
Call Record	

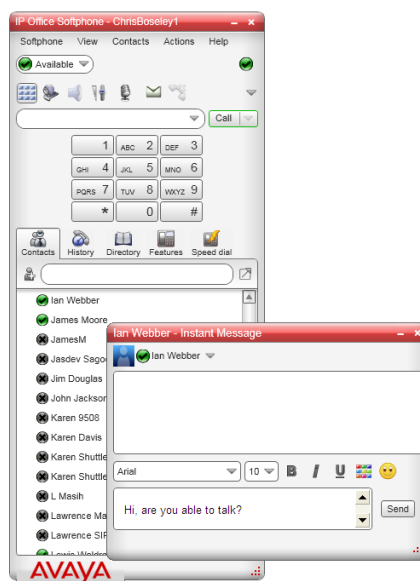
Conference Meet Me
Private Call
Extension Login / Extension Logout
Follow Me Here / Follow Me Here / Cancel Follow Me To
Forward Busy Number / Forward On Busy / Forward On No Answer
After Call Work
Relay On / Relay Pulse
Voicemail On
Ability to program call Un-park button

Call Forward Enhancements

- Support for the following :
 - Unconditional Call Forward (same as in R7.0)
 - Call Forward when Busy
 - Call Forward no Answer
- Feature can be invoked by using a code '4' or by name
- Feature can be programmed using a code '4' or by name
 - Only unconditional call forward
- The call forward destination number can be modified when destination changes
- Once the feature is enabled the terminal will display a message indicating that call forward is active. The terminal will display this status message regardless of which method is used to configure call forward settings, being through the set (short-codes), IP Office Manager or one-X portal
- If the user is on a call, while call forward setting is changed via any supported method after the call is completed, "Call Forward" message will appear. Same message is displayed regardless of the enabled call forward option
- The Forward feature settings i.e. status and call forward number are preserved through terminal and IP Office reboots

3.11 Avaya Video Softphone enhancements

IP Office 8.0 includes a new and enhanced version of the Avaya Video Softphone. For users of IP Office productivity applications such as one-X Portal for IP Office the Video Softphone can be used with the application.



Following enhancements are included:

- The softphone now supports XMPP based IM and Presence via a connection to one-X Portal. You can send an Instant Message (IM) to a contact who has a Video Softphone or XMPP address
- Locally hosted video conferencing is now included (video-conference is hosted on the originator's PC, not on the IP Office). Up to 6-way video conference bridge can now be setup using the Softphone
- Busy Beep - an audible beep is now presented to the user while a call is in progress and another incoming call appears on the phone
- The G.722 Codec is included in the softphone
- Support for Apple Macintosh PCs is now included
 - The Mac version is only supported in English
 - Customization options differ to the Windows version

Please see the IP Office Video Softphone User Guide (Windows & Mac) for full setup, configuration and customization detail.

3.12 Support for Avaya 1010 and 1040 video devices

IP Office version 8.0 now includes a full support for Avaya 1010 and 1040 video conference devices. These Video Conferencing systems are low cost, low bandwidth, high definition video endpoints for point-to-point or between-system video calling. Capabilities include:

- 1080p/720p HD video and wideband audio communications in a single or dual display configuration
- Extend reach to mobile and Teleworkers who use Avaya Video Softphone or other approved video phones

3.13 SIP Trunking Enhancements

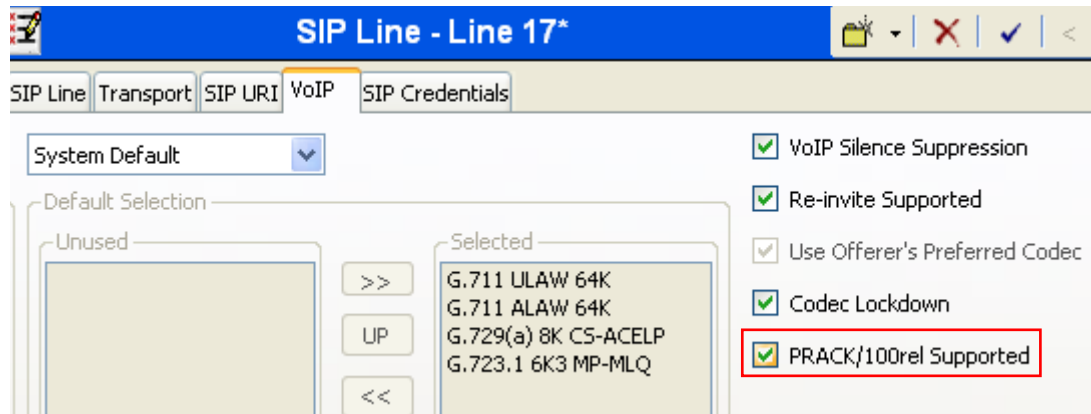
3.13.1 SIP Trunk Harmonization

In prior releases of IP Office there were several differences between features supported with SIP trunks in Standard Mode vs. Partner/Norstar Mode. IP Office R8 includes additional alignment of features between the various modes of operation, thus increasing the flexibility to deploy SIP trunks in an increasing number of IP Office installations. The following configuration items have been harmonized between all modes of IP Office:

- Check OOS
- Call Routing Method
- Association Method
- Call Initiation Timeout
- Fax Transport Support for G.711

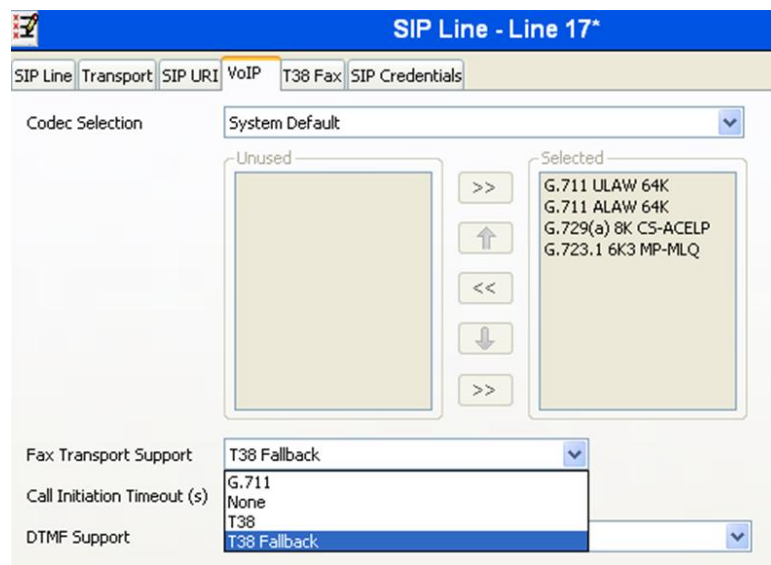
3.13.2 Early Media and Support for PRACK

SIP trunks can be configured to support early media by adding "100rel to Supported" header in the INVITE. This allows support for in-band announcements such as branding from discount or bulk long distance providers; caller comfort in terms of progress indications when extraordinary wait times are inherent in the call scenario, for instance when trying to locate a cell phone; as well as, the ability to provide country specific ring back and other progress tones. This feature also facilitates the ability to set up conferences in the IP domain before call answer, for instance, in certain call recording scenarios or for automatic dialers' conferencing in agents.



3.13.3 T.38 Fax Fallback

SIP Trunks and SIP Extensions can now have the “Fax Transport Support” configured to “T38 Fallback” so that outgoing fax calls will use T38 fax but when the called destination doesn’t support T.38 and rejects the call, a re-invite is sent for fax transport over G.711. Incoming audio calls that detect fax tones also initiate fax transport using T.38 Fallback. This enables IP Office to support additional deployments where T.38 fax may not be universally available.



3.13.4 Display Directory Name on In-Bound SIP Trunk Calls

IP Office Manager now includes a configuration option that will allow the selection of either the CLID or directory name as the default display for inbound calls. In previous IP Office releases only CLID display was supported over SIP trunks for incoming calls. This enhances IP Office user experience by providing the flexibility to select between personalizing the display with the personal or system directory name, and seeing the default CLID. Name Priority for inbound SIP trunk calls is not supported on SIP extensions.

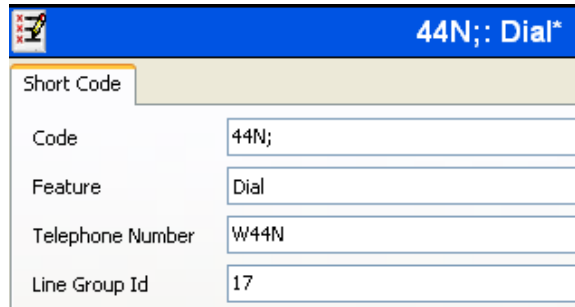
The screenshot shows the 'Telephony' configuration page. Under the 'Analogue Extensions' section, the 'Default Name Priority' dropdown menu is open and highlighted with a red box. The menu items are 'Favour Trunk', 'Favour Trunk', and 'Favour Directory'. Other settings include 'Default Outside Call Sequence' (Normal), 'Default Inside Call Sequence' (Ring Type 1), 'Default Ring Back Sequence' (Ring Type 2), and various time-based settings like 'Dial Delay Time (secs)' (4) and 'Hold Timeout (secs)' (120).

3.13.5 Privacy Alignment with SIP Connect 1.0

The withholding of calling identity for SIP calls can now be done on a per user basis by checking the 'Anonymous' checkbox on the SIP tab, or on a per call basis by providing a 'W' in the short code dial string.

The screenshot shows the 'SIP Line' configuration page. The 'Name Priority' dropdown menu is open and highlighted with a red box. The menu items are 'System Default', 'System Default', 'Favour Trunk', and 'Favour Directory'. Other settings include 'Line Number' (17), 'ITSP Domain Name' (135.20.218.114), 'In Service' (checked), 'Use Tel URI' (unchecked), 'Check OOS' (checked), 'Call Routing Method' (Request URI), and 'Association Method' (By Source IP address).

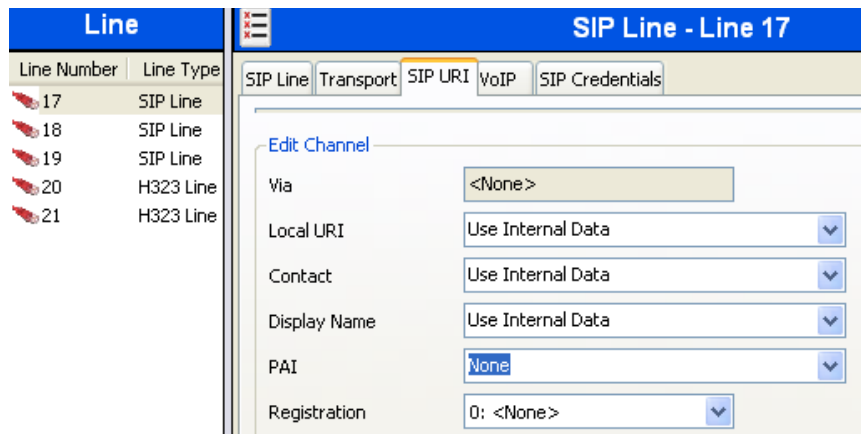
The screenshot shows the 'SIP' configuration page for 'Extn2001: 2001*'. The 'Anonymous' checkbox is checked. Other settings include 'SIP Name' (2001), 'SIP Display Name (Alias)' (IPO2001), and 'Contact' (2001).



Short Code	
Code	44N;
Feature	Dial
Telephone Number	W44N
Line Group Id	17

Invoking privacy for a call will remove all identifying information from the SIP From: and Contact: headers, but will add it into the new P-Asserted-ID: header for the purposes of billing and supporting e911 services.

The use of the Preferred-ID header has been deprecated, being replaced with P-Asserted-ID for anonymous calling. The selection of Preferred-ID or P-Asserted-ID is made on the SIP Line. The default choice of 'None' will imply that Preferred-ID will be used, for backwards compatibility.



Line Number	Line Type
17	SIP Line
18	SIP Line
19	SIP Line
20	H323 Line
21	H323 Line

SIP Line - Line 17				
SIP Line	Transport	SIP URI	VoIP	SIP Credentials
Edit Channel				
Via	<None>			
Local URI	Use Internal Data			
Contact	Use Internal Data			
Display Name	Use Internal Data			
PAI	None			
Registration	0: <None>			

The choice of 'Use Internal Data' will take the information from the SIP tab of the User, if the call is to have caller information withheld either by checking 'Anonymous' on the User SIP tab, or by dialing a Short Code that includes a 'W' in the dial string.

3.14 IP Office Basic Edition Web Manager

IP Office Web Manager is a new browser based management tool designed to simplify the installation and maintenance process of IP Office Basic Edition - Quick Mode, IP Office Basic Edition - Norstar Mode and IP Office Basic Edition - PARTNER Mode systems running IP Office Release 8.0 and higher.

Note: The use of Simplified Manager is also still supported for Basic Edition systems.

IP Office Web Manager is currently supported with the following browsers:

- Internet Explorer 8 only
- Firefox 3.6+

The key actions supported by Web manager are outlined below. For a full comprehensive list of the functions and configuration settings accessible from the system administrator tools comparable between Web Manager, Simplified Manager and the Phone Based Admin see the IP Office Basic Edition Manual.

Supported Actions include:

- Task Based Configuration Support – All the Basic Edition mode tasks
- Service commands – Except timed shut down
- SD card commands – Except SD card format and recreate and system SD card start-up
- Default configuration
- Reset security settings
- Upload configuration

Non Supported Actions include:

- Picture of phone button programming other than 14XX phone
 - Generic Grid based programming is supported
- Timed shut down
- Label Printing
 - Directly use desi.com label printing
- Time server support

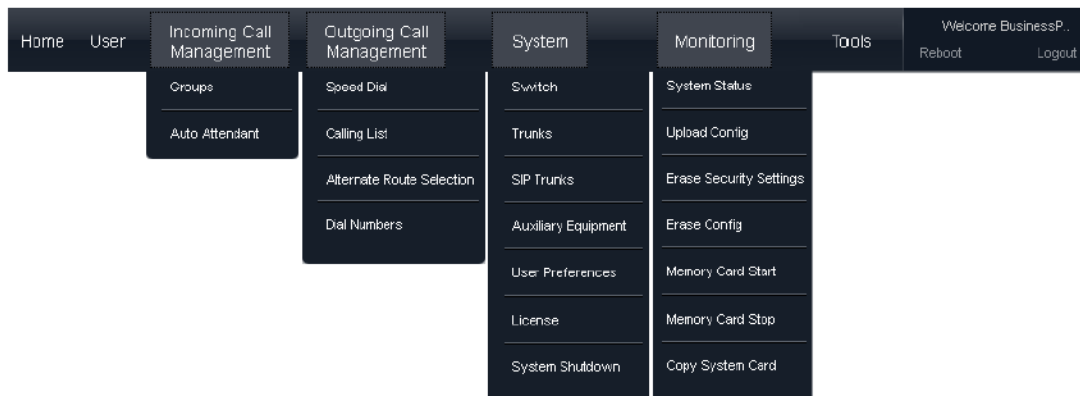
Features supported with Simplified Manager only include:

- Backup and restore
- Upgrade from 7.0 to 8.0 and above
- SD card commands – Recreate, format SD cards, start and stop system SD card
- Change operating mode
- Offline configuration creation

The following descriptions are a summary of some of the key highlights of the new management tool. The IP Office Basic Edition – IP Office Web Manager Manual provides full details of the feature set and configuration options.

Menu Driven Configuration

The menu driven configuration provides an intuitive navigation through the system.



Home

The home page for web management provides a quick graphical overview of the system and the current system status.

User

This Phone User List lists all the extension users on the system. For any user, the View Details button can be clicked to access the user's details.

Incoming Call Management

The incoming call management menu allows the administrator to configure Group management and Auto Attendant functions.

The screenshot displays the 'Groups' management interface. It features a main table with columns for Name, Type, Ring Mode, Number, and Members. The table lists various groups such as Calling Group 1-4 and Hunt Group 1-6. To the right, there are two sidebar panels: 'Users' showing statistics like Total Users (48) and Configured Users (38), and 'Auto Attendant' showing settings for 'Auto Attendant 1' (Morning) and 'Emergency Greeting' (Not Enabled).

Name	Type	Ring Mode	Number	Members
Calling Group 1	Calling Group	Ring All	71	0
Calling Group 2	Calling Group	Ring All	72	0
Calling Group 3	Calling Group	Ring All	73	0
Calling Group 4	Calling Group	Ring All	74	0
Hunt Group 1	Hunt Group	Sequential	771	0
Hunt Group 2	Hunt Group	Sequential	772	0
Hunt Group 3	Hunt Group	Sequential	773	0
Hunt Group 4	Hunt Group	Sequential	774	0
Hunt Group 5	Hunt Group	Sequential	775	0
Hunt Group 6	Hunt Group	Sequential	776	1
Pickup Group 1	Pickup Group	Sequential	P01	1

Outgoing Call Management

The Outgoing Call Management allows the administrator to configure Speed Dials, Calling List Management, ARS and Dial Numbers.

The screenshot shows three stacked interface panels for Outgoing Call Management:

- Speed Dial Configured:** A table with columns Name, Number, and Speed Dial Code. It includes a 'New Speed Dial' button and 'Export'/'Import' options. A table entry shows 'Head Office' with number '9555123456' and code '600'.
- List Management:** A search bar followed by a table with columns Name, Number Configured, and Assigned Users. It lists 'Allowed List 1' and 'Allowed List 2', both with 10 configured numbers and 0 assigned users.
- Alternate Routes:** A search bar followed by a table with columns Selector, Type, and Details. It lists route selectors 65 through 68 with their respective types and details.

Name	Number	Speed Dial Code
Head Office	9555123456	600

Name	Number Configured	Assigned Users
Allowed List 1	10	0
Allowed List 2	10	0

Selector	Type	Details
65	Group of Lines	5, 6, 7, 8
66	ISDN Standard Call	Local Number = Default
67	ISDN Number Withheld	Local Number = Number Withheld
68	SIP Call By Call	Local URI = 123456

Dial Numbers		
Class Of Call	Number	Outgoing Lines/ARS
Cell		65,66
Emergency		65,66
International		65,66

System

The System menu allows the administrator to configure system parameters and network settings via the Switch menu. The System menu is also the entry point for the configuration of Trunks, SIP Trunks, and Auxiliary Equipment such as door phones, User Preferences, Licenses and System shutdown.

System Parameters	Network Settings
Name: System B Mode: PBX / Key Voicemail Mode: IP Office / Intuity File Writer IP Address: 192.168.0.3 Country: United States <small>Use customize option to customize locale settings for a country</small> Language: English (UK) Password: <input type="text"/> Number of Lines: 4 Log All Caller ID Calls: Select Unsupervised Analog Trunk Disconnect: Allow / Disallow	Receive IP Address via DHCP: Yes / No System IP Address: 192.168.0.11 Subnet Mask: 255.255.255.0 Default Gateway: 0.0.0.0
	System Details Companding Law: ULAW / ALAW Automatic DST: Yes / No Enable Network Time Synchronization: Yes / No

Monitoring

This menu gives access to a series of commands that facilitate system maintenance which include:

- System Status
- Upload Config
- Erase Security Settings
- Erase Config
- Memory Card Start
- Memory Card Stop
- Copy System Card
- Reboot

3.14.1 Web Manager Installations Notes

In order to use IP Office Web Manager, a number of criteria must be met. For full details and a step by step guide please see the 'Enabling Web Manager' section of the IP Office Basic Edition - IP Office Web Manager Manual.

3.15 Basic and Essential Edition Voicemail

The IP Office Basic Edition and Essential Edition voicemail now supports Intuity Audix commands in addition to the currently supported IP Office TUI commands. In the Intuity Audix mode, the system will utilize the same Intuity Audix commands that are currently used on VoiceMail Pro, PARTNER Voice Messaging and PARTNER Messaging. The feature is supported on the IP500 V2 only.

For full details of the supported Intuity options refer to the Embedded Voicemail User and Installation manuals.

The mode can be changed with IP Office Manager. User's messages, greetings, settings, and passwords are preserved when the mode is changed. The default mode for Basic Edition and Essential Edition messaging is:

- For upgraded systems: IP Office mode (no change)
- New installs in Basic Edition: Intuity mode
- New installs in IP Office: IP Office mode

System	LAN1	LAN2	DNS	Voicemail	Telephony	Directory Services	System Events	SMTP	SMDR	Twinning	VCM	CCR	Codecs
Voicemail Type: Embedded Voicemail <input type="checkbox"/> Messages Button Goes To Visual Voice													
Voicemail Mode: Intuity Mode													
Voicemail Destination: IP Office Mode													
Voicemail IP Address: 135 . 20 . 218 . 34													
Backup Voicemail IP Address: 0 . 0 . 0 . 0													
Maximum Record Time (secs): 120													

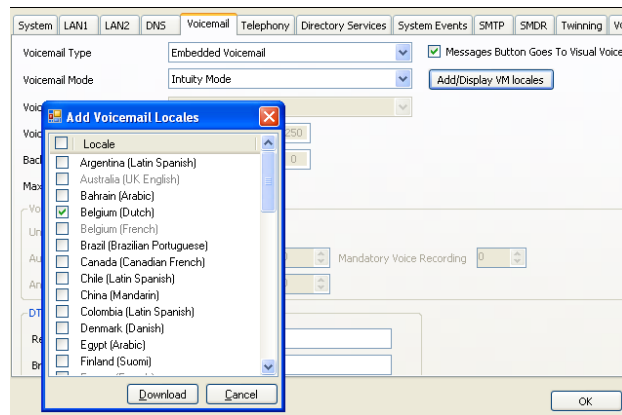
The list of languages updated on the IP Office during the upgrade has been changed to minimize upgrade time. The default language updated on SD card depends on the system companding type:

- A-Law systems: English (UK)
- U-Law systems: English (US)

During an upgrade the system also updates all languages for locales selected in:

- short codes
- system locale
- user locales
- ICR locales

For an upgraded system, if a new locale is configured after an upgrade, the administrator can add the necessary language files using the IP Office Manager.



When an administrator selects a new locale which was not updated during the upgrade a warning message is displayed by the IP Office Manager. The administrator can download the new locale to the IP Office via any one of the following methods:

- System > Voicemail > “Add/Display VM locales” button
- File > Advanced > “Add/Display VM locales”
- Double Click on Warning
- Embedded File Management > Upload System Files

All languages are installed on the new SD card via the “recreate card” command.

4 IP Office Preferred Edition Voicemail

IP Office Release 8.0 delivers the following IP Office Preferred Edition Voicemail enhancements.

4.1 International Time Zone Support

International Time Zone support is provided for both Centralized and Distributed Preferred Edition (VoiceMail Pro) for a multi-site environment (IP Office SCN network) in different time zones.

VoiceMail Pro servers and the IP Office systems can therefore exist together in different time zones. The VoiceMail Pro uses the IP Office time offset (from UTC) to make time related decisions for example saying the time the message was left. All IP Offices in the network must use either SNTP or “None” as a time source. A VoiceMail Pro detecting any IP Offices using Voicemail/Manager as a time source will automatically revert to using the Voicemail Pro server time for time related decisions.

Each personal voicemail recording will have the timestamp of the local IP Office and each announcement e.g. opening times will also have the timestamp of the local IP Office.

The feature works in a Distributed/Backup Preferred Edition scenario in the same way and also works in the same way for voice messages delivered to the hunt-groups.

The following Preferred Edition features are affected by the ITZ feature:

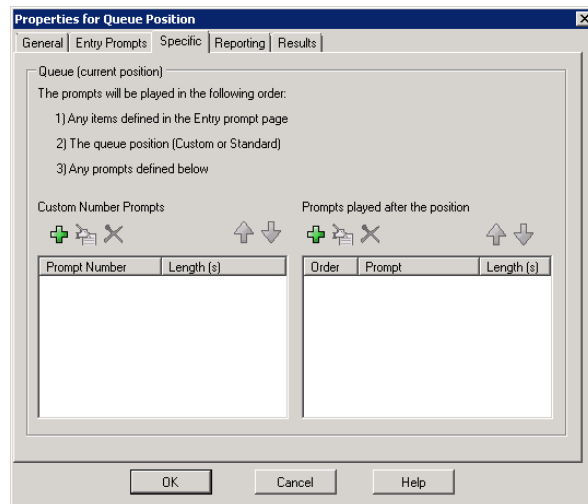
- Alarm Set
- Call Answering (Users and Hunt Groups)
- Call Recording
- Campaigns
- Clock Action
- Distribution List
- Incoming VPNM
- Outcalling
- Upgrades
- Week Planner Action
- Email Reading

The following manuals describe the installation and setup along with practical examples of how each of the features mentioned above are affected by the International Time Zone Support:

- IP Office Release 8.0 – Administering VoiceMail Pro 8.0
- IP Office Release 8.0 – VoiceMail Pro Installation

4.2 Editable numeric prompts for queue announcements

This feature enables personalizing of numeric prompts for Queue Position announcements. The feature allows the end user to blend numeric prompts with other custom prompts to deliver an effective and natural message and also provides a user interface to customize the numeric prompts.

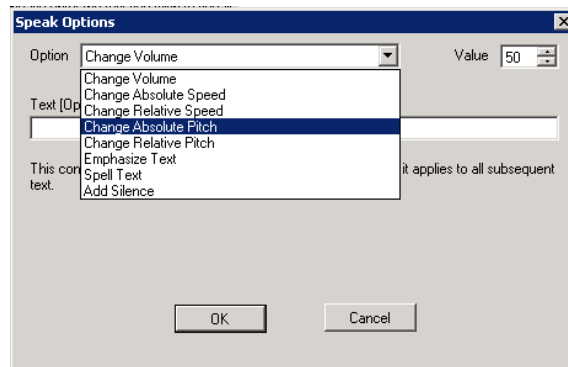


Without this feature, VM Pro makes use of pre-recorded numbers while playing a Queue Announcement. These pre-recorded numbers are drawn from the same pool as those used to reference the amount of messages in one's voice mailbox. As a result, the queue position announcement is played back using a mixture of voices recorded by the end user and the Preferred Edition pre-recorded numbers e.g. "Thank you for calling us. Your call is currently in <pre-recorded number> position. Your call is important to us please hold and an agent will gladly handle your call"

This does not give a natural and localized experience to the Queue Position announcement. The call flow designers can now record the queue position numbers in the same voice as the other parts of the announcements. When the caller hits the queue position action in the call flow, the numeric prompts will be played based on the following rules:

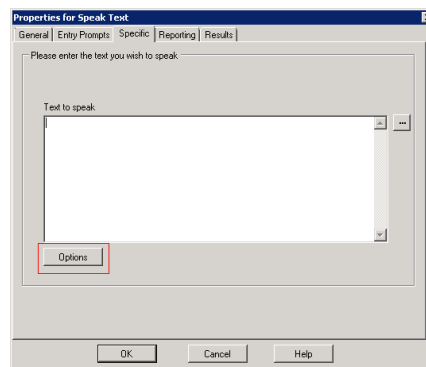
The custom recorded queue number and ETA position will be played if the position is between 1 and 99 or the pre-recorded queue number will be played following the current rules of play back if the custom number is not recorded.

If the position is 100 or greater, the custom number will be played for every digit making up to position (example 1 - 0 - 2) if all of the required custom numbers are recorded OR
 if the position is 100 or greater, and not all the required custom numbers are recorded to cover every digit making up the position number, then the pre-recorded Preferred Edition numbers will be used following the current rules.



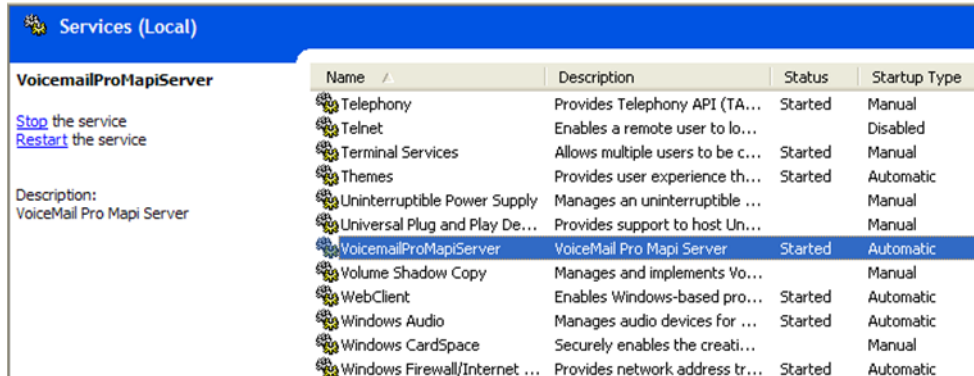
4.2.1 Speak Text Enhancements

Enhancements have been made to the user interface to help a designer of call flows using the Speak Text action. Without such an interface, a designer would have to use XML tags to alter the way the text is spoken when using the Speak Text action. Although XML tags can still be used, a new interface makes it easier to alter the way the text is spoken. The interface provides selectable options instead of having to type the SAPI or SSML tags. Options available include: Change Volume, Change Speed, Change Pitch, Emphasize Text, Spell Text and Add Silence.



4.3 Exchange Integration for Preferred Edition on Linux

Exchange Integration is now available for VoiceMail Pro on Linux. To set up Exchange Integration for VoiceMail Pro on Linux, the administrator needs to install a new MAPI proxy service that provides the communication layer between VoiceMail Pro on Linux and the Exchange server.



The Administrator must install the MAPI proxy service on a Windows computer that can communicate with the Exchange server. The Windows computer can be an Exchange server computer using the Messaging API (MAPI) that is shipped with the Exchange server. If the MAPI proxy service is installed on any other Windows computer, then the Administrator can use Microsoft Outlook to communicate to the Exchange server.

Note:

1. Starting with Exchange Server 2007, the MAPI is not shipped with the Exchange server but can be installed separately. For details, see <http://support.microsoft.com/kb/945835>.
2. Microsoft does not support installing Exchange Server components and Microsoft Outlook on the same computer. For details, see <http://support.microsoft.com/kb/266418>.

For full installation details of both Exchange Integration and TTS see the IP Office Release 8.0 – VoiceMail Pro Installation for Linux manual.

4.4 Text to Speech for Preferred Edition on Linux

The following Text To Speech (TTS) features that are supported on Windows will be supported on Linux in the following ways:

- Speak text in call flows using the Speak Text action. The text can include variables passed from other actions including database actions.
- When installed in parallel with Voicemail E-mail, TTS can be used to provide email reading to selected mailbox users.
- TTS can be used by the VoiceMail Pro client user to record prompts used by call flow actions.

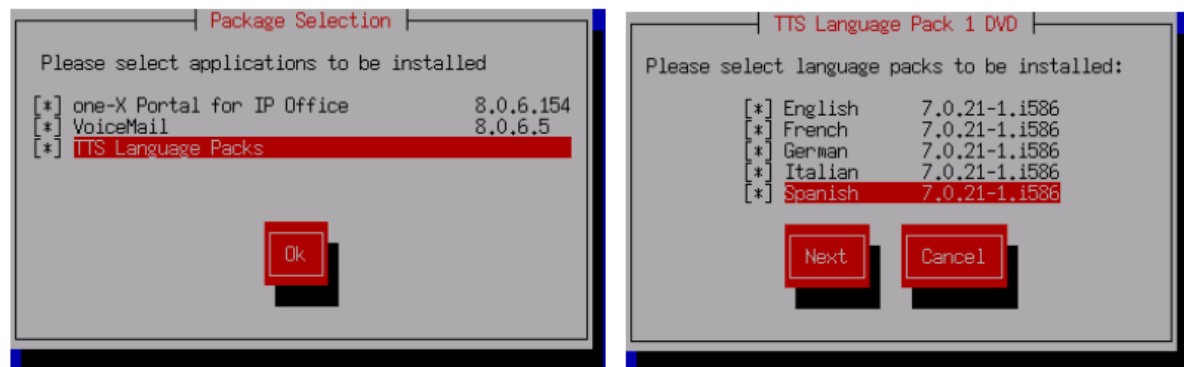
4.4.1 Linux TTS Licensing

All TTS features (E-mail Reading, Speak Text Action, and Prompt Recording) require the VoiceMail Pro TTS Professional license before they can be used.

- The TTS Professional license will be ignored by VoiceMail Pro running on Windows.
- VoiceMail Pro on Linux will not recognize any of the existing (Windows) TTS licenses.
- Email reading will require the TTS Professional License (and not only the Preferred Edition license).
- Advanced Edition will not enable any TTS functionality on Linux.

4.4.2 Installation of Text to Speech Engine

The TTS engine is packaged as a default component with the Application Server installation DVD. However, you have to install the languages separately, as no language is installed by default.



3 language pack DVDs are available (7.0.21.2):

- TTS Language Pack1 DVD (English, Spanish, French, German, Italian)
- TTS Language Pack2 DVD (Swedish, Norwegian, Finnish, Danish, Dutch, Portuguese, Greek)
- TTS Language Pack3 DVD (Chinese (Mandarin), Russian, Polish)

4.4.2.1 Language support

All languages supported on Windows will be supported by VoiceMail Pro on Linux except Hungarian, Korean and Cantonese.

Language	WAV Folder	Fallback Selection	TTS Windows	TTS Linux
Brazilian Portuguese	ptb	> pt > en.	✓	✓
Chinese (Cantonese)	zzh	> en > enu.	✓	✗
Chinese (Mandarin)	ch	> en > enu.	✓	✓
Danish	da	> en.	✓	✓
Dutch	nl	> en.	✓	✓
English UK	en	en.	✓	✓
English US	enu	> en.	✓	✓
Finnish	fi	> en.	✓	✓
French	fr	> frc > en.	✓	✓
French Canadian	frc	> fr > enu > en.	✓	✓
German	de	> en.	✓	✓
Greek	el	> en.	✓	✓
Hungarian	hu	> en.	✗	✗
Italian	it	> en.	✓	✓
Korean	ko	> en.	✓	✗
Latin Spanish	eso	> es > enu > en.	✓	✓
Norwegian	no	> en.	✓	✓
Polish	pl	> en.	✓	✓
Portuguese	pt	> ptb > en.	✓	✓
Russian	ru	> en.	✓	✓
Spanish	es	> eso > en.	✓	✓
Swedish	sv	> en.	✓	✓

For full installation details of both Exchange Integration and TTS see the following manual:

- IP Office Release 8.0 – VoiceMail Pro Installation for Linux

Note:

For a VoiceMail Pro 8.0 server running on a Linux based server, the following VoiceMail Pro features are still currently not supported:

- VB Scripting.
- VPNM.
- 3rd Party Database Integration.
- VRLA.

4.4.3 Conference Call Center Support Removal

VoiceMail Pro no longer supports Conferencing Center telephony action and, therefore, the Conferencing Center will no longer be available as an action. If a user imports or opens a call flow containing the Conferencing Center actions, the system displays a warning message that the call flow contains an unsupported action. If the user does not take any action on the call flow that contains a Conferencing Center action, VoiceMail Pro will disconnect the call reaching this action. Restoring a call flow containing the Conferencing Center action will log the name of the unsupported action and the call flow name where it was found. The log file can be found at <Installation path>\VoiceMail Pro_Restore.log.

4.4.4 Upgrading

- To have full access to the VoiceMail Pro 8.0 functionality (ITZ support for example), the IP Office system must also be upgraded to 8.0.

5 One-X Portal

IP Office Release 8.0 delivers the following one-X Portal and Mobility enhancements.

5.1 User Friendly URLs

A one-X Portal user can access the various modules of one-X Portal using user-friendly and intuitive URLs. The new URLs will be as follows:

- User Login : `http://<ipaddress>:<port number>/onexportal.html`
- Admin Login : `http://<ipaddress>:<port number>/onexportal-admin.html`
- AFA Login : `http://<ipaddress>:<port number>/onexportal-afa.html`

All the original URLs will continue to be available and function as before.

5.2 Login Page Enhancements

A Language selector will be made available to the user on the Login. The Language Selector will be in the form of a list with 10 language options (same as the ones supported till 7.0).



An Avaya branded sound logo will be played as soon as a one-X Portal user successfully logs on to the one-X Portal. The sound logo can be controlled by a one-X Portal user by going to the Configure tab -> Telephony tab and setting the Sound notification option.

5.3 Integration of third party Gadgets

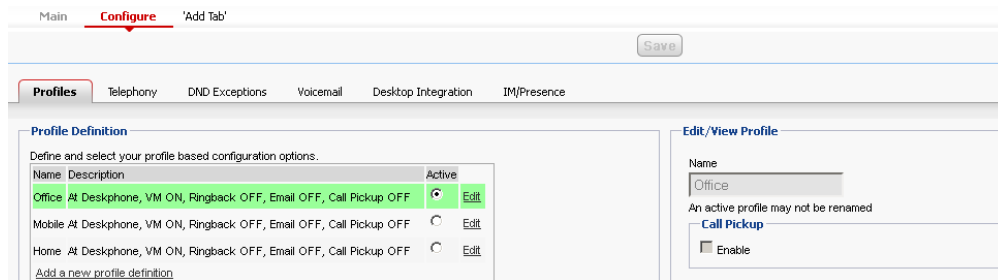
one-X Portal now enables you to add and use 3rd party gadgets from 3rd party providers (e.g. Google, Zoho etc.) without having to launch an independent application for each gadget.

Third party gadgets are added to the one-X portal by the administrator and the system will only display the gadgets that the administrator has enabled. The one-X portal doesn't control the content and rendering of a gadget so it is the responsibility of the administrator to make sure that any 3rd party gadgets added to the system do not have any detrimental effect on the user experience.

5.4 Configuration Tab Layout Enhancements

The one-X Portal Configuration page has been enhanced with a Tab based layout to enhance the user experience. The new layout also improves user productivity by requiring less scrolling, lesser number of clicks and eliminating pop-ups.

In addition to the two existing default tabs, 'Main' and 'Configure', it is now possible to add a maximum of two custom tabs by clicking on 'Add Tab'. These could be used to display any third party gadgets that have been added by the user.



5.5 Sending DTMF tones

When on an active call the user is able to open the dial pad and select the 'Enter Touch Tones' checkbox to allow tones to be sent to the active call. When this option is switched off this will allow the dialling of another call.

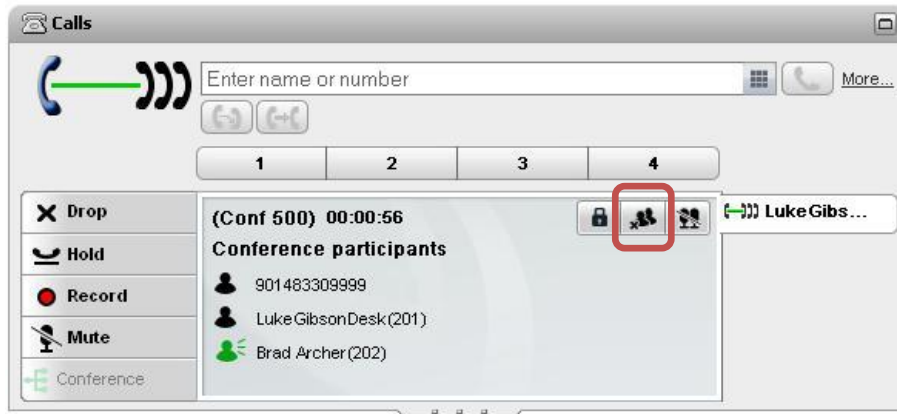


5.6 Mute button in Call Gadget

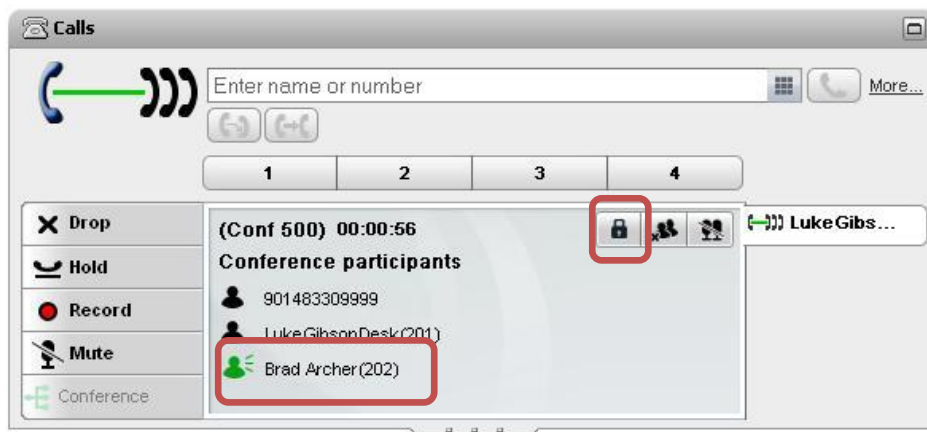
Currently there is a Mute button in the Calls Gadget of the one-X Portal which is only available when the user is in a Conference call. In this release the Mute button will be available for use in any call.

5.7 Conference Enhancements

In previous releases of the one-X Portal it was only possible to drop yourself or to drop other parties from the Conference. In this release all participants can now be dropped from a Conference simultaneously.



A new control is available in the Calls Gadget to Lock a Conference. When a Conference is locked no new delegates can join the call and will receive busy notification in such a scenario. This feature is only available to the Conference owner and only works with Meet Me Conferences, not ad-hoc Conferences.



Active speaker is a new feature that allows you to see who is talking. The user icon in the calls gadget is displayed in Green to indicate who the current talker is.

5.8 Microsoft Exchange Calendar Integration

one-X Portal provides integration with MS Exchange Calendar that allows the presence status of a user to automatically change based on his calendar meetings/appointments. The one-X Portal administrator can set preferences to display this calendar presence as follows:

- Include calendar information in XMPP status message (concatenate it with current status message)
- Change user's presence to DND if user is in a meeting or appointment

To configure Microsoft Exchange server for IM/Presence you must perform the following steps to enable the one-X Portal for IP Office to update the users' presence based on Microsoft Exchange Server 2007 or 2010 calendar meetings or appointments.

- Install Digest Authentication
- Enable Digest Authentication
- Create an AvayaAdmin user account
- Set impersonation rights for AvayaAdmin

For step by step instructions to configure the Calendar integration see the IP Office 8.0 Installing one-X Portal for IP Office manual.

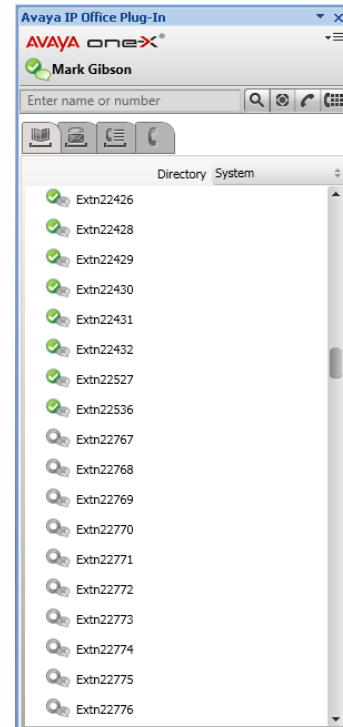
5.9 Microsoft Outlook Plug-In

Microsoft Outlook is an application that many knowledge workers invoke in the morning, and keep running all day. In this release we have added a subset of the one-X Portal user features to Outlook, implemented as a plug-in which includes:

- Login/Logout to one-X portal
- Make Outbound calls
- Receive Inbound calls
- Unattended transfers
- Consultative transfers
- Hold/Unhold Calls
- Mute/Unmute Calls
- Conference

Additional features include:

- Telephony and IM presence
- Tabs for Contacts, Voicemail, Call Log and Calls. (Personal contacts can also include your Outlook Contacts)
- Click to call or email contacts.
- Easy to install, user downloads and installs the plug-in from the one-x portal web client. Plug-in installer takes care of all pre-requisites
- Supported O/S:
 - Windows XP + Service Pack 3
 - Windows Vista
 - Windows 7



Outlook contacts imported by the user will be displayed in a separate tab in Personal directory of the one-x portal web client. The contacts are available to the user even if the plug-in is not running.



5.9.1 Supported Microsoft Outlook® versions

The following are the supported Microsoft Outlook versions for the Outlook plug-in:

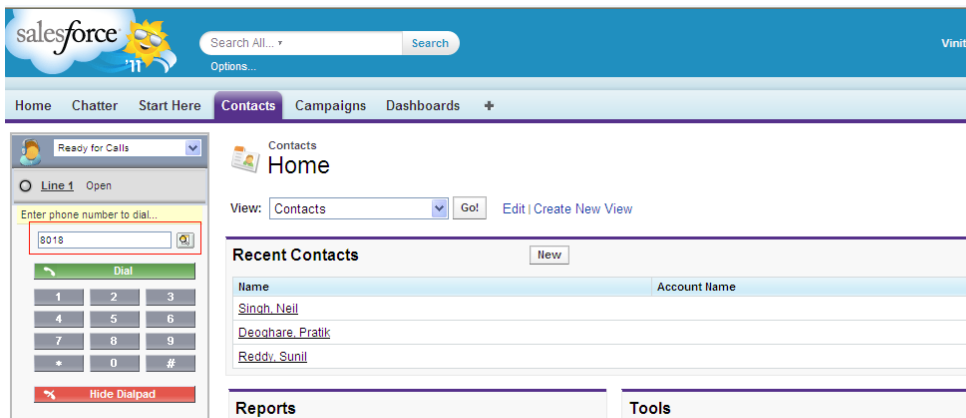
- Microsoft Outlook 2003
- Microsoft Outlook 2007
- Microsoft Outlook 2010

Note: Due to the nature of the solution architecture and its integration with its operating environment it is important that the Administrator pays close attention to the Firewall and Port configurations outlined in the one-X portal installation manual.

5.10 CRM Integration

IP Office R8.0 enables integration with Salesforce.com for business users. This integration enables Salesforce.com customers that are using IP Office for their telephony applications to control calls from within the Salesforce.com portal itself. This integration is enabled by the “Avaya IP Office Plug-in for Salesforce.com” which is a Windows application that runs in the system tray, and provides the following call-control features from the Salesforce.com phone available within the Salesforce.com portal:

- Make an outbound call
- Receive an incoming call
- Hold/Unhold call
- Consultative or Blind transfer



The IP Office Plug-in for Salesforce.com is only supported on the Enterprise edition, Unlimited edition and Developer edition of Salesforce.

Avaya is in the process of registering the Avaya IP Office Plug-in for Salesforce.com on the company’s AppExchange marketplace which will enable support of the Salesforce.com Professional Edition. Support of Salesforce.com Professional edition will be communicated upon successfully completing the registration process and trials.

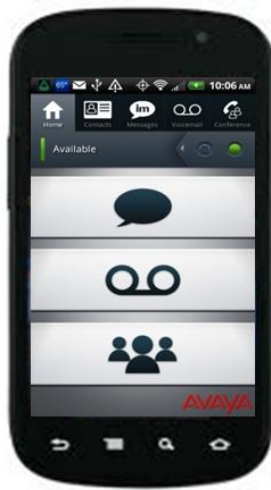
5.10.1 Salesforce Browser support

OS/Browsers	IE7	IE8 32 bit	IE8 64 bit	IE9(32 & 64 bit)
Windows XP	✓	✓	✗	✗
Windows 7 32bit	✗	✓	✗	✗
Windows 7 64bit	✗	✗	✓	✗

5.11 one-X® Mobile Preferred for IP Office

The one-X Mobile Preferred for IP Office delivers one-X Portal for IP Office features on Android based phones. These features are enabled through the Mobile Worker or Power User licenses and also require a Preferred Edition license.

one-X Mobile Preferred for IP Office provides unified communications capabilities for the mobile workforce and is designed to give mobile users quick access to various forms of communications and help users conduct normal business while on the move. The application relies on permanent data connection with the communications server and is designed to provide an “always-on” experience delivering asynchronous communication to the user as it arrives from the communications server.



The smartphone one-X Mobile Preferred IP Office client for Android can be obtained from the Android app store free of charge. (I.e. search “one-X Mobile for IP Office” at <https://market.android.com>.)

id.com https://market.android.com/search?q=one-X+Mobile+for+IP+Office&so=1&c=apps

es Videos Maps News Gmail More +

Android Market Apps Books Movies My Library one-X Mobile for IP Office

TYPE	PRICE	SAFE SEARCH	SORT BY
Apps	No filter	Off	Relevance
Books	Free	Low	Popularity
Movies	Paid	Moderate	
		Strict	

Apps About 2 results

Avaya one-X® Mobile for IPO
 AVAYA INC. / BUSINESS
 ★★★★★ (16)
 INSTALL

Avaya one-X® Mobile Preferred for IP Office ****PLEASE READ CAREFULLY**** "Avaya one-X Mobile Preferred for IP Office" is BETA version of a software application for Smartp...

5.11.1 Avaya one-X® Mobile Strategy

Mobility Offer

Included with IP Office Essential Edition

one-X® Mobile Essential for IP Office

- Cost-effective mobility without the need for an additional server
- Mobile twinning with office desk phone
- Call control as if you are in the office



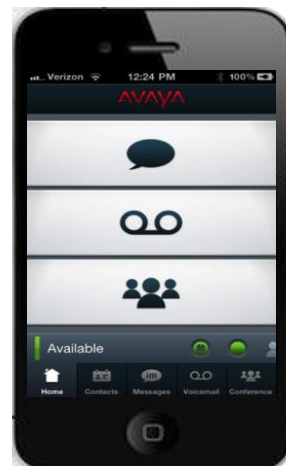
Symbian Windows Mobile

PREMIUM Mobility Offer

For use with IP Office Preferred Edition

one-X® Mobile Preferred for IP Office

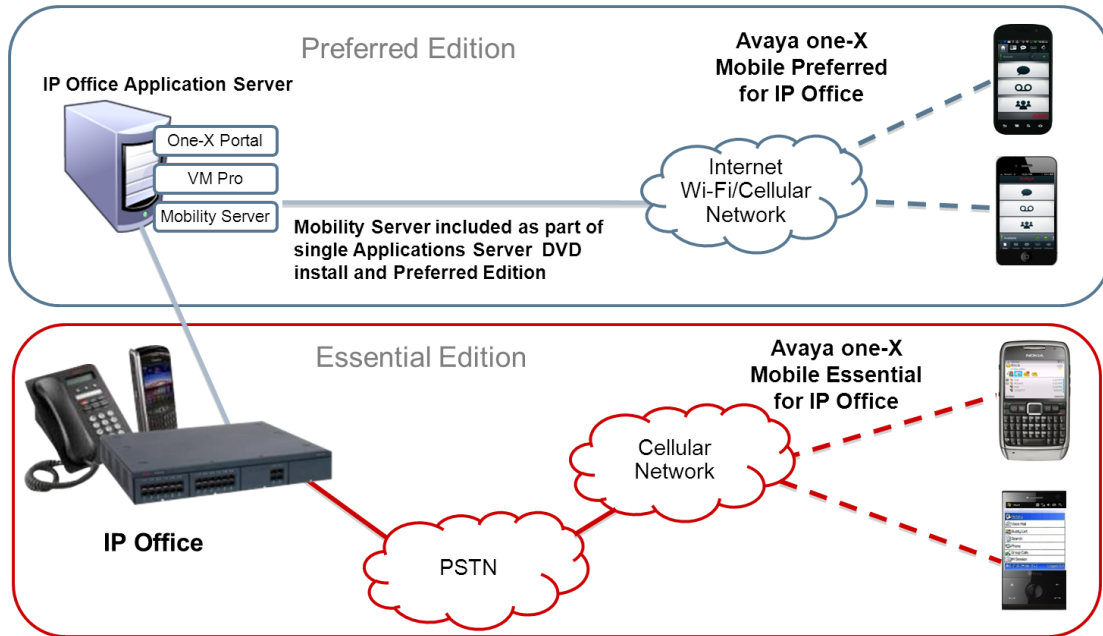
- Integrated server-based solution provides rich functionality
- Multi-modal communication – Rich Presence, IM, Call Control, Conferencing, Visual Voice Mail



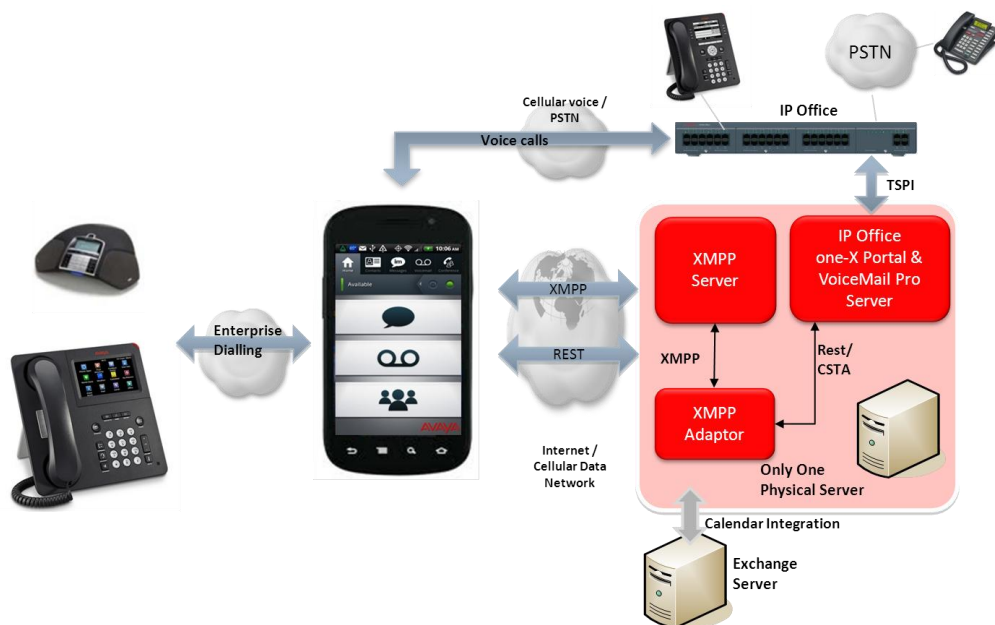
Android

5.11.2 Mobility Solution Architecture

The one-X Mobile Preferred for IP Office requires a data connection over the WiFi or Cellular network to the one-X Portal Server to get access to the rich functionality. A VoiceMail Pro server is also required if you wish to take advantage of the full feature set.



The data network is used for all functionality on the client apart from voice calls which use the traditional voice network. Only a single physical server is needed to provide connectivity between all components that form the solution. This functionality is available on both the Windows and Linux versions of one-X Portal and VoiceMail pro applications.



5.11.3 Feature Summary

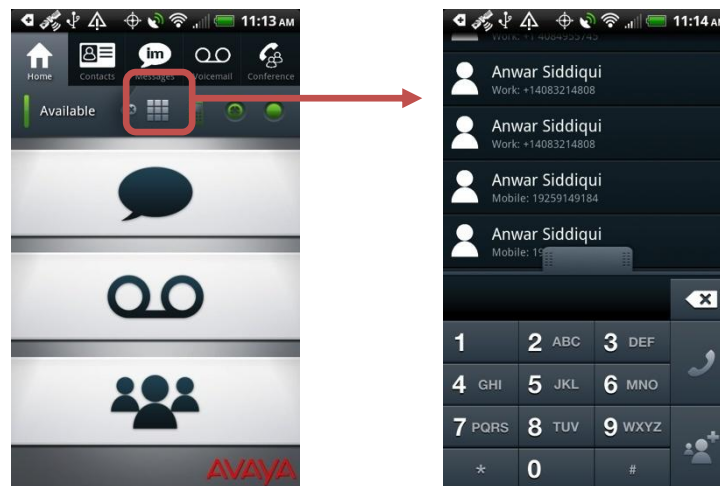
The application utilizes a rich user interface available on the mobile platform and makes use of advanced capabilities and hardware commonly available on mobile devices including streaming audio for visual voicemail, speech recognition to issue audible commands and geo-location presence using on-board GPS.

For a full description of features and configuration options please refer to the installation and user guides. Due to the nature of the solution architecture it is important that the Administrator pays close attention to the Firewall and Port configurations outlined in the installation manual.

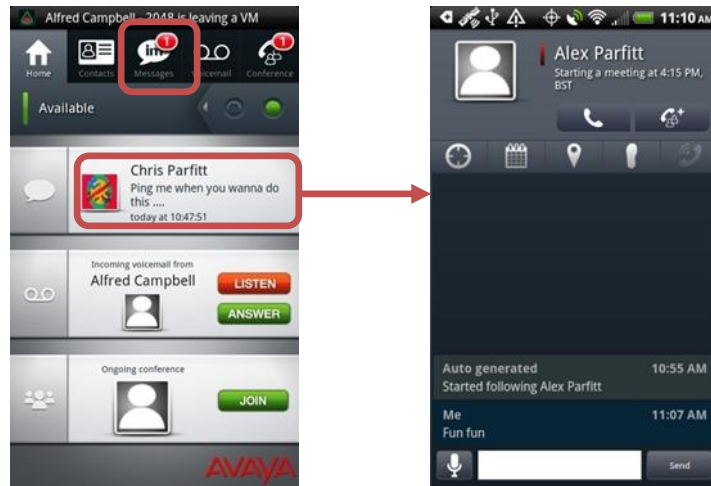
The following is an overview of the key features.

The application provides unified communications capabilities with the following capabilities:

- An Integrated dialer that can be accessed from the action bar and the dial pad icon
 - Any number maybe dialed by simply using the dial pad
 - Calls will be placed from whatever location the client is set
 - The corporate directory can be searched by simply typing the letters of someone's name from the dial pad screen
 - The directory is based on your synchronized contacts with the Exchange and/or Gmail contacts in your phone



- Presence and Instant Messaging
 - Instant Message other XMPP users on the IP Office and/or users federated to the system (ie. Googletalk)
 - Android supports the native speech recognition for text entry of Instant Messages



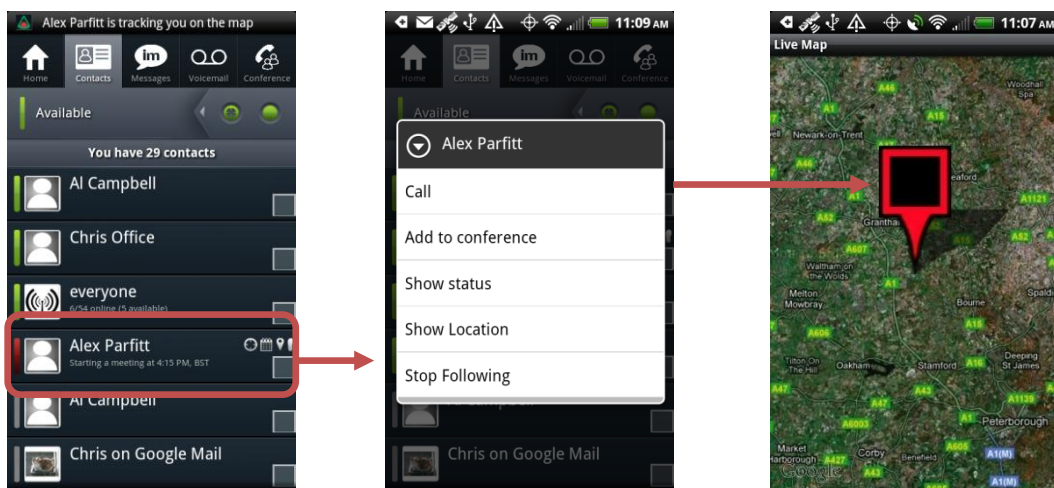
- Visual voicemail that allows you to play voicemail messages and the ability to manage voicemail messages from the mobile application
 - Voicemails can be listened to and managed from the home screen by clicking on the voicemail summary and/or voicemail navigation tab
 - New messages are indicated in Red as well caller information is displayed
 - Messages can be played, paused, rewind or fast forwarded
 - Presence of voicemail sender is also shown (if known)



- Rich conference controls with click-to-conference for users and groups, entry and exit notifications, ability to view and manage conference participants
 - Setup a multi-party conference
 - Menu has options for Join Conference, Lock and Mute all
 - An Alias maybe set for a conference participant
 - From the conference screen participants can be seen along with the active speaker (blue microphone indicates active talker)



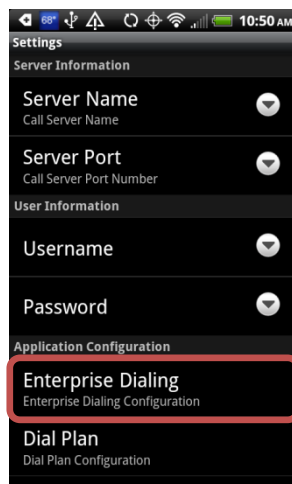
- Advanced user presence monitoring in the form of geo-location presence
 - The client can provide geo-location services using the GPS in the mobile handset. This provides the location of users
 - To view contact locations simply select the contact from the contacts screen and long press to show location on a map will display
 - Selecting the user on the map will allow actions to be performed such as Call, Add to Conference and Instant Message
 - If you select multiple contacts on the contacts tab the menu button will have an option to Map Selected. This will display all the contacts on a map



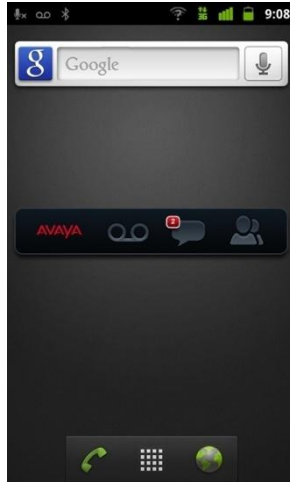
- The home screen voicemail panel provides voicemail screening capabilities of incoming calls
 - Caller information is displayed before answer
 - Client has the ability to:
 - Listen – Listen to caller with no ability to talk
 - Pickup – Picks up caller with intention of talking
 - Calls are retrieved to location set on client (Home, Mobile Desk)



- Enterprise Dialing is a way to intercept an outgoing call made from the standard Android Dialer and dial it via the IP Office
 - Advantages of this feature are all calls intercepted would be incoming calls and could be part of a “Favourites List” or calling party pays service plan
 - For Dial Plan mode of Enterprise Dialing you must configure a dial plan



- Android home screen widget with a summary of outstanding IM messages, new voicemail messages, conference participant's entry/exits, voicemail screenings in progress

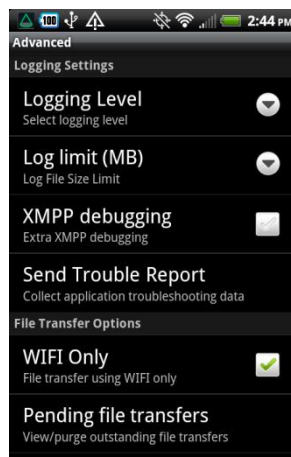


5.11.4 Support Tools

The mobility client has logs to aid Avaya in troubleshooting field issues. These logs can be pushed to the one-X portal server to allow customer support to debug issues

On the client Logging has settings within Menu -> Settings ->Advanced

- Log Level and limit can be set
- XMPP Debug and Trouble reports can be sent
- WIFI Only – Logs will be sent over WIFI only
- By default logging is disabled and will affect battery life if enabled. This should only be turned on when instructed by support



Logs can be uploaded from Menu -> About -> Log Upload. This transfers the logs from the mobile device to the one-X portal server

- All current and archived logs are packaged and sent. Logs are deleted upon successful transfer
- Logs on the one-X portal server are located:
 - Windows - C:\Program Files (x86)\Avaya\oneXportal\ Tomcat\apache-tomcat 6.0.18\logs\smack-file-transfer
 - Linux - /opt/Avaya/oneXportal/8.0.5_114/apache-tomcat/ logs/smack-file-transfer

Note: The above directories are examples and drives and version numbers may change for each release

6 Customer Call Reporter (CCR)

IP Office Release 8.0 delivers the following Customer Call Reporter (CCR) enhancements.

6.1 15/30 minutes reporting

In addition to the existing Hour, Day and Week grouped reports this release is now providing the option to group reports in 15 and 30 minutes increments for the Call Summary Report, the Call Detail Report and the Advanced Edition Voicemail Report. Following the same logic as the hour grouping, if grouped by 15 minutes, the call records will get grouped in 15-minute increments. Similarly, if 30 minutes grouping is selected, then call records will get in 30-minute increments.

6.2 Statistics enhancements

IP Office R8.0 provides the following System Statistic enhancements:

- **System Talk Internal Statistic:** The system talk internal time is the sum of all of the Advanced Edition agents' internal call talk times
- **System Talk Outbound Statistic:** The system talk outbound time is the sum of all of the Advanced Edition agents' outbound call talk times
- **System Talk Inbound Statistic:** The system talk inbound time is the sum of all of the Advanced Edition agents' inbound call talk times
- **System Talk Average Statistic:** The system talk average time is the sum of all of the Advanced Edition agents' average call talk times

- **System Talk Outbound Average Statistic:** The system talk outbound average time is the average of all of the Advanced Edition agents' outbound average call talk times
- **System Talk Inbound Average Statistic:** The system talk inbound average time is the average of all of the Advanced Edition agents' inbound average call talk times
- **System Total Talk Statistic:** The system total talk time is the sum of the inbound and outbound talk times for all.
- **System Agent Productivity Factor:** The system agent productivity factor statistic is the combined agent productivity factors for all agents.

6.3 Agent Performance Factor (APF) in the Agent Time Card Report

The Agent Productivity Factor statistic will be included in the Agent Time Card report under the Performance section along with the Average Answer Time. If selected, the report includes the Average Answer Time statistics and the Agent Productivity Factor for each agent. The system will use the straight average method to calculate the average answer time. An agent's productivity and efficiency will be measured by the parameters laid down for lost calls, answered calls, minimum talk time, and maximum talk time. Any deviation from the set parameters will have an effect on the total productivity of an agent.

Shift	05:51:18	Lunch	00:00:00	Breaks	00:00:00
Calls:	Answered 0	Outbound	14	No Answer	0
Talk Time:	Inbound 00:00:00	Outbound	02:01:30	Total	02:01:30
	Av In 00:00:00	Av Out	00:08:41	Av Total	00:08:41
Performance:	APF 100.00 %	Av Ans Time	0.0		
Group Summary:					
Calls:	Answered 0	Outbound	14	No Answer	0
Talk Time:	Inbound 00:00:00	Outbound	02:01:30	Total	02:01:30
	Av In 00:00:00	Av Out	00:08:41	Av Total	00:08:41
Performance:	APF 100.00 %	Av Ans Time	0.0		

6.4 Real Time - Presented Calls

Presented Call statistics are available for System, Queues and Agents.

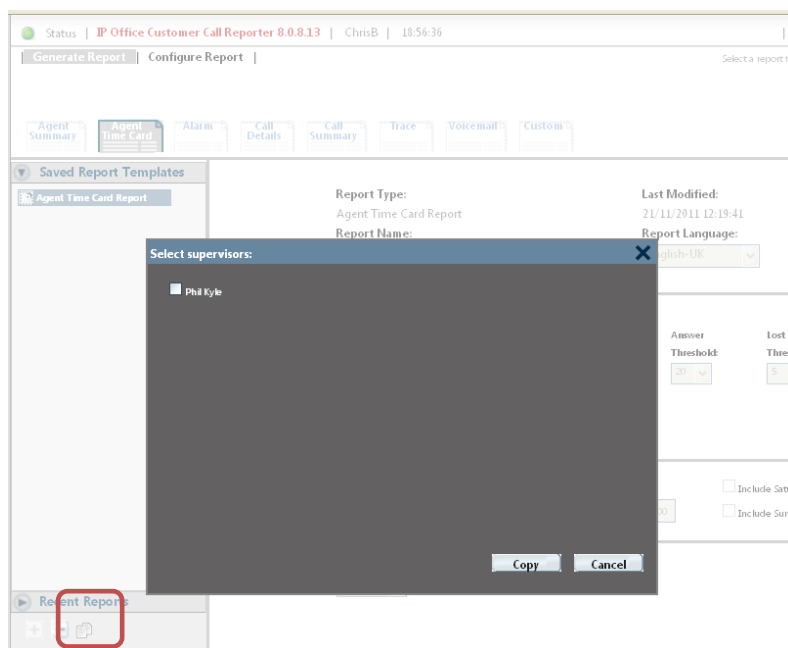
- For Queues, it is the total of Answered calls + Queue's VM Answered calls + Overflow Answered calls + Routed to others + Lost Calls + Overflowed lost. It does not include direct calls to agents
- For Agents, it is the total of Answered calls + Agent's VM Answered calls + Routed to others + Answered Non Queue + No Answer + Lost Calls. It does include direct calls
- The TOTAL value is the sum of all presented calls for the selected queues
- The SYSTEM value is the sum of all presented calls for Advanced Edition queues. The alarm and warning settings for this new statistic will range from 1 to 999
- The Presented call statistic will be available in the Real Time Monitor, Dashboard and Wallboard.

- For the Dashboard, the Presented Call statistic will be available in all the same graphs where the Answered Call statistics is available

6.5 Supervisor Report Template Copy

A report template can be copied from one supervisor account to another one. This will reduce the time it takes to install and configure an Advanced Edition system if most templates are exactly the same from one Supervisor to the other. There will be no checks to make sure that the queues selected for the reports are available to the supervisor receiving the template

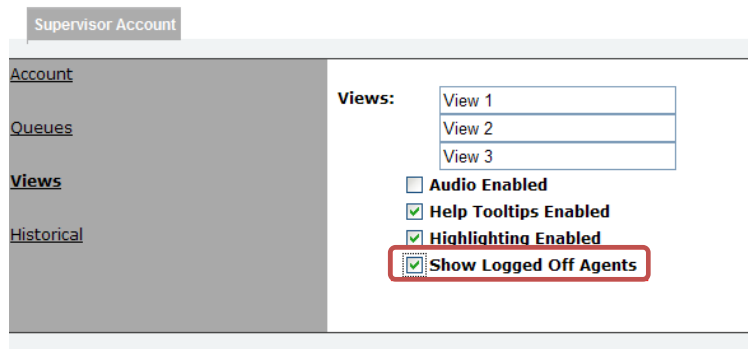
The report name is maintained unless it already exists and in this case the new report name is appended with the supervisor name. Templates of all report types (including Custom Reports) can be copied



6.6 Real Time Reporting Enhancements

6.6.1 Logged off agents visibility in Monitor views

- Logged off agents can be hidden from a monitor view
- Configurable at the supervisor account level
- Logged off agents showing by default



6.6.2 Wallboard Statistics abbreviations

- Wallboard default statistics names are now 25 characters long
- Elimination of truncation that can occur depending on the designed layout and chosen language
- League Table ranking qualifiers (“Top” and “Bottom”) are no longer editable. Only the statistic name is editable
- The 25 character limit doesn’t apply when the default statistic name is edited

6.6.3 Customer Map Configuration

- National Prefix used by the system to identify national calls (long distance) Typically “0” everywhere but “1” in North America
- International Prefix used by the system to identify international calls Typically “00” everywhere but “011” in North America
- Configurable via the Administrator Preferences section

Customer Map Settings

Initial Centre Latitude: 55 Initial Centre Longitude: -5 Initial Zoom Level: 6

Home Country Code: 44 Home Area Code: 20 International Call Prefix: 00 Trunk or National Prefix: 0

6.6.4 Privacy Support

- Ability to mask dialed numbers by agents
- Mask digits of the outgoing external numbers in the CDR, the Trace Report and any Custom Reports using the dialed number field
- Set to 0 by default
- Configurable by Administrator in the Preferences section

Time Stamp	Call Direction	Number	DDI
Ungrouped			
07/14/2011 03:47:53	Inbound	2811@10.1.1.45	5000@10.1.1.44
07/14/2011 03:48:59	Inbound	2811@10.1.1.45	5001@10.1.1.44
07/14/2011 03:49:25	Inbound	2811@10.1.1.45	5000@10.1.1.44
07/14/2011 03:49:42	Inbound	2811@10.1.1.45	5001@10.1.1.44
07/14/2011 03:50:56	Outbound	9XXXXXX	2811@10.1.1.45
07/14/2011 07:07:55	Internal	2110	2109
07/14/2011 07:08:19	Internal	2110	2109
07/14/2011 07:08:24	Internal	2110	2111
07/14/2011 07:08:26	Internal	2110	2112

Privacy

Outgoing Number

Trailing digit(s) to hide: 6

6.6.5 Additional Enhancements

CCR now includes support for provisioned DECT R4 installations using 3700 phones configured as agents

Additional browser support includes Microsoft Internet Explorer 9 and Mozilla Firefox 5. Customers using older browsers are reminded to upgrade to a more recent version although the CCR will not prevent usage.

As Microsoft is stopping support for SQL 2005, all SQL 2005 references have been removed from the documentation. The installation procedure now describes an SQL 2008 Express installation. The SQL 2005 Express copy that provided within the pre-requisite folder has been replaced with SQL 2008 R2 Express Edition with Advanced Services.

6.6.6 Pre-requisites Folder

- The Pre-requisite folder on the CCR DVD has been updated
- It now contains all patches required for Server 2003 and Server 2008 for both 32 and 64 bit systems
- It now contains the framework required (JRE, .NET) for both 32 and 64 bit systems
- It now contains PowerShell 1.0 (32 or 64 bit) which is required when installing SQL 2008 on a 2003 Server
- It contains SQL 2008 R2 Express Edition with Advanced Services for 32 and 64 bit systems

6.7 Custom Reports

IP Office Release 8.0 introduces that ability to create custom reports using Microsoft Report Builder and then upload the custom report file to the CCR. The custom report capability in R8.0 is targeted at the technically savvy supervisor or a customer service organization that can create reports to meet a customer's requirement. In future releases, custom reports will be enhanced and simplified to provide a "drag & drop" capability to create custom reports.

Microsoft Report Builder & Custom Report files.

IP Office Release 8.0 supports Report Builder 2.0 or 3.0 from Microsoft. It can be installed from SQL 2008 Express with Advanced Services (part of the pre-requisite folder). It can also be installed manually.

Report Builder can be launched from within CCR if installed with SQL 2008 Express with Advanced Services. Report Builder is used to create and test Custom Reports before they are uploaded into Advanced Edition.

Report Builder can be launched from within CCR and it can be bookmarked. A base Custom Report file and a suite of sample Custom Report files can be downloaded from CCR to simplify the custom report file creation. Once a custom report file has been created, the file is uploaded into CCR. Once these files are in CCR, it can be used in the same way as the existing reports. Custom report files can be deleted or downloaded, used for Report generation and used to create report templates.

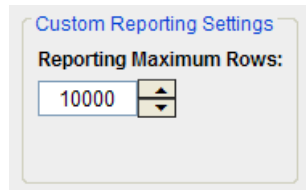
[Run Microsoft® Report Builder® 3.0](#) [Bookmark Microsoft® Report Builder® 3.0](#)

[Download Base and Sample Custom Reports](#)



Custom Report generation is integrated within CCR Historical Report management tools to allow Template copy, Recent Reports, Scheduled Report, Email, Print and Export (PDF, Word, Excel, and TIFF).

IP Office Release 8.0 also delivers a number of sample Custom Reports including some that mimic the standard historical reports. These can be used as a convenient starting point if the custom report is similar to an existing report. The Size of Custom Report can be limited via the Administrator Preferences Settings. This prevents generation of huge reports since any statistics could be added to a Custom Report.



6.7.1 Sample Custom report capabilities

The following are a few examples of the custom reporting capabilities

Sample Agent Summary Report

The following is an Agent summary report for all queues and agents, group total times for queues and agents.

Sample Report - ASR Queue

Queue	Hunt Group Enabled Time	Ringing Time	Outbound Talk Time	Inbound Talk Time	Internal Talk Time	Busy Not Available Time	After Call Work Time
Gold Users	15d:08:41:43	00:00:00	00:00:59	00:00:00	00:09:20	00:00:00	00:01:18
	38.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HG88888	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Platinum Users	15d:08:41:43	00:00:00	00:00:59	00:00:00	00:09:20	00:00:00	00:01:18
	38.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sales	19d:06:15:47	00:02:49	00:00:59	00:00:53	01:45:51	00:00:00	00:02:30
	24.3%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Support	11d:18:39:03	00:00:16	00:00:59	01:38:48	00:09:20	00:00:00	00:01:40
	14.8%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%
TOTAL	61d:18:18:16	00:03:05	00:03:56	01:39:41	02:13:51	00:00:00	00:06:46
Minutes	88938	3	4	100	134	0	7

Sample Report - ASR Agent

Agent	Hunt Group Enabled Time	Ringing Time	Outbound Talk Time	Inbound Talk Time	Internal Talk Time	Busy Not Available Time	After Call Work Time
Agent	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Sample Call Detail Report

The following is a Call details report for all calls, equivalent to a wildcard DDI or CLI.

Sample Report - CDR All calls

Time stamp	Call Direction	Number	DDI	Queue	Queue Time	Agent	Duration
12 Apr 2011 12:29:27	Inbound	66666	88888	HG88888	00:00:06	Benoit	00:00:14
14 Apr 2011 13:13:58	Inbound	66666	88888	HG88888	00:00:01	Benoit	00:00:35
18 Apr 2011 14:23:33	Inbound	77888	55555	Sales	00:00:01	Max	00:00:06
06 May 2011 12:43:05	Inbound	77888	55555	Sales	00:00:03	Daniel	00:01:18

Sample Call Summary Report

The following is a Call summary report for queues and agents, performance related statistics.

Sample Report - CSR Queue

Queue	Queue Presented Calls	Queue Answered Calls	Queue Lost Calls	Within Answer Threshold Calls	Within Lost Threshold Calls	Average Answer Time (%)	Average Answer Time
Gold Users	0	0	0	0	0	0	0
HG88888	2	2	0	2	0	100	3
Platinum Users	0	0	0	0	0	0	0
Sales	24	11	3	16	5	100	17
Support	3	2	1	2	1	100	2
TOTAL	29	15	4	20	6		
AVERAGE						100.0	4.4

Sample Report - CSR Agent

Agent	Agent Presented Calls	Agent Answered Calls	Agent Lost Calls	Within Answer Threshold Calls	Average Answer Time % (Report Calculated)	Average Answer Time
Agent	0	0	0	0	0.0	0
Agt1	0	0	0	0	0.0	0
Agt10	0	0	0	0	0.0	0
Agt11	0	0	0	0	0.0	0
Agt12	0	0	0	0	0.0	0
Agt13	0	0	0	0	0.0	0
Agt14	0	0	0	0	0.0	0
Agt15	0	0	0	0	0.0	0
Agt16	0	0	0	0	0.0	0
Agt17	0	0	0	0	0.0	0

Sample Alarm Report

The following is an Alarm report for current supervisor and views.

Sample Report - Alarm

Alarm Number	Alarm Trigger Date Time	Alarm Clear Date Time	Alarm Status Description	Alarm Target Name	Alarm Trigger Value	Alarm Clear Value	Alarm Duration	Running Total Alarm Duration
1	5/6/2011 12:45:08 PM	5/6/2011 1:44:39 PM	Alarm	Max	0	100	00:59:30	00:59:30
2	5/6/2011 1:45:21 PM	5/6/2011 1:50:44 PM	Alarm	Daniel	0	100	00:05:23	01:04:53
3	5/6/2011 1:51:12 PM	5/6/2011 1:56:51 PM	Alarm	Daniel	0	100	00:05:39	01:10:32
4	5/6/2011 1:57:21 PM	5/9/2011 9:23:19 AM	Alarm	Daniel	0	0	02d:19:25:57	02d:20:36:29
5	5/6/2011 1:57:29 PM	5/9/2011 8:19:23 AM	Alarm	Max	0	50	02d:18:21:54	05d:14:58:23

6.7.2 Custom Reports documentation

The following documentation is available in order to aid setup and configuration:

- Custom Report section within CCR User Guide to describe how to use the Custom tab in Historical Reports
- Custom Report section within CCR User Guide describing all the fields available in the data sets accessible by Report Builder
- Report Builder installation instructions within the CCR Installation Guide
- Report Builder Walk Through document available within the Knowledge Base
- Sample Reports description

7 Windows Operating System Support

The following table gives a summary of the Windows Server & Client Operating Systems (OS) on which various IP Office applications are tested and supported for IP Office Release 8.0.

IP Office Application	Client Systems						Server Systems		
	XP Pro		Vista		Windows 7		2003	2008	
	32	64	32	64	32	64	32	32	64
Preferred Edition Server	✓	✗	✓	✗	✓	✓	✓	✓	✓
... plus UMS	✗	✗	✗	✗	✗	✗	✓	✓	✓
... plus campaigns	✗	✗	✗	✗	✗	✗	✓	✓	✓
Preferred Edition Client	✓	✓	✓	✓	✓	✓	✓	✓	✓
ContactStore	✗	✗	✓	✗	✗	✗	✓	✓	✗
one-X Portal for IP Office	✗	✗	✗	✗	✗	✗	✓	✓	✓
Customer Call Reporter	✗	✗	✗	✗	✗	✗	✓	✓	✓
SoftConsole	✓	✗	✓	✓	✓	✓	✗	✗	✗
IP Office Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓
System Monitor	✓	✓	✓	✓	✓	✓	✓	✓	✓
System Status Application	✓	✓	✓	✓	✓	✓	✓	✓	✓
TAPI – 1 st Party	✓	✓	✓	✓	✓	✓	✓	✓	✓
TAPI – 3 rd Party	✓	✓	✓	✓	✓	✓	✓	✓	✓
Phone Manager Lite/Pro	✓	✗	✓	✗	✓	✓	✗	✗	✗
Phone Manager PC Softphone	✓	✗	✓	✗	✓	✓	✗	✗	✗

- Vista support is only on Business, Enterprise and Ultimate versions
- Windows 7 support is only on Professional, Enterprise and Ultimate versions

Virtual Server Support

For IP Office Release 8.0, all applications supported on Windows server operating systems are supported while running on the following virtual servers:

- VMWare
- Microsoft Virtual Server
- Microsoft Server Hyper-V

Browser Application Support

The following applications are accessed using web browsers. The table below details the browsers tested by Avaya.

Application	Internet Explorer	Firefox	Opera	Chrome	Safari
IP Office Application Server	✓ 8+	✓ 3+	✓ 10+	✗	✓ 3.2+
Voicemail Pro UMS	✓ 8+	✓ 3+	✓ 10+	✗	✓ 3.2+
one-X Portal for IP Office	✓ 7&8 only	✓ 3+	✗	✓	✓ 3.2+
Customer Call Reporter	✓ 8+	✓ 3+	✓ 10+	✓	✓ 3.2+
Web Manager	✓ 8 only	✓ 3.6+	✗	✗	✗
ContactStore 7.8	✓ 8+	✗	✗	✗	✗
System Status Application	✓ 8+	✓ 3+	✗	✗	✗

8 Resolved in IP Office Release 8.0

IP Office Release 8.0 software has parity with the IP Office 7.0 Q4 2011 Maintenance Release.

For details of the issues resolved in the IP Office 7.0 Q4 2011 Maintenance Release please refer to Technical Bulletin 139.

9 Known Issues

The following is a list of issues that exist in this release of IP Office 8.0 software. These will be addressed in a future release of software.

Core Software

JIRA Number	Description of Issue
17177	Using Mobile Call Control, no audio path after ** when SIP Line has 'Use Offerer's Preferred Codec' enabled
15852	Report of orphaned calls shown in one-X Portal
17941	IP Office Reset when uploading a .c11 file to memory card to an unsupported directory

Manager Application

JIRA Number	Description of Issue
7400	Can't set user profile from Power User back to Mobile User if Mobile User to Power User Upgrade license is applied
17765	Manager showing error that one-X Portal users exceeds licenses
17699	Manager does not detect modules connected to the 4 port expansion module as upgraded
16057	User Button Programming in Manager, cannot select a remote SCN User in dropdown list

Preferred Edition

JIRA Number	Description of Issue
16776	Delay in recording that is being performed via VBScript in VMPro

one-X Portal for IP Office

JIRA Number	Description of Issue
16349	Presence information is incorrect for users with special character in names such as '&' ''' '<' The apostrophe is the most likely effected.
17782	Intermittent Sales force Runtime Error - R6025 Pure Virtual Function Call
17711	Exchange Validation returning Access Denied due to Invalid Credentials
17607	Incorrect telephony state in one-x portal / outlook plug-in when a call targets a user and then diverts to voicemail after no answer timeout and stays in this incorrect state until further activity
17542	After upgrading one-x portal server old version of desktop clients is still being downloaded id not installed with Admin rights
17472	A call appears to be connected in one-X web client when logged into one-X client with a user that is logged out of their extension. Restart needed to clear.
16923	Call History in One-X Portal Outlook Plug-in intermittently doesn't sync with one-X client

Customer Call Reporter

JIRA Number	Description of Issue
17174	Call Summary Report for Agents - sorted by Queue discrepancy when changed to Call Summary Report for Queues - Sorted by Queues

Application Server

JIRA Number	Description of Issue
16775	The VMPRO service must be restarted following install/de-install of TTS Language packs on the Application Server
16486	When manually upgrading Web Control rpm from 7.x to 8.x the cli-commands rpm must be upgraded first

Embedded Voicemail

JIRA Number	Description of Issue
16445	EVM "missing clips" error message remains after all clips installed. Cleared after reboot.

SIP Terminals (including Avaya Video Softphone)

JIRA Number	Description of Issue
16082	When importing contacts in .vcf format into the IP Office Softphone Contact list, the option to Subscribe to Presence or Do Not Subscribe to Presence Information has no effect The option to Subscribe to Presence Information and Do Not Subscribe to presence information yields the same effect. The presence information is subscribed to by the IP Office Softphone.
17720	Softphone problem with imported Outlook contacts where contacts are not shown correctly with both name and number on incoming call in the call log
17719	SIP terminal Snom 300 fails to transfer call
17714	SIP terminal Snom 300 is unable to transfer an outgoing call

10 Known Issues with Workarounds**Manager**

JIRA Number	Description of Issue and Workaround
7400	Can't set user profile from Power User back to Mobile User if Mobile User to Power User Upgrade license is applied Workaround: Leave the user as Power User since it provides all the capabilities of the previous profile or remove the Power User upgrade license and configure the users as appropriate and then re-add the Power User upgrade license.
11520	Allow Direct Media should be greyed-out when Remote extension is enabled Workaround: Manually uncheck the "Allow Direct Media" checkbox when "Allow Remote Extn" checkbox is checked
15035	When the "Enable Remote Worker" configuration item is changed, the

	"Remote Extension" value on a matching extension record (if any) will be changed to match. There will not be any reverse relationship. Workaround: Manually set the "Remote Extension" value.
16796	Add/Display VM Locales: Saudi Arabia (UK English) is ticked when Egypt-Arabic is selected Workaround: Using Simplified Manager open a Norstar configuration. Select the correct locale and download.

Mobility

JIRA Number	Description of Issue and Workaround
12879	Once Owner has automatically Joined Conference, can join again when "Join" button is pressed from Home screen. Workaround: Do not press the join button on the home screen if already in your conference bridge.
13253	Follow alerts when user is still in DND using IP Office with Exchange calendar mining setup. User's presence is in a meeting and on the phone and another user follows that user with the mobility client. When the user hangs up from the phone the user following from the mobility client will get a notification saying they are available to chat however the state is DND. Workaround: Even if you get a notification always read the presence state from the notification.
14466	DND status not shown in mobility client if user sets this using short code or button on their desk phone Workaround: Set the status to DND using the one-x portal.

Basic Edition

JIRA Number	Description of Issue and Workaround
16955	Default Labels for buttons programmed via Manager are not translated on 9500 phones when Locale for user is changed. Workaround: Clear the label from the Set Based Admin like so the label will appear in the user language
16797	Language not changed on 9500 phones when changed from phone menu Workaround: The recommend way to change the phone language is through the Set-Based Administration.
9668	Voice Mail message played over when DTMF breakout commands are issued by the caller after he finishes leaving message Workaround: On phones (excluding ETR), this can be overcome by muting the microphone prior to playing the message through the speaker. On ETR phones muting the microphone does not stop the message from being heard on the incoming channel. There is no work around for ETR phones.

one-X Portal

JIRA Number	Description of Issue and Workaround
17433	Browser support information is incorrect in online Help for Salesforce support. Workaround: Use the documentation provided in PDF format on support.avaya.com
17782	Logging out of Salesforce and logging back in immediately results in an exception error when trying to answer an incoming call in Salesforce Workaround: Wait for a short period of time before logging back in to Salesforce
10066	Installation of Install one-X Call Assistant Application causes Windows XP blue screen. Workaround: Update Intel HD Graphics Driver for IBM Thinkpads
18207	one-x Portal - No Openfire or MyBuddy connectivity after restoring a database Workaround: See one-X Portal upgrade section
13828	No presence subscription after restoring a one-x portal database Workaround: un-subscribe and re-subscribe

SIP Terminals (Including Avaya Video Softphone)

JIRA Number	Description of Issue and Workarounds
10982	An intermittent problem with the dial tone on 1230 phone Workaround: This problem is corrected when outgoing call is made from the phone or when incoming call is received by the phone.
16826	When attempting Login using IP Office Softphone it possible that the Cancel will have no effect on the login process. Workaround: If the user did not intend to login, they must wait for the procedure to complete and then they can initiate the logout procedure as described in the appropriate IP Office Softphone user guide.

11 Technical Notes

Before any upgrades commence the IP Office Release 8.0 Administration suite must be installed. Administration suite upgrades are supported from version 5.0, any version prior to this must be removed first before the Administration suite can be installed.

IP Office Release 8.0 will be supported on the following control units:

- IP500, IP500 V2

Note: If upgrading to Release 8.0 from a previous release an upgrade license is required. New installations using the IP500 V2 platform will not require this license.

Please ensure that the licensing changes outlined in this document have been understood and their impact on existing functionality which includes Basic Edition as outlined in its corresponding section within this document.

IP Office Release 8.0 will NOT be supported on the following control units:

- IP401, IP403, IP406 (v1), IP406v2, IP412, Small Office Edition

11.1 Core Software Upgrade Summary

The table below shows the necessary steps that must be taken to upgrade your IP Office system to Release 8.0. If running a software version older than 4.0 then please refer to Technical Bulletin 109.

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500	4.x /5.0/6.x/7.0	Load 8.0	--
IP500 V2	6.x/7.0	Load 8.0	--
All modules	4.x/5.0/6.x/7.0	Load 8.0	--

11.1.1 Software Upgrade License Installation

To make for a smoother upgrade process it is recommended that you install your IP Office Release 8.0 Software Upgrade license before you proceed any further. Although the key may not be recognized immediately by the system it will be recognized when you come to upgrade your system.

11.1.2 Core Software Upgrade Instructions

Please refer to the IP Office 8.0 Installation Manual for step by step upgrade instructions.

11.1.3 Unit Compatibility – Expansion Unit Interoperability

All expansion units must be upgraded or downgraded to match the CPU software.

11.1.4 Phone Firmware Support

The table below lists the phone firmware versions that are supported by IP Office Release 8.0.

Phone Type	Version
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW, 4625, 4601+, 4602+, 5601+, 5602+	2.9.1 (2.9 SP1)
4620 (Not 4620SW), 4601, 4602D, 4602SW, 5601, 5602D, 5602SW	2.3
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW VPN	2.3
1603, 1608, 1616	1.3000
1616 Button Module	1.0.9
9620,9630,9640,9650	3.1.1
9608	S96x1_UKR_V0r38_V0r38 S9608_11HALBR6_1r38_V4r52
9621, 9641	S96x1_UKR_V0r38_V0r38 S9621_41HALBR6_1r38_V4r52
9504, 9508	9500 Application R37 9500 Boot R15 9500 Zarlink R0_09
2410, 2420, 5410, 5420	6
1403	Application 04 Boot 03
1408, 1416	Application R16 Boot 25
DCP Phone Languages	Ing_R10_v09_Pack01.bin
DCP Phone Font File 14xx Chinese (GB)	R02_v01
Softphone	Windows: 3.2.3.15_64595 MAC: 3204ap_64597
Nortel 1120	04.03.09.00
Nortel 1140	04.03.09.00
Nortel 1200	04.03.09.00

IP DECT	Version
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36

Avaya 3711 USB Driver	0.8
ADMM	Version
ADMM	1.1.13
ADMM Java Configuration	1.1.13
Monitor	1.4

DECT R4		Version
3720	3720_v3.3.9.pkg is used in PDM	X
	Company Phonebook_v8.xls	X
	Downloadable_languages_3720_v21.zip	X
	Translation_Tool_3720_v21.zip	X
	Local_Phonebook_Tool_v1.zip	X
3725	3725_v3.3.9.pkg is used in PDM	X
	Company Phonebook_v8.xls	X
	Downloadable_languages_3725_3740_3749_v22.zip	X
	Translation_Tool_3725_3740_3749_v22.zip	X
	Local_Phonebook_Tool_v1.zip	X
374x	374_v3.2.8.pkg is used in PDM	X
	Company Phonebook_v8.xls	X
	Downloadable_languages_3725_3740_3749_v22.zip	X
	Translation_Tool_3725_3740_3749_v22.zip	X
	Local_Phonebook_Tool_v1.zip	X
	IPBS1 & 2 Firmware	5.0.9
	IPBS 1 & 2 Boot Firmware	5.0.9
	AIWS Firmware	2.73
	AIWS2 Firmware	3.04A
	IPBL (DECT Gateway) Firmware	5.0.8
	IPBL (DECT Gateway) Boot Firmware	5.0.8
	GRBS (ISDN RFP) Firmware	R5C 3/40
	WinPDM (Windows Portable Device Manager)	3.8.1
	Charger (Rack and Advanced) Firmware	1.3.11
	Avaya 3720 Translation Tool	21
	Avaya 3725/3740/3749 Translation Tool	22
	Avaya 3720 Downloadable Languages	21
	Avaya 3725/3740/3749 Downloadable Languages	22

Company Phonebook Tool	8
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T3 IP Phone Firmware/Tools	Version
Firmware	T247
Admin Tool	3.08

11.2 Preferred Edition Software Upgrade

The table below shows the necessary steps that must be taken to upgrade your Preferred Edition Server (formerly VoiceMail Pro) to Release 8.0. If running a software version older than 4.0 then please refer to Technical Bulletin 109.

Product	Current Release	Upgrade Step
VoiceMail Pro	4.x / 5.x / 6.x/7.X	Upgrade Installation Available

It is important that the settings of an existing VoiceMail Pro are exported before any upgrade. Although folders that contain prompts and messages are not affected by the upgrade process it is good practice to make a backup just in case something goes wrong.

11.2.1 Upgrading from VoiceMail Pro 4.0 or later

Please refer to the IP Office 8.0 VoiceMail PRO Installation Manual for step by step upgrade instructions.

11.3 one-X Portal for IP Office Software Upgrade

The table below shows the necessary steps that must be taken to upgrade the one-X Portal for IP Office to Release 8.0.

Product	Current Release	Upgrade Step
one-X Portal	5.0 / 6.x/7.0	Upgrade Installation Available

Note: *Username are case sensitive.*

11.3.1 Database Backup and Restore Notes

The backup and restore function remains the same as IP Office R7. This means that it is not supported for backup and restoration between different versions of one-X Portal for IP Office, for example from 7.0 to 8.0.

In the case of using the function on the same version of one-X Portal the following instruction outlines the steps that need to be performed to work around the following issue: JIRA (Bug) 18207 - No Openfire or MyBuddy connectivity after restoring a database.

11.3.1.1 Windows Installation

Follow the following instructions on Windows based one-X Portal deployments:

After using AFA backup:

Carry out the following steps to manually backup the openfire database script (openfire.script) after taking backup using one-X Portal AFA application:

1. Stop one-X Portal service
2. Using Windows Explorer browse the folder C:\Program Files\Avaya\oneXportal\openfire\embedded-db as mentioned in the Figure 1.
3. Select the openfire database file openfire.script and copy the same to clipboard (e.g using Control +C or right click and Copy).
4. Paste the file to the location from which it can be consumed for later use. E.g. desktop.
5. Verify that the file openfire.script is present at the copied location.

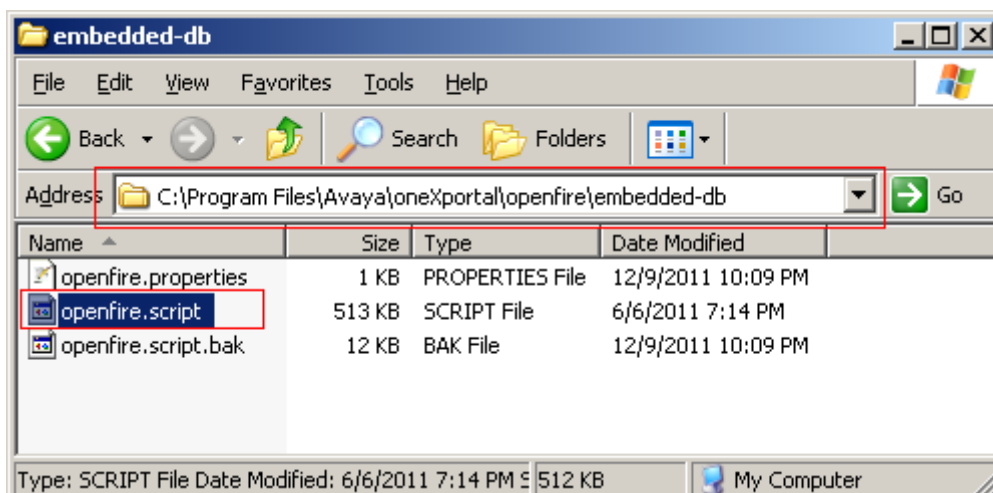


Figure 1 - Screenshot indicating location of openfire database

After using AFA restore:

Carry out the following steps to manually restore the openfire database script (openfire.script) after restoring using one-X Portal AFA application.

1. Select the manually backed up openfire database (openfire.script) in section I. above and copy the same to clipboard (e.g using Control +C or right click and Copy).
2. Using Windows Explorer browse the folder C:\Program Files\Avaya\oneXportal\openfire\embedded-db. If the operating system is 64 bit, browse the folder C:\Program Files (x86)\Avaya\oneXportal\openfire\embedded-db
3. Paste the file at the above location. You will be prompted to overwrite the file. Select Yes.
4. Start one-X Portal service.

Notes:

- On 64 bit OS, the location will be C:\Program Files (x86)\Avaya\oneXportal\openfire\embedded-db.
- On non-english OS, the program files folder may be named differently (e.g c:\Programme in Deutsch).

11.3.1.2 Linux Installation

Follow the following instructions on Linux based one-X Portal deployments

After using AFA backup:

Carry out the following steps to manually backup the openfire database script (openfire.script) after taking backup using one-X Portal AFA application.

1. Access the Linux shell on which one-X Portal is installed using putty (or any ssh client) using root credentials.
2. Stop the one-X portal service using command
service onexportal stop
3. Verify whether Onex service is stopped correctly by running command:
service onexportal status
4. Navigate to location “/opt/Avaya/oneXportal/openfire/embedded-db” using:
cd /opt/Avaya/oneXportal/openfire/embedded-db
5. Copy openfire database file (openfire.script) file to location (e.g. /opt/Avaya/
cp openfire.script /opt/Avaya

After using AFA restore

1. Copy the manually backed openfire database (openfire.script) to location "/opt/Avaya/oneXportal/openfire/embedded-db" Using command
cp /opt/Avaya/openfire.script /opt/Avaya/oneXportal/openfire/embedded-db/openfire.script
2. You may be asked to confirm overwrite of the file similar to:
cp: overwrite `/opt/Avaya/oneXportal/openfire/embedded-db/openfire.script'?
type y to proceed with overwrite.
3. Start the one-X Portal service using command
service oneXportal start

11.3.2 Upgrading from one-X Portal for IP Office 5.0 or later

Please refer to the IP Office 8.0 one-X Portal Installation Manual for step by step upgrade instructions.

11.4 Customer Call Reporter Software Upgrade

The table below shows the necessary steps that must be taken to upgrade your Customer Call Reporter to Release 8.0. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup as documented in Technical Bulletin 133 to the most recent available upgrade before you can upgrade to the latest version of IP Office Customer Call Reporter.

Product	Current Release	Upgrade Step
Customer Call Reporter	6.1/7.0	Upgrade Installation Available

Note: Any versions of Customer Call Reporter earlier than 8.0 will not connect to an IP Office system running 8.0 core software. This is due to a change in the data stream that connects the IP Office to the Customer Call Reporter. Therefore make sure that you upgrade your Customer Call Reporter immediately after upgrading your IP Office core software or your CCR will cease to work until it has been upgraded.

11.4.1 Upgrading from IP Office Customer Call Reporter 6.1 / 7.0

Customers currently running SQL2005 or SQL2005 Express Edition with CCR must upgrade to a 2008 edition of SQL prior to upgrading to CCR 8.0. Please refer to the IP Office 8.0 Customer Call Reporter Implementation Manual for upgrade instructions.

11.5 IP Office Application Server Software Upgrade

The table below shows the necessary steps that must be taken to upgrade the IP Office Application Server.

Product	Current Release	Upgrade Step
Application Server	6.1/7.0	Upgrade Installation Available

11.5.1 Upgrading from IP Office Application Server 6.1 / 7.0

Please refer to the IP Office 8.0 Application Server Installation Manual for step by step upgrade instructions.

12 Assistance

12.1 Documentation

IP Office Release 8.0 Documentation can be found on <http://support.avaya.com>

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

12.2 Software

12.2.1 IP Office 8.0 DVD Set

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

Separate CDs are no longer available since Release 6.0. The USER/ADMIN SET and the VOICEMAIL PRO will be together on the DVD set.

The following DVD is available with Release 8.0 of IP Office:

Material Code	Description
700502042	IPO 8.0 USER/ADMIN SET DVD

Note: It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.

12.2.2 IP Office Applications Server DVD

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

The following Applications Server DVD is available with Release 8.0 of IP Office:

Material Code	Description
700502043	IPO 8.0 APPL SRVR DVD

Note: It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.

12.2.3 IP Office System SD Cards

Avaya will supply SD card media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply SD cards directly to reseller Partners. Partners are required to order SD card media from their respective Avaya Authorized Distributors.

System SD cards supplied by Avaya contain all the system software required for the IP500 v2, including expansion module and phone firmware binaries. An update to the latest IP Office software release may be required to have the latest software on the SD card for the installation. This can be done in IP Office Manager. Please check for the latest available software on <http://support.avaya.com/>.

The following System SD cards are available and are independent of a particular release of IP Office.

Material Code	Description
700479702	IPO IP500V2 SYSTEM SD CARD A-LAW
700479710	IPO IP500V2 SYSTEM SD CARD MU-LAW
700479728	IPO IP500V2 SYSTEM SD CARD PARTNER
700500948	IPO IP500V2 SYSTEM SD CARD NORSTAR

12.2.4 IP Office Release Licenses

To upgrade existing IP Office systems with any earlier release to Release 8.0 a release license is required. Depending on the number of extensions the following license material code is required per system:

Material Code	Description	
267785	IPO LIC UPG 8.0 SML	For systems with up to 32 extensions; applies only to IP500 and IP500 V2
267792	IPO LIC UPG 8.0	For systems with more than 32 extensions or for systems with expansion modules

12.2.5 List of New and Updated IP Office R8 Material Codes

All pricing of IP Office R8.0 material codes will be notified to distribution partners through the normal Price List Administration Tool (PLAT) procedure.

Material code	Description	Use with PARTNER® / Norstar™ Mode?	Use with IP Office Mode?	Region	Comment
700502042	IPO 8.0 USER/ADMIN DVD	Y	Y	Global	
700502043	IPO 8.0 APPL SRVR DVD	N	Y	Global	
700501442	Avaya IP Office C110 Unified Communications Module	N	Preferred Edition	Global	Internal module to run applications
267786	IPO R8+ Essential Edition	N	Y	Global	Provides basic UC capabilities

	License				
269480	IPO LIC PREFRD R8+ VM PRO RFA LIC:DS	N	Y	Global	
268844	IPO R8+ TTS PRO RFA 1 LIC	N	Y	Global	
700502693	IPO R8+ TTS PRO DVD SET	N	Y	Global	

12.2.6 New Upgrade Licenses

Material code	Description	Use with PARTNER® / Norstar™ Mode?	Use with IP Office Mode?	Region	Comment
267785	IPO LIC UPG R8.0 SML	N	Y	Global	
267792	IPO LIC UPG R8.0	N	Y	Global	
267802	IPO R8+ MOBILE TO PWR USER UPG 5	N	Y	Global	Upgrade for 5 Mobile workers to Power users
267803	IPO R8+ OFF WORKER TO PWR USER UPG5	N	Y	Global	Upgrade for 5 Office Workers to Power Users

12.2.7 New IP Office Trial Licenses

Material code	Description	Use with PARTNER® / Norstar™ Mode?	Use with IP Office Mode?	Region	Comment
268842	IPO R8+ ESSENTIAL EDITION TRIAL LIC	N	Y	Global	
268845	IPO R8+ TTS RFA 1 TRIAL LIC	N	Y	Global	

12.2.8 Web Availability

The IP Office Release 8.0 binaries for the core platform and DVD images of IP Office Release 8.0 applications will be available on the Avaya Support website on December 12th 2011.

Upgrades to IP Office Release 8.0 require the purchase of a valid Release 8.0 upgrade license. However, the software images may be downloaded without restriction:

1. Go to <http://support.avaya.com>
2. Click "Downloads" under "Resource Library"
3. Select "IP Office" under "Download by Product Name"
4. Select "8.0" under "Select a Release"

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