



IP Office Technical Bulletin

Bulletin No: 47
Date: 31 August 2005
Region: Global

Table of contents

<i>General Availability (GA) of the IP Office 2.1 August Maintenance release</i>	2
<i>1 Overview</i>	2
<i>2 IP Office Resolved Field Issues</i>	2
<i>2.1 IP Office 2.1 (44) Resolved Issues</i>	3
<i>2.2 VoiceMail Pro 2.1(20) Resolved Field Issues</i>	4
<i>2.3 SoftConsole 2.1(11) Resolved Field Issues</i>	4
<i>2.4 Phone Manager 2.1(14) Resolved Field Issues</i>	5
<i>3 Known issues applicable to this maintenance release</i>	5
<i>4 Technical Notes</i>	6
<i>4.1 Upgrade Installation Notes</i>	6
<i>4.1.1 IP 401, IP 406, IP 412, and S.O.E. Upgrade Instructions</i>	8
<i>4.1.2 IP 403 Upgrading from a release prior to 2.x</i>	9
<i>4.1.3 IP 403 Upgrading from a previous 2.1 release to 2.1(44)</i>	11
<i>4.1.4 Unit Compatibility - Expansion Unit Interoperability</i>	13
<i>4.2 Upgrade Instructions for VoiceMail Pro</i>	13
<i>4.2.1 Upgrading from 2.1 GA VoiceMail Pro</i>	13
<i>4.2.2 Upgrading from 1.x VoiceMail Pro</i>	14
<i>4.2.2.1 Backing-Up the VoiceMail Pro Database</i>	14
<i>4.2.2.2 Uninstall VoiceMail Pro</i>	14
<i>4.2.2.3 Upgrade Installation</i>	14
<i>4.2.2.4 Restoring the VoiceMail Pro Database</i>	15
<i>5 Assistance</i>	16
<i>5.1 Manuals & CD's</i>	16
<i>5.2 Job Aids</i>	16
<i>5.3 IP Office Technical Training</i>	16



IP Office Technical Bulletin

Bulletin No: 47
Date: 31 August 2005
Region: Global

General Availability (GA) of the IP Office 2.1 August Maintenance Release

Avaya is pleased to announce the availability of IP Office 2.1(44) Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 2.1 releases.

1 Overview

This maintenance release incorporates new software and CDs for VoiceMail Pro 2.1(20), and User CD 2.1(15) which includes the SoftConsole 2.1(11), and the Phone Manager 2.1(14) applications.

NOTE: Upgrading an IP Office 403 Unit from software earlier than 2.1(31) cannot be performed without first upgrading to an interim build – 2.99(1000). This is supplied on the administration CD. Failure to upgrade to this version prior to upgrading to 2.1(44) will result in a system that cannot be recovered without manual intervention.

IP Office 2.1(44) should be used for all 2.1 upgrades. The IP Office 2.1(44) software and associated applications is available for download from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP 401, IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

2 IP Office Resolved Field Issues

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

2.1 IP Office 2.1(44) Resolved Field Issues

The following field issues have been addressed in the IP Office 2.1(44) software:

CQ Number	Description of Issue
21969	Unable to Un-Park a Call via TAPI controlling Wav EXTN
23157	Fax call from IP401 to IPNC fails. (Similar call/setup on IP403/IPNC works)
21763	Crash on 403DT caused by deleting null pointer to B-end [B(0)]
22128	SCN - Callers do not receive Busy when Fwd No Answer is enabled
22348	Dropped calls between ACM & IP OFFICE version 2.1.27 (5009). - Error Cause 41
22417	A Call Parked by TAPI recalls after 45 seconds, ignoring switch programming
22465	Phone continues to ring after ring timeout
21745	Manager allows IP Address of associated WAN3 or IPWAN3 unit to be changed
23253	IP406 rebooting several times a day
22473	Message waiting lamps turns off at remote sites in an SCN environment
21651	IP412 has static when multiple conferences created totalling more than 64 user
21754	Heat causing QoS-type call problems on IP412
21911	IP Office 2.1(30) Unexpected reboot using L2TP with MS windows 2K as Client
24167	Upgrading from 2.1.41 leaves POT modules on red light
23157	Fax call from IP401 to IPNC fails. (Similar call/setup on IP403/IPNC works)
23763	Crash on 403DT at BMW - NZ caused by deleting null pointer to B-end [B(0)]
23648	Intermittent operation of recall button on Analog terminals
23882	Line synchronization & locked trunks for Brazilian E1R2 trunks
24079	RAS call stuck in system (as observed by Call status application)
18394	Call Waiting does not alert if two incoming calls received at almost same time
18401	PING fails through inverse NAT when used with the Primary Transparent IP address
18554	Second call (with same Account Name as first) into RAS does not get dropped
20026	Calls receive Busy Tone instead of NU tone if number unavailable
20990	Busy Tone Detection in Saudi Arabia
21421	drag and drop on SoftConsole still allows call to be dragged to voicemail
21641	Noise on voicemail auto-recorded cell phone calls
21764	System gets a TLB Reset when it receives a Disconnect Code of 81 or 91
21780	Targeting only looks at 1st user in HG if Follow Me is set for that user
21829	Duplicate VoIP extn's with same extn created on receipt of successive requests
21924	Transfer return Timer does not work when Operator transfers to extn over SCN
21938	Calls return from held against busy without any call information
22068	Analog lines do not disconnect when receiving Busy Tone from the CO
22077	Wav extn makes enquiry call to busy extn, results differ if there is a held call
22080	Reboot and lock up of VCMs
22124	Mandatory Call Recording of 2nd call fails
22145	When changing IP Office System locales, the Embedded VM stops working
22159	VoiceMail Pro Does not recognize internal vs external greetings when covering over a VoIP line
22171	Speaker does not clear on call termination on 4610/4620 terminals.
22178	IP Office Cisco FRF.12 Header compression interoperability issue
22187	Using call listen on a call that is already being recorded causes 412 to freeze
22192	LINE_REPLY (LINEERR_CALLUNAVAIL) to either busy extn or unavailable
22197	POTS connecting into Conference on IP OFFICE – practical limit of 7
22248	Ring Recall from a held call and a holdpendingconference differ greatly
22259	IP hard phone controlled by TAPI cannot retrieve a time expired ringing recall

22265	Out-calling over T1 E&M does not ring long enough
22355	Only 1 ISDN Channel available on restart of ISDN lines
22384	Unit crashes when using Speed Dial of *32*Extn#
22415	No In-band information played when call disconnects
22424	Tie T-1 not Pre-pending the Prefix on Incoming calls
22430	Unable to invoke call Listen from Wav port
22536	SoftConsole transfer to extn that goes busy at moment of transfer is unsupervised.
22541	No RINGBACK event on TAPI after progress message received
22572	Call status shows conferenced calls on hold even after calls are disconnected
22693	Transferred party details not displayed.
22835	Brazil Collect Call (BCC) Block not being performed on VoiceMail Pro AutoAttendant
22855	In a transfer return call, display does not show extension call returned
23677	Unable to put Wav driver ports in or out of group via TAPI
23678	IP OFFICE outputs - ERR: RealPhysicalMap error IESTA2 80
19993	Export as text corrupts IP line settings when re-imported.
21263	Call Waiting definition incorrect in Manager Help Text?
21295	Cancelling a new hunt group form fails to remove partial programming.
23175	Missing HDB3 option in the E1R2 trunk tab

2.2 VoiceMail Pro 2.1(20) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 2.1(20) software:

CQ Number	Description of Issue
22294	Call Recording terminates on continuous silence
16090	VPNM: screen doesn't fit
21932	Mailing List prompt is present in 2.1.18 VoiceMail Pro
21933	Truncated system prompt when forwarding large message to multiple users
19227	Beep at end of recording
22561	Delayed receipt of VoiceMail

2.3 SoftConsole 2.1(11) Resolved Field Issues

The following field issues have been addressed in the SoftConsole 2.1(11) software:

CQ Number	Description of Issue
16843	Display freezes, when a mix of 4600 and 2000 phones used in same HG.
22205	SoftConsole – Inconsistent / no handling of Voicemail Messages for hunt group

2.4 Phone Manager 2.1(14) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 2.1(14) software:

CQ Number	Description of Issue
19620	Forward lost if set in Manager then viewed and OK selected in Phone Manager.
20934	If using Phone Manager Pro you can leave a Voicemail for a user that has voicemail disabled.
21888	IP Office PC Partner updates appear not to be forwarded across WAN1 interface.
20842	Incorrect translation on Phone Manager Pro - Danish Country settings
22152	Calling Party Name does not get logged in the history tab in Phone Manager Pro.

3 Known issues applicable to this maintenance release

The following issues are known to exist with these maintenance releases in addition to those previously mentioned in the IP Office Known Issues list dated 15 May 2005.

- On upgrading some 2.1 builds of IP Office software to later versions of 2.1 or 3.0, it has been noted that dial tone is not returned when IP 4602 terminals go off hook. If this occurs, uncheck the 'local tones' box on the VoIP tab of the affected extension.
- It has been noted that with certain analogue terminals used in some locales, enabling CLI upon these terminals may cause the terminal to ring once only per call. The call may still be answered as normal. Disabling CLI on these terminals will allow normal ringing operation. Downgrading the analogue module to 4.1(27) or earlier will also allow CLI to be displayed correctly. A fix for this issue will be included as soon as possible.
- Under some circumstances, WAN links on the WAN 3 module will not automatically re-establish communications following a restart of the IP Office system. In order to re-establish the links, it may be necessary to un-plug and re-plug the WAN cable.

4 Technical Notes

4.1 Upgrade Installation Notes

When upgrading from a version of software prior to 2.1(31) the following procedures must be observed and the instructions followed to achieve a successful upgrade.

NOTE: It is recommended that any units not running the 2.0 software should be upgraded to version 2.0 first before upgrading to 2.1(44). If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.

Before any upgrade commences the old Admin Suite must be removed and the 2.1 Admin Suite must be installed. The IP Office 2.1 Admin CD is fronted by the Microsoft installer, which behaves differently to the Install Shield package used on releases prior to 2.0.

The following points should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.1 Admin Suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.1 Admin Suite.
- Microsoft .NET is required to support some of the applications. It is recommended that .NET is installed. This may take several minutes to complete.
- If installing on a PC with .NET Framework version 1.0 installed, this must be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

NOTE: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.

IMPORTANT INFORMATION – IP 403 UPGRADE ONLY

If upgrading from software version 1.x you must follow the instructions in section titled “IP 403 Upgrade Instructions” to upgrade the software loader on the IP 403. If the IP 403 is already at 2.0 you can follow the instructions in section the section titled “IP401, IP406, IP412, and Small Office Edition Upgrade Instructions.”

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 2.1(44). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1_99 directory and the real binary is in the Manager directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

IMPORTANT INFORMATION – WAN3 UNIT UPGRADE ONLY

If you have a WAN3 unit connected and configured to your main IP Office system you must upgrade the WAN3 unit separately to the Main IP Office and its modules.

Please follow the normal upgrade procedure for your Main IP Office unit and it's modules as outlined in this document.

Once the other units have been upgraded successfully, please follow the same procedure to upgrade the WAN3 unit.

IMPORTANT INFORMATION – REMOTE UPGRADE OF UNITS

If you already have the 2.1 GA software installed on ALL of your IP Office system units and expansion modules then you can now perform a remote upgrade.

To perform a remote upgrade, you MUST be using a 2.1 version of the manager and wizard applications. DO NOT USE ANY OTHER PREVIOUS VERSION OF THE MANAGER OR UPGRADE WIZARD.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

IMPORTANT INFORMATION – UPGRADE OF IP 403 UNITS

If you have the 2.1 GA software installed on your IP Office 403 system units and expansion modules then you can now perform a remote upgrade.

There are two IP 403 binaries in this release: one for updating the memory allocation table, version 2.99(1000) and the real binary, version 2.1(44). The memory allocation upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V2_99 directory and the real binary is in the Binary directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories, or change the working directory accordingly.

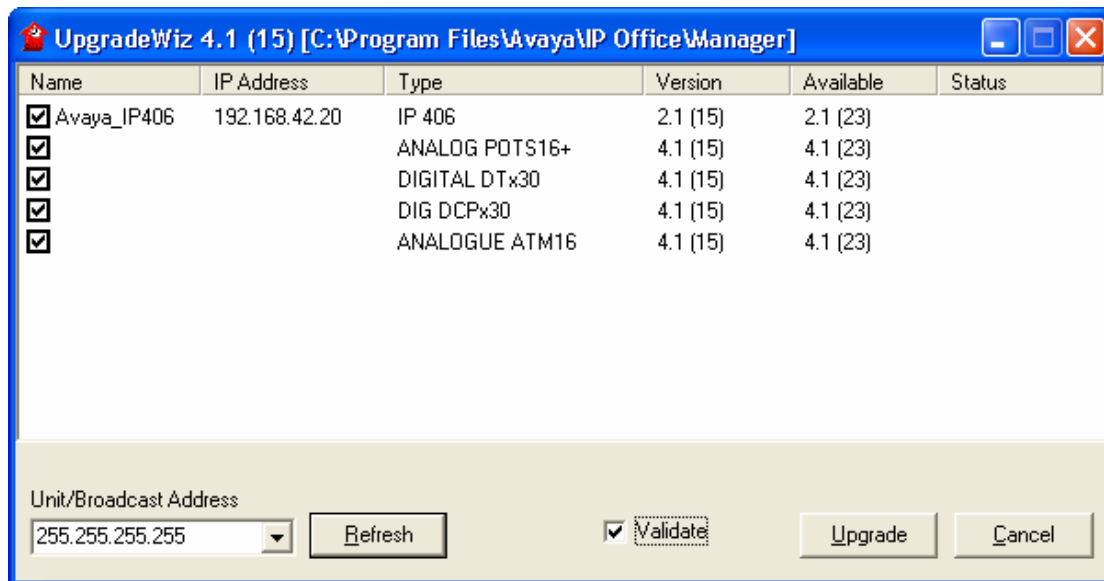
To perform an upgrade from previous 2.1 releases to 2.1(44), you MUST be using a 2.1 version of the manager and wizard applications, and MUST upgrade to 2.99(1000) as supplied on the administration CD before performing an upgrade to 2.1(44). Failure to follow these instructions will result in a failure of the upgrade to your system.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

4.1.1 IP 401, IP 406, IP 412, and Small Office Edition Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
3. After a few seconds the upgrade wizard should show the Control and Expansion units found.
4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

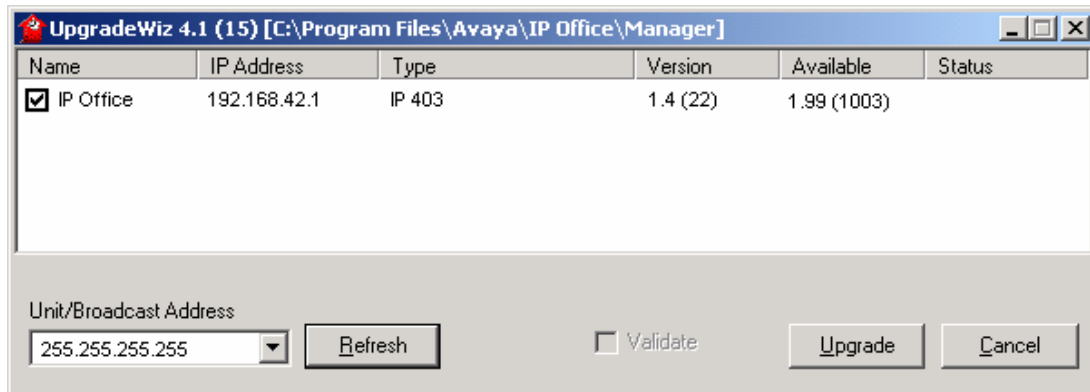
4.1.2 IP 403 Upgrade Instructions for upgrading from a release prior to 2.x

NOTE: Please read all of the following instructions before upgrading an IP 403.

Upgrading the IP 403 from 1.x to 2.x requires an upgrade of the loader software to version 0.81. The upgrade procedure for this is as follows:

1. Install the Admin Suite as normal. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.x to 2.x, and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern, indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional. When the version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced - there is no trunk support; there is no telephone handset support; there is no support for VoIP functionality, etc. There is also no support for expansion units, so consequently these will not be visible in the upgrade wizard when the CPU is running version 1.99.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_1 folder. This will contain a file called ip403.bin. This is the 2.1 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1.
14. Now that version 2.1 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1 software directly onto an IP403 system running 1.x software without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:

<http://support.avaya.com>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.0 or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.
- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

4.1.3 IP 403 Upgrade Instructions if upgrading from a release previous to 2.1(31)

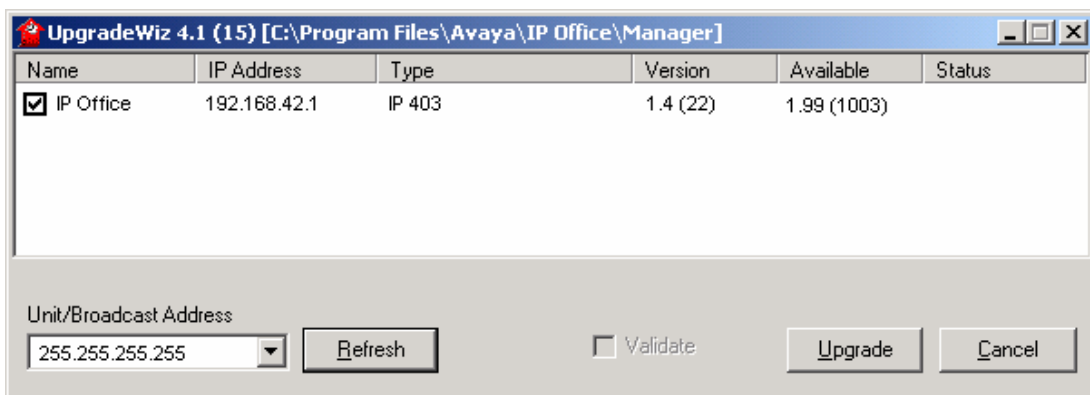
NOTE: Please read all of the following instructions before upgrading an IP 403.

The following procedure is applicable to the IP 403 only when running 2.1.x software.

Upgrading the IP 403 from below 2.1(31) to 2.1(44) requires an intermediate upgrade of the system software to version 2.99(1000). The upgrade procedure for this is as follows:

1. Install the Admin Suite as previously detailed. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_99 folder. This will contain a file called ip403.bin. This file is level 2.99(1000) of the IP Office 403 firmware and contains the software that is necessary to be able to upgrade from 2.1.x to 2.1(35), and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 2.99(1000) firmware is installed in the IP Office 403 system the system should be rebooted, then the following step run as soon as possible.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | Bin folder. This will contain a file called ip403.bin. This is the 2.1(35) IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1(44).
14. Now that version 2.1(44) is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1(44) directly onto an IP 403 system running 2.1.x software without installing the new 2.99(1000) version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:

<https://emea-businesspartner.avaya.com/Support/TechnicalDatabase.html>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.1(31) or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 2.99(1000) firmware for the IP Office 403 system detects whether or not the memory addressing needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a retrieving a configuration file from the system via the manager application, and examining the versions displayed of the system unit and associated modules.

4.1.4 Unit Compatibility - Expansion Unit Interoperability

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

4.2 Upgrade Instructions for VoiceMail Pro

4.2.1 Upgrading from 2.1 GA VoiceMail Pro

1. Backup your data. Always perform a backup of data BEFORE performing an upgrade. For information in how to back up your existing data, please see the following section ‘Backing up the VoiceMail Pro database’
2. Insert the VoiceMail Pro 2.1(20) Installer CD.
3. Run setup.exe if this does not automatically run.
4. Select the language to be used for the installation.
5. At the upgrade prompt click Yes | OK, to upgrade your Voicemail Pro installation.
6. At the end of the Upgrade, reboot the Server | PC.

NOTE:-

The following components will remain at the old Voicemail Version:-

- | | |
|------------------|--|
| Campaign.exe | - Campaigns executable |
| VoicemailPro.exe | - The VoiceMail Pro client (This will affect the ‘about’ screen) |
| VPIMClient.exe | - The VPNM client (Again, this will affect the ‘about’ screen) |

Changes have not been made to these components as it is not required that they be updated.

4.2.2 Upgrading from 1.x VoiceMail Pro

When upgrading from one software level to another the original software needs to be uninstalled. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

NOTE: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.

4.2.2.1 Backing-Up the VoiceMail Pro Database

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

NOTE: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Export Callflows and click next.
4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click Next.
5. Click Finish to start the export then click Close to complete the export procedure.
6. Close the program.

4.2.2.2 Uninstall VoiceMail Pro

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Change/Remove.
4. From the options offered select remove and click next.
5. Follow any prompts given during the removal process.
6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.3 Upgrade Installation

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.
2. Select the language to be used during the installation. Click OK.
3. At the Welcome screen click next.
4. At the customer information screen accept the defaults and click next.

5. Select the type of installation required:

Note: On Windows NT/2000/XP, VoiceMail Pro Server is automatically installed as a service.

- **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.
 - **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.
 - **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the typical selection.
6. At the Choose Destination Location screen accept the default locations, click next to continue.
 7. Depending on the type of installation some or all of the following options will appear:
 - If the Campaign Web Component is being installed, the web server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.
 - On Windows NT/2000/XP, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.
 8. Unless there are specific reasons to do otherwise, accept the displayed program folder.
 9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.
 10. When the installation is complete select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.4 Restoring the VoiceMail Pro Database

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Import Call Flows and click next.
4. Use the Browse button to locate the backup file then click next.
5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.x from 1.x the system will default to INTUITY mode and Advice of Call Recording will be enabled. To change these options, start the VoiceMail Pro Client and change these settings from Administration | Preferences | General. Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

5 Assistance

5.1 Manuals & CD's

The latest IP Office manuals and CD's can be downloaded from:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | R2.1 English.

5.2 Job Aids

A number of Job Aids are now available to complement the technical manuals and offer a step-by-step "how to do" approach. These Job Aids can be found at:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | General Info.

5.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 2.1 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

<http://www.avaya-learning.com>

Issued by:
Avaya SMBS Tier 4 Support
Contact details:-
EMEA/APAC
Tel: +44 1707 392200
Fax: +44 (0) 1707 376933
Email: gsstier4@avaya.com

NA/CALA
Tel: +1 732 852 1955
Fax: +1 732 852 1943
Email: IPOUST4ENG@Avaya.com

Internet: <http://www.avaya.com>
© 2005 Avaya Inc. All rights reserved.