



IP Office Technical Bulletin

Bulletin no: 51

Release Date: 18 October 2005

Region: GLOBAL

Known Issues and Resolution Schedule- November 2005 and February 2006

Detailed below is a list of the current known and outstanding issues on the IP Office portfolio of products. These are identified below by product area and scheduled release date.

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.

It should be noted that this document is supplied 'as-is', and the issues quoted may not be the same issue a particular customer is experiencing, even though they may appear to be – all issues should be worked through Avaya SMBS Support until they are confirmed as an issue, and are given a CQ number or are otherwise completed.

This document is only intended to be a guide as to what are the known issues on the IP Office product range, and their intended resolution schedule.

These are subject to change – the resolution of some issues may be deferred to a later release, whereas others may be resolved earlier than stated here.

Only those issues that are explicitly stated as fixed in the Technical Bulletin for a particular release should be regarded as being fixed in that release.

Targeted at resolution in the November 2005 V2.1 patch releases

IP Office Core Software

CQ Number	Description of Issue
16824	ISDN Backup - Poor speech quality when accessing the web browser
17545	New 4620 "sw" 2.0.1 firmware - transmit is too loud
18690	IP Office rebooted on completion of transfer using H.450
19985	CLI not being received on analogue trunks in China
21625	No Speech path with VM on Call transfer from Site A to Site B and No Answer timeout
21650	WAN3 Hello Packets being broadcast every 12 seconds
21793	Group Rings to Hunt Groups cascades thru members
21855	DECT service doesn't always obey transfer return timer
21893	2nd hunt group call to call waiting user not re-presented to user
21909	VCM modules not releasing across trunk group
22002	No Talk path in an SCN environment when Direct Media is on
22008	Digital phones lock up and system must be rebooted to bring them back
22009	E1R2 tie trunk between IPO/Definity not working for channels 11 thru 28 & 30
22162	T1 PRI going out of service when connecting to a 5ESS
22527	SoftConsole shows wrong info on i/c calls with Spectralink user in group
22735	DTMF Beep heard across VOIP link
22817	Uniden (3 rd party) analogue handsets fail to break TBR
22935	Calls go to VM without ringing the phone
23004	Forward all to hunt group doesn't go to overflow group
23017	Busy output when Carrier returns Invalid Number - should output NU tone
23125	Two second delay in cut though when answering phones
23190	Hatric Timeouts on 406v2 – resolved by FPGA code change
23192	SCN call goes directly to voicemail without ringing extension
23229	Call Drops due to PRI clocking issues
23253	IP406 rebooting several times a day – interaction between H.323 and E1-R2
23257	Frame Relay circuit keeps dropping during low traffic times
23259	Callers voicemail answered when called party's voicemail should have
23296	Users hear MOH instead of ring back when fwd no answer to remote extension
23308	System Incorrectly provides Busy
23320	DS 30 modules rebooting during storms
23395	Manager defaults to merge when changing extension numbers
23425	Queue announcements are incorrect
23430	MOH is heard on Auto Attendant transfer to local or remote ext with DND
23517	Dead air on call transfer across SCN
23538	Screeching fax sound heard when user called an external non-fax number
23635	TAPI redirect from Q Group ignores divert timers
23639	Analogue stations ring once for called user and indefinitely for calling user
23681	SCN appears not to work in IP office frame relay network
23750	Internal transferred calls are clipping User Names on 4406 sets
23872	SME embedded voicemail does not provide beep for caller to start recording message
23888	Internal CLI incorrect on transfers
23999	Unanswered call loops back to the auto-attendant
24151	MWL on remote extension did not update after central site reboot

24161	IP Hard phone fails to Redial/ Callback if number is > 15 digits
24190	Request for Documentation. Document Call recording interaction with transfer
24199	Intermittent one-way talk path involving VMPRO and hunt groups
24294	SoftConsole connects previously held caller when enquiry call hangs up
24333	SoftConsole pulls the call back on Direct to Voicemail transfers
24346	No MWI for analogue sets if message is for a Hunt Group
24413	No dial tone on POTS in Australia
24654	RAS call stuck in system (as observed by Call status application)
24678	Main site reboots upon merge config of remote site after a user has been deleted
24679	IPO406 rebooting TLB - 015be39c 015bed2c 015bf02c 015d8794 015db204 015b9884
20439	LineMakeCall to a busy IP Extension doesn't return the same as a normal Extension
21897	Twinning stops working, DECT Service has to be restarted
21943	DECT integration 2nd call loses speech path after transfer return time expires
22143	Compact DECT stops responding No dial tone on handset, reboot needed
22193	Select both extension and a hunt group - get address status reports the same for both
22360	The DECT handset does no ring on a new call when twinned
22474	Intermittent misdialling from Kirk PP 3 rd party handset
23510	DECT twinning master terminal shown as busy when call is released on DECT
23913	Outlook inserts a space between 9 and number when using TAPI driver
24135	TAPI 2 interaction with a Docking station and RACM service - connection issues

IP Office Applications

CQ Number	Description of Issue
18354	F7 for Hold Call and Auto Answer Next Call in SoftConsole does not work
20792	Phone Manager Pro PC Softphone does not display any messages sent from the SoftConsole
20934	Phone Manager Pro can leave a Voicemail for a user that has voicemail disabled
22033	Minimised PMP pops every time "Advice of Charge" facility message received on ISDN line
24055	PMP is conferencing inbound calls to outbound calls

IP Office VM Pro

CQ Number	Description of Issue
20936	Unable to forward a VM message if VM is accessed via Phone Manager Pro
21880	Call recording sometimes get cut off
22042	VoiceMail Pro crashes twice per day - seems to be related to VB scripts
23013	Message waiting lamp intermittently does not light after a message is left
23284	Running multiple VB scripts produces a memory leak
23286	No .wav files played when VoiceMail Pro handling multiple calls to VB scripts
23500	TTS Message not being played in certain scenario
23565	System prompted user with "No New Messages" when there was a new message

IP Office CCC V4.0

CQ Number	Description of Issue
21808	Phone Manager – Busy NA & Busy Wrap not displayed in CCV
21070	Dialled numbers greater than 10 digits report incorrectly in SMDR

Targeted at resolution in the November 2005 V3.0 patch releases

IP Office Core Software

CQ Number	Description of Issue
18517	User Shortcode gets over-ridden by System Shortcode
21019	Pickup an external forwarded Hunt Group call drops the inbound trunk
21360	Using TA connected to S08 module - Sub-address not being sent
21872	Manager Translation Issues
22031	Off Hook Station and Analogue devices - dial tone on IPO reboot
22093	Short codes prefixed with # are not displayed on DS phones
22113	TCP stack issue with IP 403
22139	Calls return from held against busy without any call information
22175	Small Office edition relays close twice during power up or power cycle/reboot
22191	T1 - 4ESS/5ESS cannot dial mobile numbers that are 20+ digits
22196	Call Park Zones improperly associated for Hot desk Users
22204	Login Code Not shown on Display 2420/5420
22206	Access Violation - deleting BOOTP entry
22219	SoftConsole - Hold Against recall does not display target extension
22238	Headset monitoring locks up the phone. Using handset or speaker works fine
22261	Incorrect Swedish translation of DND on 2410/5410
22326	Manager text error - E1R2 form says B8ZS/AMI - should be HDB3/AMI
22333	Chinese 'interrupt' tone incorrect
22336	External calls are being answered automatically via HFAI
22337	Getting DTMF tone 0 when using CallPickUpAny Short code
22362	Unable to put Wav driver ports in or out of group via TAPI
22387	IPO outputs - ERR: RealPhysicalMap error IESTA2 80 before reboot
22392	No tone when using programmed button to dial absent text short code
22394	Hunt Group - Ring Group Mode – DS Key Drop
22402	Problems detecting CLI on Analogue Trunks in Denmark
22403	I/C call with no called party is targeted at wrong destination
22414	5410 ring volume considerably quieter in headset mode
22418	3.0.40 + is Truncating 44xx displays with the Call History counter
22454	Problems with active Bridged Appearances when un-registering an IP Phone
22466	CO account codes problem between remote sites and E&M tie lines
22469	Excessive amount of PRN statements when an exact match on an i/c call route
22484	TAPI Make Call whilst an incoming call is presented - continues to ring
22487	No hold music provided prior to scheduled conference start when configured to
22489	LCR not working correctly, only first 4 digits are used
22490	Unable to use Redial when you have selected a Line Appearance key 1st
22491	24xx/64xx display phones show Hunt Group enabled G when disabled via Manager
22508	Unable to rejoin conference if call drops during MOH period prior to conf start
22538	Unable to retrieve calls from park on 5410
22539	Pulse sound heard on all DS handsets
22542	Queuing not working correctly
22544	Picking up a call from Park will become active on speaker
22546	Customer report of an ad-hoc conferencing participants resource issue
22566	Call waiting call order not maintained when the Bridged Phone is re-registered

22571	DDI calls that are answered and transferred blind generate internal ringing
22576	Unable to pick up "Next Call in Line" from Button on Bridged Appearance User
22626	Occasionally no Bearer Capability element is included in o/g SETUP message
22627	The Swedish, Danish and Norwegian
22632	Agent Mode Phone Manager Pro - Selectable groups not updating
22641	Corrupt mailbox's in embedded voicemail on Small Office Edition
22730	Bridged Appearance buttons Fail to allow users to get held calls
22748	24xx handsets the Login button is no longer a toggle feature
22764	IP Office MOH wav file recorded correctly but does not load
22771	Analogue trunks are not released properly
22778	After upgrading the core s/w the ATM16 does not detect Chinese Busy Tone
22807	2nd HG user locks up an appearance button when 1st HG user answers a call
22869	No ring tone generated for Digital or IP handsets when ringing ISDN terminal
22872	Second press of any number on the phone keypad answers a ringing call
22874	Call shown as connected on phone display after IP Phone is rebooted
22927	Incorrect group VM notification in Phone Manager Pro
22976	Small Office Edition embedded mail disconnecting calls midway through AA greetings
23015	Directed Call Pickup broken on the 5402 - when User supplies extension information
23050	No login prompts when accessing voicemail through menus on 4412 or 4424 sets
23057	Time Offset Option (System/System Tab) does not support half hour increments
23063	Bridge Appearance keys disconnect calls when used with E1R2 QSig
23071	No Audio on Second Call from group to IP terminal
23076	Manager locks up when receiving a large number of DHCP or ARP requests
23155	Cannot enter auto attendant or short codes in Fallback Extension field.
23191	Remote Small Office Edition cannot call out via T1 with LD Account codes provided by CO
23200	Unable to delete duplicate user.
23206	Outbound Softphone calls disconnect at 59 Seconds
23212	Locked VCM channels
23250	LCR xxx's not working correctly
23277	Ring back timer (Hold timer) only used once, then follows Park timer
23290	Conference Center does not Play Hold Music
23292	Unit reboots. Caused by deleting a Bridged App. call that no longer exists
23314	Unable to pickup call from Main Phone when "Ringing back" on Bridged Appearance
23319	The Drop key on a Bridged App set works differently to Drop key on Main set
23321	Unable to invoke CALL LISTEN on 3.0 software from the WAV extensions
23322	Unable to kill In Band tone returned from a busy extension with TAPI
23326	Pressing the Drop Key on a ringing call appears to drop the call, but it doesn't
23328	Phantom Ringing calls - Call Appearance shows ringing call, but no call exists
23333	Ringing Call continues to ring Main phone all - others dropped after a re-register
23338	DEVCONNECT-iVoice-TAPI WAV extensions don't work in Hunt Group
23355	DS Terminals do not receive disconnects tone
23413	DEVCONNECT-ObjectWorld-Calls over T1-CAS don't report connected via TAPI
23429	Display on 6408/2420 show DISCONNECTED when busy number was dialled
23436	Call quality issues when VR is enabled
23445	3.0 Transfer return call display does not show extension call returned from
23449	IP Office constantly Multicasting to 224.0.0.1
23466	Dutch manager does not have the national prefix setting available on line tab
23474	Embedded voicemail prompt - retrieving voicemail - English prompt played instead of Korean

23476	CallPickupMembers does not pick up a call on a 2nd call appearance button
23478	Cannot configure DSS keys with Quotes "" anymore
23480	retrieving voicemail - extension no. of leaving extension is preceded by zero
23496	External CLI reported strangely in Korean locale on embedded voicemail
23508	intermittently the 1st DTMF digit is missed from the users voicemail code
23616	Allow outgoing transfer not translated into Italian
23634	Agent state incorrect in CCV when in using HuntGroupEnable on 54xx
23674	Dialled # not correct in SMDR/SysMon Log when 9N S/C used (in o/lap mode)
23679	Using Ridecall Short code to un-park from 54xx sets disconnects the call
23686	Targeting only looks at 1st user in HG if Follow Me is set for that user
23700	Forward to a Hunt Group does not obey the H/G OOS or NS rules
23701	User/Telephony/Wrap Up Time - do not allow to be set to 0 or 1
23724	Voice clipping of 5 to 12 seconds
23727	Clipping of voice for 5 to 12 seconds
23752	DEVCONNECT-ToneCmdr-Wrong extension number sent for 911 calls over ISDN PRI
23784	BLF status is not updated when a Merge Config is completed
23797	Off Hook extension has dial tone permanently when system is reset
23799	Cannot retrieve held calls (analogue) with PM or Soft Console
23813	Manager inconsistently applies rules on coverage appearance buttons
23819	DS Module Phone Port Lockup
23821	Manager sending TFTP Malformed packets
23860	Message Waiting Indicators disappearing based on which message is checked first - HG or User
23870	Line Appearance button remains flashing when ATM trunk goes to idle
23877	Transferring calls to 2420 sets fails to log as a missed call. DDI works properly
23884	DS terminals do not display callers number against call appearances
23887	Voicemail ring back doesn't work first time with headset on DS terminals
23903	IP Office 412 updates not being sent to EU24 when connected to 5420
23922	SoftConsole cannot send messages properly
23924	Terminals incorrectly displaying foreign characters.
23942	SCN Faxes fail within the SCN - Garbled transmission and missing pages
23949	IP406 System Reboots with a fatal TLB due to invalid length username
23951	Manager Help Links the DLCI to the Advanced page not the DLCI
23960	No CLI for calls over Analogue trunks in Brazil
23977	Rebooting a system with off hook analogue terminals- terminals remain off-hook
23997	incorrect ISDN cause code used when terminating conferences
24024	Unable to dial externally when using Line Appearance buttons and Analogue lines
24037	Call recordings not placed in VRL if manual recording mailbox changed
24082	frequently get no dial-tone on pots in ENA locale
24084	Intermittently Pots phones do not Ring but if you pick up the call is there
24100	Voice Recordings are going to User MB's instead of HG MB.
24155	Inbound transferred calls fail to log for Missed and Incoming Answered on 24xx/54xx sets
24201	RTP UDP Port range assignments
24202	Special characters for Denmark does not work on 5410 phone
24231	ICLID Line button locks up if caller disconnects before it rings the phone
24285	Consultation - Unable to pull config, Features fail to function over time
24318	Periodic logging rolls over the log every 10sec - this is incorrect
24319	On board DS ports on IP406v2 can reset
24331	Pulse Dial T1 no longer transfers outbound calls on 3.0.x

24358	Conference Center locks up Voice Mail Ports and makes access to VM not possible
24382	Calls from Auto Attendant to group loop in the queued/still queued message until agent is available
24389	Embedded Mail doesn't route on 2 digit Extensions
24401	Ring back Audio not switched through to POTS phone
24429	54xx/24xx sets save the SetAbsent Text Messages in memory
24431	Dropping line 2 appearance before line 1 appearance drops all connections in ad-hoc conferencing
24492	In-band Ring tone not sent to headset when extension called
24548	Transferring a call via the Tiptel (3 rd party) IP terminal can cause the IP Office to reboot
24554	Assisted Transfer calls fail to disconnect from VoiceMail Pro if hung up on before being answered
24558	Unable to remove expansion modules from config
24628	Call Pick Up features allow you to pick up more calls than you have appearances for
24631	operators loses the ability to transfer calls if their call appearances are used
24636	RAS call stuck in system (as observed by Call status application)
24683	Internal Modem fails to work after reboot
24723	54xx Sets Lock up when connected to 406v2 or DS30 modules

IP Office Applications

CQ Number	Description of Issue
22209	User set to Phone Manager Lite v3.0.12 - receive a Phone Manager Pro licence
22323	Transfer not completing when switching between calls
22365	Corrupt Profile error message if IPO user contains Swedish diacritics
22562	Message on User Name from VM Pro when No Messages are available
22688	Soft Console display on forwarded call to remote extension not as expected
22787	There is no "Tool Tip" for the Play Saved Messages Phone Manager Pro VM control button
22844	CLI information is not recorded by Phone Manager Pro when a user has invoked Pickup *30
22884	The Phone Manager "Skip Product Tour" option is ignore
23171	Using PMP History to redial drops the 9 and fails the call
23366	Second Call doesn't get Screen pop
23385	Incorrect translations for Norway
23448	no password assigned to the RemoteManager User on NEW config
23469	2nd call is not presented to SoftConsole if it is running in Debug mode
23470	F7 for Hold Call and Auto Answer Next Call in Soft Console does not work
23495	Wizard does not pick up programming error where user name includes a comma
23520	Phone Manager import export only works in debug mode
23521	Speed Dial Import / Export Feature only works for first speed dial TAB, not 2nd
23522	Imported Speed Dials - right click on them a "List index out of bounds (2)" error
23523	External speed dials will show as internal speed dials
24134	Phantom call stuck on hold panel in SoftConsole
24159	Cannot retrieve held call from Call Status Pane by double clicking call
24239	SoftConsole experiencing access violation errors
24296	Outlook screen popping does not work in Phone Manager Pro
24526	Wizard Admin generates an error when validating an offline database
24535	Call to Overflow group then S/C does not display the original HG target but the handset does
24549	Transfer Return Timer not adhered to when using Blind Transfer
22346	VCN putting call on hold indefinitely upon user entering PIN
22515	DECT 500 locks up with Integration running on 3.0 IP Office
22516	Compact DECT locks up operational with IP Office DECT Integration
23572	DECT box resets after a few hours when DECT integration is running

23501	Errors produced when uninstalling/installing
23502	MSXML4.dll file errors produced during uninstall/install of user CD

IP Office VM Pro

CQ Number	Description of Issue
22256	Swedish translation on VoiceMail pro incorrect
22551	FRC locale is missing 20 Wav files for Conference Center 2.1 and 3.0
22577	Voicemail/email issue - Chinese words not properly displayed in the voicemail email
22791	Unable to Forward VM message by pressing "6" on the PC Keyboard
23408	Scan soft Jennifer mispronounces words, Jill does not – need to change default to use Jill
23866	VoiceMail Pro whisper action broken when busy branch is looped back to Whisper
23978	0 second length messages can be left for a user

IP Office CCC V5.0

CQ Number	Description of Issue
22504	Reporting licences not being released
22687	Agent status shows ready when busy
22122	Issue changing Alarm Settings within CCV
22537	Calls recorded by Contact Store are marked as lost calls
23149	calls that are flagged answered in VoiceMail Pro show as Lost calls in Lost Call CLI report
23150	CCV Track group show calls lost - Calls are flagged as answered within VoiceMail Pro
23119	Caller field of SMDR output incorrect.
23546	Com port bits per second cannot be changed
23758	Dialled Number is not correct when 9N shortcode is used
21578	MS CRM reports will not run
22903	On demand reports cannot be ran during the day
23276	CCC Server licence does not give 5 Agent Licences
19833	CCV captions do not fit on Tabs (x 10 instances)
20810	Delta Server Spelling Error in Email notification Tab
20929	CCV does not display agent Busy WU/ Busy NA status correctly in multiple groups
23278	Dial in User consumes Agent licence
19845	Text does not fit onto tabs (Russian Translation)
19741	Export to Excel inputs values into incorrect columns

Targeted at resolution in the February 2006 V2.1 patch releases

IP Office Core Software

CQ Number	Description of Issue
15720	CCV displays terminal as READY when it is disconnected and off hook
21624	Intermittent issue with key pad tones on 64xx series phones
22692	POTS terminals only ring once, but call is still present
23450	Conference Center is getting no audio on Conference
23730	When system is rebooted, E1R2 DOD or DID trunk doesn't always come back up immediately
24019	Dial tone now heard in "off hook" mode on pot phones
24073	The Swedish character å bypasses the INDEX directory search function

24246	Noise on conferencing in Korea
24385	Echo on all calls, reboot clears problem for about 1 month
24615	User Restriction short code is not matched when call is unconditionally forwarded

IP Office Applications

CQ Number	Description of Issue
22210	Phone Manager Pro Unconditional Fwd over SCN displays incorrect target information
23773	When Phone Manager pops it grabs the focus
24284	Call status incorrectly displays Danish characters
24315	Annotate call and then parking call quickly can stop console from operating

IP Office VM Pro

CQ Number	Description of Issue
17600	Italian: You have no Messages Italian translation incorrect
18933	Out calling stops working after a few days and requires VoiceMail Pro service restart
24553	VoiceMail Pro service stops unexpectedly
24738	Intermittent synchronisation issues
24743	IMS Client Does not connect to server on the first attempts using XP SP2
24744	IMS not Synchronizing as expected with voicemail mailbox using XP SP2

IP Office CCC V4.0

CQ Number	Description of Issue
18979	Under Load CCC/CCV does not report on all calls presented
21740	SCN Individual Trunk details outgoing call counter not incrementing
22483	Access Violation when forcing agent status from a CCV on client PC if 5 digit extension
22514	Individual Trunk Group Details - Longest wait timer does not increment
23194	Delta Server not showing 5 digits in SMDR output of ALOG incoming calls
24193	Transfer from VM to external number causes discrepancies.
21999	PC Wallboard: The text INDeX is shown in the exe file properties for a CCC install

Targeted at resolution in the February 2006 V3.1 patch releases

IP Office Core Software

CQ Number	Description of Issue
23065	7 sec removed from Voicemail message (locale set to RUS)
23402	Call Forwarding via AA fails over analogue lines & instead drops to user coverage
24098	5402 Sets are listed as Not Supported for DND in the Users guide
24099	Conference Center Has static on call only when Second PRI installed into Slot A of 403
24132	call waiting not working as expected
24189	Remote Users do not receive Ring tone when breaking out to the PSTN
24203	analogue trunk volume too low for China and Korea
24241	Users do not get any call rejection indication with outgoing call bar set on a POT
24332	Request for Documentation on mixed codec interactions

24398	Manager does not respond after Time request from PC on network
24416	Fast Dialling from IP Phone sends incomplete number
24451	Display differences between 3.0(58) and 3.1(1113)
24453	Bridge App keys remain in a ringing state when calls are answered/cleared
24460	Crosstalk on Calls using Call Recording
24545	IP Office returning ring tone instead of busy or unobtainable – provider issue
24556	406v2 reboot with TLB errors
24596	Second call in queue rings agent who is already busy
24626	Cannot make calls to Siemens switch via PRI (ETSI)
24635	Inbound calls to a hunt group of 1 member fail to show as Incoming Answered in the log
24665	Call Listen on DSS button does not work properly
24666	DSS buttons set to "Dial" + named - SC for user login fails to complete
24714	Pots 30 module appears not to be able to keep up with DTMF tones
24729	Credit card Reader is dropping digits on POTS 30
24735	is not possible to transfer call to conference meet me
24760	Incorrect translation I/C International Call
24787	Manager does not allow more than 5 hunt groups per T3 user
24792	IP Terminals dial double digits on LCR alternate route
24804	PhoneManager - Shortcode Dialling - Number Not displayed in Call Status Pane
24806	DT visual voice prompts present on 5410 terminal on 3.0 core

IP Office Applications

CQ Number	Description of Issue
20733	When in a chat session you must press enter key twice to send the message
21359	It is not possible to read presence information when using LCS and Phone Manager Pro
21507	Call History Panel - In/Out tab, Date & Time not correctly ordered
22543	User Call history is kept when user logs on with different extension number
23237	Screen pop ACT fails to pop on DDI, on both 2.1 or 3.0 core with Phone Manager Pro 3.0.12
23532	PM Pro - dial tone being heard not ringing
23642	login logout field doesn't display renumbered extension ports
23665	Translation issue when installing PM (Chinese language selected)
23694	PM Pro 3.0.13 in compact mode Chinese fonts cannot be displayed fully
23861	Park return goes to wrong user if Multiple SoftConsoles are in use
23880	SoftConsole displays incorrect target info in the called name field
23912	Bad one way audio using Softphone with a VPN PPTP Windows client and XP2
23923	SoftConsole Italian translation issues on tutorials
24286	Incorrect translation -PM 3.0 Norwegian - "frakoblet" should be "Ledig"
24400	VoiceMail Pro VM access locks up when accessed from the Messages Tab in Phone Manager Pro
24464	Display not updating correctly when external call on hold hangs up
24467	Park/un-park causes access violation
24518	Buttons not responding in SoftConsole
24525	Park Slots remain greyed out even when call is connected - Intermittent
24540	Phone Manager Pro displays incorrect group status
24634	3rd Call is connected but intermittently is not displayed in SoftConsole as being connected
24701	Norwegian translation issue
24799	Unable to operate SoftConsole by keyboard
24312	Key and lamp documentation misleading

24672	R3.1 product description needs to be modified
23976	Documentation request for Announcements On feature

IP Office VM Pro

CQ Number	Description of Issue
22513	Message retrieval prompts year to be read for each message
22694	Numerous prompt errors found in country
24044	Leaving message via personal distribution list only sent to 52 users
24172	Certain VM prompts in wrong dialect
24645	VoiceMail Pro 3.1.11 stopped working at EI customer CPT

IP Office CCC V5.0

CQ Number	Description of Issue
23996	CCV shows call in queue incorrectly
23742	ISDN Data calls presented to the IP Office show as lost
23862	Date/Time is not in order -- Incoming Calls by Target Group
23863	Agent Activity Trace Report - direction and activity columns are not aligned
23865	Truncated ICLID and Destination for outbound or internal calls
24230	Unable to log agent off using "Force Agent Status" in CCV
22121	Time in State incorrect when Phone Manager PC Softphone user logs on
23850	ISDN Data Calls show as lost in the Trunk Group monitor
24188	Call routed off switch still shown as waiting against agent group
24483	Variable: "Number in State: Logged On" missing
21633	CCC Reporting Duplicating Entries in VM call Flow Monitor
20928	Reports show incorrect value ranges
23383	Archiver 5.0.4 - Windows Authentication not working
19595	Selective Groups are not being updated correctly to CCV
20808	Delta Server Crash when sending Email with SMTP
20809	New Delta Server SMTP functionality is not reflected in manual
19526	MAPI vs. SMTP email operation
20335	Monthly Reports not reporting correctly

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