



## IP Office Technical Bulletin

**Bulletin No:** 64  
**Date:** 17 March 2006  
**Region:** Global

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### IP Office 3.1 February 2006 Maintenance Release update

Avaya is pleased to announce the availability of the IP Office 3.1 February Maintenance Release User CD. This is part of the scheduled maintenance release for February, addressing a number of field issues found in the IP Office 3.1 releases.

#### 1 Overview

This maintenance release incorporates new software and CDs for IP Office User CD 3.1(20). The IP Office User CD 3.1(20) can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

##### 1.1 User CD Delivered versions

Phone Manager	v3.1.15
Soft Console	v3.1.16
TAPI	v1.0.0.27
Dev Link	v1.0.0.4
MSCRM Integration	v2.1.0.2

#### 2 Known Caveats

In some circumstances users on systems with active zero suppression and voice recording enabled may experience a faint ticking noise. This will not be present on the recorded call. This will be addressed in the next maintenance release.

IP Office Caveats are detailed online at:

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

#### 3 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.

### 3.1 User CD 3.1(20) Resolved Field Issues

The following field issues have been addressed in the User CD 3.1(20) software:

CQ Number	Description of Issue
24135	Tapi 2 interaction with a Docking station and RACM service - connection issues
23532	PM Pro - dial tone being heard not ringing
24286	Incorrect translation -PM 3.0 Norwegian. "frakoblet" should be "Ledig"
25029	The information in the "OUT" from column is wrong, it displays the called number
24467	Park/unpark causes access violation
24873	Phonemanager shows extension forwarded to a busy extension as 'available'
24464	Display not updating correctly when external call on hold hangs up
24634	3rd Call connected but intermittently is not displayed anywhere in SoftConsole as being connected
24799	Unable to operate SoftConsole by keyboard
24842	Held call on SoftConsole cannot be unheld, has to be answered
24767	SC - unable to transfer when Ctrl A has been used to toggle between calls
25772	SoftConsole loses focus on XP, SP1 & SP2....Win 2000 works ok

Note: Due to the changes made to resolve CQ 24842, held calls are now always displayed in the held calls pane at the bottom left of SoftConsole. Calls can be retrieved from this list by using Ctrl-A and the arrow keys to select the call to retrieve. The documentation will be updated accordingly in the next release.

## 4 Technical Notes

### 4.1 Upgrade Instructions for IP Office User Applications

The upgrade instructions cover the procedure required when upgrading user applications from version 3.0 to version 3.1. If you are upgrading from an earlier release of software please refer to IP Office Technical Bulletin 36.

When upgrading from one software level to another the original software needs to be uninstalled first. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed. The settings for PBX configuration, Speed Dials, Calls In/Out/Missed tabs etc, are currently stored in the registry and will also remain.

To upgrade to any of the 3.1 User applications do the following:

#### Uninstall User Applications

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office User Suite and click **Change/Remove**.
4. From the options offered select Remove and click **Next**.
5. Follow any prompts given during the removal process.

## Upgrade Installation

1. Insert the User CD. The installation wizard should auto-start.
2. At the Welcome screen click **Next**.
3. If there are multiple IP Office units detected on your network select your unit and then click on **OK**.
4. At the next screen select the User name from the list that this installation is associated with.
5. Click on **Next** and then **Finish**.
6. At the InstallShield Wizard welcome screen click on **Next**.
7. At the Choose Destination Location screen accept the default locations, or choose a different installation directory, click **Next** to continue.
8. At the Select Components screen select the applications you want to install and click **Next** to continue.
9. If you are using PhoneManager in Agent Mode enter the Agent number at the next screen, or leave this blank and click **Next**.
10. Click **Next** to accept the Program Folder.
11. When the installation is complete click on **Finish**.

## 5 Assistance

### 5.1 Documentation & Software

Documentation and Software can be downloaded from:

<http://avaya.com/support>

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

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

### 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 3.0 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

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

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