AVAYA

IP Office Technical Bulletin

Bulletin No: 67

Date: 31 May 2006

Region: Global

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General Availability (GA) of the IP Office 3.1 May 2006 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.1 May Maintenance Release Software. This is a scheduled maintenance release 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 Core Switch 3.1(65), VoiceMail Pro 3.1(21) and User CD 3.1(22) comprising SoftConsole 3.1(17) and PhoneManager 3.1(17). IP Office 3.1(65) should be used for all 3.0 and 3.1 upgrades and new installations, except those where DT terminal support is required, where 3.0DT should be used instead. The IP Office 3.1(65) software and associated applications can be downloaded from the Avaya Support Website:

http://support.avaya.com

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

The contents of the Admin CD are:

Delivered Software or Package	Version
IP Office Firmware (Table 2 lists specific details)	3.1(65)
Manager	5.1(65)
SysMonitor	5.1(65)
UpgradeWiz	5.1(65)
CallStatus	4.0.3
Installation & Configuration Wizard	3.1.11
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.3
4601, 4602 Phone Firmware	2.3
4606, 4612 and 4624 Phone Firmware	1.8.3
5601 Phone Firmware	2.3
5602 Phone Firmware	2.3
2410 Phone Firmware	2.00
2420 Phone Firmware	4.00

Delivered Software or Package	Version
5410 Phone Firmware	2.00
5420 Phone Firmware	4.00
Voicemail Lite	2.1.4
CBC	3.1.6
DeltaServer	5.0.30
DECT	3.1.10
DECT CCFP Admin Program	8.0.9
IP DECT	1.0.5
Feature Key Server	1.0.0.5

The contents of the User CD are:

Application Name	Version
Phone Manager	3.1.17
SoftConsole	3.1.17
TAPI Link	1.0.0.27
Devlink	1.0.0.4
MS CRM	2.1.0.2

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (Gui)	3.1.21
Voicemail Pro Server	3.1.21
Voicemail Pro Service	3.1.21
VPIM Client	3.1.21
VPIMDBSvr	3.1.21
VPIMReceiver	3.1.21
VPIMServer3	3.1.21
IMSAdmin	3.1.21
IMSServiceRestart	3.1.21
UMSServer	3.1.21
VMServer	3.1.21

2 New Feature Support

Localization for Taiwan is introduced in this release.   Note: Approvals are not complete at the time of release.

3 Known Caveats

IP Office Caveats are detailed online at:

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

4 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.

4.1   IP Office 3.1(65) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.1(65) software:

CQ Number	Description of Issue
CQ26260	Manager - VoiceMail Password verification awkward and should be improved
CQ25999	SOE, 401, IP403: Call to Main site using auto attend to call to ext on remote fails VM coverage
CQ25183	CLI on Analog line never attempts to match Directory Entry
CQ25858	Incorrect Gateway issued to DHCP Clients
CQ26042	Busy tone and "Scollegato"output on DS phone when other end clears the call (locale = ita)
CQ25854	Group VRL Voice Recordings are hitting the Group mailbox instead of the VRL
CQ25914	Campaign Messages cannot be retrieved from a park slot
CQ25912	Pressing MOH button and then pressing call appearance causes incessant ringing
CQ23674	Dialled number not correct in SMDR/SysMon Log when 9N S/C used (in overlap mode)
CQ24661	MWI stays on for a message sent by a User button if call is made handsfree
CQ25093	5610 & 5620 set make high pitch sound when dialling invalid shortcode
CQ25109	Outgoing call log does not work for busy numbers
CQ25721	IVR reliable disconnect (disconnect clear) does not appear to work on analog ports for internal calls
CQ25853	IP406v2 may reboot when repeatedly placing conference calls on hold
CQ25906	Listening to MOH then answering call causes set to Ring endlessly when call has been completed
CQ25922	PhoneManager now indicates that the Supervisor is Monitoring (Call Listen feature) User's call
CQ26050	IP Line - Short Code tab - incoming digits are not always matched correctly
CQ26058	Call recording Mandatory setting can be overridden using PhoneManager VR buttons
CQ26063	Cross-talk on IP406v2 reported on a private build
CQ26077	Call Listen Feature - does not work to a twinned master terminal set
CQ26082	Call Status may show prolonged Auto Record even when line is Idle
CQ26134	Twinning - Transfer from twinned phone will not follow transfer return parameters
CQ26178	IP Office is generating two CMLineRx messages in trace per ISDN setup message
CQ26456	Group name no longer displayed on contact store
CQ26810	No InBand message received when a Disconnect with Cause Code 1 is Received.
CQ26011	Outbound % call recording is placed in User mailboxes instead of defined Auto Record mailboxes
CQ26120	CLI from an external call doesn't always display on POTS phones depending upon timing
CQ26199	I55 linked to IPO via QSig; Speech path lost when hold timer exceeded and call returns to the user
CQ26246	Crosstalk issue occurring with recorded calls - ERR: RealPhysicalMap error IESTA 80
CQ27566	Group VRL Voice Recordings are hitting the Group mailbox instead of the VRL
CQ27628	Call Listen facility does not work to Twinned Master
CQ25800	SOE may reboot when connecting a H323 call to a 3rd party switch
CQ25802	SOE may reboot when a H323 call is made to a 3rd party gateway
CQ26345	IP Trunks to Quintum Gateway - no speech path established due to incorrect signalling
CQ23065	7 sec removed from end of Voicemail message (locale set to rus)

CQ25911	IP office paging appears to be causing some sort of indefinite packet storm with IP phones
CQ25967	4620, 4620SW, 5610,5620 sets show an Extra * in the display
CQ26369	Forwarding an i/c call that has it's Restricted bits set forces the o/g call to be Restricted also.
CQ26037	406v2 fitted with E1-R2 board fails to function when clock quality set to unsuitable
CQ26182	Targeting only looks at user with FollowMe for HG with ring type 'Idle'
CQ26183	System reboot on receipt of NULL IP call proceeding and alerting
CQ26252	CLI from an external call doesn't display on POTS phones
CQ26290	Twinning Phone Ringing on incoming call when Master Phone Busy on Outgoing Call
CQ26346	Hunt group Overflow fails if overflow timer set for greater than 20 seconds and queuing is enabled
CQ26068	Line Appearance Keys may work when User is using 'User Short Codes'
CQ26155	Hunt group drops first call when receiving a second call to the group
CQ26425	callstatus display not entirely accurate
CQ25932	"deu" Secondary dial tone needs to generate external dial tone 425Hz -3dBm0 - permanent tone
CQ26588	The German Secondary Dial Tone feature does not work
CQ26461	Call Pickup shortcodes not working when used with RESERVE_LAST_CA=
CQ27386	Upgrading via Manager using validate can fail leaving IP Office in a reboot loop
CQ27602	no speech path on assisted transfer from IP phone to DS phone to IP phone
CQ27653	SCN calls have external ring tone
CQ26511	Can't transfer a transfer call, call may be lost
CQ28672	Voicemail messages not retrievable from PhoneManager in Off-hook operation
CQ27406	When called phone is busy should display "NUMERO OCCUPATO" not "SCOLLEGATO"
CQ26503	Digital phones do not display "SCOLLEGATO" after dial tone of 10 seconds
CQ26421	Off hook terminals in chs locale do not return secondary dial tone
CQ26399	Redial list on IP and other terminals only populated on connected calls
CQ27452	Calls appear to Queue forever and are not passed to the overflow group (intermittent)
CQ25361	Account code not set on diverted or transferred calls
CQ26305	Using Tapi to dial another extn - hear dial tone not ring tone
CQ26298	OFF HOOK Analog station cannot answer calls via Tapi
CQ26516	System no longer allows User to hear wrong number message from PSTN
CQ24203	Analogue trunk volume too low for China and Korea
CQ26910	DS phones not displaying dialled digits after dial timeout expiry
CQ26054	Italian Translation issues - Upgrade Wizard
CQ26200	Manager changes required when setting locale to Italy - conference tone enabled by default
CQ24665	Call Listen on DSS button does not work properly
CQ25982	PhoneManager Pro/lite will only monitor up to 64 hunt groups
CQ26326	VMPRO accepts password codes that Manager later says it is invalid
CQ26327	Appearance buttons may appear to lock up after repeated toggling
CQ26353	Disconnecting a call to an IVR port prior to the IVR port hanging up may cause system to reboot
CQ25960	2 PRI Modules in a 406v2 chassis will not clock properly. Transmit clock on 2nd PRI floats
CQ25924	System reboot due to accessing a previously cleared call
CQ26115	IP Phone 5602 - Speech path is not audible when transferring calls
CQ25937	Held calls being connected (in certain scenario with pickup)

4.2 VoiceMail Pro 3.1(21) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.1(21) software:

CQ Number	Description of Issue
CQ23845	Italian SpeakText action - Incorrect help is displayed

CQ25144	IMS synchronisation issues, Message deleted from Outlook remains in VoiceMail Pro Mailbox
CQ25166	Several Chinese voice prompts require re-recording for quality
CQ25356	No help prompt for using Personal Distribution List when addressing a message
CQ25530	Chinese words not properly displayed in the voicemail email
CQ25575	VoiceMail Pro - IPOffice Mode - Cannot record name
CQ25638	Whisper action follows the reject route instead of the busy route
CQ25647	Incorrect Chinese prompt played when *4 is pressed
CQ25977	VMPro name recordings are not saved when the recording is less than 5 seconds
CQ26001	Swedish que_01 prompt is corrupt
CQ23393	VmTui - Does not prompt user to change a blank password in some scenarios
CQ26799	SMTP : If you leave a message and hang up, error 8 occurs (recipient for the message not defined)
CQ25941	Name recording instructions in Swedish are incorrect in IP Office Mode
CQ25923	VoiceMail Pro loses contact with the switch- showing stalled receivers in debugview

4.3   User CD 3.1(22) Resolved Field Issues

The following field issues have been addressed in the PhoneManager 3.1(17) and SoftConsole 3.1(17) software:

CQ Number	Description of Issue
CQ24464	Display not updating correctly when external call on hold hangs up
CQ24634	3rd Call connected but intermittently is not displayed anywhere in SoftConsole as being connected
CQ24799	Unable to fully perform all SoftConsole features by keyboard
CQ24842	Held call on SoftConsole cannot be unheld, has to be answered
CQ24971	SoftConsole - message envelope for a BLF with hunt group doesn't show real time message
CQ24767	SoftConsole - unable to complete transfer when Ctrl A has been used to toggle between calls
CQ25772	SoftConsole loses focus on Windows XP, SP1, SP2
CQ23532	PhoneManager Pro dial tone being heard instead of ringing when dialling from call tabs
CQ24286	Norwegian translation on PhoneManager - "frakoblet" should be "Ledig"
CQ25029	PhoneManager incorrectly displays the called number in the out tab 'from' column
CQ24467	Park/unpark may cause access violation on PhoneManager Lite
CQ24873	PhoneManager shows extn forwarded to a busy extn as 'available'
CQ24051	Sometimes unable to register PC Softphone over VPN
CQ21507	Call History Panel - In/Out tab, Date & Time not correctly ordered
CQ25691	PhoneManager Pro is not recording properly the call duration or hold times for calls
CQ25837	Translation error in PhoneManager "Clear (tab)" option
CQ25859	Hold Icon may not return after call is recalled and then held again on PhoneManager
CQ25877	Splash Screen Avaya logo poorly formatted
CQ25994	Account Code Invalid message on PhoneManager Pro linked to Analog extension
CQ26094	Unable to log on PhoneManager using German characters
CQ26035	PhoneManager Pro in Agent Mode may crash when taking agent in and out of Group
CQ25747	MicroLoggerCharges.txt no longer works
CQ25110	PhoneManager 3.0.14 spelling mistake on error dialog
CQ24701	Norwegian translation issue
CQ25753	SoftConsole not correctly updating HG message status if number Messages exceeds 9
CQ25418	Search window does not clear after F3 transfer
CQ24525	Park Slots may remain greyed out even when call is connected
CQ23923	SoftConsole Italian translation issues on tutorials
CQ25163	PhoneManager profile may corrupt if extn is member of HG which contains diacritics

5 Technical Notes

5.1 Upgrade Installation Notes

The upgrade installation notes cover the procedures required when upgrading from IP Office 3.0 to IP Office 3.1. If you are upgrading from an earlier release of IP Office software please refer to IP Office Technical Bulletin 36.
Before any upgrade commences the old Admin Suite must be removed and the 3.1 Admin Suite must be installed.
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 3.1 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 3.1 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 you are already running the 2.1 or 3.0 admin suite .NET will already be installed.

• 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.

IMPORTANT INFORMATION – LOADER UPGRADES
Due to the size of the IP Office 3.1 binary certain systems may not be able to load this version of software if using an un-validated upgrade or when loading the software after it has been erased from the system using the DTE port. If you are doing a validated upgrade then this will not stop you from upgrading to 3.1 as the loader is not used for this type of upgrade. It is strongly recommended that you do take the time to upgrade the loader when upgrading to IP Office 3.1.

Early IP406V2 releases: PCS level 4, 5 and 6 had flash size of 3MBytes allocated for the code and 16Mbytes of RAM. These systems need to have their loader upgraded to V2.4. This can be achieved by upgrading to IP Office version 3.0(999) – a specific loader upgrade binary. The procedure need only ever by completed once for a given IP406V2. Once the upgrade to 3.0(999) has completed the IP Office can be upgraded to 3.1 as normal. This is necessary because the 3.1 IP406v2 binary doesn't fit into the 3MB available on the early versions of the IP406v2. The flash is extended from 3Mbytes to 6Mbytes by uploading to loader V2.4.

A similar issue exists for IP406v1 running extremely old versions of the loader (Branch 2 Loader 0.1) found with PCS level 03 and earlier, very few of these exist. To upgrade to 3.1 these variants should also have their loader upgraded to IP Office version 3.0(999). The procedure need only ever by completed once for a given IP406v1. Once the upgrade to 3.0(999) has completed the IP Office can be upgraded to 3.1 as normal.

5.2 Upgrade Instructions

Note: IP Office 3.1 is not supported on the IP401 Compact Office.

To upgrade the Control and Expansion units do the following:

If you do not need to upgrade your loader please go to step 3.

1. Install the Admin Suite as normal. Do not open the Manager application yet.

2. Using the Windows Explorer application on your PC open up one of the following folders:

- IP406v1 - Program Files\Avaya\IP Office\Manager\IP406V1\V3_0_99
- IP406v2 - Program Files\Avaya\IP Office\Manager\IP406V2\V3_0_99

These folders contain a file called either IP406.bin (IP406v1) or IP406u.bin (IP406v2). These are version 3.0(999) of the IP Office firmware and must be used in place of the existing ip406/IP406u 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 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. 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.

7. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

Note: If upgrading the loader the version shown will be 3.0 (999), at this stage only upgrade the main unit, do not upgrade the expansion modules as well.

8. Enter the password of the existing configuration (not the default). Click OK and the upgrade process will begin. When the upgrade wizard informs you that all units have been upgraded click on OK and close down the upgrade wizard.

9. If you have just upgraded the loader you now need to upgrade to version 3.1. Using the Windows Explorer application on your PC open up one of the following folders:

- IP406v1 - Program Files\Avaya\IP Office\Manager\IP406V1\V3_1
- IP406v2 - Program Files\Avaya\IP Office\Manager\IP406V2\V3_1

These folders contain a file called either IP406.bin (IP406v1) or IP406u.bin (IP406v2). These are version 3.1(29) of the 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 bin file.

10. Now follow steps 4-8 again to upgrade your system to IP Office 3.1.

5.3 Unit Compatibility - Expansion Unit Interoperability

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

5.4 Upgrade of systems with limited RAM

The binaries supplied for IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Once your system is at 3.1 future validated upgrades may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue a new feature has been added to 3.1, if a system has insufficient RAM to hold the images then the administrator is presented the option to reboot the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the 'Type' column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is rebooted whilst in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will reboot back into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has rebooted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.
Note: A problem has been observed when performing an Offline upgrade on a fully populated system that had a large config, was part of a big large SCN and had a lot of different expansion modules.

In this scenario there may still not be enough space in RAM when in Offline mode. If you have a system with a similar configuration it is recommended that you upgrade the Control Unit first and then upgrade the expansion modules afterwards. This will prevent the system going in to an offline upgrade loop.

5.5 Upgrade Instructions for VoiceMail Pro

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

When upgrading between versions of software upgrades are not supported so you must uninstall and reinstall to move between versions. This now also applies when moving between minor versions of software.

Upgrading from 3.0 VoiceMail Pro to 3.1 VoiceMail Pro

Backing Up the Existing VoiceMail Pro Database & Registry

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

1. Start the VoiceMail Pro GUI.

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.

7. Insert the VoiceMail Pro CD for the new VoiceMail Pro and cancel the install wizard that auto runs.

8. Right-click on the CD drive and select Open.

9. Locate the file Backupreg.bat and double-click it to run the application. This backs up any registry settings associated with VoiceMail Pro.

Note: Before proceeding to the next step make sure that the registry entries have been backed up correctly. The batch file should have created 3 backup files in the Windows Temp directory. Make sure that the following 3 files exist in that location:

- VMPro.arf
- NetAly.arf
- IMSGateway.arf

Uninstall VoiceMail Pro

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

When the process has been completed select the option "Yes, I want to restart my computer now" and click **Finish**.

Once the PC has restarted you need to restore the registry settings before installing the new version of software.

Restore the Registry

1. Right-click on the CD drive containing the VoiceMail Pro CD and select Open (reinsert the CD if necessary and cancel the install wizard).

2. Locate the file Restorereg.bat and double-click it to run the application. This restores the registry settings previously associated with VoiceMail Pro.

VoiceMail Pro 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:

   • **ACM Gateway:** This mode is used to provide VoiceMail support for an Avaya G.150 unit being used as a branch office gateway to ACM with Modular Messaging. Documentation for the installation and setup for such a system, including the VoiceMail aspects, is covered in separate Avaya G.150 documentation.

   • **Compact Install:** This mode installs the minimum components for basic VoiceMail operation, that is the VoiceMail Pro server or service, the VoiceMail Pro Client application and the prompts appropriate to the selected installation language.

   • **Custom Install:** This mode allows full selection of which components are installed. The only exception is the selection of VoiceMail Pro server or service, which will be overridden to match the Windows version. This mode is used for installation of IMS and Networked Messaging.

   • **Typical Install:** This mode install the components for basic VoiceMail operation plus those required for web campaigns. It requires a suitable web server to be pre-installed on the VoiceMail Pro Server PC.

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**.

Restore 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 Callflows 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.

5.6 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**.

6 Assistance

6.1 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.

6.2 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.

6.3 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

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