



IP Office Technical Bulletin

Bulletin No: 77

Date: 28 February 2007

Region: Global

General Availability (GA) of the IP Office Q1 2007 3.2 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Q1 2007 3.2 Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.X releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.2(55), VoiceMail Pro 3.2(30), Conference Center 3.2(9) and User CD 3.2(30) comprising SoftConsole 3.2(29) and Phone Manager 3.2(30). IP Office 3.2(55) should be used for all 3.1 upgrades and new installations, except those where DT terminal support is required, where 3.0DT should be used instead. The IP Office 3.2(55) 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	3.2(55)
Manager	5.2(55)
SysMonitor	5.2(55)
UpgradeWiz	5.2(55)
CallStatus	4.0.3
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.3
4606, 4612 and 4624 Phone Firmware	1.8.3
4625 Phone Firmware	2.5.22
5601, 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	3.1.7
DeltaServer	5.0.33
DECT	3.1.12
DECT CCFP Admin Program	8.0.9
IP DECT	3.1.13
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	70.24.11
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2.30
SoftConsole	3.2.29
TAPI Link	1.0.0.27
Devlink	1.0.0.4

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (GUI)	3.2.30
Voicemail Pro Server	3.2.30
Voicemail Pro Service	3.2.30
VPIM Client	3.2.30
VPIMDBSvr	3.2.30
VPIMReceiver	3.2.30
VPIMServer3	3.2.30
IMSAdmin	3.2.30
IMSServiceRestart	3.2.30
UMSServer	3.2.30
VMServer	3.2.30

2 New Feature Support

2.1 Centrex Transfer Feature (U.S.A.)

This supports the use of Centrex enabled lines to transfer calls by using the existing *Flash Hook* feature available in IP Office (Analog Trunks only). As the Centrex Transfer is a service by the line provider, it must be supported by the CO and subscribed to by the customer. The following scenarios are described to illustrate the Centrex Transfer.

DS/IP Telephone Manual Centrex Transfer

- Incoming call is routed to a Hunt group from a Centrex line.
- Digital or IP telephone user answers the call
- Press the *Flash Hook* DSS button (no telephone number is configured with this button)
- Wait for dial tone, then dial an offsite number
- Wait for the remote end ring, then hang up the call
- The above actions accomplishes manual Centrex transfer

DS/IP Phone Autodialing Centrex Transfer

- Incoming call is routed to a Hunt Group from a Centrex line
- Digital or IP telephone user answers the call
- Press the *Flash Hook* DSS button (an offsite number is configured with this button)
- Flash message is sent to CO and the number is dialled
- Wait for the remote end ring, then hang up the call

Analogue Phone Centrex Transfer

- Incoming call is routed to a Hunt Group from a Centrex line
- An analogue telephone user answers the call
- Press the *Flash Hook* button on the set
- Dial Flash Hook short code
- Wait for the remote end ring, then hang up the call

Auto Attendant Centrex Transfer

- Incoming call from a Centrex line is answered by Auto Attendant
- The Auto Attendant answers the call, and transfers the call to Flash Hook short code
- The call is terminated by the AA, and the Centrex line is released.

2.1.1 Flash Hook Feature Currently Implemented

The following features are already implemented in the current IP Office software:

- Flash Hook Configuration
Within the IP Office Manager application, the *Flash Hook* feature can be configured either by short code or DSS button on DS or IP stations. The detailed configuration guidance can be found in Manager Help documentation.
- Flash Hook + manually dial digits
For digital or IP telephones, if a *Flash Hook* button is configured. When active on a call from a Centrex line, the user can achieve Centrex Transfer by the following sequence of actions:
Press *Flash Hook* button; wait for dial tone; dial an offsite number; wait for remote ring or answered; and then clear the call.

2.1.2 DS/IP phone Centrex Transfer via Autodialing

For digital or IP telephones, if a *Flash Hook* button is configured with an offsite number, pressing this button when on an active Centrex call will accomplish Centrex Transfer.

2.1.3 Auto Attendant Centrex Transfer

An incoming call is routed to Auto Attendant which has 'Assisted Transfer' action linked to a *Flash Hook* short code. The *Flash Hook* short code is also configured with an offsite number. When a prompt is selected by the caller, the Centrex Transfer can be accomplished through three actions:

Sending out *Flashing* to CO, dialling the offsite number, and freeing the incoming Centrex line.

Auto Attendant Centrex Transfer - Assisted transfer action supported only.

Analogue telephone support – Analogue telephone users must use Flash button on the set, combined with Flash Hook short code to accomplish Centrex Transfer.

2.2 Example configuration for Centrex Transfer

2.2.1 Flash Hook Short Code Configuration

When configuring a *Flash Hook* Short Code the 'N' or 'X' codes can be part of short code which is useful for analogue terminal users. The 'Telephone Number' can be a pre-defined number too. Figure 1 shows an example of configured Flash Hook short code.

The screenshot shows a configuration window titled "8xxxx: Flash Hook". The window has a blue header bar with the title and some navigation icons. Below the header, there's a tab labeled "Short Code". The main area contains several input fields and a checkbox:

- Code:** A text box containing "8xxxx".
- Feature:** A dropdown menu showing "Flash Hook".
- Telephone Number:** A text box containing "N".
- Line Group Id:** A text box containing "0".
- Locale:** A dropdown menu.
- Force Account Code:** An unchecked checkbox.

At the bottom of the window, there are three buttons: "OK", "Cancel", and "Help".

Figure 1 Flash Hook Short Code Configuration Flash Hook DSS button Programming

For digital and IP telephones users, DSS buttons can be configured to facilitate Centrex Transfer. The *Flash Hook* action can be found under “Action->Advanced->Miscellaneous->Flash Hook”. The “Action Data” can be the number to which the call will be transferred or empty. This would flash the CO and manual dialling would then be possible. Figure 2 shows several programmed DSS Flash Hook buttons on a digital telephone.

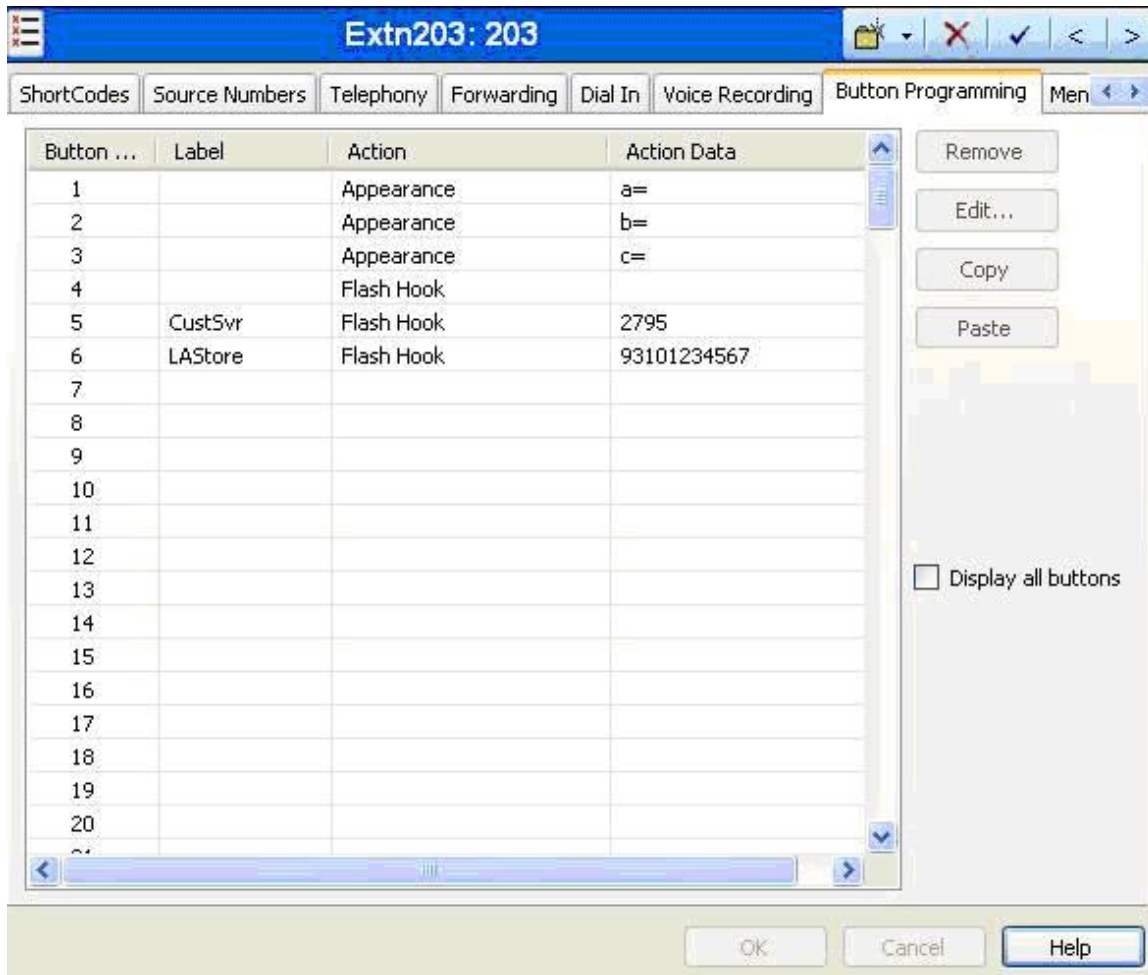


Figure 2 DSS Button Programming

2.2.2 Voicemail Auto Attendant Configuration

If an incoming call is answered by auto attendant and has to be transferred to an offsite number via Centrex Transfer, Assisted Transfer action must be used and its destination must be a *Flash Hook* short code (a pre-defined number should be associated with this short code). Figure 3 shows a sample configuration. A simple menu provides callers several prompts to choose. “Customer Service” and “LA Store” are assisted transfer actions, targeted to different *Flash Hook* short codes respectively.

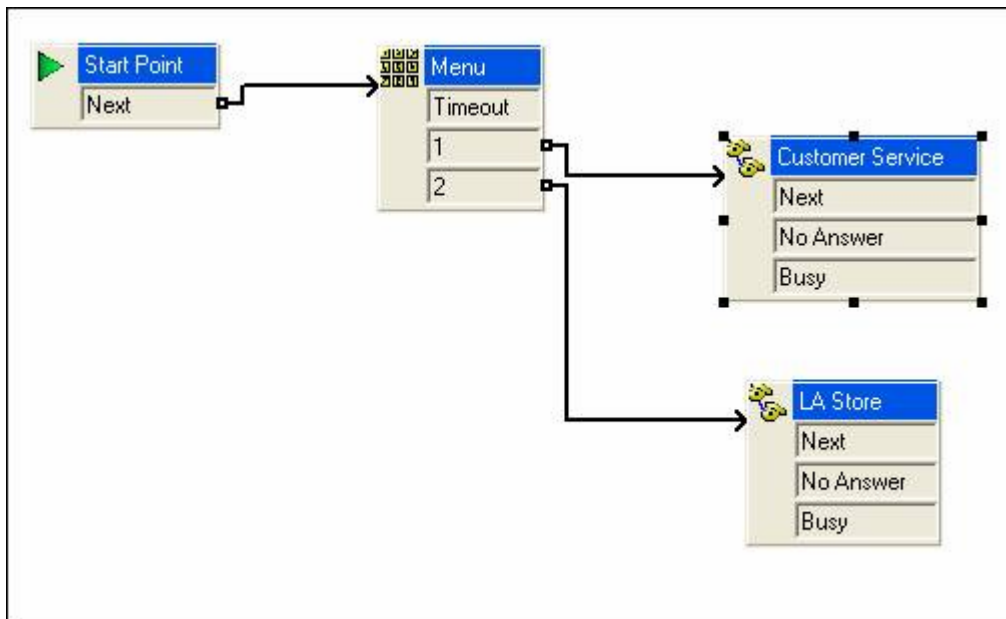


Figure 3 Simple Auto Attendant Configuration

Figure 4 shows the destination configuration for “Customer Service” actions in Figure 3. The number “82795” is set in the “Mailbox” field of the action which would match the Flash Hook short code “8xxxx” defined previously. The destination number would be 2795.

Properties for Customer Service

General | Entry Prompts | **Specific** | Reporting | Results

Assisted transfer to

Mailbox: 82795

Source of transfer (displayed on phone):

Description (displayed on phone):

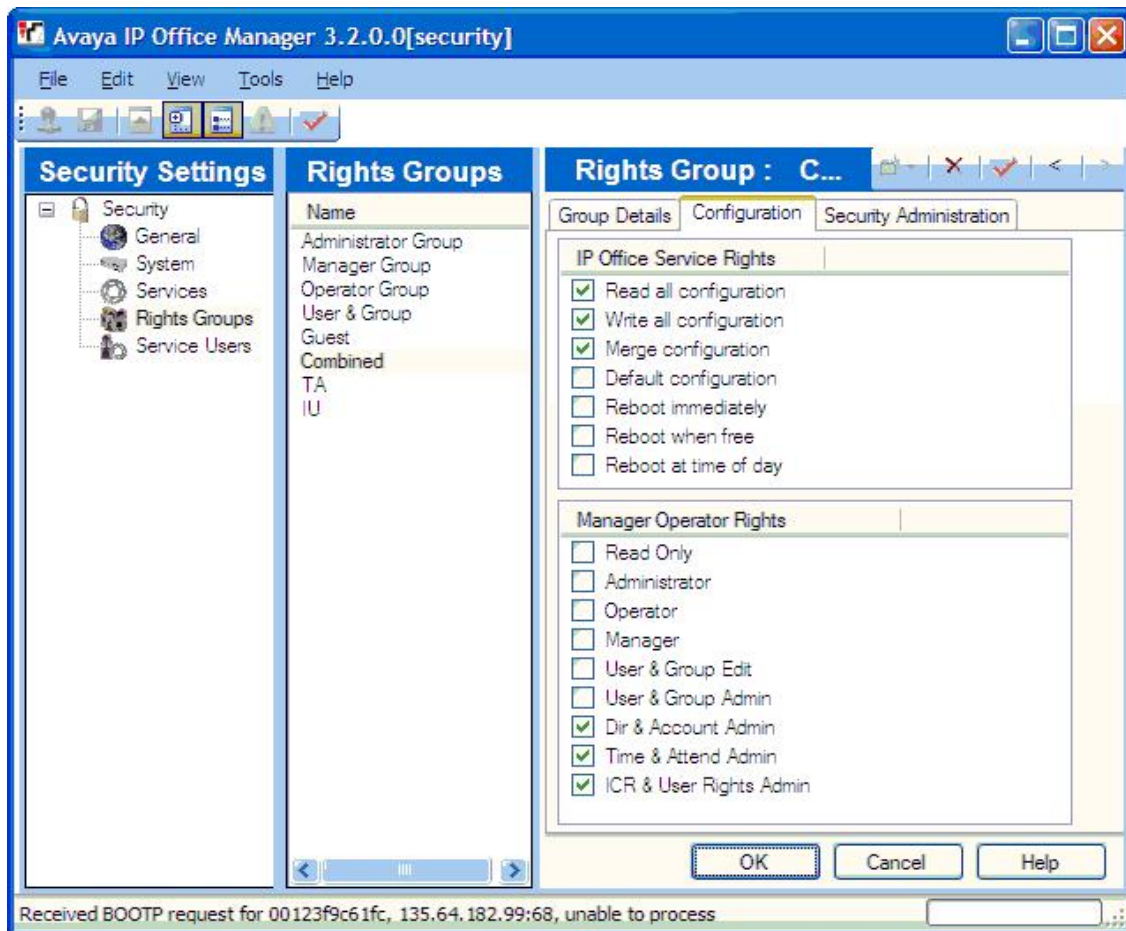
No answer timeout: 30

OK Cancel Help

Figure 4 Assisted Transfer Action Configuration

2.3 Manager Operator Profiles

These new operator rights groups are available from the Configuration tab under the Rights Groups option in the Security Configuration Manager. Please note that more than one operator Rights Group can be defined in a security rights group. Service users belonging to such a rights group would have the combined permissions of all the operator rights groups added together. The picture below shows the security rights groups "combined" to contain the permissions of "Dir & Account Admin". The rights for "Time & Attend Admin" and "ICR & User Rights Admin" would now all be added together.



The following new operator rights groups were added into the security configuration Manager:

- **ReadOnly:** Service users belonging to this group have read only rights to the whole of the configuration.
- **Dir and Account Admin:** Service users belonging to this group have full permission for Directory and Account Code entries and nothing else.
- **ICR and UserRights Admin:** Service Users belonging to this group have full permission for ICR and UserRights entries and nothing else.
- **Time and Attend Admin:** Service users belonging to this group have full permission for TimeProfile and AutoAttendant entries and nothing else.
- **User and Group Admin:** Service users belonging to this group have full permission

for User and Huntgroup entries and nothing else.

- User and Group Edit: Service users belonging to this group have only view and edit permission for User and Huntgroup entries and nothing else

3 Known Caveats

IP Office Caveats are detailed online at:

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

3.1 Reboot when Free and Call Bar

When a configuration change is submitted and you selected “Reboot When Free” option, but also check the “Bar Outgoing Calls” option, this will stop any outgoing calls. This includes any number in the “Dial Emergency” short code which should override call barring.

4 IP Office Resolved Field Issues

4.1 Daylight Savings Changes

A telephone display issue when presenting the system time has been identified and resolved. The issue could occur when the Daylight Savings Time changes come into operation. For the time display on IP Office terminals to function correctly customers must upgrade to this maintenance release.

4.2 E1R2 trunk support

A memory fragmentation issue has been resolved in this maintenance release. This issue was specific to call load on E1R2 trunks. It is recommended that all customers using E1R2 trunks upgrade to the maintenance release.

4.3 IP Office 3.2(55) 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.

The following field issues have been addressed in the IP Office 3.2(55) software:

CQ Number	Description of issue
CQ31926	No ring tone when using "Internal Call Type 3" ring tone.
CQ28425	ATM16 may reboot under load
CQ32004	IP Dect, can not find help file for Dectnetmonitor called "dectmoni_ip.hlp"
CQ33330	Echo on calls to IP DECT handsets. Note no echo heard on DECT phone only on other phone.
CQ26434	DTMF tones from IP Phones sound corrupted when heard down an Analogue trunk when gains set at max
CQ27943	PC Softphone user receives one way speech when transferring calls via the Spd dial list.
CQ31560	Calls cutting off after pressing recall key on POT twice to hold/un-hold
CQ30840	QSIG B line setting only allows line group 0

CQ30706	Hunt Group Type Group Call Waiting carries over to overflow group
CQ30705	Call Waiting On HG Type "Group" doesn't need Call Waiting enabled on users telephony tab
CQ28716	IP DECT - Errors in external directory when viewed using Avaya 3711 handset
CQ28962	Embedded Auto Attendant - external calls transferred from the AA ring with internal cadence
CQ28395	Pots - message waiting light remains illuminated when the message has been deleted
CQ29593	When hanging up on a programmed Speeddial, you occasionally receive a stuck DTMF tone
CQ29043	Manager incorrectly allows compression mode of G723 to be set for Avaya IP Phones
CQ29723	Unable to record incoming calls for Contact Store
CQ31720	Issue with formatting of Manager fields at higher resolutions.
CQ31906	Tabbing order on HuntGroup configuration form is not logical
CQ32028	Copy User Rights values to users - does not overwrite a user's button programming.
CQ32066	Alchemy POT module - not able to tell what port a user is connected to.
CQ32182	Dial short code and user extension overlap should be flagged as a warning instead of an error
CQ32187	Problems with error checking in the 3.2 manager related to 2.1 configs
CQ32306	ShortCode list displayed in English when Manager Application set to Italian.
CQ32561	3.2 manager may crash when 10 LCR SCodes are added to the attached config
CQ32674	Sys Short Code - Conference Meet Me is shown as Conference Rendezvous within Manager
CQ27938	Analogue lines - Line Appearance keys do not show correct status in Russia
CQ31289	It is no longer possible to obtain VMail Session reports.
CQ32213	T3 terminals - Redirect function not available for DDI calls
CQ32268	PM Message window not updated correctly when PM re-initialized.
CQ28524	Operator unable to complete transfer using Transfer button on terminal when using SoftConsole
CQ33303	Can we please remove the following SysMon Twinning debug messages
CQ30151	Redialing a call made via a line appearance key fails as line access code not recorded
CQ30560	VCM detecting phantom DTMF - may cause issue with Dial By Name
CQ33134	Huntgroup queuing not working when used in conjunction with mobile twinning
CQ33026	Call from Int Ext to Busy Extn that is Twinned internally with Fwd on Busy (Internal NOT set) rings Fwd Number.
CQ32838	Unable to set T3 Menu language to Dutch from IP Office.
CQ32835	Unable to set T3 Menu language to Spanish from IP Office.
CQ32833	Unable to set T3 Menu language to Italian from IP Office.
CQ32222	IPO using two vcm channels between sites for VM coverage - potential tromboning issue
CQ32224	Remote HG coverage to main site HG then main site assisted transfer to remote site failed
CQ32106	CLIR from T3 menu's not suppressing CLI
CQ32441	Visual voice keys not operating with centralised voice mail.
CQ32060	Using DND button on T3 terminal causes incorrect BLF state.
CQ32785	Call from IP DECT does not dial all digits entered on LCR Alternative Route when LCR Main Route Busy/down
CQ32852	Withholding calling party number causes the 412 to reboot with a TLB error
CQ32887	Mobile twinning disables RESERVE_LAST_CA=
CQ26256	No InBand message received on T3 set when Progress is Rx'd before Call Proceeding
CQ33108	IP 5610 dials into VMPro - transferred to ringing group and echo is audible when answered
CQ33212	PMP connected to other party uses VM tab to play VM - may play incorrect message
CQ33261	Internal Auto-Answer (HFAns) toggle will turn off after merge.
CQ33276	No outgoing calls in 54xx phone call log for internal calls, external call are logged.
CQ33376	using directory on phones to dial external number fails when account code is required to make external call
CQ33453	Hold Against doesn't alert softconsole when Extn becomes free when twinning is enabled
CQ32545	Port 3 on DS Module V2 periodically distorts phone.
CQ28865	54xx handset goes on/off hook quickly then the speaker is invoked and plays dial tone
CQ24985	Barred calls get 'number busy' in display, not 'call barred'.
CQ34355	Manager software - German translation incorrect
CQ34113	Shortcode features not shown in Italian.
CQ33486	Reboot when free still allows outgoing calls despite the stop outgoing option being ticked
CQ29430	The character "O" no longer output on DS Extn when H/G goes Out Of Time Profile.

CQ29679	Call Record together with Call Listen may result in blank messages in user's mailbox.
CQ32540	3.2 manager crashes when exporting to a csv and when deleting a user
CQ32566	3.2 Manager - Control V doesn't paste into the LCR shortcode window
CQ32774	Extn label missing from the extn button for VoiP Exentions
CQ32883	When applying user rights to 1 user Manager may apply some rights to all users
CQ32884	locked bridged appearances may be removed by configuration change
CQ32913	Manager app. - unhandled exception when deleting a control box via keyboard
CQ33454	Reboot when free still allows outgoing calls despite the stop out going option being ticked
CQ34701	Mobile twinning enabled without a number programmed causes Call Appearance problems
CQ33012	RFP periodically rebooting whilst call is in progress
CQ32194	No speech path after an assisted transfer from VM
CQ34182	Mobile Twinning Button on phones does not work after the unit is rebooted.
CQ34929	External call forwarded to busy external number does not get busy tone
CQ34930	Internal call to user forwarded externally doesn't return busy to caller if disconnect cause 34 is returned on line
CQ35337	System Rebooted on 2x separate occasions 406v2 - 3.2.53sw same code
CQ33878	Unable to use manager to label buttons on 4625 phones
CQ30751	TLB System Restart IP412 - Pickup from T3 IP Phone of Group Call
CQ32471	analog trunks do not always appear to clear correctly in Argentina
CQ33515	System Reboot with DSI Exception - Crash decode shows ISDN call was last activity.
CQ34928	Reboot on IP406v2 FATAL TLB Data Error address=0000013c d=1 pc=ff5ab434 62dc0000 ff01bee4
CQ35139	IPO Office reboots when performing call Pickups / recovery from hold using the T3-IP terminals.
CQ35176	Conference Meet Me DSS key causing system reboot if used incorrectly
CQ33493	Disconnect Clear tick box on analogue line form cannot be reselected
CQ35146	User > Hunt Group TAB > Enable or Disable setting is not implemented on configuration merge.
CQ35025	T3 DS phones displays "ruckruff" instead of "besetzt" when calling a busy external number.
CQ35179	System Reboots. FindFunc intimates that it is the same issue as that at Brady/Investec (CQ33515).
CQ31912	Value out of range 1 to 5 inclusive for Extn XXX errors displayed in Manager, but Extn XXX info looks OK.
CQ34406	T3 terminals may intermittently lock up after PRI reset
CQ35595	Returning to calling party using CA key completes transfer.

4.2 VoiceMail Pro 3.2(30) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.2(30) software:

CQ Number	Description of issue
CQ31464	VMPro Client GUI opens as read-only access when run on non-English Operating System
CQ27936	Embedded Voicemail Alert tone for locale CHS is too long
CQ31749	VMPro GUI cannot disable Play Advice on Call Recording when regional settings are Italian.
CQ32980	Web Campaigns install is not configuring IIS6 correctly
CQ32874	VM reboots several times/day. Trace shows symptoms of VM Retrieval, but Module is an Assisted Txfr.
CQ33203	Week planner is not saved when accessed remotely in certain scenarios.
CQ33262	Record & playback of wav files does not work correctly if using a non default "Speech files" directory.

4.3 User CD 3.2(30) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 3.2(30) and SoftConsole 3.2(29) software:

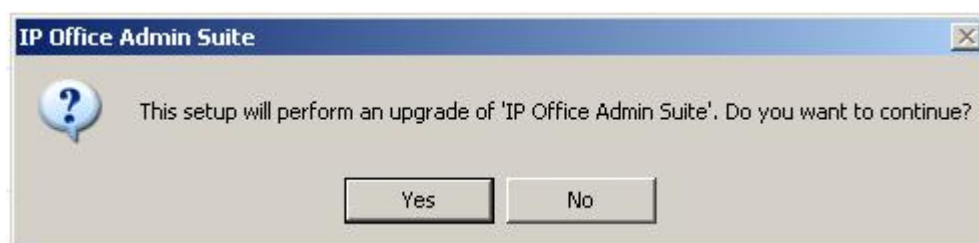
CQ Number	Description of issue
CQ32210	PMPro is only available to the user that ran the installation
CQ32214	Softconsole needs to be restarted when a user fails to transfer the call.
CQ32536	Home Phone is incorrectly translated to "Telefon arbeid" on the Speed Dial creation form
CQ32820	Phonemanager does not always show outgoing call duration.
CQ20733	When in a chat session you must press enter key twice to send the message
CQ30443	PhoneManager Danish - Add Speed Dial caption needs translation to Danish
CQ33146	PhoneManager call history tabs are erased after starting up PM without network connection
CQ33224	Changes to PhoneManager shortcut keys lost after restart
CQ34876	PM Tx's Malformed TFTP RRQ packet. (There is no terminating NULL character - refer to RFC2347 packet formats)
CQ32489	Installation may stop when installing TAPI if IPO has a large number of users
CQ31925	When re-parking a call in the same park slot it shows (TIMEOUT) instead of the original CLI.
CQ30475	SoftConsole BLF updates stopping intermittently requiring SoftConsole restart
CQ31933	Buttons not displayed in Directory when screen display at high resolution.
CQ33557	GUI continues to show "Idle" even when Extn is no longer Idle
CQ33538	SoftConsole call Details pain freezes if handset of associated phone left off hook until dial tone removed.
CQ25566	Unable to drag and drop a waiting call if the SoftConsole User is already on a call.
CQ33462	Installing SoftConsole or Phonemanager doesn't install to all users
CQ32271	Phonemanager displays extn as having follow me set but the txt is in spanish not in swedish.

5 Technical Notes

5.1 Upgrade Installation Notes

With release of 3.2(17) onwards is it now possible to upgrade the Admin suite of applications and binary files (this does not include CBC or Delta Server). It is no longer necessary to perform an uninstall prior to installation. If you are upgrading from a release earlier than 3.2(17) it will be necessary to remove the existing installation of IP Office Admin, please read the upgrade procedure in section 7.1 of IP Office Technical Bulletin 71.

Prior to upgrading to 3.2(55) please ensure that all applications running on the PC are closed. When the 3.2(55) Installation wizard is started on a PC running 3.2(17) the following message will be displayed:



When 'Yes' is clicked the installation wizard will now upgrade the Admin software installed on the PC to version 3.2(55). It is not necessary to reboot the PC after upgrading unless instructed to do so.

5.2 Unit Compatibility - Expansion Unit Interoperability

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

5.3 Upgrade of IP Office systems with limited RAM

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, 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. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

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 while 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.

5.4 Upgrade Instructions for VoiceMail Pro

With the release of IP Office VoiceMail Pro 3.2 it is now possible to upgrade without having to first perform an uninstall. If you are upgrading from release 3.1 or earlier please refer to section 7.6 of IP Office Technical Bulletin 71. The VoiceMail Pro must be at the 3.2 GA version (3.2.15) before upgrades can be performed.

Prior to upgrading to 3.2.30 please ensure that all applications running on the VMPro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings. However, it is advisable to perform a backup of the existing VMPro database and registry prior to upgrading.

5.5 Backing up the Existing VoiceMail Pro Database & Registry

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 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

5.6 Upgrading VoiceMail Pro

Before starting the 3.2(30) Installation wizard please ensure that both VMPro and, if installed, IMS services are stopped. The following dialog box will be displayed when the 3.2(30) installation wizard is started:



When “yes” is clicked the installation wizard will upgrade the customers VM Pro installation to 3.2(30). When the upgrade is complete the installation wizard will prompt you to reboot the server PC. After the PC has rebooted open the VM Pro client application and check the version and the customers Callflow configuration.

5.7 Upgrade Instructions for IP Office User Applications

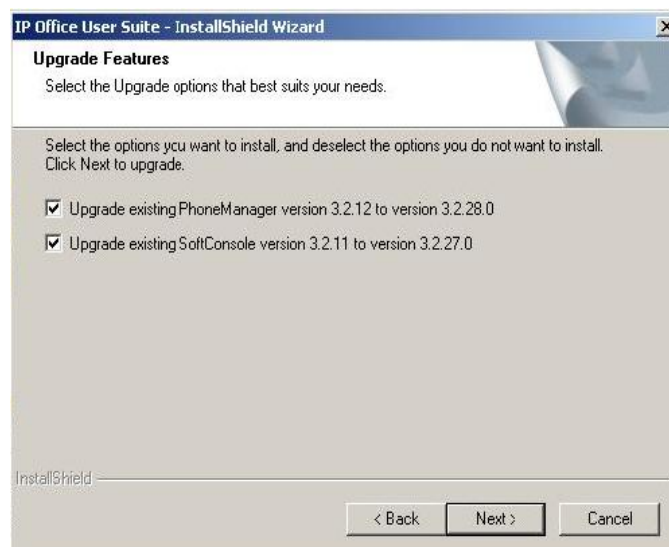
With the release of IP Office User CD 3.2 it is now possible to upgrade Phone Manager and SoftConsole without having to first perform an uninstall. If you are upgrading from release 3.1 or earlier please refer to section 7.7 of IP Office Technical Bulletin 71. The User applications must be at the 3.2 GA version (3.2.12) before upgrades can be performed. During the upgrade the settings for PBX configuration, Speed Dials, Calls In/Out/Missed tabs etc, are preserved.

5.8 Upgrade Installation

Ensure that all applications on the client PC are closed and then insert the User CD. The Installation Wizard will check for the presence of the last 3.2 User software and display the following message:



When “Next” is selected the installation wizard allows you to choose which applications you wish to upgrade. In default both Phone Manager and SoftConsole are selected.



Note: SoftConsole and Phone Manager Pro are not to be run concurrently on the same PC.

When “Next” is selected the installation wizard will then complete the upgrade process on the client PC.

6 Assistance

6.1 Documentation and 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 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.2 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>
© 2007 Avaya Inc. All rights reserved.