



IP Office Technical Bulletin

Bulletin no: 71

Date: 24th July 2006

Title: General Availability (GA) of Avaya IP Office 3.2 Software

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General Availability (GA) of Avaya IP Office 3.2 Software

Avaya is delighted to announce the launch and availability of IP Office 3.2 software. IP Office is Avaya's Small and Medium Enterprise (SME) solution designed as a global solution for customers with up to 360 extensions and 120 trunks.

1 Product Overview

The Avaya IP Office 3.2 software is the latest advancement in converged voice and data technology from Avaya. IP Office combines high-end voice and data applications, allowing the smallest of businesses to deliver cutting edge customer service.

IP Office 3.2 is the entry-level software to support the following new hardware:

- Avaya T3 series IP Telephones (Selected EMEA Countries only)
- 5621SW IP Telephone
- 4625SW IP Telephone
- Avaya Wireless IP Solution (US Only)

As well as increased reliability through improvements to the core system software, IP Office 3.2 also supports the following new features:

1.1 IP Office Core Software (Version 3.2.17)

- New Manager Application
- Security Enhancements/Audit Trail
- User Rights Management
- CSV import/export
- Email support of System Alarms
- Mobile Twinning
- Music on Hold Enhancements
- Appearance Ring Delays
- Authorization Codes (CALA Only)

1.2 IP Office Applications

IP Office VoiceMail Pro (Version 3.2.15)

- Ease of Upgrade
- Voicemail Pro client for LAN or WAN administration
- Personal auto-attendant
- Reply to email capability
- Forward fax for printing
- Support for Avaya FaxMail Pro fax server (Germany only)

IP Office Phone Manager (Version 3.2.12)

- Ease of Upgrade
- Record & Select Voicemail Pro greeting (Phone Manager Pro only)
- Voicemail transfer options for Personal Auto-Attendant (Phone Manager Pro only)
- Drag & Drop for call transfer
- Forwarding internal/external call options and twinning

IP Office SoftConsole (Version 3.2.11)

- Ease of Upgrade
- Consistency with Phone Manager operation to minimize training
- Minimize to system tray/screen-pop option
- Call history: incoming, outgoing, missed calls
- Direct transfer to voicemail

IP Office Conferencing Center (Version 3.2.7)

- Web Chat
- File Upload Tool

2 IP Office Hardware

The following new hardware is supported with IP Office 3.2 Software:

2.1 Avaya T3 series IP Telephones (Selected EMEA Countries only)



Compact



Classic



Comfort

IP Office 3.2 will support the IP versions of the following telephones on the IP Office Small Office Edition, IP Office 406V2 and IP Office 412 platforms:

- T3 Comfort
- T3 Classic
- T3 Compact

and accessories:

- AEI-Headset-Link

- DSS Modules (A maximum of 3 per telephone with a limit 30 per system)

With T3 IP telephones now supported on IP Office, Avaya offers innovative and future-proof technology for efficient communication. The classic design, clear display and easy-to-follow operation guarantee convenient telephony for every user, at every workstation.

Note:

- Power supply required (if not using with Power over Ethernet)
- 2 RJ45 plugs (LAN, PC)
- Classic and Comfort can be expanded by 1 Link
- Classic and Comfort can be expanded by up to 3 DSS modules (requires an AEI-Headset-Link and an additional power supply)
- A maximum of 50 concurrent T3 IP phones are supported
- T3 IP Phones do not support Direct Media so a VCM channel is required for each call except for internal T3IP-T3IP calls, in which case RTP-Relay is used and no VCM channel is necessary
- Supported compression modes: G.711 A-law (default), G.711 μ -law and G.729 A-law
- Software Download requires the presence of an FTP Server in the network

Material Code	Description
4999103625	IP Office T3 TELSET COMPACT IP PHONES WHITE
4999103626	IP Office T3 TELSET COMPACT IP PHONES BLACK
4999103633	IP Office T3 TELSET CLASSIC IP PHONES WHITE
4999103634	IP Office T3 TELSET CLASSIC IP PHONES BLACK
4999103642	IP Office T3 TELSET COMFORT IP PHONES WHITE
4999103643	IP Office T3 TELSET COMFORT IP PHONES BLACK
4999086800	IP Office T3 POWER for IP PHONES
4999107464	IP Office T3 AEI/HEADSET-LINK for IP PHONES
4999077349	IP Office T3 Spiral cord for headset at IP PHONES
4999081372	IP Office T3 POWER for DSS module at IP PHONES
4999109477	T3 Telset Standard black, analog phone with comfort features
4999109478	T3 Telset Standard white, analog phone with comfort features

2.2 5621SW IP Telephone



The 5621SW is very similar in form and function to the 5620SW but includes a backlit screen display. This IP phone is also RoHS-compliant (Restriction of Hazardous Substances).

Material Code	Description
700385982	5621SW IP Phone

2.3 4625SW IP Telephone



IP Office release 3.2 will also introduce support for the 4625SW IP telephone. The 4625SW supports access to the World Wide Web as well as offering the latest features and applications. The large display area allows up to 12 application-specific buttons to be presented and labelled. Additionally, 12 Line/Feature buttons, 4 soft keys, and other fixed buttons provide access to powerful capacities such as:

- Color Backlit Screen
- Call server based features
- Speed dialing
- Call log
- Wireless Markup Language (WML) browser

Material Code	Description
700344526	4625Sw Non-RoHS Compliant
700381551	4625SW RoHS Compliant

2.4 Avaya Wireless IP Solution (US Only)



- AVAYA Voice Priority Processor (AVPP) 10 and 20 enable a wireless network to support simultaneous calls in increments of 10 and 20.
- The new Avaya 3620 is water resistant and comes standard with a backlit display.

Material Code	Description
700413164	AVAYA VOICE PRIORITY SERVER 10 (AVPP 10)
700413172	AVAYA VOICE PRIORITY SERVER 20 (AVPP 20)
700413065	AVAYA 3620 WIRELESS IP PHONE
700410368	AVAYA WiFi STARTER PACK

2.5 Support for 4606 4612 4624

For clarification IP Office 3.2 software WILL continue to support the 4606, 4612, and 4624 IP handsets.

3 IP Office 3.2 Software Enhancements

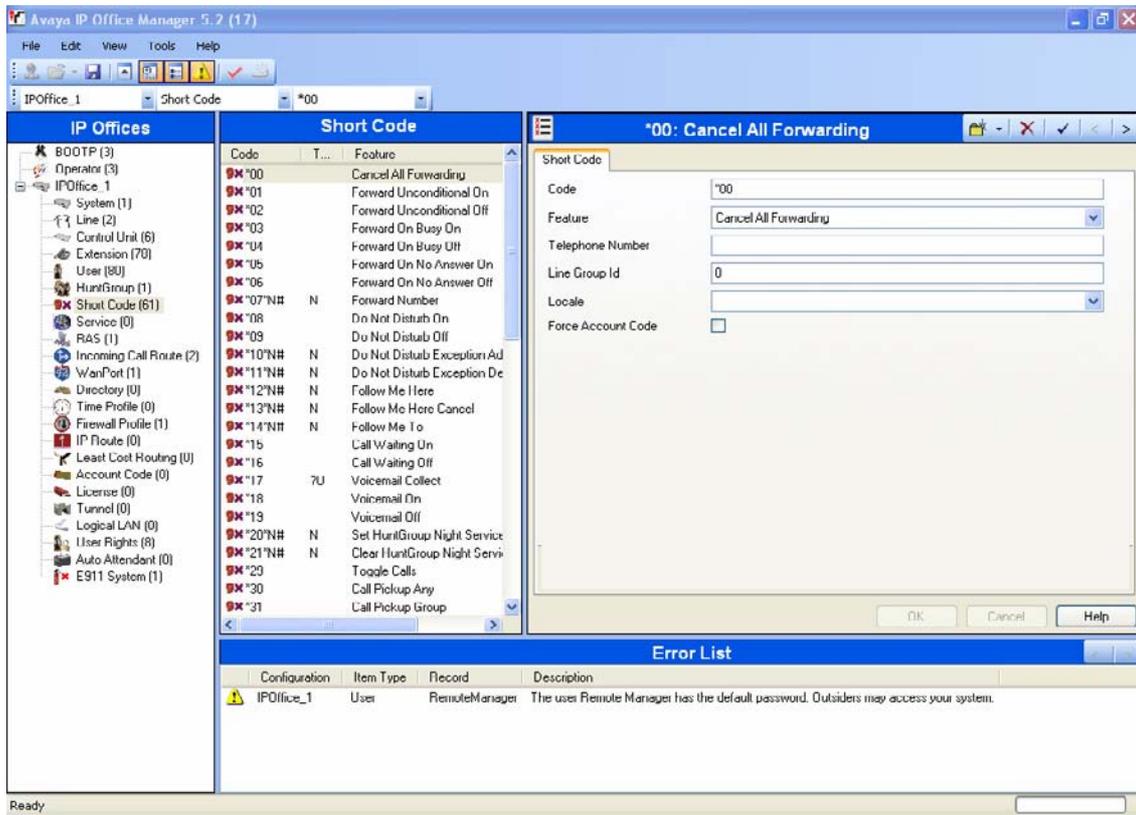
3.1 IP Office 3.2 Manager Application

The IP Office 3.2 Manager application has been re-engineered to support configuration of previous IP Office software releases, removing the requirement to install the correct Manager version when administering various builds of IP Office. The new Manager application adapts to the Core Platform it is connected to and only displays relevant information. For example 3.0 features will not be available when administering 2.1 systems.

The 3.2 Manager application can administer the following releases:

- Release 2.1
- Release 3.0
- Release 3.0 DT
- Release 3.1
- Release 3.2

IP Office 3.2 Manager New Look and Feel



The IP Office Manager application has been significantly changed. The 3.2 Manager has been updated to use Microsoft® .NET version 2 framework. This will be automatically installed on any PC running IP Office 3.2 Manager (if not already installed). The arrangement and display of information is more flexible, allowing administrators to arrange the layout to their preference. Lists of entries can be sorted and fields shown in the lists can be customized.

The new Manager application combines the functions of previous IP Office Manager and Wizard applications in a single application. With release 3.2 the separate IP Office Wizard application is discontinued.

Validation and Error Checking

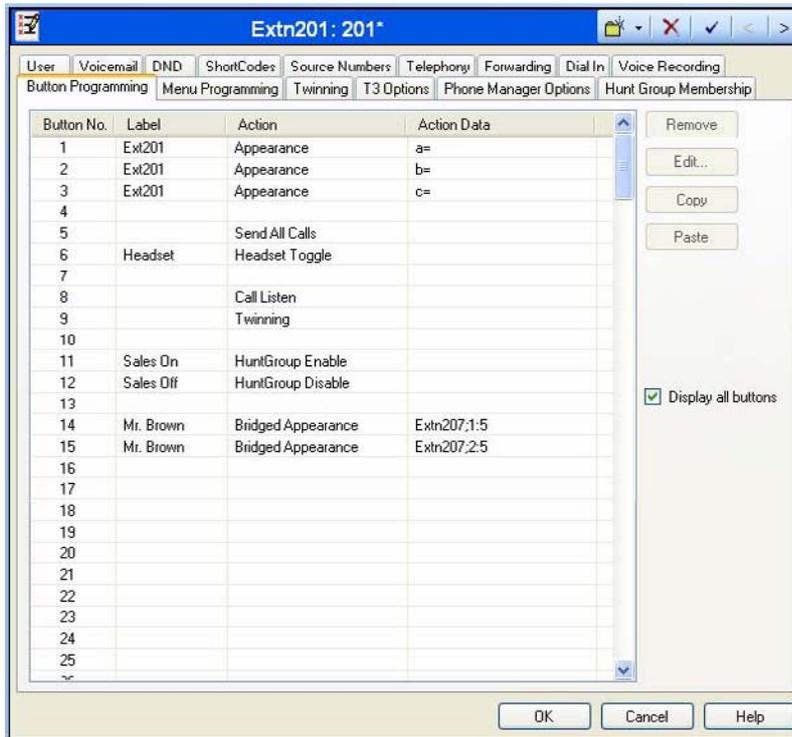
Manager now performs configuration validation similar to that previously performed by the IP Office Wizard. It validates a configuration when loaded and whenever a field is changed. Errors are listed in a separate panel and also against the fields when the appropriate tab is visible. Entries in the list can be selected to jump directly to the tab containing the error. Three levels of errors are displayed: error, warning and information.

User Button Programming

This feature was known as Digital Telephony in some previous software versions.

The tab has been enhanced to provide easier configuration and the ability to copy and paste buttons between users, thus reducing installation time.

Button Programming tab

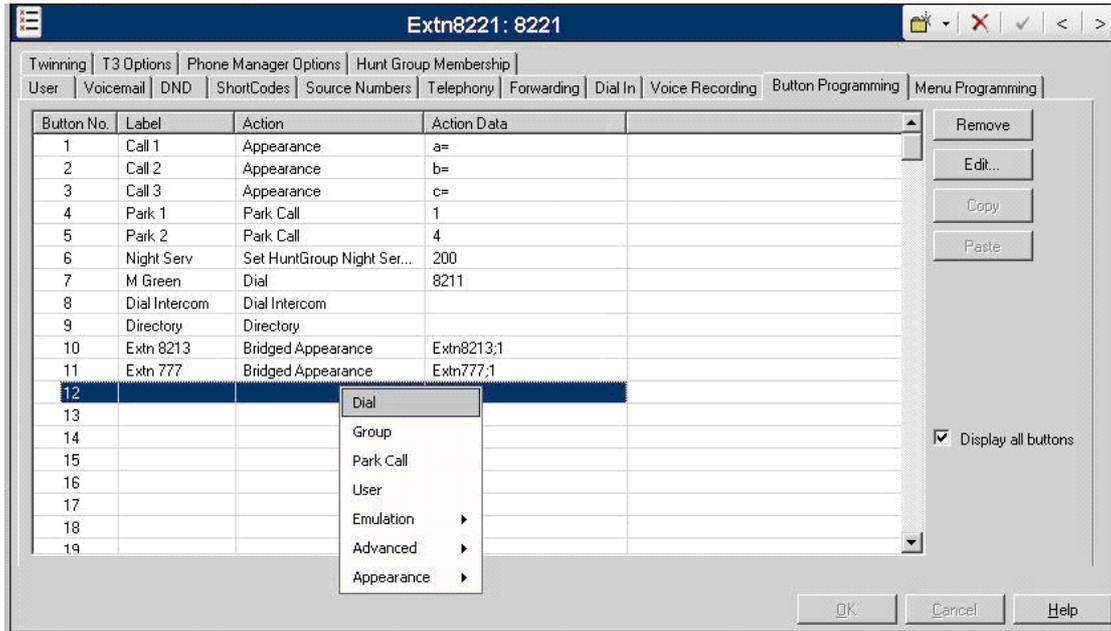


A new column named 'Label' has been added. This is the text to be displayed on the telephone against a button. In previous Manager versions, this was achieved by inserting a '/' after the data in the Telephone Number' column. The 'Action Data' column now replaces the 'Telephone Number' column previously seen.

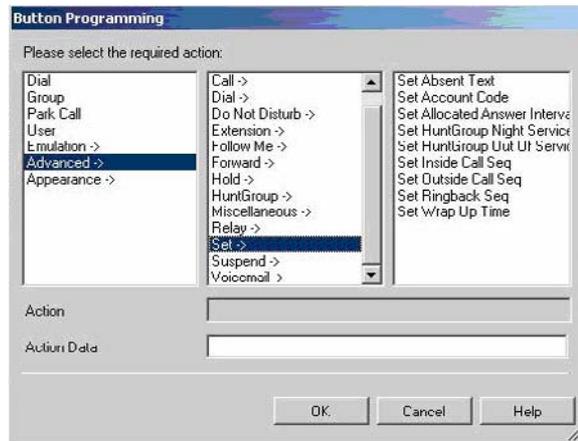
The Manager Application now enables the system administrator to program up to 200 buttons on any end point type by clicking the Display all buttons check box of the button programming tab.

Adding New Buttons

As in the previous Manager application the figure on the next page shows the result of right clicking the 'Action column'. Once the desired action type has been selected, then the 'Label' and 'Action Data' can be modified by right clicking on the columns or selecting the Edit button.



Double clicking on the 'Action' tab creates a Dial action which can be modified by clicking the selection button. This will open a new pane (see figure below) where the desired action can be selected. The 'Label' and 'Action Data' details can now be typed directly into the fields.



Copying Buttons

The Manager allows copying and pasting of buttons between users. Both single and multiple entries can be copied. If multiple entries are to be added to existing buttons, then the first free button must be selected. If all buttons are to be pasted then button one must be selected. Once the desired button is selected, the 'Paste' option will become active.

3.2 IP Office Security Enhancement

The IP Office system has the ability to control configuration access via authenticated operators and passwords to determine the actions an operator has permission to perform. These security settings are held within the IP Office unit, not the PC based management interface.

To administer the Security Settings a new security 'view' has been added to the manager application. This allows access to view or modify the security aspects of one IP Office system.

The default settings for the manager security are such there are minimal differences in operation when upgrading to 3.2 from previous versions. No further changes to these default security settings are required when only performing basic administration on the IP Office system.

3.3 Default Logins and Passwords

To use 3.2 Manager to administer a 3.2 system

The User will be asked for a 'Service User Name' and a 'Service User Password'.

- The 'Service User Name' by default is one of the following:
 - 'Administrator'
 - 'Operator'
 - 'Manager'
- The corresponding Service User Passwords are by default:
 - 'Administrator'
 - 'Operator'
 - 'Manager'

To use 3.2 Manager to administer an 3.1 or earlier system

The User will be asked for an 'Operator Name' and 'System Password'.

- The 'Operator Name' to enter is typically 'Administrator'
- The 'System Password' to enter is the original 3.1 or earlier System Password

To administer the security settings of a 3.2 system

The User will be asked for a 'Service User Name' and a 'Service User Password'.

- The 'Service User Name' by default is:
 - 'security'
- The corresponding Service User Password is by default:
 - 'securitypwd'

To use 3.2 Manager to perform an Upgrade (3.1->3.2)

User will be asked for a 'System Password'.

- The Password to enter is the switch 'System Password' (from 3.1, the default would be 'password').

All System Level passwords are configured in the 'Security' section of the Manager. They are stored in the IP Office configuration.

If any of the system level passwords have been changed from default values, these changes will be retained when upgrading to 3.2.

Resetting Security parameters

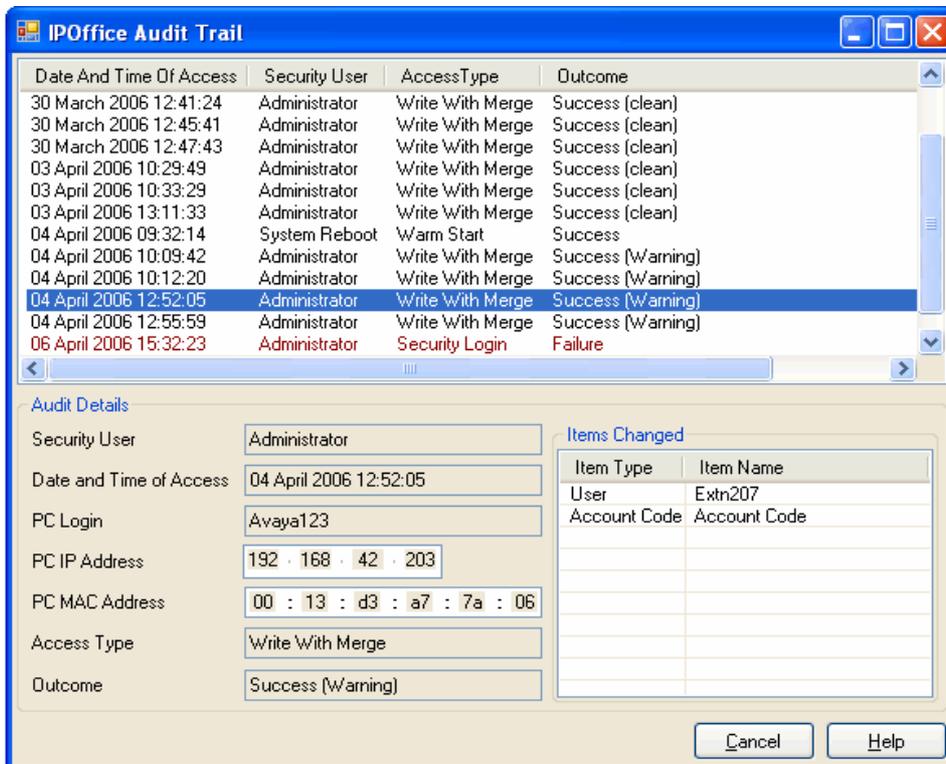
In the event that default security settings are required, the following steps allow the resetting of service user names and passwords without changing the rest of the IP Office configuration:

1. Connect a terminal to the IP Office DTE port while the switch is running.
2. Enter the command 'AT-SECURITYRESETALL'.
3. Enter the IP Office unit's MAC address as confirmation (this is echoed in the display after step 2).

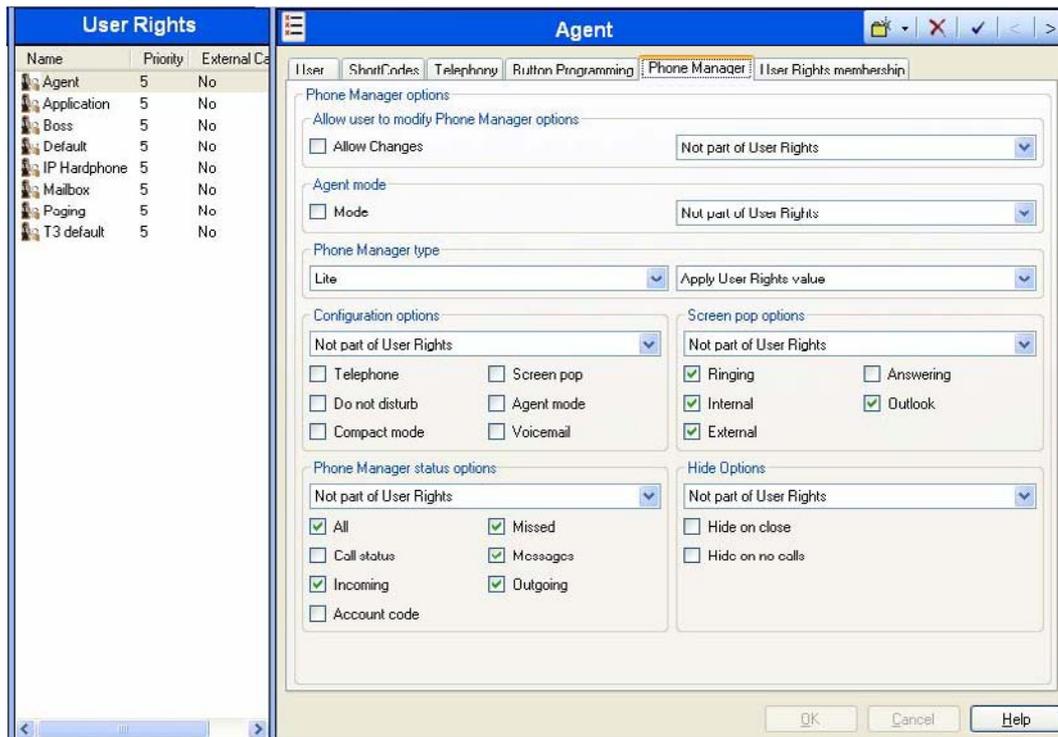
3.4 Audit Trail

The Audit trail highlights the last 15 events (merge, write, reboot) to the Administrator, as well as the last logon failure. This information is only available when administering a 3.2 system. The oldest entry will be overwritten when the limit is reached. The audit trail is stored within the IP Office system and is read at the same time as the configuration file. The audit trail is a snapshot in time associated with a config file and is available when opening an offline and online configuration.

In the highlighted entry below, details include the user (Administrator), the date and time, PC information as well as the outcome of the action. The Items Changed box will show the area of the configuration that has been changed as well as the specific Item Name if available. For example if one user is modified the extension will show in the Item Name box, if more than one user is modified the term "multiple items" will appear.



3.5 User Rights Management



System Administrators can define a list of user rights that can be applied to users configured on an IP Office system. User rights can be programmed to allow or deny various configurable options. User rights enable the System Administrator to determine, among other features, the Phone Manager type, phone features, button programming, short codes, Voicemail features as well as Do Not Disturb.

These can also be used as a template for single or multiple users. It is also possible to create different user right templates depending on time profiles.

For example, access to international calls, the DND feature or ability to divert phones off-switch can be disabled on a per user basis.

User rights can also be used as templates to define a set of programming that can be shared across multiple users. For example, sharing the same button programming for all 5420 phone users or applying a novice user right level against a specific set of users. If the programming is later changed, the users sharing the user right profile will automatically benefit from these changes.

3.6 CSV import/export

This feature allows the administrator to import or export users, groups, directory entries, short codes and licenses, and then import or export these entries to another IP Office.

Settings are imported and exported in two formats:

- **Binary Files (.exp)**
These are files are not directly editable. During export/import it is possible to select what types of entries should be included in the file.
- **Comma Separated Variable Text Files (.csv)**
These are plain text files. In addition to being exported from an IP Office

system these files can be created and edited using programs such as WordPad or Excel.

3.7 System Alarms

In addition to SNMP traps, system events can now be sent by simple SMTP email to alert the system administrator or the maintainer of the fault.

The IP Office can send alarms to an SMTP email server. This allows users to receive alarms without needing to configure an SNMP server. Using SMTP requires details of a valid SMTP email account user name and password and server address.

Alarm reports can be created specifying which alarms to include and where to send the alarms. Alarm reports can be sent to a maximum of 2 SNMP and 3 SMTP destinations.

3.8 Mobile Twinning

Mobile Twinning allows a user to twin their office desktop phone with an external device such as their mobile/cell phone.

Answering calls on either the desktop phone or on the programmed external twin will show the user as busy on Phone Manager Pro/Lite, SoftConsole and phone display button programming).

The user cannot access IP Office features on the mobile/external phone when answering a twinned call.

If the call has been answered on the external twinned phone, the call can be retrieved to the desktop phone by pressing the associated mobile twinning key on that users desktop phone. If the user answers the call on the office phone after the twinned external phone has alerted, the external phone (e.g. mobile/cell) will record this as a missed call.

Mobile twinning is designed to be used with external numbers only. However this feature may be used for internal numbers across an SCN. In order for this to be accomplished a short code must be created for dialing over an IP line:

For example - If you have extension 200 on system A and extension 300 on system B, you need to have an IP line created on both IP Offices. If the "Outgoing Group ID" of the line created on system A is 44, then the following short code must be created on system A:

- 8N, Dial, N, 44

To activate mobile twinning for extension 200 over Small Community Network you would configure the "Twinned Mobile Number" as 8300. Therefore when extension 200 receives a call, extension 300 will also ring.

Material Code	Description
195569	IPO LIC MOBILE TWINNING RFA 1
195570	IPO LIC MOBILE TWINNING RFA 5
195571	IPO LIC MOBILE TWINNING RFA 10

195572	IPO LIC MOBILE TWINNING RFA 20
195573	IPO LIC MOBILE TWINNING RFA 50
195574	IPO LIC MOBILE TWINNING TRIAL

Note: The new Twinning feature is licensed per twinned user.

A “Try & Buy” license (Material Code 195574) is available which will allow 5 users to benefit from Mobile Twinning for 45 days from the date of activation of the license (which can be at any time during or after installation).

3.9 Appearance Ring Delay

IP Office Manager allows call appearance keys to be configured to delay or disable ringing on a phone. Releases prior to 3.2 rang simultaneously on all phones configured in key appearance mode.

Note: The phone display/LED updates immediately, only the audible ring is delayed or disabled.

3.10 Music on Hold

The ability to load music on hold from the compact flash card will be available on the IP Office 406V2 and IP Office Small Office Edition platforms only.

If TFTP download is un-successful, the IP Office will automatically look for a holdmusic.wav file on the control unit's compact flash memory card. The file properties should be: PCM, 8kHz 16-bit, mono, maximum length 30 seconds.

Within the Manager application under System Tab | Telephony there is a new External Music on Hold Check box. When this option is selected, following a reboot the IP Office will not attempt to reload an internal music on hold file by TFTP or from the compact flash memory card if available. The only source of music on hold used will be the external port.

3.11 Authorization Codes (CALA only)

Authorization Codes allow a user to go to another phone and make calls using their personal toll restrictions. However, this may grant the user greater or fewer privileges than the phone in use. These Authorization Codes are independent of the currently supported Account Codes. Each Authorization Code is linked with a User or User Right, and logging enabled via the Delta Server. Authorization Codes are only visible in Manager if the registry key has been entered. To see Authorization Code settings in Manager, you need to set the following registry setting to “1”:

HKEY_CURRENT_USER\Software\Avaya\IP400\Manager\EnableAuthorizationCodes

4 Application Enhancements

Avaya IP Office 3.2 utilizes Microsoft .Net 2.0 software. This will be automatically installed as part of the application installation.

4.1 Ease of Upgrade

IP Office 3.2 release onwards provides a standardized upgrade mechanism across applications. Once installed at 3.2, future upgrades of the following applications can be performed without un-installing previous versions:

- Phone Manager Pro/Lite/PC Softphone
- SoftConsole
- TAPI
- Voicemail Pro Client
- Voicemail Pro Server
- Manager

Note: 3.1 Applications must be un-installed before the initial 3.2 Applications can be installed. Once the Applications are at 3.2 then it will be possible to have an upgrade installation. The following applications will still require uninstalling first: Compact Business Center, Compact Contact Center, Conferencing Center, ContactStore, Integrated Messaging Pro and Delta Server.

4.2 Usability Enhancements

4.2.1 Phone Manager

- **Voicemail Greetings (Pro only):** Up to 9 personal greetings can now be recorded; these can now be specified for use for different events. A temporary greeting can also be created and used. This new Phone Manager Pro feature makes VoiceMail Pro Intuity greetings easier to use.



- **Drag & Drop:** Calls can be transferred using drag and drop to predefined speed dial entries.
- **Voicemail Messages (Pro Only):** Phone Manager now lists all of the associated users' voicemail messages, without having to connect to voicemail.
This feature is currently only available for local Voicemail. This functionality will be enhanced to include Centralized Voicemail support in a future release of IP Office.
- **Personal Auto Attendant (Pro Only):** With Phone Manager Pro, up to three destination numbers can be configured that allow a caller to be transferred when they reach Voicemail - for example press 0 for reception, 2 for mobile/cell phone or 3 for colleague/another destination. These transfers will be unsupervised/ blind.

4.2.2 SoftConsole

- **Consistency between Phone Manager & SoftConsole operation:** This has been improved to minimize training requirements & reduce installation costs. The login process, file menu and drag & drop operations are now consistent between both applications.
- **Minimize/screen-pop:** As with Phone Manager, this option allows SoftConsole to pop when a new call arrives. This is very useful in SMB environments where the receptionist/operator often has other tasks in addition to answering phone calls.
- **Call history:** Like Phone Manager Pro, SoftConsole can now track the last 100 incoming/outgoing/missed calls. When call history is enabled, the busy lamp field & held calls tab are hidden until call history is disabled.

- **Direct drop to Voicemail:** This allows the operator to transfer a caller directly to a users' voicemail box without dialing their extension.

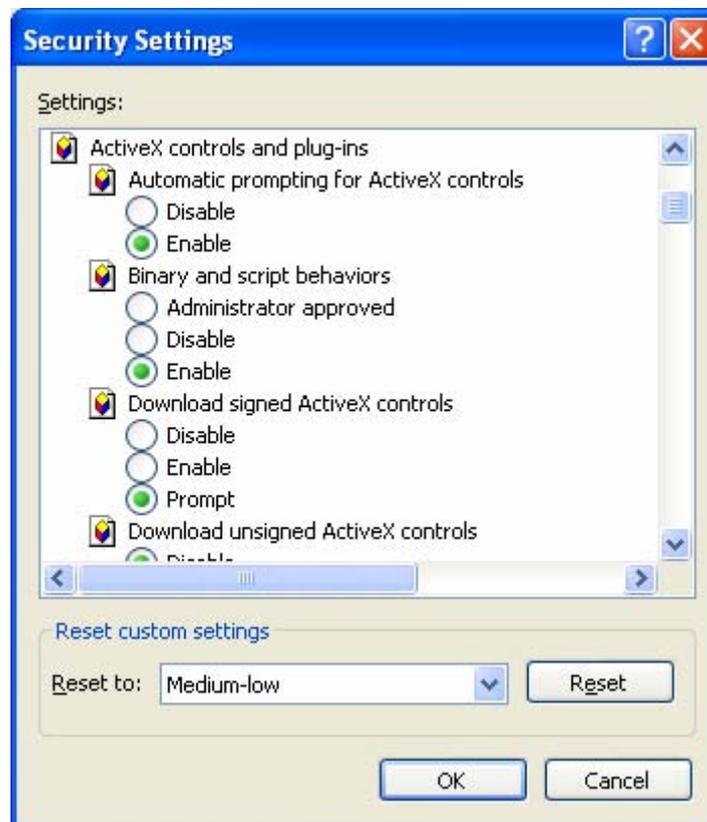
4.2.3 Conferencing Center Enhancements

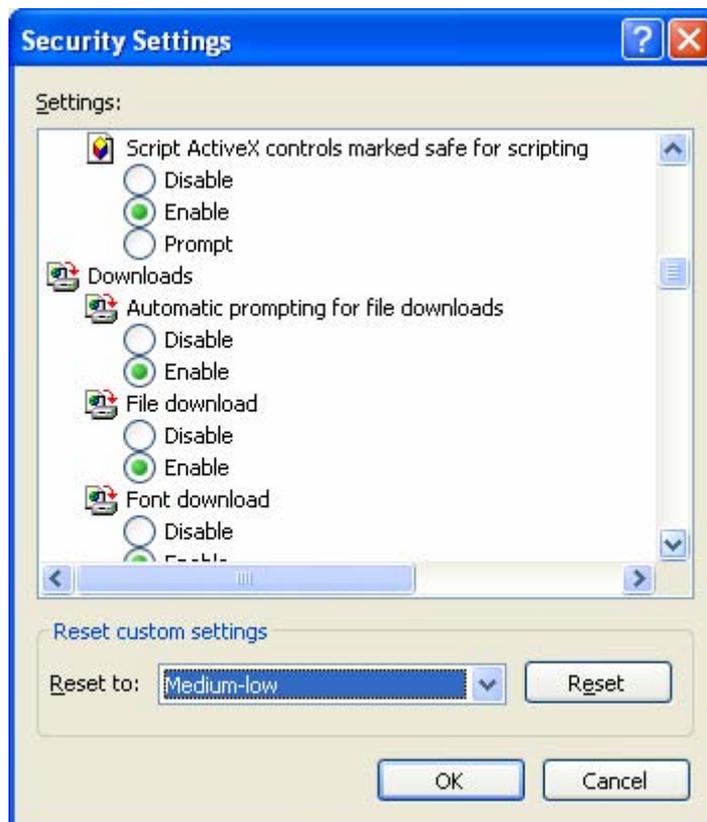
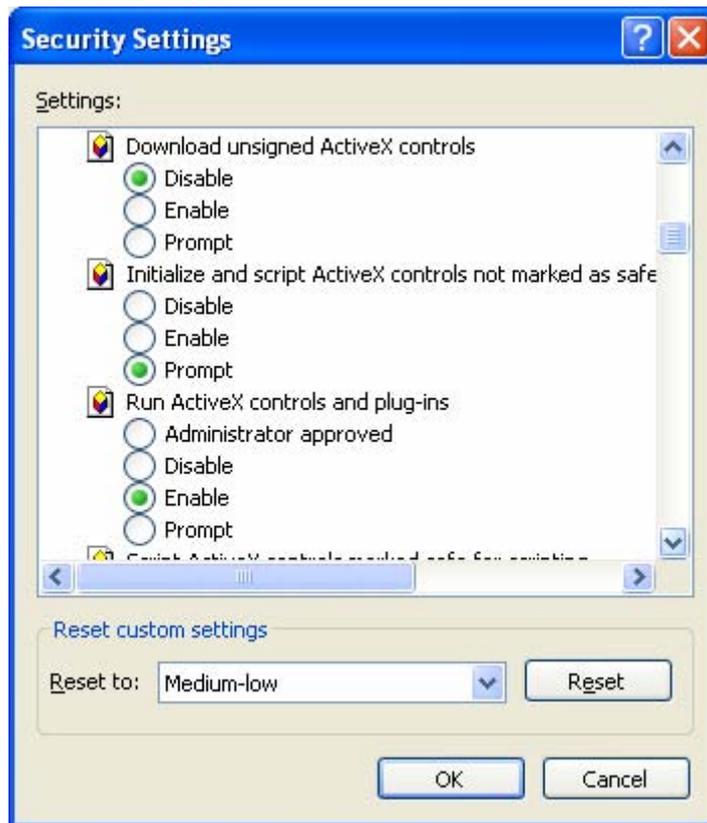
A new document upload tool simplifies the posting of documents on a web server. Presentations are converted into Multipurpose Internet Mail Extension HTML (MHT) format.

The following file formats are supported:

- Excel (.xls)
- Power Point (.ppt)
- Word (.doc)

ActiveX needs to be enabled on Internet Explorer as below in order to allow this conversion:





After making these changes, users will be prompted when they try to convert files:



To complete the conversion, select 'Yes' when prompted.

Once complete, the user receives a notification message:



4.2.4 Web Conference Chat

Web chat between host and participant(s) is now available. This offers new methods of communication - both public and private chat. There is also the ability to have a transcript of public or private messages to or from the host be emailed to the host automatically. This requires email notification to be enabled.

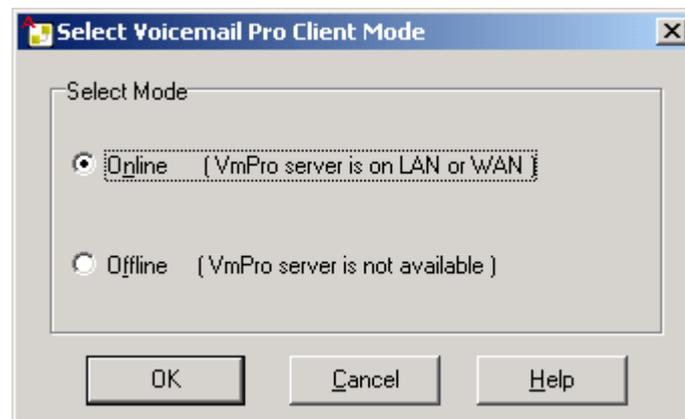
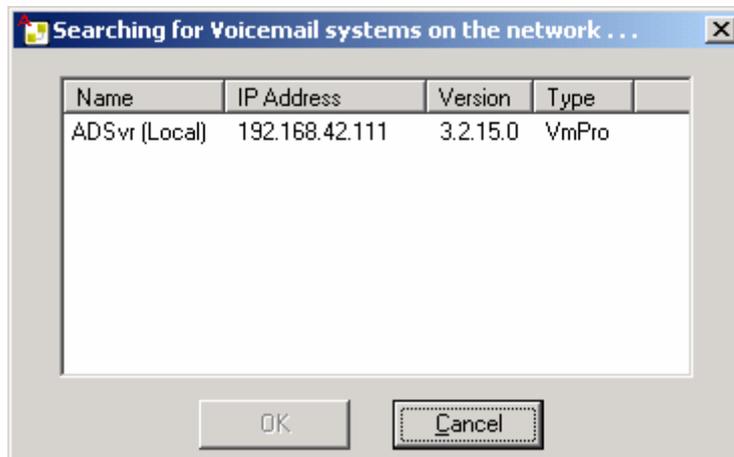
4.3 VoiceMail Pro enhancements

4.3.1 Remote Management of VoiceMail Pro

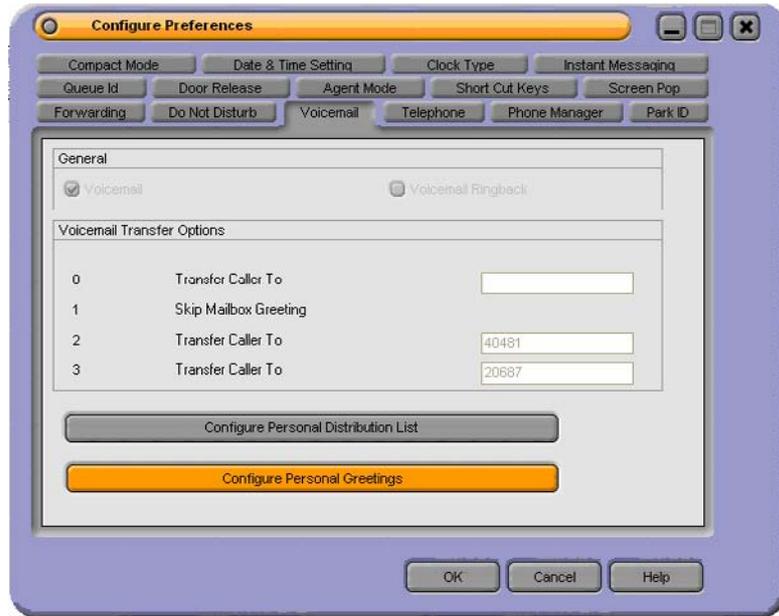
The 3.2 VoiceMail Pro Client has been enhanced to allow remote administration of a VoiceMail Pro Server to address the growing requirement for remote administration without the need to use third-party applications.

This allows the system administrator to make updates to the voicemail in either offline or online mode. If administrating the system in offline mode any changes made are saved to the .mdb file not the live voicemail system and must be imported.

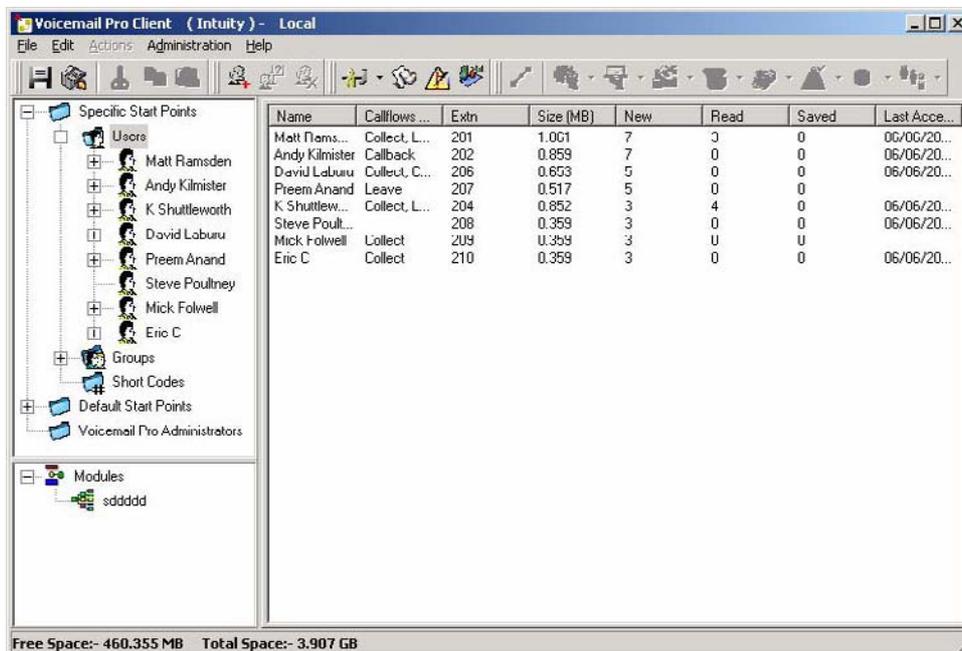
To utilize the remote administration feature standard users or administrators must be added to the Voicemail Pro Administrator tab directly from the Voicemail Pro Server.



- The current Fax server support offered by VoiceMail Pro has been extended to support the Avaya FaxMail Pro Fax Server (Germany only).
- The ability for the user to specify up to three destination numbers a caller can transfer to is now provided by the IP Office Manager & Phone Manager Pro (subject to the relevant user rights).



- Integrated Messaging Pro will now only scan the email Inbox for messages when the Integrated Messaging Pro Client starts, in order to reduce the system start-up time.
- The ability to forward a fax for printing (access & print faxes remotely using VoiceMail Pro in conjunction with a supported fax server).
- Mailbox Status Management (showing mailbox size, number of new/read/saved messages and date/time of last mailbox access).



Note: When a user enabled Do Not Disturb on previous releases of IP Office the system would flag to the Voicemail that this user was busy, so when using personalized greetings the busy message would be played. With IP Office 3.2 this is now seen as No Answer and plays the appropriate personalized message instead.

5 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.

5.1 IP Office 3.2(17) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.2(17) software:

CQ Number	Description of Issue
CQ28133	Unable to clear VM Ring back tone from interquartz gemini phone with headset
CQ27734	"NUMBER BUSY" displayed on phone during call setup, clears only when connected
CQ27464	Abbreviated dial will not function on 64xx series phones
CQ26460	Programming international divert numbers doesn't allow more than 12 digits
CQ26427	Twining on IP Office not working correctly for Hunt Group users twinned when call is waiting to group
CQ27612	AVAYA 9335 Pots- Ring Back When Free Invoked "Out of Area" displayed
CQ26016	Issue initiating call from call history panel with off hook analog terminal
CQ27761	CLI information not kept after transfer
CQ29945	Forward Unconditional enabled - Broken dial tone still heard on handset whilst dialing, until connect
CQ26107	Memory block exceeded message caused by unnaturally long cli (32 chars+)
CQ26874	Answer delay on external calls answered on group of DS phones with 15 DSS keys each
CQ28865	54xx handset goes on/off hook quickly then the speaker is invoked and plays dial tone
CQ28497	Internal HG paging causes Jitter on Wan link calls on initiation and termination
CQ29024	Mailbox and Auto Attend greetings cannot be saved until they have been listened to first
CQ27646	Integral Voicemail - Normal Transfer action (Blank) cannot dial 5 digit numbering plans
CQ27116	Mailbox and Auto Attend greetings cannot be saved until they have been listened to first
CQ25117	The word "Password" scrolls left off screen on a 54xx phone when logging in
CQ29138	Display issue using ring back when free - ring back CLI may appear as that of last external call
CQ28369	Dial Last Number shortcode doesn't work when used twice in succession, first is OK 2nd fails
CQ26340	Account code of 17 digits or longer can cause reset of IP Office on Fatal TLB
CQ25928	Analogue ports appear to lock-up when picking up a call from Phone Manager Pro Queue tab
CQ24996	3810 Call Park issues - drop or answer displayed, but no buttons available to select these options
CQ28193	DTMF tones from IP handsets not recognized by Conversant type application
CQ28001	Calls drop after 4 rings over IP trunk to remote site extension with no coverage
CQ28008	Twining - If slave is set to ex-directory the busy status of the master is not updated correctly
CQ27960	Call Intrude Does not work to Twinned Master
CQ27356	Call forwarded from a User to a H/G in Night Service (no F/B Group configured) rings H/G phone
CQ26522	IP WAN3 reboots with watchdog timeout - reboot in sympathy
CQ27128	Analog user who initiates a callback to busy extn hears dial not ring tone when callback starts
CQ26072	When leaving a voicemail for a user, the name on the 2nd line of the display is preceded by a £
CQ27361	IP Office H.323 trunk can reboot when connecting to Definity
CQ27330	IP406v2R3.148 and 3.1.56. Hands free answer intercom answers outside calls when transferred
CQ26519	DND tone interrupts call after dial tone when dialing and ringing far end - false busy signal
CQ26471	Busy wrap up works differently than documented
CQ28095	IP Office reboot in a large conference (probably not conference causing reboot)
CQ27800	Inbound calls to a busy User cause first call to disconnect and then 2nd ringing call disconnects
CQ29240	Phone Manager PC Softphone may drop first call on hold when dropping second call
CQ26474	An interaction between LCR and User Restrictions is causing reboots on a 406v2
CQ27848	Phones toggling on and off hook on 3.1.56
CQ27797	Phones randomly cycle on and off hook

CQ27261	Outbound PMP calls may disconnect at exactly 58 seconds over T1 Tie Lines
CQ27362	Hitting a keypad number 1-8 prior to the message button will bypass login and password
CQ28139	Cannot transfer calls to IP phones and have call cover to voicemail - transfer return time ignored
CQ27439	Call Forwarding Off Switch interrupted by No Answer Timer
CQ27250	SCN forwarded calls fail and instead transfer out local system as long distance calls
CQ26969	Using HG button to answer calls may steal a call from other hunt groups
CQ26506	Transfer Return Time being ignored for external originated calls into SCN – site to site transfer
CQ27450	Unable to transfer call previously transferred from voice mail
CQ27929	IP406v2 reboots on occasion when handling DSP error messages
CQ29425	Incoming hunt group call disconnects established PC Softphone Hunt group call
CQ27351	Unit Watchdogs when it receive a (specific) Setup packet from Nortel PBX
CQ26577	Transfer return time seems to be erratic when using SoftConsole
CQ26450	Embedded vm: cannot transfer using * option to hunt group or 5+ digit extension
CQ27719	Phone Manager PC Softphone No speech path on retrieval of parked call
CQ26464	Physical Extension number instead of hot desking user extension should be used for 911 call
CQ25471	Redial button doesn't complete call when selecting number from list and dialing hands free
CQ27822	PC Softphone user - when the 2nd caller hangs-up, the connected caller is also disconnected
CQ26443	H323 3rd party endpoint support - IPO sending incorrect message in response to setup
CQ29049	The Time shown for a Call in the Call Log on a 5410 phone is incorrect when the locale set to deu
CQ27346	Swedish Translation issue - Utanför/Externt, Withheld/Spärrad
CQ26871	VM security issue with 5400 sets – pass code can be displayed in some circumstances
CQ28914	Phones randomly cycle on and off hook
CQ27790	System reboots after Group Paging due to BLF updates being queued over SCN
CQ27516	Page All can cause phones in the process of dialing to "Freeze"
CQ26520	Cannot transfer call previously transferred from embedded voicemail auto-attendant
CQ26291	DEVCONNECT Music on hold does not release buffers
CQ25744	Feedback/echo heard when leaving a VM message
CQ27918	412 reboot with TLB error - cmmessage allocated from stack
CQ26405	Transfer via call appearances not entirely logical- calls may be dropped or conferenced together
CQ27104	IP Sets are unable to send Out of Band DTMF to route thru an external auto attendant or IVR
CQ26380	I55 to IP Office routing issue over QSig - additional prefix added
CQ28404	3.1.56/62 using account code button, code must be entered manually - was automatic on 2.1
CQ29164	Using voicemail pro transfer to outside PRI, uses ISDN National instead of what is in the shortcode
CQ25996	Using "transfer held call" - the incoming call may be transferred instead
CQ27677	IP DECT 3711 handset does not receive calls if Ringer Setting on Melody 31
CQ29093	Call sometimes not transferred correctly using R key on 37XX IP DECT handset
CQ26152	Call Forwarding Off Switch interrupted by No Answer Timer
CQ27644	Trunk timer changes lost on system reboot
CQ26959	When Importing Configuration Entities you will end up with a duplicate No User that can not be deleted
CQ26498	Buttons in the "Clear Busy on Held' for this User?" Confirm message are in English(deu locale)
CQ26313	Button label programming lost on users when a new hunt group is added to the system
CQ25988	T3 terminals return different dial tone with special features enabled than DS terminals

5.2 Voicemail Pro 3.2(15) Resolved Field Issues

The following issues have been addressed in the Voicemail Pro 3.2(15) software.

CQ Number	Description of Issue
CQ26204	SMTP Authentication check box is seen 'unchecked' after setting up SMTP settings
CQ27980	Direct to Voicemail call flow broken until 2 sec "Touch Tone" timer added to menu module
CQ26396	Can't call an External caller back from Voicemail using the respond and the 0 key
CQ26176	Delay of approx .33 seconds introduced on true/false and condition test in call flow
CQ26370	Voicemail to Email works 1 time and then fails until the system is rebooted

CQ25981	VoiceMail Pro service may restart, showing stalled receivers during emailer process polling
CQ29890	VoiceMail Pro Call List action no longer recognizing extension numbers
CQ22694	Numerous prompt errors found in Korea in IP Office Mode Voicemail
CQ26455	VoiceMail Pro - Cannot connect to Generic Action left of the Callflow Window
CQ26001	Swedish que_01 prompt is corrupt
CQ29941	Delay of approx .33 seconds introduced on true/false and condition test in call
CQ27598	Invalid Conference ID will may cause 2nd attempt to fail also
CQ30141	VoiceMail Pro campaigns rewind does not always work (clips) - no way to rewind last entry
CQ28133	Unable to clear Voicemail Ring back tone from gemini phone with headset

5.3 User CD 3.2(12) Resolved Field Issues

The following issues have been addressed in the User 3.2(12) software.

CQ Number	Description of Issue
CQ26121	Phone Manager voice mail preferences does not reflect secondary telephone condition of Twinning in 3.1
CQ22543	User Call history is kept when user logs on with different extension number
CQ23944	Cannot retrieve held call from Call Status Pane by double clicking call
CQ19242	Ring back Button enabled when external busy number is dialed
CQ28355	Phone Manager BLFs change state spuriously between DND and busy
CQ28180	Splash screen under XP theme incorrect
CQ27410	Importing speed dials - the "home" number entry is inserted into the PIN number field
CQ26151	Cannot Log on to Phone Manager using Cyrillic (Russian) characters
CQ27521	Phone Manager Pro Incorrect focus when using the keypad to OK an "Account Code" entry
CQ27243	Phone Manager "Ringback when free" is available to external busy numbers
CQ27019	Icon in system tray shows up twice
CQ26481	Cannot Log on using Danish characters
CQ26459	Phone Manager All tab recording incorrect number on incoming answered call
CQ26438	users set to Phone Manager Lite may consume a Phone Manager Pro license
CQ23642	Login logout field doesn't display renumbered extension ports
CQ27876	Passing a parameter with spaces to pop external program seen as multi parameters
CQ27042	VoiceMail Pro in IP Office mode; softphone locks up trying to retrieve message through SoftConsole
CQ26347	Phone Manager Pro compact mode fails to pop - error "Cannot focus a disabled or invisible window"
CQ26638	Phone Manager Pro PC Softphone crashes when calling a users on a 5410 then parked
CQ25862	Phone Manager - dtmf bleed through to far end of call when using account codes - tones can be heard
CQ28347	Phone dialer keypad not fully implemented
CQ29513	Double clicking a call on the "All" tab places call to wrong extension (original target not calling)
CQ28400	Load Skin Default Directory
CQ28298	Error dialog required (Speed Dial Creation)
CQ27525	Phone Manager Pro - Account code tagging is sent to line as DTMF
CQ28399	Profile Management Help
CQ28268	Call history call time details for outbound calls incorrect
CQ28046	Unable to use Call Number Back from "All" call history list
CQ27945	New call dialog box shows incorrect user status information for a user with FWD unconditional set.
CQ23694	Phone Manager Pro 3.0.13 in compact mode doesn't display Chinese fonts fully
CQ27513	Account code digits heard in speech path
CQ26634	Phone Manager Pro access violations
CQ26259	Access violations in Phone manager
CQ27061	Softphone will not register with gatekeeper without "confirm IP address" option ticked
CQ26174	Phone Manager Pro stopping with access violation errors

CQ28161	ClaritySvr not reading frames per packet from user profile
CQ26738	User CD installer does not warn user of locked files during uninstall
CQ28162	SoftConsole shows the wrong information, in the Called Number field
CQ27423	Alerting call shown as "Idle" with black border on SoftConsole
CQ26418	SoftConsole : Call Information : Called Number Field incorrect
CQ26415	SoftConsole : Call Information : Called Name Field incorrect
CQ25536	Call represented to SC has status of "idle" when it should be ringing then connected
CQ28524	Operator unable to complete transfer using Transfer button on terminal when using SoftConsole

5.4 Conference Center 3.2(7) Resolved Field Issues

The following issues have been addressed in the Conference Center 3.2(7) software.

CQ Number	Description of Issue
CQ23976	Documentation request for Announcements On feature
CQ26466	Conference center cannot send email notifications to external SMTP servers

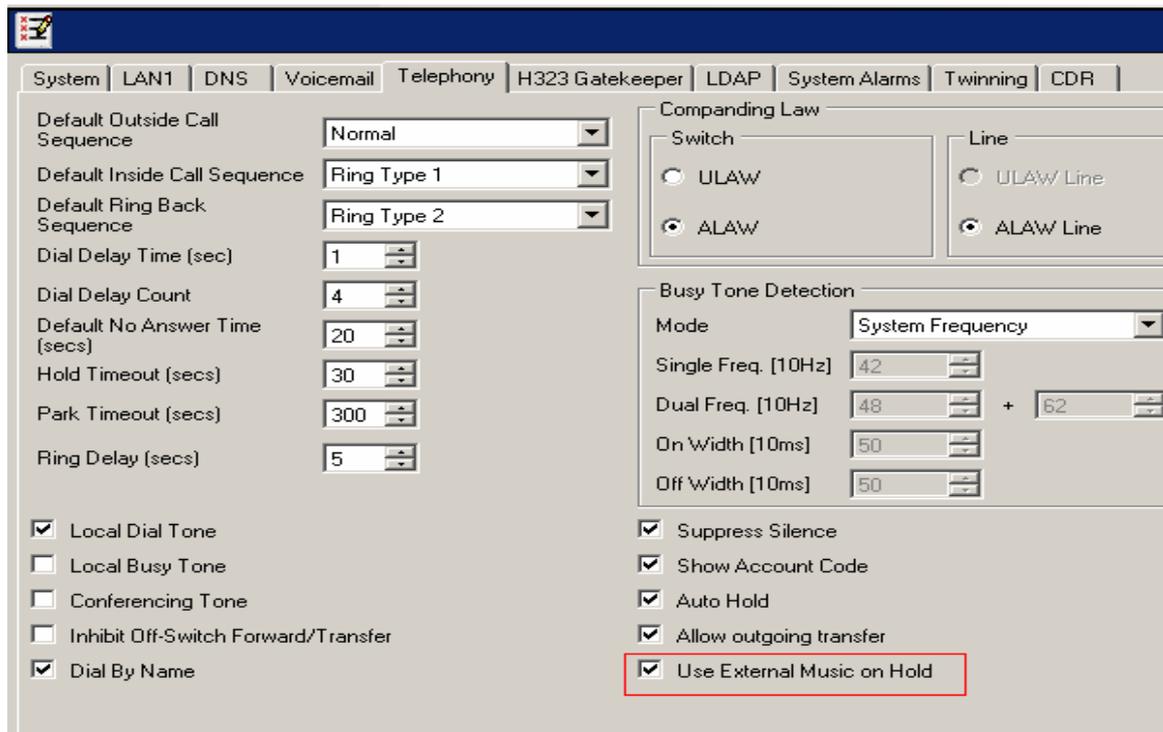
6 Caveats

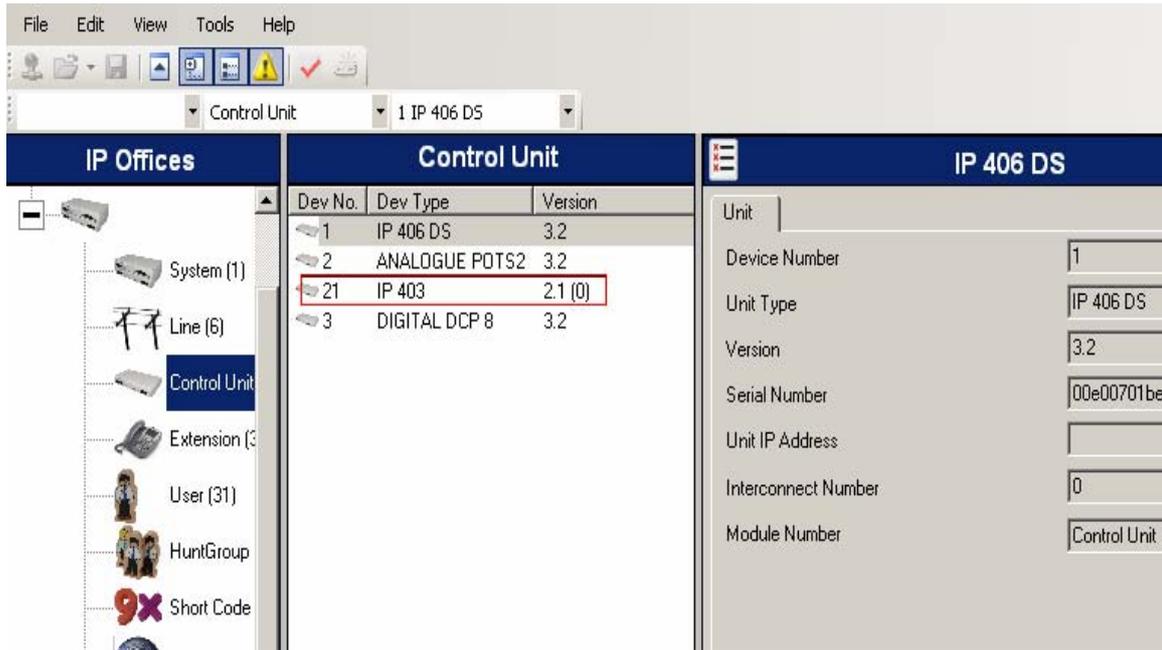
The following is a list of caveats in this release of IP Office 3.2 software. These issues will be addressed in a future Maintenance Release.

6.1 Core Software

External Music on Hold option

IP Office 3.2 (17) Manager does not retain the setting “Use External Music on Hold” when additional control units have been added to the configuration. Deleting any additional units before merging allows the “External Music on Hold” option to be retained in the IP Office configuration.





Remote Administration of Mobile Twinning

To allow mobile twinning users the ability to remotely administer mobile twinning the following generic actions must be implemented within VoiceMail Pro.

- Enable – CFG:Set “extn” twinning_type Mobile
- Disable – CFG:Set “extn” twinning_type None (US only)
- CFG:Set “extn” twinning_type Internal



This generic action can be implemented anywhere within a Voicemail Pro call flow enabling the system administrator and users more flexibility.

Mobile Twinning Activation via Phone Manager Pro

Within Phone Manager Pro, users cannot be prevented from activating mobile twinning (subject to license availability).

6.2 Manager Application

- IP Office 3.2 Manager is not yet supported on any 64 bit Microsoft® Operating System. This support will be added in future release of IP Office.
- The Manager application now defaults to “immediate” reboot instead of “when free”.
- The TCP Base Port field in the Preferences dialog box of the Manager must have the same value as the TCP Base Port field in the Security area of the IP Office switch. If these 2 values are not the same, then a Manager will not be able to communicate with the Configuration Service or the Security Administration Service of the switch.
- The new Manager application does not allow a system administrator to migrate an IP403 configuration to an IP406v1 unit.

6.3 Telephones

- If utilizing T3 IP Phones on an IP Office system you must upgrade to software version 3.2.1701, which is found on the Admin CD.
- T3 IP Phones do not currently support the Call Follow Me feature. When configuring a site utilizing T3 IP phones the system default shortcodes (*12, *13, *14) for Call Follow Me must be deleted. This issue will be fixed in a private build and included in the Sept 2006 maintenance release
- The TransTalk 9040/Avaya 3810 Wireless telephone must have display all buttons checked in button programming tab of the Manager application.

6.4 Voicemail

- VMPRO 3.2.15 cannot currently recognize Captaris RightFax 9.0 fax emails as faxes.
- Un-installing IP Office Admin CD when Voice Mail Pro on same pc requests user to Stop Voice Mail Pro service before un-installation can complete.

6.5 Phone Manager

- In Configure Preferences window Forwarding Tab if you wish to check the button “Forward on No Answer” the button “Forward Internal Call” must be active.
- The Voicemail tab in Phone Manager Pro will not auto populate for users on remote site of a Small Community Network.
- When using Integrated Messaging Pro on Windows XP SP2, there are several configuration changes that need to be made. In the firewall

exceptions the following options need to be checked or added to ensure full Integrated Messaging Pro functionality:

- Ports to add: TCP port 135 & UDP Port 135.
- Applications to add : Outlook.exe & UMSFORM.exe
- When using German language prompts, one of the prompts is played twice. To fix this problem there is a file supplied on the VoiceMail Pro CD. There is a directory on the CD called "Patch", in this directory is a file called "de_intuity.nls". Copy this file to "C:\Program Files\Avaya\IP Office\Voicemail Pro\VM" and replace the existing file. After replacing the file the VoiceMail Pro service should be stopped and restarted.
- If any full screen application is in focus Phone Manager will fail to pop correctly on any incoming call.

7 Technical Notes

7.1 Upgrade Installation Notes

Before any upgrade to 3.2 all systems must be at 3.1.65. The upgrade installation notes cover the procedures required when upgrading from IP Office 3.1.65 to IP Office 3.2. If you are upgrading from an earlier release of IP Office software please refer to IP Office Technical Bulletin 36.

Before any upgrade from 3.1.65 to 3.2 commences the old 3.1 Admin Suite must be removed and the 3.2 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 3.2 Admin suite is installed. The install will not occur unless the previous software has been removed.
- Microsoft® .NET and .NET 2 is required to support some of the applications. This may take several minutes to complete.



IMPORTANT INFORMATION – LOADER UPGRADES

Due to the size of the IP Office 3.2 binary files 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 3.2 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 3.2 if not already done for a previous upgrade to 3.1.

Early IP Office 406V2 releases at PCS 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 be completed once for a given IP Office 406V2. Once the upgrade to 3.0(999) has completed, the system will require an additional upgrade to 3.1(999). The IP Office can then be

upgraded to 3.2. The flash is extended from 3Mbytes to 6Mbytes by uploading to loader V2.4.

A similar issue exists for IP Office 406v1 running 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 3.2 these variants should also have their loader upgraded to IP Office version 3.0(999). The procedure need only ever be completed once for a given IP406v1. Once the upgrade to 3.0(999) has completed the IP Office can be upgraded to 3.1.65 prior to upgrading to 3.2 as normal.

7.2 Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Install the Admin Suite as normal. Do not open the Manager application yet.
2. 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.
3. To upgrade a 406v2 to 3.2 you must upgrade to an interim 3.1(999) build. Follow these steps: In Manager select File | Change Working Directory. Under the Directories Tab click the browse button next to Binary Directories (.bin files). Expand the Manager folder, and then expand the 406v2 folder. Highlight the v3_1_999 folder and click ok. The following will now appear in your binary directory window.

C:\Program Files\Avaya\IP Office\Manager\IP406v2\V3_1_999

Click ok. Proceed with upgrade by going to File | Advanced | Upgrade. This will start the UpgradeWiz application.

4. After a few seconds the upgrade wizard should show the Control and Expansion units found. 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.
5. 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 3.1 (999), at this stage only upgrade the main unit, do not upgrade the expansion modules as well.*

6. 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 OK and close down the upgrade wizard.
7. You have just upgraded the loader you now need to upgrade to version 3.2. In Manager select File | Change Working Directory. Under the Directories Tab click the browse button next to Binary Directories (.bin files). Highlight the Manager folder. Click OK.
8. Now follow steps 4-6 again to upgrade your system to IP Office 3.2.

7.3 Unit Compatibility - Expansion Unit Interoperability

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

7.4 Upgrade of systems with limited RAM

The binaries supplied for IP Office 3.2 have grown substantially in size. Once your system is at 3.2 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 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 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 in the 'Type' column of the upgrade wizard.

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

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

7.5 Phone Firmware Support

The table below lists the phone firmware versions that are supplied on the admin cd and are supported by IP Office 3.2 General Release software.

Phone Type	Firmware Version
2402/ 5402	2.0
2410/ 5410	2.0
2420/ 5420	4.0
5601	2.3
5602	2.3
5602sw	2.3
4606	1.8.3
4612	1.8.3
4624	1.8.3
4601	2.3
4602	2.3
4602sw	2.3
4610sw/ 5610sw	2.3
4620	2.3
4620sw/5620sw	2.3
5621sw	2.3
4625sw	2.5

7.6 Upgrade Instructions for VoiceMail Pro

These upgrade instructions cover the procedure required when upgrading from VoiceMail Pro 3.1 to VoiceMail Pro 3.2. If you are upgrading from an earlier release of software please refer to IP Office Technical Bulletin 36.

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 as below.

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

Open the Windows Control Panel.

1. Select Add/Remove Programs.
2. Select IP Office VoiceMail Pro and click Add/Remove.
3. From the options offered select Remove and click **Next**.
4. 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. At the Choose Destination Location screen accept the default locations, click **Next** to continue
6. 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.
 - **Voicemail Pro Full:** 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.
 - Compact - 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 - 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 - 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
 - **Voicemail Pro Client only:** This allows you to install the Voicemail Pro client without the server component. This option is necessary for remote access into the Voicemail Pro server from a client pc.
7. Unless there are specific reasons to do otherwise, accept the displayed program folder.
8. 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.
9. 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.

7.7 Upgrade Instructions for IP Office User Applications

The upgrade instructions cover the procedure required when upgrading user applications from version 3.1.65 to version 3.2. 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 "My Documents" folder since 3.0 (or in the registry for releases prior to 3.0) and will also remain if the default path has not been changed (e.g. My Documents\Avaya\IP 400\Phone Manager).

Note: Soft Console and Phone Manager Pro are not to be run concurrently on the same pc.

To upgrade to any of the 3.2 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. You will be prompted to select the language you would like the User CD installed and click **Next**.
3. The InstallShield Wizard will then prepare for setup.
4. At the InstallShield Wizard welcome screen click on **Next**.
5. At the Choose Destination Location screen accept the default locations, or choose a different installation directory, click **Next** to continue.
6. At the Select Components screen select the applications you want to install and click **Next** to continue.

7. If you are using Phone Manager in Agent Mode enter the Agent number at the next screen, or leave this blank and click **Next**.
8. Click **Next** to accept the Program Folder (This could take up to 15 minutes please be patient).
9. When the installation is complete click on **Finish**.

8 Assistance

8.1 Documentation & Software

Documentation and Software can be found at www.avaya.com/support

1. Go to www.avaya.com/support
2. Select FIND DOCUMENTATION and DOWNLOADS by PRODUCT NAME
3. Select IP Office
4. Select the Software release required
5. Select the Documentation Categories required

Documentation can also be found on the IP Office Knowledge Base. <http://marketingtools.avaya.com/knowledgebase/>

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

The IP Office 3.2 User, Administration and Documentation CD pack will be a five pack of CDs. A triple pack is no longer sufficient to hold the amount of information being generated with the release.

The new five CD pack consists of the following:

- One User CD
- One Admin CD
- One English documentation CD
- One German documentation CD
- One French documentation CD

In order to facilitate a more compact and flexible method of providing new software, IP Office 3.2 software will be available in DVD format

The table below lists the new CDs/DVDs that are available with R3.2:

Material Code	Description
700407604	IP Office R3.2 Admin Five Pack CD
700407612	IP Office R3.2 DVD
700407588	IP Office VM Pro R3.2 CD
700407604	IP Office User Applications
700407596	IPO CD Conferencing Center R3.2
700407604	IPO CD 3.2 Documentation French
700407604	IPO CD 3.2 Documentation German
700407604	IPO CD 3.2 Documentation English

8.2 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 Center:

http://www.avaya-learning.com/app/applications/page_display/display.asp?pageID=257642

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