



## IP Office Technical Bulletin

**Bulletin No:** 83  
**Date:** 15 June 2007  
**Region:** Global

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### General Availability (GA) of the IP Office Q2 2007 3.2 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Q2 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(57), Voicemail Pro 3.2(33) and User CD 3.2(34) comprising Soft Console 3.2(32) and Phone Manager 3.2(34). IP Office 3.2(57) should be used for all 3.1 upgrades or new installations, except those where DT terminal support is required, where 3.0DT should be used. The IP Office 3.2(57) 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(57)
Manager	5.2(57)
SysMonitor	5.2(57)
UpgradeWiz	5.2(57)
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

<b>Delivered Software or Package</b>	<b>Version</b>
2410 Phone Firmware	5.00
2420 Phone Firmware	5.00
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voicemail Lite	2.1.4
CBC	3.1.8
DeltaServer	5.2.13
DECT	3.1.12
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.15
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:

<b>Application Name</b>	<b>Version</b>
Phone Manager	3.2.34
Soft Console	3.2.32
TAPI Link	1.0.0.28
Devlink	1.0.0.4

The contents of the Voicemail Pro CD are:

<b>Component</b>	<b>Version</b>
Voicemail Pro (GUI)	3.2.33
Voicemail Pro Server	3.2.33
Voicemail Pro Service	3.2.33
VPIM Client	3.2.33
VPIMDBSvr	3.2.33
VPIMReceiver	3.2.33
VPIMServer3	3.2.33
IMSAdmin	3.2.33
IMSServiceRestart	3.2.33
UMSServer	3.2.33
VMServer	3.2.33

## **2 New Feature Support**

### **2.1 Microsoft Vista Support**

This maintenance release includes support for the Phone Manager and Soft Console User applications with Microsoft Vista Business and Ultimate editions. In order for Phone Manager or Soft Console to install correctly on Vista they must be installed using the "Custom" option from the User CD or installed using the individual applications standalone installer. The "Custom" install must NOT have any TAPI options selected.

*Note:-The Phone Manager PC Soft phone is not supported on Windows Vista.*

### **2.2 WAN Mode Override**

A new tick box is located within the System/Telephony tab called WAN Mode Override. This option should only be enabled if an X25 circuit connected to a 406v2 WAN interface fails to synchronize correctly.

### **2.3 Voice Compressor Module configurable settings**

A new tab within the system configuration (VCM) allows changes to the IP Office Voice Compressor configuration. Within this tab are two configuration items:

Echo Return Loss – Values are 0/3/6/9dB. Default value is 6dB

Nonlinear Processor Mode – Values are Disabled/Adaptive/Silence. The default value is Adaptive.

*Note:- These items should only be changed under instruction from Avaya Technical Support*

### **2.4 Release 5.0 DCP Firmware**

#### **PLEASE READ AND UNDERSTAND PRIOR TO UPGRADE**

This maintenance release includes updated firmware for the Avaya 2410/20 and 5410/20 digital terminals. When IP Office systems have been upgraded to 3.2(7) Q2 2007 maintenance release, the DS 2410/20 and 5410/20 terminals will automatically attempt to upgrade to this new release of R5.0 DCP firmware. Failure to have version R5.0 DCP firmware copied to the IP Office specified TFTP server will result in the terminals becoming non operational. Terminals will automatically restart after upgrading completes. When upgraded, the terminal can only be used on this maintenance, and subsequent IP Office maintenance and GA software releases moving forward. **Remote upgrade of any IP Office unit needs to be fully aware of having the necessary R5.0 DCP files copied to appropriate TFTP servers prior to committing.**

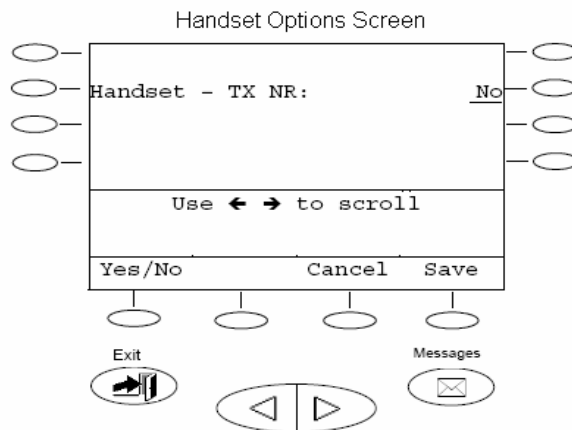
*Note: - R5.0 DS terminals will request firmware upload if connected to 3.0 – 3.2 Pre-Q2, 2007 IP Office units. 2410 and 5410 requiring DCP 2.0 Firmware, 2420 and 5420 requiring 4.0 DCP Firmware. These builds are available on any previous 3.0 Admin CD.*

**2.5 R5.0 DCP Firmware - Handset Enhancements**

R5.0 DCP firmware now required for any DS 2410/2420 and 5410/5420 operational on Q2, 2007 maintenance release will therefore benefit from the improvements made available as follows.

**2.5.1 Handset TX Noise Reduction (Transmit-path Noise Reduction)**

When TX NR = **Yes**, the phone engages a noise reduction algorithm which provides approximately 40 dB of attenuation during no-speech in order to reduce/eliminate environmental room noise/background noise from being transmitted to the far party. When TX NR = **No**, traditional expansion with 6 dB maximum attenuation is used.



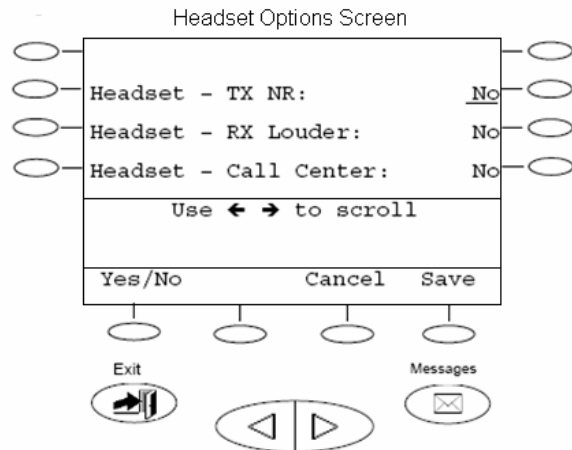
**2.5.2 Headset Operation**

TX NR. Same as Handset TX NR as explained above in the handset improvements.

RX Louder. Adds 9 dB gain to the receive path of the headset.

Call Center set to **Yes**. 12 dB of attenuation is applied to idle background noise in the signal transmitted to the far party.

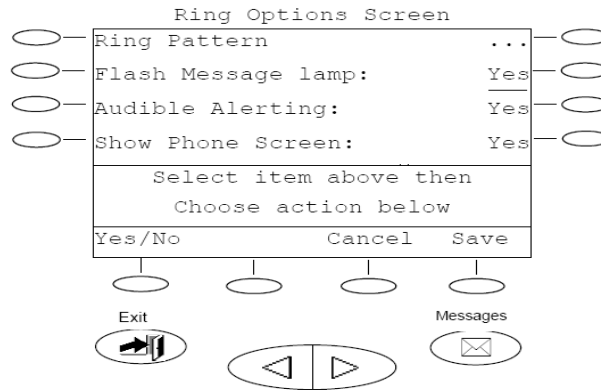
Call Center set to **No**. The attenuation applied defaults to the TX NR setting (As explained in Handset improvements above)





### 2.5.6 Options Screen - Ring Options

Audible Alerting: When set to **Yes**, ringer is enabled and Message lamp follows Flash Message Lamp setting. When set to **No**, ringer is disabled and Flash Message Lamp is locked in the **Yes** state (Message lamp always flashes).

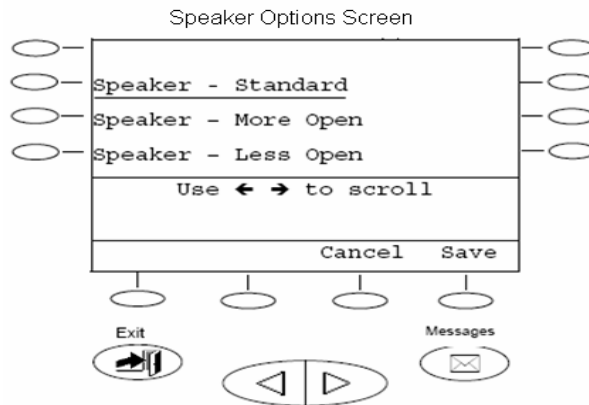


### 2.5.7 Speaker

Standard. Speakerphone operates the same as firmware R2.0/R4.0 and will provide acceptable performance in most room environments.

More Open. Speakerphone algorithm allows for better back and forth conversation between near-end and far-end talkers. Best used in quiet and non-reverberant environments.

Less Open. To use in noisy environments. Reduces acoustic echo heard by far-end.



### 3 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SSD. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

#### 3.1 Core Software

The following field issues have been addressed in the IP Office 3.2(57) software:

<b>CQ Number</b>	<b>Headline</b>
CQ-26019	Answering a previously answered RAS call on line appearance results in loss of data connection
CQ-26264	Ringback on twinned extensions to ring both master and slave.
CQ-26289	No speech path when transferring calls by QSig between Tenovis 33xE and IP Office 412
CQ-26524	TAPI cannot break dial tone to "onhook" logs when handset lifted before dialing digits
CQ-29081	Analogue Lines - Delayed speech path of 5+ seconds when used with Line Appearance keys.
CQ-29246	Locale - nld internal calls do not return to an idle state when disconnected, busy tone is received
CQ-30172	Users complain of an acoustic sound on external calls, a PRN is displayed - set UnMapBChannel
CQ-30747	VCOMP 0-3 writedata errors leading to reset.
CQ-31276	46xx and 56xx IP Phones display incorrect text when a user is busy.
CQ-31724	No confirmation tones when operating relays from programmed keys
CQ-31988	Number dialed not displayed on T3 set when using analog trunks.
CQ-32154	Conference Meet Me does not work is programmed on a key
CQ-32230	Italy - Busy/NU tone disconnect on analogue trunks causing VM message truncation
CQ-32267	[0]xN User Rights short-code takes precedence over [0]017073N User Rights short-code.
CQ-32440	Hunt Group/Forwarded call mobile twinning options not working with diverted call
CQ-32825	CLI detection failing on ATM4U boards in Russia.
CQ-32836	Korea - Echo on calls to or from IP Phones when using call recording.
CQ-32840	Phones forwarded busy no answer to a hunt group do not flow to overflow group.
CQ-33296	Noise/echo on IP terminals - 46xx/56xx
CQ-33476	Twinned users can drop other hunt group members calls.
CQ-33503	Fax machine does not ring when i/c call with CLI "withheld" routed to Fax extension.
CQ-33562	Intermittently no speech on external calls following transfer to POT
CQ-33724	ISDN Calls that are transferred unsupervised, disconnect with Cause=100, Invalid information element contents
CQ-33738	Cannot put conf on hold after dropping a conf participant
CQ-33862	Call recording does not stop after additional parties added to conference.
CQ-34003	54xx displays a P for parked calls against the extn, even when the external caller hangs up
CQ-34052	IP Office Reboots with Chained Call Forwarding
CQ-34262	Cannot answer second incoming call after disconnect first call when using Soft Console with 5621
CQ-34331	CLI not shown on terminals when delivered from Alog trunk
CQ-34340	Call Intrude from POT failing on Italian systems
CQ-34343	Brazil Collect Call Block (BCC) not being performed on Voicemail Pro AA
CQ-34346	System Crashes with ".WATCHDOG TIMEOUT TASKname OSTrigger" during managed reboot.
CQ-34472	CLI of original caller not passed through on trunk to trunk forward no answer
CQ-34546	Redial list on DS phones does not log attempts to busy internal or external numbers
CQ-34598	T3 phones return Special dial tone when features are invoked; this tone remains when going to an external line.
CQ-34616	When the system is rebooted sometimes some of the T3 DS Phones fail to register with the IP Office.
CQ-34618	Calls out on S08 ports to fax server fail if connect message is not sent within 4 seconds
CQ-34730	Turkey, using US Locale: Echo received on E1

CQ-34958	Mobile twinning interaction problem with no-answer timer
CQ-35054	T3 terminals - Follow Me To feature - Users receive continuous dial tone instead of slow interrupted tone.
CQ-35083	CDR record for answered and abandoned calls are incorrect
CQ-35177	Conference Meet Me feature isn't restricted by CA keys when programmed on a key
CQ-35370	CDR records for incoming answered calls are incorrect
CQ-35474	No speech path on call forwarded via IP Line to QSIG link
CQ-35589	Page calls are shown in recipients redial list
CQ-38622	No comfort tone on entering account code digits with 44xx phones
CQ-38627	Call recording on hunt group may start when call is played queue message, not when answered by user
CQ-38675	Reboot on TAPI interaction with Zeacom server
CQ-38699	External calls directed to an extension using Unconditional Forwarding fail to forward and go to Voice Mail
CQ-38700	Analog trunks in Argentina not clearing on NATM-16 module
CQ-38702	ERR: VCOMP 0-5 writedata errors=1 retry=21
CQ-38764	TLB and reboot on Call Pickup on 3 different sites
CQ-38862	Anti-tromboning not always functioning on SCN links
CQ-50921	DS disconnection messages output every 30 seconds.

### **3.2 Voicemail Pro 3.2(33) Resolved Field Issues**

The following field issues have been addressed in the Voicemail Pro 3.2(33) software:

<b>CQ Number</b>	<b>Headline</b>
CQ-28556	Calls disconnected using Voice Mail Pro - Whisper action. Should go to VM box
CQ-32149	Voice Mail Pro email notification text cannot be changed
CQ-34136	Contact Store does not populate all the call details; when using the search engine.
CQ-34671	If multiple calls are routed to a VB script action simultaneously the script responses are serialized.
CQ-34825	Voicemail Service stops or runs but doesn't play wav files if the callflow database is large
CQ-35422	Voicemail Pro - Danish Language file Presshash.wav is misspelt and needs renaming.
CQ-32794	Contact Store error Deleting file MSGxxx.wav as license has expired.
CQ-35321	Voicemail Pro skipping or missing wav files whilst executing a script
CQ-38706	Silence after retrieving multiple messages on Voicemail Pro

### **3.3 User CD 3.2(34) Resolved Field Issues**

The following field issues have been addressed in the Phone Manager 3.2(34) and Soft Console 3.2(32) software:

<b>CQ Number</b>	<b>Headline</b>
CQ-26439	Phone Manager Pro Groups are not updated after Manager sends merge to IP Office
CQ-32245	Phone Manager File/Save Profile has not been translated
CQ-32250	Phone Manager and Soft Console- dual-monitor - unable to control program if is is placed on 2nd screen
CQ-32396	Phone Manager Pro/Message Tab - Deleted Messages are displayed in "Number of old messages".
CQ-32708	Phone Manager IP Softphone V3.2.12 borIndmm.dll restart
CQ-32963	Phone Manager IP Softphone failuring to answer first incoming call after IPMP initializes
CQ-34446	Phone Manager starting with default profile instead of saved.
CQ-34642	Soft Console BLF updates stopping intermittently requiring SoftConsole restart
CQ-35030	Phone Manager Supervised transfer fails
CQ-35580	Phone Manager Pro- Play sounds - user receives a Dutch prompt -You have a new Msg

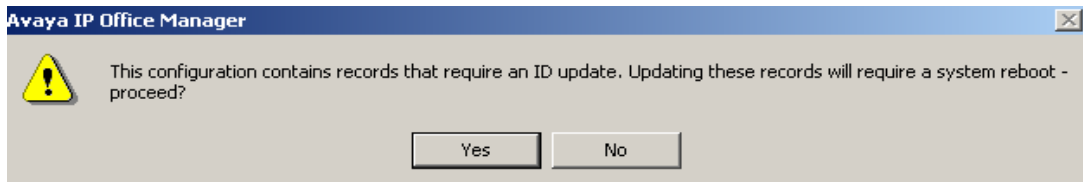


## 4 Technical Notes

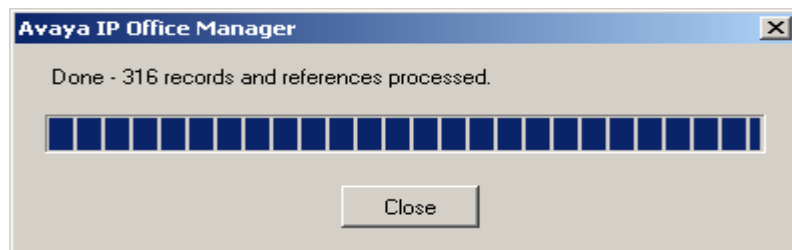
### 4.1 IP Office Manager

#### 4.1.1 Manager Configuration Database

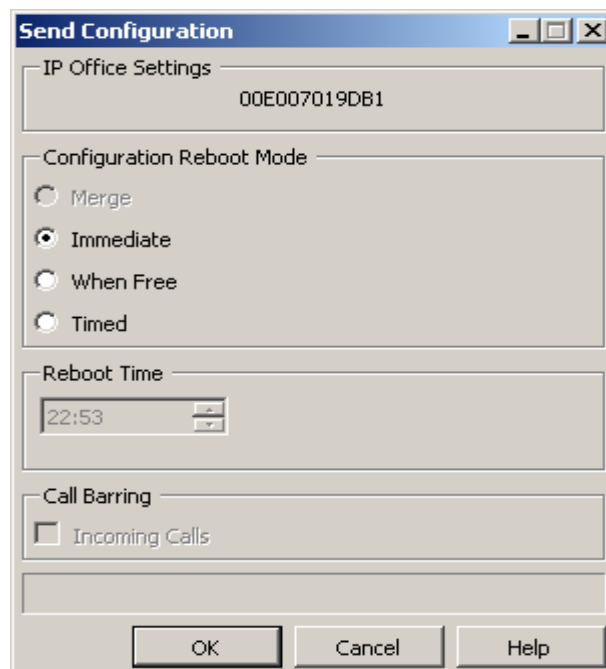
The IP Office Manager will check to see if a database is unique to the IP Office system MAC address. If the IP Office Manager database finds any entries found that do not map to required system records then it will automatically be amended : -



Click Yes to convert the records.



Click 'Close' to finish updates



Immediate sending completes this process. The configuration thereafter will not be subject to this restructuring and managing IP Office will be as normal.

## **4.2 Upgrade Installation Notes**

The Admin CD will detect previous installed version 3.2 GA and upgrade automatically.

## **4.3 IP Office Expansion Unit Compatibility**

All IP Office expansion units must be upgraded corresponding to the CPU software.

## **4.4 Upgrade 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.

## **4.5 Upgrade Instructions for IP Office User Applications**

The User CD will detect previous installed instances at 3.2 and upgrade applications installed automatically.

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

## **4.6 Upgrade Instructions for Voicemail Pro**

Voicemail Pro will perform an automatic upgrade when the application is operating at release 3.2.15. If upgrading from release 3.1 or earlier, please refer to section 7.6 of IP Office Technical Bulletin 71.

Prior to upgrading to 3.2.33 please ensure that all applications running on the Voicemail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

It is advisable to perform a backup of the existing Voicemail Pro database prior to upgrading.

## **5 Assistance**

### **5.1 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 Known Caveats**

IP Office Caveats are detailed online at:

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

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