



IP Office Technical Bulletin

Bulletin no: 009

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Avaya is pleased to announce the availability of IP Office Core Software Version 1.3 (37), and Voicemail Pro Maintenance Release version 1.2.14 (MP5).

This is a scheduled maintenance release including additional functionality and addressing identified issues in 1.3.x core software, and resolving specific issues reported from the Field with 1.2.14 Voice Mail Pro. The Voicemail Pro patch (MP5) can be applied to versions 1.2.12, 1.2.13, and 1.2.14.

The files contained in this maintenance release should be used with the Administrator software version 1.3.2 and is for use with all IP Office systems. IP Office 1.3 (37) should be used for all new installations and upgrades.

Important Note: Updated Firmware for the IP46xx handsets was recently released. This upgrades the Firmware on the IP46xx handsets from 1.72 to 1.73. Only firmware 1.72 is supported on the IP Office 1.3.x firmware.

Resolved Issues in IP Office 1.3 (37)

- Using a 46xx handset to answer an incoming call that has been played a queuing message may result in no talk path.
- Using 46xx handsets, Long Distance Access Codes could not be entered when dialling from a Remote IP office using PSTN trunks at a central location.
- Using a 46xx handset and using either a short code or Call Pickup button to pickup another ringing 46xx station, can result in one-way talk path.
- Using a 46xx handset and picking up a call using a Group button may result in one way talk path.
- On a VPN line, if FastStart is not enabled within a small community network and an incoming call is answered using a programmed button no talk path may occur.
- On a VPN Line lost speech path may be experienced under the following call scenario: Phone A->IPO1->VPN->IPO2->VPN->IPO1-> phone B.
- On a VPN line, and enabling a forward unconditional would forward the call back to the originating user under the following scenario: Phone A-->IPO1-->VPN-->IPO2-->Phone B divert to Phone C-->IPO2-->VPN -->IPO1-->Phone A.

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- Using Phone Manager to acquire a call could cause a system reset.
- On an IP412 the system could lockup requiring a reset when an IP46xx handset hangs up a Conference Call within a Small Community networked environment.
- On an IP412 and using a 46xx handset, the system could lockup requiring a reset when transferring a call.
- On an IP412 the handsets could lockup when initiating a conference call and using the voice recording feature.
- On an IP412, after paging, an incoming call may be handled as a page call, which could cause the Expansion modules to lose contact, requiring a system reset.
- On occasion an IP403 system could lockup and become unresponsive requiring a system reset.
- Using Manager to configure a Default system, the default button appearances were missing.
- Using a Headset, pressing the headset toggle button after dialing an external number would disconnect the call, if the call were ringing.
- Using a Headset, pressing the headset toggle button after dialing an internal number would Auto Answer on the Called parties' extension.
- Using single or dual E1-R2 board one-way speech could result when configured for QSIG.
- Errors on a PRI line may cause IP Office to drop all calls on the line.
- Using E1R2 lines, system modified to increase tolerance to FAS/HDB3/LOS conditions.
- Modified system R2 driver to delay Line Up indication for 5 seconds.
- QSIG Centralized Audix: target is voicemail flag now set.
- Divert to Analog Lines, calls being dropped.
- DS30 module reboot issues.
- Q931Message: Improved system validation of APDU operational code to ensure that it is a Calling/Called/Connected Name that is being decoded.
- Call Record button previously not working.
- Using a VoIP trunk with calls being handled by an Auto Attendant at a Remote site calling party names / ICLID may be replaced with?? >Main on the LED display.
- Caller ID disappears from display when call answered. Placing the call on hold would return the ICLID.

Resolved Issues in Voicemail Pro 1.2.14 (MP5)

Voicemail Pro Server

- Modified 'Housekeeping' to address and to provide additional tracing information.
- Voicemail Pro now includes campaign messages within the housekeeping functions.
- The '*' and '#' keys used in the IP Office TUI, during the playing of a message, now functions correctly.

- Modified the TalkForm (used by Voice question) to ensure the initial part of the recording is recorded.
- Outcalls are removed from the outbound queue list once the call has been completed.
- Fixed an introduced issue where the incorrect setting of the minimum idle time was affecting the leaving and retrieving of messages. Typically retrieving messages would cut off after approximately 40 seconds.
- Added the capability to support the lookup of the greeting modifier (\$UUI) so that the compare function can be used with it to provide the ability for account code based automatic recordings to be supported.

Voicemail Pro Client

- The Max. Message Time field (in the system properties dialogue) has been modified to prohibit the entry of a minus sign.
- The Home action will now correctly play out any prompts in the "entry prompt" list before the user is transferred back to the root node.
- Under certain circumstances the save and make live required two presses to operate (One to get focus, and the second to carry out the required operation).

IP Office 1.3 (37) Upgrade Installation Notes

If upgrading between software levels, for example from 1.1 to 1.3, you must also upgrade the IP Office Administration suite first using the 1.3.2 GA Administration CD. The new level of .bin software will need the matching level of Manager software to allow access to new configuration fields.

When upgrading an IP Administration suite from one software level to another the recommended process is to uninstall the original IP Office Administration suite and then reinstall the new IP Office Administration suite of software.

The IP Office 1.3(37) software can be found at support.avaya.com website under Support, Software and Firmware Downloads, under Enterprise Class IP Solutions (ECLIPS) click on IP Office then Software Downloads.

Please Note - Upgrading IP Office Control Unit software must only be done from a Manager PC with static IP address on the same LAN as the IP Office. Do NOT attempt an upgrade across WAN or RAS links. Once the existing software is erased, the IP Office loader cannot communicate over WAN/RAS links to complete the upgrade.

To upgrade the Control and Expansion units, see below: -

- 1) Ensure that you have received and made a copy of the IP Office's configuration. If the upgrade fails the current configuration may be erased so a backup copy is an essential precaution.
- 2) In Manager, select File | Advanced | Upgrade. This starts the Upgrade Wizard application.

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- 3) After a few seconds the wizard should list the Control Units and Expansion Modules found.
- 4) No Units Listed - If this occurs using the Broadcast Address of 255.255.255.255 it implies that the Manager PC is not on the same LAN as the IP Office. You should not continue if this is the case, until you identify a Manager on the same LAN as the IP Office.
- 5) The list shows the current software level of the units and the level of the appropriate bin file it has available for each unit from those in the Manager's working folder.
- 6) Tick the boxes for those units that you want to upgrade.
- 7) In Manager select View TFTP Log. This will allow you to see the file transfer processes. Arrange the windows so that you can see both the TFTP Log and the Upgrade Wizard.
- 8) You will be asked to enter the System Password.
- 9) The process of erasing, download and installing will begin.
- 10) Following the upgrade the IP Office Control Unit should return to normal operation.

Voicemail Pro 1.2.14 (MP5) Installation Notes

- 1) Download the Maintenance Release zip from support.avaya.com website under Support, Software and Firmware Downloads, under Enterprise Class IP Solutions (ECLIPS) click on IP Office then Software Downloads.
- 2) Extract the zip file to a directory.
- 3) Stop ALL the Voicemail Pro and IMS Services (if applicable).
- 4) Double Click on the VMProMP5.exe in the extracted directory to start the installation.
- 5) At the Choose Setup Language Prompt, choose the installation language if not selected by default, and select OK.
- 6) Click Next at the Welcome to Installshield Screen.
- 7) Click Finish at the Maintenance Complete Screen.
- 8) Restart the Voicemail and IMS Services.

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