



# IP Office Technical Bulletin

**Bulletin no:** 150

**Date:** December 17 2012

**Title:** General Availability (GA) of IP Office  
Release 8.1 Feature Pack 1 (FP1)

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## IP Office Technical Bulletin

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**Region:** GLOBAL

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### **General Availability (GA) of IP Office R8.1 Feature Pack 1**

Avaya is pleased to announce the general availability of IP Office Release 8.1 Feature Pack 1 (FP1). IP Office R8.1 FP1 delivers a number of time sensitive features and quality enhancements as well as providing support for the D100 SIP DECT wireless solution, the Analog Trunk Module (ATM4U) V2 Line Card and the Combination Card ATM V2.

#### **1 Product Overview**

Avaya IP Office Release 8.1 FP1 is the latest advancement in converged voice, data and collaboration technology from Avaya allowing the smallest of businesses to deliver cutting-edge customer service.

##### **1.1 IP Office platforms supported**

- IP500
- IP500 V2
- Server Edition

##### **1.2 IP Office 8.1 Feature Pack 1 GA Software Versions**

- IP Office Core Switch 8.1.63
- IP Office Preferred Edition 8.1.9016.0 (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.30.15
- one-X Portal 8.1.91.12
- IP Office Application Server 8.1.20(3)
  - IP Office Preferred Edition 8.1.9016.0
  - one-X Portal 8.1.91.12
- Unified Communication Module 8.1.96(3)
  - IP Office Preferred Edition 8.1.9016.0
  - one-X Portal 8.1.91.12
- Server Edition 8.196(11)
  - IP Office Core Switch 8.1.63
  - IP Office Preferred Edition 8.1.9016.0
  - One-X Portal 8.1.91.12

## 2 New Hardware Components

IP Office R8.1 FP1 introduces new hardware elements that include the ATM4U V2 Trunk Card, Combination Card ATM V2 and the D100 SIP DECT Wireless solution.

### 2.1 ATM4U V2 Trunk Card and Combination Card ATM V2

The new ATM4U V2 card is designed to deliver enhancements to the function and operation of the analog trunk card. This same ATM card is also used with the Combination Card ATM V2 as the analog trunk interface.

### 2.2 D100 SIP DECT System

The Avaya D100 SIP DECT wireless telephone system integrates fully with IP Office to provide full access to system features. This flexible expansion of the coverage area makes the Avaya D100 SIP DECT telephone system cost effective for small installations.

The Avaya D100 solution consists of the following elements

- D160 Handset
- D100 Base station
- D100 Repeater
- D160 Firmware Upgrade Cable

## 3 IP Office Licensing

### 3.1 Upgrade License 6

Existing IP Office systems being upgraded to IP Office Release 8.1 FP1 will require an appropriate upgrade license. For those systems already running R8.1 no upgrade license is required.

## 4 ATM4U V2 and Combination Card ATM V2

The new ATM4U V2 and the Combination Card ATM V2 are only supported in the IP Office 500 V2 with IP Office R8.1 FP1.

The new ATM4U V2 trunk card is designed to deliver enhancements to the function and operation of the analog trunk card. Enhancements include:

- Impedence matching to trunk characteristics
- Improved echo reduction
- Reduction of occasional noise

The ATM4U V2 and Combination Card ATM V2 cards are supported with this release for the countries listed below.

Belgium	Canada	Denmark	Finland	France
Germany	Greece	Hungary	Iceland	Italy
Netherlands	Norway	Poland	Portugal	Spain
Sweden	Switzerland	United Kingdom	United States	

The new material codes for the ATM4U V2 and the Combination Card ATM V2 are added to the inventory file, used as part of the Automated On-Boarding registration process for the IP Office Support Services (IPOSS) maintenance offer.

**Note:** Additional countries will be added and phased in as country type approvals are completed.

## 5 D100 SIP DECT Wireless Solution

The Avaya D160 handset is the only addition to the endpoint range. Support for all other endpoints remains the same as IP Office R8.0.

### 5.1 Solution Architecture

Utilizing next-generation digital wireless technology (DECT6.0), the Avaya D100 SIP DECT wireless telephone system offers high quality voice communication. The Avaya D100 SIP DECT wireless telephone system is not just a single-cell wireless system, it can be expanded with repeaters to cover larger areas without the need of additional wiring. The D100 handset offers similar feature functionality found on 11xx/12xx SIP telephones.

The Avaya D100 SIP DECT wireless telephone system is entirely managed through IP Office Manager, no additional configuration interface is needed for a Plug-and-Play installation. It supports advanced IP Office features such as Busy Lamp Field (BLF) functionality, Message Waiting Indicator (MWI), Programmable buttons, Emergency call, Hot desking, and more.



### 5.2 D160 Handset

The D160 Handset allows easy access to IP Office features with a 2 x 24 display, 4 soft keys and 8 function keys. The battery capacity allows for 16 hours of talk time and 7 days of stand-by time.

- The D160 handset supports the following languages:
  - English
  - French
  - German
  - Spanish
  - Italian



The 4 soft keys on the D160 handset are used to invoke the following features:

Account Code - Entry	After Call Work	Auto Callback
Auto I/C Dial Voice call	Button Programming	Button Query
Call Park	Call P/U – any	Call Record
Conference MeetMe	Direct Call P/U	DND
Extn Login	Extn Logout	Follow Me Here
Follow Me To	Forward - All	Group Page
Group Pick-up	Private Call	Relay On
Relay Pulse	Remote Park	Retrieve Call
Stamp Log	Twining	

The 8 programmable buttons on the D160 handset support the following functions:

- Busy Lamp Field
- Speed Dial

The 8 programmable buttons on the D160 handset also support a comprehensive list of features:

Auto I/C Dial voice call	Call Park	Call P/U - any
Call Record	Conference MeetME	Direct Call P/U
DND	Extn Login	Extn Logout
Follow Me here	Follow Me To	Forward - All
Group Page	Group Pick-up	Private Call
Relay On	Relay Pulse	Remote Park
Retrieve Call	Stamp Logger	Twining
Voicemail		

### 5.3 D100 Base station

The D100 Base Station is connected to the IP network and powered by Power-over-Ethernet (PoE). Customers without PoE switches can purchase PoE injectors, such as Avaya’s SPPOE-1A, to power the D100 base station.

The radio coverage for the D100 base station is 100-350 ft indoor and 700 ft in open field. Up to 8 D160 handsets can register to each base station.

Should new firmware be delivered as part of future releases or as result of a patch, the IP Office will automatically upgrade the base station via http.



## 5.4 D100 Repeater

The D100 Repeater has cell radio coverage of 100-350 ft. indoor and 700 ft. in open field. Up to 5 repeaters can be used with each base station.

**Note:** *Similar to the 3920 solution, D100 Repeaters are not field upgradable*



## 5.5 D160 Handset Upgrade Cable

The D160 handset upgrade cable allows for field upgrades of the D160 handset firmware. This USB to headset jack connector USB dongle is a separate order item.



## 5.6 D100 Supported Regions

The D100 SIP DECT Wireless telephone system is approved in the following regions:

- USA
- Canada
- European Union
- Switzerland
- South Africa
- Turkey
- Norway

## 6 Microsoft Lync Solution

Microsoft Lync has been deployed in the SME and Mid-Market segments primarily as a Presence and Instant Messaging client. There has been significant demand from IP Office customers to provide integration of IP Office with Microsoft Lync. IP Office R8.1 FP1 will deliver Avaya Microsoft Lync integration, which will enable IP Office customers to use their existing Lync clients to avail of telephony features offered by the Avaya IP Office.

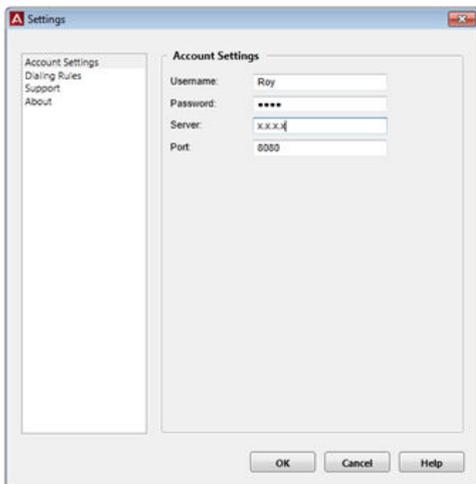
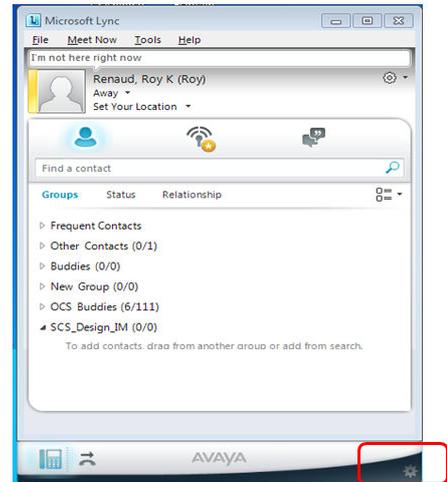
The Avaya Microsoft Lync Integration is a plug-in that integrates with the Microsoft Lync client to provide Telephony capabilities via IP Office. The plug-in is a client-side integration i.e., it adds a plug-in into the Microsoft Lync client on an end-user's desktop. The client-side integration gives IP Office customers the advantage that it will work with both Lync server-side infrastructures - On-premise and Hosted (Office 365). Standard Microsoft CAL licenses are sufficient. The Avaya Microsoft Lync integration plug-in operates in "Phone mode" in that it utilizes CTI control over the end user's desk phone.

**Note:** The plug-in does not incorporate any soft-client functionality

### 6.1 Lync Installation & Features Solution

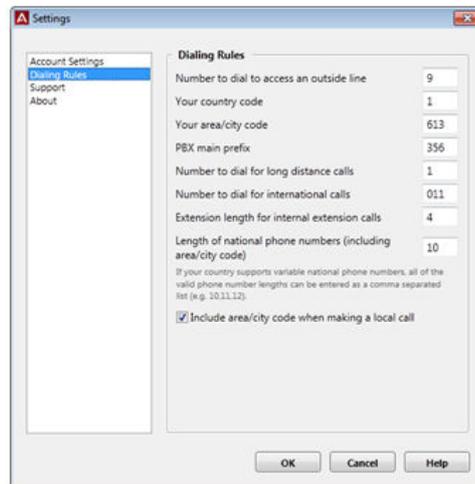
Avaya Microsoft Lync integration is installed on end-user client machines via two files. Once installed the plug-in can be initialized by clicking on the Lync menu option | Tools | Avaya Microsoft Lync Integration.

Once initialized, the end-user needs to configure the plug-in with their one-X Portal server IP Address, port, username, password and "Dialing Rules". This configuration needs to be done only once and is accessible via the "Settings" option as shown opposite.



Account settings

Configure account settings used to connect to OneX Portal



Dial Rules

Configured to manipulate the dial behavior

### 6.2 Lync Feature Solution

The Avaya Microsoft Lync integration uses phone numbers published by Microsoft Lync 2010. The Microsoft Lync integration for IP Office is available with the Power User, Office Worker and Teleworker user packages. These user packages are available per user and require either IP Office Preferred Edition or Server Edition\*.

**Note:** Teleworker license is not supported with Server Edition.

- The Avaya Microsoft Lync integration provides the following telephony features in phone-mode (paired with the user's desk-phone):
  - Make call
  - Answer call (Toast pop up)
  - Disconnect call
  - Hold / unhold call

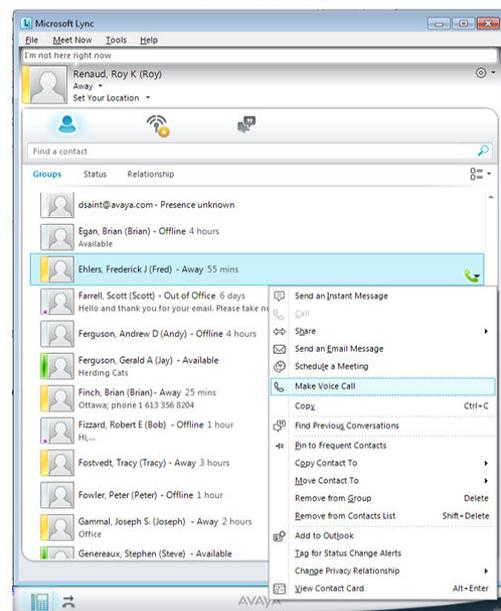
- Transfer call
  - Conference
  - Call Forward
  - Update Telephony Presence when user is on phone to Busy- in a Call
  - Escalate from IM to Call
  - Desk phone originated call controlled via Lync conversation window
  - Multiple calls
- All existing Microsoft Lync 2010 conversations include an associated Conversation window.
  - Each active conversation window provides context specific call-control features:
    - Disconnect
    - Hold
    - Retrieve
    - DTMF
    - Transfer
    - Conference
    - Call duration timer

The Avaya Microsoft Lync integration plug-in disables native Lync peer to peer voice and video calling to avoid confusing the end-user with multiple call options.

Example: the Lync integration plug-in adds a menu item of “Make Voice Call” and greys out Microsoft Lync’s “Call” option.

**Note:** *Transfer and Conference icons are available in the call control bar of the Conversation window only when multiple calls are in session.*

Contact hover, right click, drop down and select “Make Voice Call”



## 7 IP Office Enhancements

### 7.1 Avaya One-X Mobile Preferred Enhancements

Avaya one-X Mobile Preferred mobility application for iPhone and Android smart phones was released with IP Office R8.0. IP Office R8.1 FP1 delivers simplicity and user experience enhancements to the IP Office mobility applications. These enhancements are explained below.

### 7.2 Simplified provisioning of Avaya one-X Mobile Preferred Mobility Clients

IP Office R8.1 FP1 provides an easy and automated way to provision, install and configure the Avaya one-X Mobile Preferred clients for iPhone and Android smart

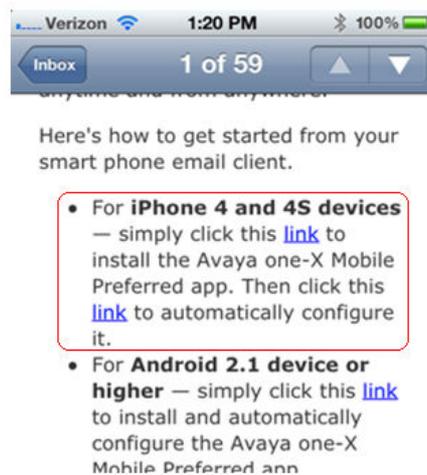
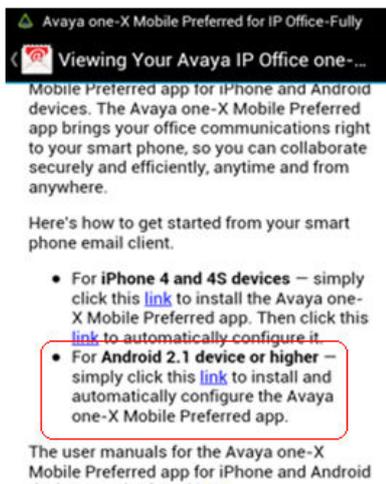
phones. This email mechanism offers simplicity and ease-of-use for both the end-user and the installer.

- This email contains the following information and offers improvements to the mobile client experience.
  - Integration with IP Office Manager for seamless provisioning
  - Improve reliability of configuration parameters
  - Less error prone for end user
  - Decrease workload for Administrator
  - Reduced support calls

In IP Office Manager a new option to “**Send Mobility Email**” to mobile user has been added. When a new user is added and this option is checked an email is sent to the provisioned email address of that user/ The email address is taken from the User and/or Voicemail tab in IP Office Manager.

**Note:** IP Office needs to be configured before the mobility e-mails can be sent, using SMTP server settings in IP Office Manger.

**An example of the personalized E-Mail:**



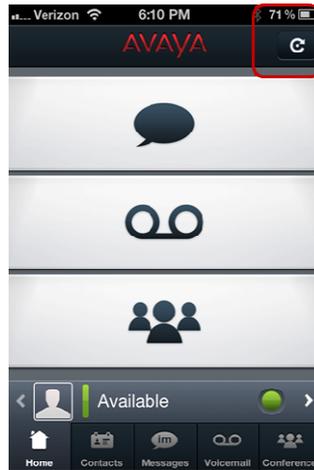
The phone users simply follow the on screen instructions to install and configure the mobility application.

**7.2.1 Avaya One-X Mobile Preferred Enhancements for iOS**

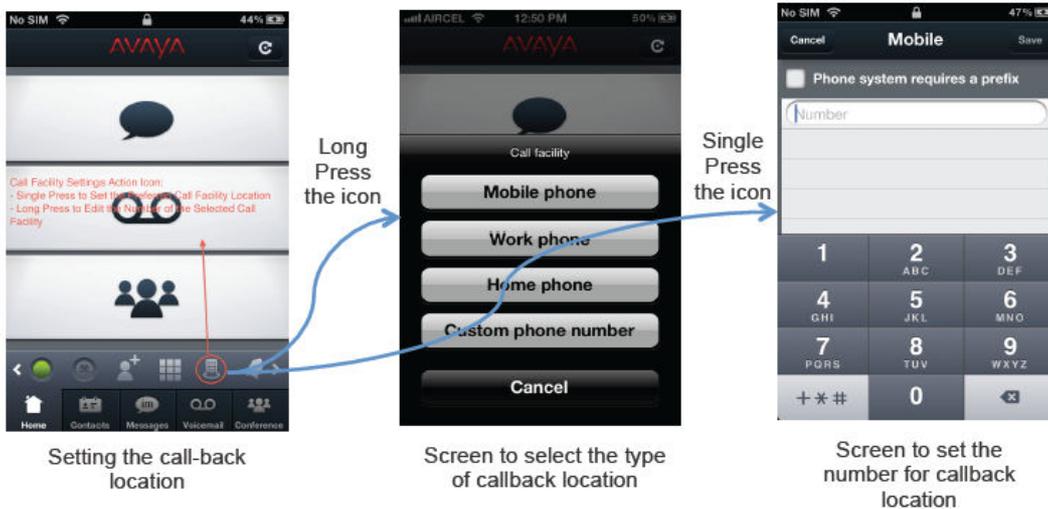
Avaya one-X Mobile Preferred application for iOS has been enhanced to make the user interface intuitive and easy to navigate for the end-user.

The following enhancements have been made in this release:

- Intuitive action bar navigation
  - Arrow added to the action bar to support swiping the action bar.
- Reconnect button
  - Allows quick reconnect of the mobility app on network disconnection



- Callback location and number configuration wizard.
  - Long press select call-back location:
    - Mobile
    - Work
    - Home
    - Custom
- Setting the phone number of the call-back location from the client
  - Single press of the icon



### 7.2.2 Avaya One-X Mobile Preferred Enhancements for Android

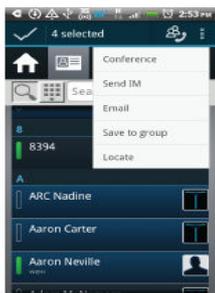
Avaya one-X Mobile Preferred application for Android OS has been enhanced to make the user interface intuitive and easy to navigate for the end-user.

The following enhancements have been made in this release:

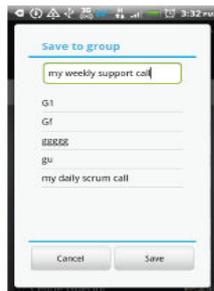
- Unified contact list - Corporate directory and personal phone contacts are now visible as part of your contact list.
- Default Groups are:
  - Corporate Directory – Comes from IP Office system directory
  - Team – one-X Portal Personal Directory (if created)

- My Contacts – Mobile phone contacts
  - My Local Groups – Groups created on the phone
- Support for creating contact groups – New groups can be created using the app that allows for contacts from your mobile device, corporate directory and instant message roster to be grouped so that actions such as Conference, IM and Email can be performed at the group level.

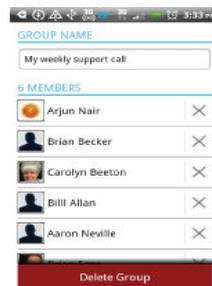
Example: A manager creates a group of contacts for all his/her direct reports in a group called “direct-reports” and uses the Conference group action to start the team meetings with one click. Please see image below on how to create groups and perform a group-action.



Long press contacts to go into selection mode and select contacts. Press the 3 dots in upper right.



Save the group with a name



Groups can be edited to remove/add members



Groups then appear at the top of your contact list and allow actions

- Contact list filtering
  - Display all the contacts or
  - Hide offline contacts.
- Contact card interface has been improved to
  - Add labels to icons
  - Present contact with location information
- Selection of contacts
  - Long Press support
  - Removal of check-boxes
- Dialer has been moved under the Contacts tab
- Labels added to the icons to help users that are not familiar with the icons
- CLID lookup against contacts
  - Contact name display on CLID match against contact list
- Emoticons
- Instant Messaging presence support
  - “Is Typing”
  - “Stopped Typing”
- Visual Voicemail enhancements
  - Urgent Voicemail support - Voicemail Badges on the tab and widget are now blinking when there is an unread urgent voicemail in the Inbox.

- Urgent voicemail itself is also decorated with an exclamation point badge.
- Ability to send voicemails WAV files to email participants.
- Previously listened to voicemails are downloaded and will be available to listen to offline if network connection is lost.

### 7.3 Flare Experience

As part of Avaya's commitment to deliver industry leading innovation with superior quality, IP Office R8.1 FP1 introduces Avaya Flare® Experience for Apple iPad and Microsoft Windows.

Avaya Flare® Communicator (introduced with IP Office R8.1) will be merged with Avaya Flare® Experience in IP Office R8.1 FP1 adding features such as point-to-point video collaboration, one touch VM access etc.

Avaya Flare® Experience is a single, converged collaboration client for both Avaya IP Office and Avaya Aura® infrastructures.

**Note:** The Avaya Flare® Experience iPad client may not be available until the early part of 2013.



Avaya is committed to further enrich Avaya Flare® Experience support for IP Office by adding capabilities such as multiparty audio and web conferencing in future releases.

#### 7.3.1 Avaya Flare® Experience – Windows

The following enhancements will be delivered as part of Avaya Flare® Experience Windows client:

- Point-to-Point Video calling – In addition to P2P voice calls, Flare Experience 1.1 adds P2P Video calling feature. A Flare user can initiate P2P video call with another supported video-capable client from the dial-pad, contact-card, history record or instant message.
- One touch VM access – A Flare user can access their voice mailbox by clicking on the MWI icon.

- Supervised Call Transfer – Flare Experience 1.1 adds supervised transfer capabilities to transfer a voice call to another contact after consulting the contact. This capability is only available with Flare 1.1 Windows version.

### 7.3.2 Avaya Flare® Experience – iPad

The following enhancements will be delivered as part of Avaya Flare® Experience iPad client:

- Point-to-Point Video calling– In addition to P2P voice calls, Flare Experience 1.1 adds P2P Video calling feature. A Flare user can initiate P2P video calls with another supported video-capable client from the dial-pad, contact-card, history record or instant message.
- One touch VM access – A Flare user can access their voice mailbox by clicking on the MWI icon.
- Support for Avatars in contact cards – Contact cards in the Contacts fan of the Flare client will display the contact's avatar uploaded via Avaya one-X Portal or the Avaya one-X Mobile Preferred mobility client.
- Shared Presence – Flare Experience 1.1 will display the last presence status for a user that is logged on multiple clients.

**Note:** *The Flare Experience 1.1 client will be supported with IP Office Release 8.1 4Q12 Service Pack and onwards only. The Flare Experience 1.1 client will not be supported on IP Office versions prior to IP Office R8.1 4Q12 Service Pack.*

*Flare Communicator 1.0 (released with IP Office Release 8.1) will not be supported on IP Office 8.1 Feature Pack 1 and onwards. Customers are advised to upgrade their IP Office to Release 8.1 Feature Pack 1 and their Flare clients to Flare Experience 1.1 to take advantage of the latest capabilities.*

## 7.4 DECT R4 System Capacity Increase

The DECT R4 suite delivers high-quality wireless voice communication to employees who roam within a building or campus. It offers all the benefits of the DECT standard, including high security, scalability, low power consumption and long talk/standby times.

The DECT R4 solution capacity is increased with this release of IP Office. The maximum number of radio base stations is increased from 32 base stations to 128 base stations. The base stations can be any mix of IP base stations and ISDN base stations (with the use of IP DECT Gateway) with the total not exceeding 128.

For IPBL only installations the maximum number is increased from 2 to 8.

The maximum number of IP DECT handsets supported in IP Office increases from 120 handsets to 384 handsets.

## 7.5 SSL/VPN NAPT Enhancement

IP Office R8.1 introduced SSL / VPN as an integral part of the IP Office Support Services (IPOSS) offer, as well as a remote access solution for business partners who choose to invest in the Avaya VPN gateway infrastructure. With IP Office R8.1 FP1, the SSL/VPN solution is enhanced with support for Network Address and Port Translation (NAPT).

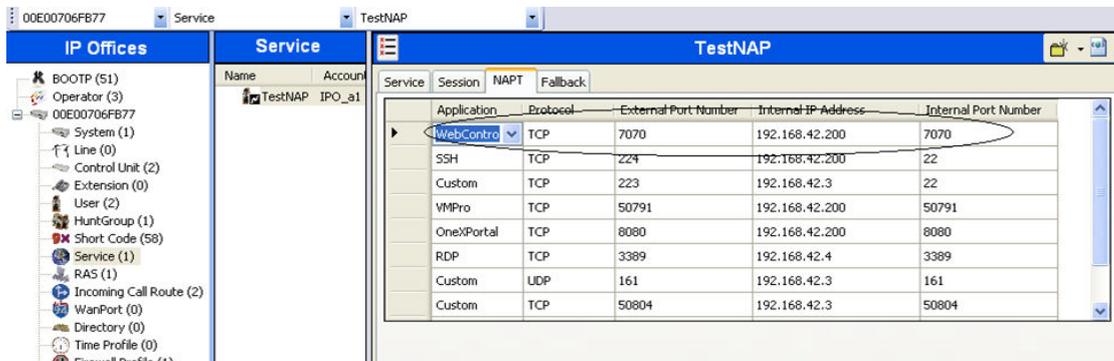
## 7.6 SSL/VPN Network Address Port Translation Support

The SSL/VPN tunnel will now be enabled to remotely access LAN devices on the private side of the IP Office 500V2. The IP address and port translation for the SSL/VPN tunnel is done by using NATP rules which are configured for each SSL/VPN tunnel using the IP Office Manager.

This removes one of the restrictions that was in place with the original introduction of SSL/VPN in IP Office R8.1 and further enhances the value of the SSL/VPN solution.

With this feature, an SSL/VPN tunnel configured to an IP Office 500V2 can now be used to remotely manage the following devices behind the local site NAT:

- IP Office Unified Communication Module (UCM)
- IP Office external Preferred Edition / Advanced Addition applications server
- VoiceMail Pro Client
- one-X Portal for IP Office



Application	Protocol	External Port Number	Internal IP Address	Internal Port Number
WebControl	TCP	7070	192.168.42.200	7070
SSH	TCP	224	192.168.42.200	22
Custom	TCP	223	192.168.42.3	22
VMPro	TCP	50791	192.168.42.200	50791
OneXPortal	TCP	8080	192.168.42.200	8080
RDP	TCP	3389	192.168.42.4	3389
Custom	UDP	161	192.168.42.3	161
Custom	TCP	50804	192.168.42.3	50804

## 8 Preferred Edition (also known as VoiceMail Pro) and Server Edition Enhancements

Existing VoiceMail Pro Backup-Restore functionality relies on the local host (VoiceMail Pro server host machine) to store backups. IP Office R8.1 FP1 will enhance the resiliency of the VoiceMail Pro solution by providing secure remote backup and restore capability. The remote backup & restore feature will be an addition to the existing option of a local backup-restore system.

### Supported platforms

- Sever Edition
- Application Server
- UCM

### Feature Benefits

- Enables centralized storage of backups
- Secure way of backup retrieval.
- Added resiliency to local backup when the VMPro server host fails
- Avoids disk space issues on VMPro server (Large deployment)

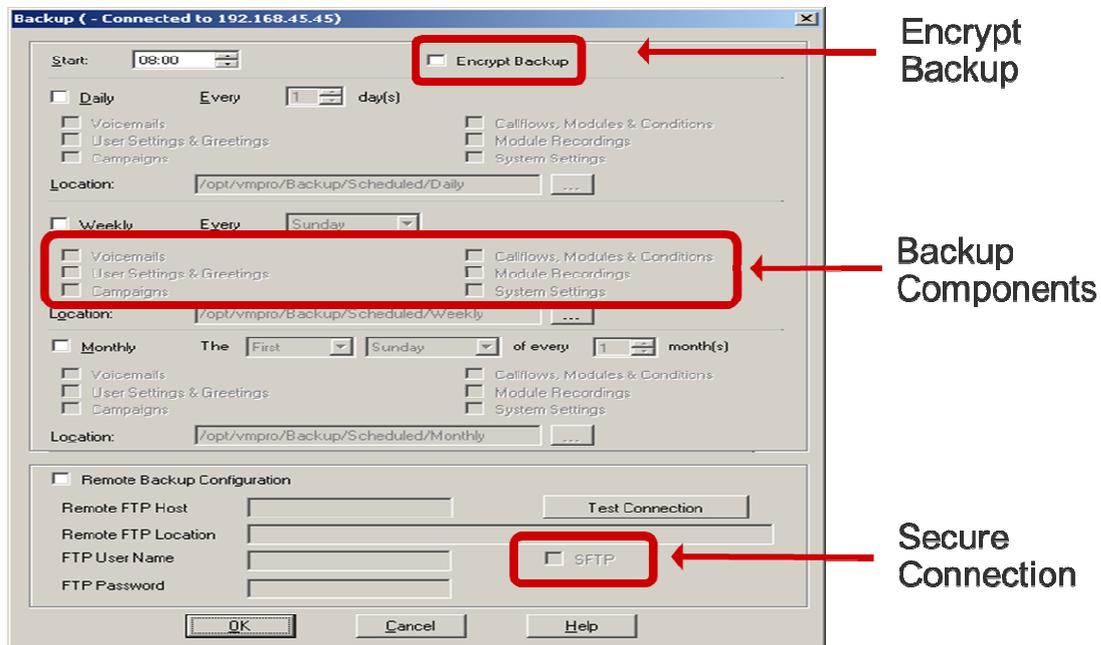
## 8.1 VoiceMail Pro Backup Enhancements

Backup files are compressed and archived to reduce disk usage. Multi-volume tar is available for large data. The remote backup functionality is available via the VoiceMail Pro client in a separate tab called "Backup & Restore" in the System Preferences screen tab.

The IP Office Administrator can launch "Backup Now" or "Configure Scheduled Backup" from this new tab. The tab also provides backup history.

Remote Backup options

- Use Secure (SFTP)
  - Encrypt (Y/N)
- Use Non-secure (FTP)
  - Encrypt (Y/N)
- Individual components in backup list are selectable
  - Call flows
  - Recordings
  - Campaigns
- Test Connection to verify remote settings.



### 8.1.1 VoiceMail Pro Restore Enhancements - Windows

The remote restore functionality is available via the VoiceMail Pro client in a separate tab called "Backup & Restore" in the System Preferences screen tab. The restore process supports Cross Platform Restores which includes the ability to restore Voicemail data from the previous release 8.0.

## Remote Restore options

- Use Secure (SFTP)
  - Encrypt (Y/N)
- Use Non-secure (FTP)
  - Encrypt (Y/N)
- Individual components in backup list are selectable
  - Call flows
  - Recordings
  - Campaigns
- Test Connection to verify remote settings.

### 8.1.2 VoiceMail Pro Restore Enhancements – Linux

#### Affected platforms

- Server Edition
- Application Sever
- UCM

**Note:** *The remote restore functionality for Linux requires the backup file to be manually archived to a local folder via web control and restored using the VoiceMail Pro client.*

#### Remote Restore options:

- Use Secure (SFTP)
  - Encrypt (Y/N)
- Use Non-secure (FTP)
  - Encrypt (Y/N)
- Individual components in backup list are selectable
  - Call flows
  - Recordings
  - Campaigns
- Test Connection to verify remote settings.

## 8.2 VoiceMail Pro VRLA Enhancement – Linux

IP Office R8.1 FP1 offers Voice Recording Libraries with Contact Store on Linux based VoiceMail Pro servers delivering feature parity with the Windows based solution, providing the following criteria are met:

- The SFTP server hosted on the same Windows server as the call recording software
- Contact Store 7.8.16
- Contact Store File Replace 3.0

### 8.2.1 **VoiceMail Pro VRLA Linux - Supported platforms**

Supported platform for VRLA on Linux include:

- UCM
- Linux based Application Server
- Server Edition

Please refer to the appropriate VoiceMail Pro Manuals for full configuration details.

## 9 Known Issues

The following is a list of issues and workarounds, if available, that exists in this release of IP Office R8.1 FP1 software and where applicable will be addressed in a future release of software.

Bug Ref	Component	Description of Issue	Workaround (if available)
37682	Server Edition	IP Office systems will not be seen in Web Control if there are umlauts in the System name or the Contact Information field.	Remove any characters with umlauts from the IP Office system name or from the Contact Information field (found in the system tab).
36657	one-X Portal	Installation of Desktop Clients fails on PCs with a 64 bit O/S	Please refer to Technical Tip 248.
32255	Core	After changing from Basic to IP Office Standard Mode you have to login twice for successful login	2 <sup>nd</sup> login may be needed.
31228	Core	Wrong codec negotiated after transfer performed by SIP endpoint to DECT (g722 enabled)	NA
30088	Core	When no phone is logged in notifications for voicemail messages in the mobility client will not work.	Phone will need to be logged in
32675	Core	The Disconnect Tone is not played if the call is answered and dropped from twin over a SIP line	NA
35332	Manager	Basic Edition Manager System Mode display is not updated correctly when changing country	Telephony companding law settings can be modified manually
32493	One-X Portal	State not updated in one-X Portal when presence is set to anything other than Available on iPad or Mobility client.	NA
36256	SSL VPN	SVG test certificate generates an error during the TLS negotiation : TLSCient connection error -7625 Src=0x2f879b47:5215 Dst=0x2f11329f:443	Install a self-signed certificate on the AVG that has the start date at least a day in the past and install it in TCS
35871	VMPro	VMPro on Windows wav prompt missing in German	NA
33318	WIN Flare	Fail to update contact card during transfer when Transferee/Transfer Target call is on hold	NA
35530	WIN Flare	Report of change of avatar from One-X is not modified immediately in System Contacts list	It changes immediately only when you switch from Personal to System Contacts or vice-versa
35380	WIN Flare	In an outgoing video call over SCN to Avaya 1030, video not sent.	un-pause video button or hold/unhold to start sending video
34520	WIN Flare	Flare BLF cannot be monitored	NA

		over SCN	
21400	IPOL	Insert DVD - run the install - when prompted to configure Network - change from DHCP to Manual - add IP and Mask - click in the Gateway field - then click out - the Apply button is grayed out and you can't validate the Network Settings	This is due to clicking on gateway, then leaving it blank (or TAB to it).  Do not open gateway item unless it will be configured.
36560	Softphone	German Softphone installer has some strings in Dutch	NA
33815	SSA	DS Phone 1403 shows as 1503 in SSA	NA

## 10 Technical and Upgrade Notes

The following notes provide upgrade summaries for each component affected by this release. Please refer to the relevant technical installation manuals for detailed upgrade steps and best practices for backup and restore facilities.

Before any upgrades of the IP Office system commence the IP Office R8.1 FP1 Administration suite must be installed. Administration suite upgrades are supported from version 7.0, any version prior to this must be uninstalled first before the Administration suite can be installed.

To upgrade existing IP Office systems with any earlier release to Release 8.1 a release license is required. The existing Small and Large Upgrade licenses for IP Office R8.1 will allow the upgrade of a system to IP Office R8.1 FP1 from a release prior to R8.1. For Systems that are already at the R8.1 software level no upgrade license is required to move up to the IP Office R8.1 FP1 software.

### 10.1 IP Office R8.1 GA Software Versions

- IP Office Core Switch 8.1.63
- IP Office Preferred Edition 8.1.9016.0 (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.30.15
- one-X Portal 8.1.91.12
- IP Office Application Server 8.1.20(3)
  - IP Office Preferred Edition 8.1.9016.0
  - one-X Portal 8.1.91.12
- Unified Communication Module 8.1.96(3)
  - IP Office Preferred Edition 8.1.9016.0
  - one-X Portal 8.1.91.12
- Server Edition 8.1.96(11)
  - IP Office Core Switch 8.1.63
  - IP Office Preferred Edition 8.1.9016.0
  - one-X Portal 8.1.91.12

## 10.2 Core Software Upgrade Summary

The IP500 & IP500v2 must be at version R7.0/R8.0 prior to upgrading to R8.1 FP1.

For example, if a system is at R6.0 then an R8.1 upgrade license needs to be applied and the system upgraded to R7.0 or R8.0. Once upgraded to R7.0 or R8.0 the system can then be upgraded to R8.1 FP1.

**Note:** No interim licenses are required for the upgrade other than the R8.1 upgrade license. If running a software version older than R4.0 then please refer to Technical Bulletin 109.

### 10.2.1 Software Upgrade License Installation

To make for a smoother upgrade process it is recommended that you install your IP Office Release 8.1 FP1 Software Upgrade license (license 6) before you proceed any further. Although the key may not be recognized immediately by the system, dependent on the current software version you have, it will be recognized when you come to upgrade your system.

### 10.2.2 Unit Compatibility – Expansion Unit Interoperability

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

### 10.2.3 Phone Firmware Support

The table below lists the phone firmware versions that are supported by IP Office R8.1 FP1.

Phone Type	Version
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW, 4625, 4601+, 4602+, 5601+, 5602+	2.9.1 (2.9 SP1)
4620 (Not 4620SW), 4601, 4602D, 4602SW, 5601, 5602D, 5602SW	2.3
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW VPN - Boot Code	2.3
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW VPN - App	2.3.252
1603, 1608, 1616	1.3200
1616 Button Module 32 App	1.1.0
9620,9630,9640,9650	3.1.05_S
9608 & 9611 & 9621 & 9641 Kernel	S96x1_UKR_V13r50_V13r50
9608 & 9611 Application	S9608_11HALBR6_2_2_09U_V452
9621 & 9641 Application	S9621_41HALBR6_2_2_09U_V452
9504, 9508 Application	R44
9504, 9508 Boot	R15
2410, 2420, 5410, 5420	R6
1403 Application	R06

1403 Boot	03
1408, 1416 Application	R16
1408, 1416 Boot	25
DCP Phone Languages	R10_v09_Pack01
DCP Phone Font File 14xx Chinese (GB)	R02_v01
SIP 1120	04.03.12.00
SIP 1140	04.03.12.00
SIP 1200	04.03.12.00

<b>IP DECT</b>	<b>Version</b>
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
<b>ADMM</b>	<b>Version</b>
ADMM	1.1.13
ADMM Java Configuration	1.1.13
Monitor	1.4

<b>DECT R4</b>	<b>Version</b>
3720 Firmware	3.3.16
Template	0.4
3725 Firmware	3.3.16
Template	0.4
374x Firmware	3.2.15
Template	0.1
IPBS1 Boot Firmware	5.0.11
IPBS1 Firmware	5.0.11
IPBS2 Boot Firmware	5.0.11
IPBS2 Firmware	5.0.11
IPBL (DECT Gateway) Boot Firmware	5.0.11
IPBL (DECT Gateway) Firmware	5.0.11
GRBS (ISDN RFP) Firmware	R5C 3/40
AIWS Firmware	2.73
AIWS2 Firmware	3.13
WinPDM (Windows Portable Device Manager)	3.8.2
Rack Charger Firmware	1.4.1
Advanced Charger Firmware	1.4.1

Avaya 3720 Translation Tool	25
Avaya 3725/3740/3749 Translation Tool	27
Avaya 3720 Downloadable Languages	25
Avaya 3725/3740/3749 Downloadable Languages	27
Company Phonebook Tool	8
Local Phonebook Tool	1

D100	Version
Handset	0.8.6
Repeater	0.3.0
Base Station	0.9.0

Wi-Fi Phone Firmware/Tools	Version
3641/3645	117.056
HAT	2.8.22.0
AVPP	17x.039

T3 IP Phone Firmware/Tools	Version
Firmware	T247
Admin Tool	3.08

### 10.3 VoiceMail Pro Software Upgrade

The VoiceMail Pro must be running version R7.0/R8.0 to upgrade directly to R8.1 FP1. Any previous versions must be upgraded to R7.0 before an upgrade to R8.1 FP1 is made. If running a software version older than R4.0 then please refer to Technical Bulletin 109.

**Note:** Please make sure that all configurations are Backed Up prior to the upgrade in order to Restore data in the event of any loss.

### 10.4 one-X Portal for IP Office Software Upgrade

The one-X Portal must be running version R7.0/R8.0 to upgrade directly to R8.1 FP1. Any previous versions must be upgraded to R7.0 before an upgrade to R8.1 FP1 is made.

### 10.5 Customer Call Reporter Software Upgrade

The Customer Call Reporter must be running version R7.0/R8.0 to upgrade directly to R8.1 FP1. Any previous versions must be upgraded to R7.0 before an upgrade to R8.1 FP1 is made.

To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup as documented in Technical Bulletin 133 to R7.0 before you upgrade to R8.1 FP1.

**Note:** Any versions of Customer Call Reporter earlier than R8.0 will not connect to an IP Office system running R8.1 core software. This is due to a change in the data

*stream that connects the IP Office to the Customer Call Reporter. Therefore make sure that you upgrade your Customer Call Reporter immediately after upgrading your IP Office core software or your CCR will cease to work until it has been upgraded.*

## **10.6 IP Office Application Server Software Upgrade**

The Application Server must be running version R7.0/R8.0 to upgrade directly to R8.1 FP1 Any previous versions must be upgraded to R7.0 before an upgrade to R8.1 is made.

**Note:** For new installs of R8.1 the Web Control panel default username/password has been changed to:

- User: Administrator
- Password: Administrator

**Note:** Upgrades will retain their existing credentials.

If Microsoft IE is used to access the Web Control panel then make sure that the Browser Mode is set to IE9 view and not IE9 Compatibility view.

- To set this enter: F12->change Browser Mode to IE9

## **10.7 Unified Communication Module (UCM) Upgrade**

The UCM was released with R8.0 and different options exist to facilitate the upgrade of the UCM:

- ISO image – Full upgrade of OS and all applications/components and will need to backup and restore user data.
- Collection of RPM's in a zip file - Upgrade of all applications/components and preserves user data
  - Separate .rpm files are available for voicemail language prompts and voicemail TTS languages that are not included in the zip file.
- Individual RPM's – Upgrade of individual applications/components.

Using the individual RPM's is the recommended method for upgrading specific applications between releases rather than a full ISO reinstallation as it is both quicker and does not remove the current user data.

For upgrade from R8.1 to R8.1 FP1 use the ISO image or zip file in order to upgrade all the necessary applications and components. The ISO images, RPM's and ZIP files (8.1.96.3) and USB Initiator (2.0.4.4) are available via the Avaya support website <http://support.avaya.com>

Please refer to the Unified Communications Module Installation and Maintenance manual for step by step instructions on both options

**Note:** For new installs of R8.1 the Web Control panel default username/password has been changed to:

- User: Administrator
- Password: Administrator

**Note:** Upgrades will retain their existing credentials.

If Microsoft IE is used to access the Web Control panel then make sure that the Browser Mode is set to IE9 view and not IE9 Compatibility view.

- To set this enter: F12->change Browser Mode to IE9

## 10.8 Server Edition Upgrade

Avaya IP Office Server Edition was released with R8.1 and two different upgrade options are available. In both cases the software will need to be downloaded from the Avaya support website. Due to the size of the software image it is provided in 2-parts which need to be saved to disk and then uncompressed before the ISO image is used.

- Local Upgrade – Using the ISO image burnt to DVD the Server Edition system is booted from the DVD. You will need to go through a couple of the setup screens (language, keyboard, EULA), the system will then detect that a previous version is already installed and will offer an upgrade option. Select the upgrade option and then follow the on screen prompts.

This will upgrade the O/S (if required), the IP Office, the one-X Portal, the VoiceMail Pro and any other components necessary. The process typically takes around 30-40 minutes, at the end of the upgrade the DVD is removed and the system is restarted.

If there are no expansion systems in the network (Secondary Server, Linux Expansion or IP500V2 Expansion) then no further action is required. If there are expansion systems in the Server Edition network then once the Primary Server has been upgraded you must log in to Web Control on the Primary Server and go to the Solution Management page. From here you have buttons which allow the upgrading of the expansion systems.

It is recommended that if you have a Secondary Server you upgrade this before any other expansion systems.

- Remote Upgrade – An alternative method of upgrading the Primary Server is available using FTP/HTTP/HTTPS. Once you have downloaded and uncompressed the software image from the Avaya support website you can host this file on a FTP/HTTP/HTTPS server that can be reached from the Primary Server.

When the software image is available log in to Web Control and go to the Solution Management page. At this page you can specify the URL of the software image in the Solution Upgrade File section and click on save file, as long as the system can reach the server it will then start to download the image.

The software image can be downloaded into the server at anytime as it has no impact on the operation of the server. The server will only be upgraded once you click on the button to upgrade it.

When the image has finished downloading you will see that the Solution Management page shows that an update is available. From here you would click on Upgrade Primary to start the upgrade of the Primary Server. The upgrade should take around 20-30 minutes depending on how many files need to be upgraded.

If there are no expansion systems in the network (Secondary Server, Linux Expansion or IP500V2 Expansion) then no further action is required. If there are expansion systems in the Server Edition network then once the Primary Server has been upgraded choose the relevant options in the Solution Management page to upgrade the other systems in the network (Secondary Server and Expansion Systems).

## 11 Logistics and Ordering

### 11.1 IP Office R8.1 FP1 DVD Set

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

Separate CDs are no longer available since Release 6.0. The User/Admin set and the VoiceMail Pro will be together on the DVD set.

The following DVD set is available with IP Office Release 8.1 FP1:

Material Code	SAP Description	IP Office Basic, Essential, Preferred & Advanced Editions	IP Office Server Edition Controlled Introduction
700505016	IPO R8.1 FP1 USER/ADMIN SET DVD	✓	✗
700505017	IPO R8.1 FP 1 SERVER EDITION INSTL DVD	✗	✓

**Note:** *It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.*

### 11.2 IP Office Applications Server DVD

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

The following Applications Server DVD is available for IP Office Release 8.1 FP1.

Material Code	SAP Description
700505015	IPO 8.1 FP1 APPL SRVR DVD

**Note:** *It may be acceptable to duplicate this media but your contract with Avaya should be reviewed. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.*

### 11.3 IP Office System SD cards

Avaya will supply SD card media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply SD cards directly to reseller Partners. Partners are required to order SD card media from their respective Avaya Authorized Distributors.

System SD cards supplied by Avaya contain all the system software required for the IP500 V2, including expansion module and phone firmware binaries. An update to the latest IP Office software release may be required to have the latest software on the SD card for the installation. This can be done in IP Office Manager. Please check for the latest available software on <http://support.avaya.com>

The only thing that makes a IP500V2 an R8.0 vs an R8.1 system is the SD card. Upon GA, although we update the software load being burned on SD cards, these updates take some time to get through the distribution chain as distributors and partner inventories get replenished with the new software load. The material code of the SD card doesn't change.

Partners can continue selling either R8.0 or R8.1. When they do the initial installation they can install whatever release they are standardized on. The process we have for IP Office affords them the flexibility not to be tied to the date when we introduce a new release.

Standard installation practice is to always load the latest version of software available on the Avaya support website for whatever release one wishes to use on the system. This is recommended since from the time we shipped the SD card we may have released a Service Pack on R8.1 so the partner would always be prudent load the latest version.

This approach of being able to treat the SD card as a generic entity, providing the flexibility to install whatever release is required, makes it easier. Partners need not worry about changing material codes, about managing stock of different SD cards, about holding off an order until the GA date because they want to ensure that they receive the new release, etc.

The following System SD cards are available and are independent of a particular release of IP Office.

Material Code	SAP Description
700479702	IPO IP500v2 SYSTEM SD CARD A-LAW
700479710	IPO IP500v2 SYSTEM SD CARD MU-LAW
700479728	IPO IP500v2 SYSTEM SD CARD PARTNER
700500948	IPO IP500v2 SYSTEM SD CARD NORSTAR

## 11.4 IP Office Release License

To upgrade existing IP Office systems with any earlier release to R8.1 FP1 a release license is required. The existing Small and Large Upgrade licenses for IP Office 8.1 will upgrade a system to IP Office R8.1 FP1 from a release prior to R8.1.

For Systems that are already at the R8.1 SW level, no upgrade license is required to move up to the IP Office R8.1 FP1 software. Upgrade licenses are sold separately. Ordering codes are summarized below.

Material Code	SAP Description
270680	IPO LIC UPG R8.1 SML
270399	IPO LIC UPG R8.1 LARGE

## 11.5 Web Availability

The IP Office R8.1 FP1 software will be available on the Avaya Support website.

The software images may be downloaded from: <http://support.avaya.com>

## 11.6 IP Office Software Applications and License Key Process

General Availability (GA) IP Office software applications are orderable by Avaya Partners from their Avaya Authorized Distributor. Avaya Partners must contact their respective distributors directly to purchase all IP Office Software applications. Each distributor implements a customized IP Office software purchasing and distribution process for its network of Avaya Partners. These distributor specific internal processes are not covered by this document.

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