

<--- Release 8.0 GA December 12, 2011**IP Office platforms supported****◆ IP Office release R8.0 is supported on the following Control Unit platforms:**

- IP500V1 (Smartcard Feature Key)
- IP500V2 (SD Feature Key)

New Hardware Components**◆ Avaya IP Office C110 Unified Communications Module - Anticipated availability April 2012**

- This module can be inserted into any of the 4 slots in the IP500 V2 chassis and provides on-board support for those applications supported on the current Applications Server DVD
 - » Preferred Edition support for all system users
 - » User Productivity Package Support
 - » Mobility Server support

◆ Replacement/ new modules for DECT R4 solution

- DECT R4 Basestation v2 Refresh
 - » DECT IP RBS V2 COMPACT IP OFFICE NA, EMEA, APAC
 - » DECT IP RBS V2 - GobaI
 - » DECT IP RBS V2 W/ EXTL ANTNA - EMEA only
- DECT In-building Wireless Server Solution (AWIS v2) Refresh
 - » DECT AI WS2 BASIC
 - » DECT AI WS2 BASIC+
 - » DECT AI WS2 STD
 - » DECT AI WS2 OAP
 - » DECT AI WS2 ENTPRS MGMT
- DECT R4 - IP DECT Gateway for Digital Basestation support DECT R4 - Introduction
 - » DECT IP DECT GATEWAY - EU, US, Canada, Russia
 - » DECT ISDN BASE STA STD - US, Canada
 - » DECT ISDN BASE STA STD - EU, Russia
 - » DECT ISDN BASE STA External Antenna - EU, Russia

IP Office Licensing**◆ Upgrades to R8.0**

- In order to upgrade to R8.0 from a previous release for all editions of IP Office, an upgrade license must be purchased. **No upgrade license is required when installing a new IP500 V2 platform**
 - » Upgrade to R8.0 Small - For small sites up to 32 extensions where no external expansion modules are used
 - » Upgrade to R8.0 Large - For sites with over 32 extensions or when expansion modules are used

◆ Changes to the licensing scheme:

- Rebranding of Essential Quick Mode to Basic Edition as an out-of-box telephony solution
- Introduction of Essential Edition License. This license will enable mobile twinning feature and Avaya one-X® Mobile Essential for IP Office for all user, as well as two home worker/remote worker seats. This is a pre-requisite for Preferred Edition.
 - » Avaya IP Office R8+ Essential Edition License (Release R8.0 and higher)
- Introduction of Essential Edition License. This license will enable mobile twinning feature and Avaya one-X® Mobile Essential for IP Office for all user, as well as two home worker/remote worker seats. This is a pre-requisite for Preferred Edition.
 - » Avaya IP Office R8+ Preferred Edition License (Release R8.0 and higher)
- Introduction of upgrade user licenses
 - » IPO R8+ OFF WORKER TO PWR USER UPG5
 - » IPO R8+ MOBILE TO PWR USER UPG 5

IP Office Basic Edition - Sub-20 Offer Enhancements

- Avaya IP Office Web Manager – System management via web browser
- Upgrading to IP Office Essential Edition from Basic Edition requires a new License (IP Office Essential Edition License).
- Mobile twinning is not supported in IP Office Basic Edition (Supported for all users in IP Office Essential Edition) - Call Forward to the mobile device continues to be supported in Basic Edition.
- Norstar mode analog trunk disconnect support option added.
- Analog disconnect support

IP Office Basic Edition - PARTNER® Mode Enhancements (North America only)

- Name changed to Partner Mode (from Partner version)
- All Basic Edition Enhancements are applicable to Partner Mode

IP Office Basic Edition – Norstar™ Version Enhancements (Middle East and North Africa only)

- Name changed to Norstar (from Norstar version)
- All Basic Edition Enhancements are applicable to Norstar Mode

Core 8.0(16) Software Feature Enhancements**◆ Public SIP Trunk Enhancements**

- Standard SIP support across all IP Office modes and editions
- Early Media and Support for PRACK
- T.38 Fax Fallback
- Enhanced CLIR
- Display Directory Name on In-Bound SIP calls

◆ Coaching Intrusion and Whisper Page feature

- Call Screening
- Coaching Intrusion
- Whisper Page

◆ High Quality Audio improvement via G.722 support

- A new G722 codec has been added with this release. Along with adding the new codec, the codec GUI has been redesigned for displaying the current codecs. The selection of codec has also been redesigned to make it more user-friendly.

◆ Conferencing Enhancements**• Personal Conference Number**

- » Each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a held conference until the owner also joins.

• Small Community Network Conferencing

- » Previously separate conferences, each with the same conference ID, could be started on each IP Office system in a Small Community Network. Conference IDs are now shared across a Small Community Network. For example, if a conference with the ID 100 is started on one system, anyone else joining conference 100 on any system will join the same conference. Each conference uses the conference resources of the system on which it was started and is limited by the available conference capacity of that system.

• Conference Meet-Me and Ad-Hoc Conferencing

- » Ad-hoc conference IDs are now separate from meet me conference IDs. This means that it is not possible to use Conference Meet-Me controls to join an ad-hoc conference. The ability to use ad-hoc conference methods to add another user to an existing meet-me conference is still supported.

◆ Remote H323 Extensions

The configuration of remote H323 extensions is supported without needing those extensions to be running special VPN firmware or a VPN router/concentrator at the host site. This option is intended for use in the following scenario:

- The customer LAN has a public IP address which is forwarded to the IP Office system. That address is used as the call server address by the H323 remote extensions.
- The user has a H323 phone behind a domestic router. It is assumed that the domestic router allows all outbound traffic from the home network to pass through and allows all symmetric traffic. That is, if the phone sends RTP/RTCP to a public IP address and port, it will be able to receive RTP/RTCP from that same IP address and port.

• Supported Telephones

- » Currently remote H323 extension operation is only supported with 9600 Series phones already supported by the IP Office system.

• License Requirements

- » By default only 4 users can be configured for remote H323 extension usage with Essential Edition. Additional users can be configured if those additional users are licensed and configured with either Teleworker or Power User user profiles plus Preferred Edition.

◆ Phone Enhancements

- 1100/1200 SIP terminal Enhancements
- Avaya IP Office Video Softphone enhancements
- Support for Avaya 1010 and 1040 Video Conferencing devices

Basic and Essential Edition Voicemail Enhancements

- Intuity Audix Commands
- Call Screening – ability to listen to a voice mail being left with an option to pick-up the call
- Allow system administration while on a call

Preferred Edition Voicemail Enhancements

- Multi-time zone support
 - » Multi Time Zone support in Preferred Edition gives the customers with a multi-site environment (IP Office SCN network) in different time zones the ability to get the right time stamps and announcements for the local time zone of the IP Office switch they are connected to.
- Text to Speech for Linux
- MAPI Exchange Integration on Linux
- Call Screening – ability to listen to a voice mail being left with an option to pick-up the call
- Pause Recording

Avaya one-X Portal® for IP Office

- one-X ® Mobile Preferred for IP Office
- User Friendly URLs
- Login Page Enhancements
- Integration of third party Gadgets
- Configuration Tab Layout Enhancements
- Sending DTMF tones
- Mute button in Call Gadget
- Conference Enhancements
- Microsoft Exchange Calendar Integration
- Microsoft Outlook Plug-in
- CRM Integration - Salesforce.com Plug-in

Customer Call Reporter (CCR) Enhancements

- 15/30 minutes reporting
- Statistics enhancements
- Agent Performance Factor (APF) in the Agent Time Card Report
- Real Time - Presented Calls
- Supervisor Report Template Copy
- Real Time Reporting Enhancements
- Custom Reports

End of Support for IP Office Release 6.x

- With the GA of IP Office Release 8.0 systems running IP Office Release 6.x will no longer be supported

<--- Release 7.0 GA March 23, 2011**IP Office Control Unit Support**

- ◆ **IP Office Release 7.0 is supported on:**
 - IP500 and IP500V2
- ◆ **IP Office Release 7.0 will not be supported on:**
 - IP401, IP403, IP406 (v1), IP406v2, IP412 and Small Office Edition

New Hardware Support:

- ◆ **Hardware to support legacy BCM and Norstar phones**
 - **TCM8 Base Card (IP500v2 only)**

This card will provide connectivity for eight Nortel digital telephones as well as providing trunk connections, the same as the other IP500 base cards. This will allow customers who want to migrate their Norstar or BCM systems to an IP Office to retain their investment in their phones.

 - **The TCM8 card provides support for:**
 - » Nortel Digital M and T Series Digital Phones
 - » Nortel Digital Mobility Solution
 - » Nortel Digital Conferencing Unit (NACU)
 - » Nortel T7406/T7406E Cordless Phone
 - **The TCM8 card is supported with PARTNER® Version, Norstar™ Version, Quick Mode and Standard Mode systems.**
 - **DS16A and DS30A Expansion Modules (IP500v2 only)**

To further support Norstar and BCM migrations where the TCM8 card will not support the number of telephones required, two new expansion modules are available with IP Office Release 7.0, the DS16A and DS30A, providing support for 16 and 30 telephones respectively.

These modules provide connectivity via one (DS16A) or two (DS30A) RJ21 connectors.

 - **The DS16A / DS30A expansion modules provides support for:**
 - » Nortel Digital M and T Series Digital Phones
 - » Nortel Digital Mobility Solution
 - » Nortel Digital Conferencing Unit (NACU)
 - » Nortel T7406/T7406E Cordless Phone
- ◆ **The following additional phones & phone features are supported by IP Office Release 7.0**
 - **9500 Series Digital Telephones**
 - Avaya 9504 Digital Telephone
 - Avaya 9508 Digital Telephone
 - **96x1 Series IP Telephones**
 - Avaya 9608 IP Telephone
 - Avaya 9621G IP Telephone
 - Avaya 9641G IP Telephone
 - BM12 Button Module - Can also be used with 9508 Digital sets
 - **Industrial DECT Handsets**
 - 3740
 - 3749
 - **Nortel M and T Series Digital Phone Support**
 - **The following Nortel M-Series telephones will be supported:**
 - » M7000
 - » M7100, M7100N
 - » M7208, M7208N
 - » M7310, M7310N
 - » M7324, M7324N
 - » CAP (48 buttons)
 - **The following Nortel T-Series telephones will be supported:**
 - » T7000
 - » T7100
 - » T7208
 - » T7316
 - » T7316e
 - » T24 KIM

- **Digital Mobility Solution**

The Digital Mobility Solution (DMS) is a modular wireless voice communication system that is based on the Digitally Enhanced Cordless Telephony (DECT) technology. Supported on all BCM and Norstar platforms, the Digital Mobility Solution scales from 1 to 64 users and covers an area up to 1.5-million square feet for true campus-wide mobility.

- All three of the Digital Mobility Solutions (2G4, 1G9 and 1G8) are supported.
- All 4100 Series (4135, 4145, 4145EX, 4136, 4146 and 4146EX) and 7400 Series (7420, 7430, 7440, 7439, 7449) telephones are supported including all country and signaling variations.
- The DMC080/081 can be connected to a TCM-8, DS16A or a DS30A.
- The DMC320/321 can be connected to a DS30A
- No changes to the wiring between the DMC and the Digital Mobility Solution (base stations, repeaters, antennas etc.) are required
- No changes to the deployment of the Digital Mobility Solution (base stations, repeaters, antennas etc.) are necessary when upgrading from Norstar or BCM to IP Office
 - » Maximum users: 64
 - » 1.5 Million Square feet of Coverage.
- No reprogramming of the DMC is required when upgrading from Norstar or BCM to IP Office

- **T7406E Cordless Telephone**

The T7406E cordless telephones use a base station that can support multiple sets. The T7406E base station supports up to 4 T7406E handsets. Each supported handset requires a connection from the base station to a TCM port on the IP Office system. The T7406E is available in North America, Mexico and Caribbean countries excluding Jamaica and Trinidad. The T7406E replaces the discontinued T7406 Cordless Telephone.

- All three of the Digital Mobility Solutions (2G4, 1G9 and 1G8) are supported.
- The T7406E retains its commonality with the T-series telephones.
- The maximum solution size remains the same.
 - » Maximum of 2 base stations per system
 - » 1.5 Million Square feet of Coverage.

- **Audio Conferencing Unit (NACU)**

The Audio Conferencing Unit (NACU) is a multiple microphone desktop conferencing unit that offers superior teleconferencing by using three microphones to provide 360 degrees of voice coverage. The Conferencing Unit is a full duplex hands free unit, which allows voice to be heard and picked up at the same time, providing faster response time and eliminating conversation "collisions" and losses.

- The Audio Conferencing Unit is supported on the TCM8, DS16A or DS30A
- The Audio Conferencing unit only supports the following Feature codes:
 - » Speedial: Feature 0 - This feature code can be used to dial a stored number.
 - ≈ If Feature 0 is followed by a 3-digit number in the range 000 to 255, the system directory entry with the matching index is dialed.
 - ≈ If Feature 0 is followed by * and a 2-digit number in the range 71 to 94, the personal directory entry with the matching index is dialed.
 - » Hold/Switch Calls: Feature 2 - This feature code will hold the current call. If there was already a call on hold, the feature code will switch between calls.
 - » Conference: Feature 3 - If the Audio Conferencing Unit has a call connected and another call on hold, using this feature code will conference the unit and those calls.
 - » Last Number Redial: Feature 5 - When the phone is idle, this feature code can be used to redial the last number dialed from the Audio Conferencing Unit.
- Feature activation/deactivation and operation on this unit via the FEATURE key remains the same as feature activation/deactivation and operation on the T-series terminals.

- **18 Key LED KEM for 1200 Series SIP Telephones**

IP Office 6.1 included support for the 12-Key LCD (Liquid Crystal Display) KEM with the 1220 and 1230 Nortel SIP phones. In IP Office Release 7.0 support has also been added for the 18-Key LED KEM that comes with paper labels.

IP Office Core Software:◆ **IP Office Essential Edition – Quick Mode**

- IP Office Essential Edition - Quick Mode systems can operate in one of two ways, as a key system or as a PBX system. The mode adopted by an IP Office Essential Edition - Quick Mode system depends on the System SD card. Systems with an IP Office μ-Law card default to Key system operation. Systems with an IP Office A-Law card default to PBX system operation.

- Key System – this will give the users the same experience as PARTNER Version i.e. line appearances assigned to all the phones etc.
- PBX System – this will give a PBX type experience i.e. line appearances not assigned to phones and the ability for users to make internal/external calls from an intercom button.
- Key Mode vs PBX Mode - Quick Summary
 - » Key Mode
 - ≈ The first 2 programmable buttons are used as intercom buttons
 - ≈ Internal calls are made and answered using the intercom buttons
 - ≈ External calls are made and answered using line appearance buttons
 - ≈ The line used for outgoing external calls is determined by the line button pressed
 - ≈ Automatic line selection defaults to the analog lines present and then the 2 intercom buttons
 - » PBX Mode
 - ≈ The first 3 programmable buttons (2 on ETR phones) are used as call appearance buttons
 - ≈ Internal calls are made and answered using the call appearance buttons
 - ≈ External calls are made and answered using the call appearance buttons
 - ≈ The line used for outgoing external calls is determined from the number dialled
 - ≈ Automatic line selection defaults to the 3 call appearance buttons (2 on ETR phones)

◆ **PARTNER Version, Norstar Version and Quick Mode Enhancements**• **Capacity Enhancements**

IP Office Release 7.0 has increased capacity enhancements for PARTNER Version, Norstar Version and Quick Mode systems of up to 100 phones and 64 trunks (may not be attained simultaneously)

	IP Office Essential Edition - PARTNER Version	IP Office Essential Edition - Norstar Version	IP Office Essential Edition - Quick Mode	IP Office Standard Version
Maximum Extensions	100 ⁽¹⁾	100 ⁽¹⁾	100 ⁽¹⁾	384
Maximum Trunks	64	62	64	⁽⁵⁾
- Maximum Analog Trunks	32	32	32	208
- Maximum BRI Channels	-	12	12	32
- Maximum PRI Channels	24	30	30	120
- Maximum SIP Channels	20	20	20	⁽⁵⁾
- Maximum H323 IP Channels	-	-	-	⁽⁵⁾

1. 100 Extension capacity is available in 3-digit extension numbering mode only. 48 extensions in 2-digit extension numbering mode.

5. Capacity is dependent on licenses, voice compression resources and available bandwidth.

• **Flexible Dial Plan**

The PARTNER Version, Norstar Version and Quick Mode systems now supports a fixed 2-Digit Dial Plan or a flexible 3-Digit Dial Plan.

- The system defaults to a 2-Digit Dial plan. The 2-Digit Dial-plan is fixed from 10 to 57; however it can be renumbered to a 3-Digit flexible dial plan and can be expanded to 100 extensions.

- **Decoupling Of Language And Locale**

With the introduction of a System Locale and System Language it is now possible to define a different language for the specified locale. If the language field is not populated, the default language for that locale is used.

- PARTNER Version and Norstar Version SD cards will support the same locales as before:

- » PARTNER Version – USA, Canada and Mexico
- » Norstar Version – Default (MEA), Bahrain, Egypt, Kuwait, Morocco, Oman, Pakistan, Qatar, Saudi Arabia, South Africa, Turkey and United Arab Emirates.

- Both the IP Office µ-Law and A-Law SD cards have access to all the locales currently supported in IP Office Standard mode.

- **Message Alert Notification**

The Message Alert Notification feature allows users to quickly determine the status of an extension's Message Waiting Light.

- When the feature is active, an LED/LCD pattern (red-winking) is presented at the Auto Dial - Intercom button to indicate that the MWL is illuminated. The target extensions may include Tip/Ring stations.

- Message Alert Notification does not apply to phantom extensions as there is no physical extension and no message waiting lamp to update. Therefore, MWI status is not monitored for phantom extensions.

- **Absent Message Inspect**

The Absent Message Inspect feature allows one extension to inspect the status of another extension's Absent Message without initiating a call to it. This is an enhancement to the Absent Messaging feature, and requires no new administration or programming.

- This feature can only be activated on phones with soft-keys:

- » ETR-18D, ETR-34D, 1408, 1416, 9504, 9508, T7316, T7316E, M7310, and M7324.

- **Do Not Disturb Exceptions**

The Do Not Disturb Exceptions feature allows users to program numbers which will override their Do Not Disturb setting. Up to 20 numbers can be programmed as exceptions.

- When the feature is active, the caller ID or extension number of the caller is used to match against the Do Not Disturb exceptions list. If a match is found, the call will audibly alert at the extension. The feature is considered active if an extension has Do Not Disturb activated and has at least one number programmed in the exceptions list.

- 1408, 1416, 9504 and 9508 users will use existing menus to store their own or other station's numbers.

- **Call Log Enhancements**

Call Logging now includes calls that have been answered by Voicemail. This option is active by default and cannot be turned off.

- **Simplified Manager Enhancement**

To aid in locating the module and port that each extension is connected to an enhancement has been made in Simplified Manager to display Base Card, Expansion Module and Port numbers.

- **Nortel M and T Series Digital Telephones**

IP Office Release 7.0 introduced the ability to support the Nortel M and T Series digital phones, also known as Business Series Terminals or BST.

- In general all IP Office Telephony Features that can be assigned to a button on any Avaya Digital or IP phone can also be programmed to a button/key on the M and T series phones. BCM or N* set. This represents a large number of features, many of which do not exist on BCM or Norstar today.

- Features can be access in the following way:

- » Single button access when a feature is assigned to a button
- » You can use the "Feature" button and dial the feature code e.g. F85 do not disturb, F981 Voicemail access
- » You can dial a short code from the intercom key (even when an active call is in progress, you can use a second intercom to access the feature.

41. Release History

- A full suite of feature codes are available in Release 7.0 for the BST telephones.

Feature	IP Office	IP Office Quick Mode
	Standard Version	PARTNER Version Norslar Version
Personal Speed Dial	Feature 0, *00 to *99	#80 to #99 (also Feature *4, 80 to 99).
System Speed Dial	Feature 0, 001 to 999	Feature 0, 600 to 699
Ring Again/Ring Back	Feature 2 / Feature #2	Not supported
Conference	Feature 3	Feature 3
Forward All On/Off	Feature 4 / Feature #4	Feature 4 / Feature #4
Last Number Redial	Feature 5	Feature 5
Page	Feature 60	Dial * in front of extension/group number.
Retrieve Messages	Feature 65 or Feature 961	777 (own mailbox) or 778 (mailbox select)
Dial Voice Call	Feature 66	Dial * in front of extension/group number.
Priority Call	Feature 69	Not supported.
Transfer	Feature 70	Feature 70
Call Park	Feature 74	Transfer call to own extension number.
Call Unpark	Feature #74 <park slot ID>	6<-extension number (whoever parked the call)->
Call Pickup Group	Feature 75	66<-pickup group number->
Direct Call Pickup	Feature 76	6<-extension number->
Call Timer	Feature 77	Not Supported
Do Not Disturb On/Off	Feature 85 / Feature #85	Feature 85 / Feature #85
Group Listen On/Off	Feature 802 / Feature #802	Not supported
Time of Day	Feature 803	Not Supported
Call Log	Feature 812	Feature 812
Button Inspect	Feature *0	Use button programming.
Auto Dial Button	Feature *1	Use button programming: Auto Dial - Other
Internal Auto Dial	Feature *2	Use button programming: Auto Dial - Intercom
Button Programming	Feature *3	Feature *3
Store a Personal Speed Dial	Feature *4	Feature *3, Feature *480 to *499.
Ringer Sound	Feature *6	System Admin function only
Contrast	Feature *7	Feature *7
Ring Volume	Feature *80	Feature *80
Enbloc Dialing On/Off	Feature *82	Not supported, Hot dial only.

- **Additional features for 11/ 12xx series Nortel SIP Phones**

IP Office Release 7.0 adds the second step of Nortel SIP phone migration (the first step was with IP Office Release 6.1)

- Feature soft key support is added to the 11/12xx telephones, which aligns with the Unistim variant. This allows the user to invoke a feature using a predefined feature number, allows them to program buttons using the TUI and it allows them to check existing button programming.
- Similar to the BST functionality, the legacy Fn codes are mapped to short codes.

- **Public SIP Trunk Enhancements**

IP Office Release 7.0 adds a number of Public SIP Trunk enhancements

- **Multiple SIP Trunks Resolved to a Single IP Address**
IP Office 7.0 extends the current SIP Trunk provisioning such that SIP Trunks on IP Office can be provisioned with different SIP Domains that resolve through DNS to the same IP Address.
- There are 9 different association options in IP Office Release 7.0
 - » **By Source IP Address** - This option uses the source IP address and port of the incoming request for association. The match is against the configured remote end of the SIP line, using either an IP address/port or the resolution of a fully qualified domain name. This matches the method used by pre-IP Office 7.0 systems
 - » **"From" header hostpart against ITSP domain** - This option uses the host part of the From header in the incoming SIP request for association. The match is against the ITSP Domain Name above.
 - » **R-URI hostpart against ITSP domain** - This option uses the host part of the Request-URI header in the incoming SIP request for association. The match is against the ITSP Domain Name above.
 - » **"To" header hostpart against ITSP domain** - This option uses the host part of the To header in the incoming SIP request for association. The match is against the ITSP Domain Name above.
 - » **"From" header hostpart against DNS-resolved ITSP domain** - This option uses the host part of the FROM header in the incoming SIP request for association. The match is found by comparing the FROM header against a list of IP addresses resulting from resolution of the ITSP Domain Name above or, if set, the ITSP Proxy Address on the Transport tab
 - » **"Via" header hostpart against DNS-resolved ITSP domain** - This option uses the host part of the VIA header in the incoming SIP request for association. The match is found by comparing the VIA header against a list of IP addresses resulting from resolution of the ITSP Domain Name above or, if set, the ITSP Proxy Address on the Transport tab
 - » **"From" header hostpart against ITSP proxy** - This option uses the host part of the "From" header in the incoming SIP request for association. The match is against the ITSP Proxy Address on the Transport tab.
 - » **"To" header hostpart against ITSP proxy** - This option uses the host part of the From header in the incoming SIP request for association. The match is against the ITSP Proxy Address on the Transport tab.
 - » **R-URI hostpart against ITSP proxy** - This option uses the host part of the Request-URI in the incoming SIP request for association. The match is against the ITSP Proxy Address on the Transport tab.
- **Transparent Fax Over G.711**
IP Office 6.x supports T.38 fax capability. If the fax feature is enabled on a given SIP line IP Office performs detection of fax tones on each call and if the tones are detected, IP Office renegotiates the call to T.38.
 - » IP Office Release 7.0 implements transparent fax over G.711 in a manner very similar to the way T.38 fax is implemented. When the fax feature is enabled on a given SIP line a new configuration parameter allows the administrator to choose between T.38 vs. G.711 fax method. Once the fax is detected the fax method parameter is used to determine which codec to switch to.
- **Codec Lock-Down**
IP Office Release 7.0 supports RFC 3264 Section 10.2 when RE-Invite Supported and Codec Lockdown are enabled. In response to a SIP offer with a list of Codecs supported, some SIP user agents supply an SDP answer that also lists multiple Codecs. This means that the user agent may switch to any of those Codecs during the session without further negotiation. The system does not support multiple concurrent Codecs for a session, so loss of speech path will occur if the codec is changed during the session.
 - » If Codec Lockdown is enabled, when the system receives an SDP answer with more than one Codec from the list of offered Codecs, it sends an extra re-INVITE using just a single Codec from the list and resubmits a new SDP offer with just the single chosen Codec.
 - » The Codec lockdown option is disabled by default and can only be selected if 'Reinvite Supported' is also selected.
- **Template Provisioning for SIP and Analogue Trunks**
In order to address the complexity of configuring SIP trunks the concept of ITSP templates have been introduced in IP Office Release 7.0. Template-based configuration hides the complexity of the SIP trunk configuration from the IP Office administrator.

- **Installation and Management Simplification on DECT R4**

With IP Office Release 7.0 the DECT R4 system can now be configured using a simpler method making the process faster and easier with less menus and information required to input into Manager and the

- A new method of installation, referred to as 'provisioning', can be used with 3700 Series phones. When selected, the system automatically provides installation and configuration settings to the DECT system. It also provides additional information to the handsets during normal operation.

- **Enhanced Fault Management**

With IP Office Release 7.0 serviceability improvements have been made by making most of the alarms that are available to the System Status Application to also be output as system alarms (SNMP, email and Syslog outputs). This includes license, service, trunk, link and configuration alarms.

- All alarms are available in SNMP, SysLog and Email format direct from the IP Office core software, and can be configured from Manager in the System Tab | System Events Form.
- The alarms are arranged into 5 categories:
 - » QoS (Quality of Service on IP Telephony)
 - » Trunk (Trunk alarms and conditions)
 - » Link (Device info, LDAP, VoiceMailPro, SMTP Server Communications)
 - » Service (Feature Keys, Clock Source, Hold Music)
 - » Configuration (CCR, Installed Hardware failure, SCN Dial Plan)

- **Modem Transfer for IP Office Mode**

The IP Office can support an “on board” modem which is an integral part of the IP500 ATM4 Card (Analogue Trunk Module). The modem is situated on the first port (Line 1 of the ATM4 card) and in IP Office versions prior to 7.0, the modem could only be connected using Analogue Line 1 on the same card

- In IP Office Release 6.0 PARTNER Version the ability to transfer a call to the IP500 ATM4U Trunk modem was introduced but the feature was not available for IP Office Standard mode. With IP Office Release 7.0 the option is now also available in IP Office Standard mode.

- **Receptionist Licensing Change**

In IP Office Release 7.0 there is a slight but important change to Receptionist Licensing. In previous releases, if a User was defined as a “Receptionist” by checking the Users ‘Receptionist’ box, they consumed one of the Receptionist licenses whether they had started SoftConsole or not. In IP Office Release 7.0 if the Receptionist box is checked against a User, they will only consume a Receptionist license key when the SoftConsole is started. The maximum of 4 concurrent SoftConsole sessions remains

- **Optimization for CallerID Detection on Analogue trunks**

In IP Office Release 7.0 the timings for Analogue Trunks in relation to CallerID detection have been optimized. There should be no noticeable changes except for faster responses to incoming calls, particularly where the trunk is configured for incoming callerID but none is presented.

- **Analogue Trunk CLI Detection Method**

For IP Office 7.0 the system wide setting CLI Type (System | Telephony | Tones & Music) is used to set the incoming CLI detection method for all analogue trunks. Previously this setting was not visible and was driven by the system locale.

- The available CLI Type options are DTMF, FSK V23 and FSK BELL202.

- **Appearance Button Programming**

The requirement for Appearance buttons to be programmed as the first button onwards and as a continuous block before other button functions has now been removed.

Embedded Voicemail

- ◆ **Embedded Voicemail – Increased Storage Time (IP500v2 only)**

- This feature is only applies to Embedded Voicemail on the IP500v2 and is applicable to all IP Office modes.
 - Using the default number of licensed voice mail ports (2), the default voice mail storage capacity remains at 15 hours only.
 - With two additional voice mail ports licensed and activated (total 4), the storage capacity is increased by 5 hours to 20 hours.
 - With four additional voice mail ports licensed and activated (total 6), the storage capacity is increased by an additional 5 hours to 25 hours.

◆ **Embedded Voicemail – Outcalling Notification (IP500v2 only)**

- Embedded Voicemail now has a new Outcalling feature, available in all IP Office modes, but only on the IP500v2 platform. The user is able to specify a single Outcalling telephone number that the Voicemail will call when the user receives a new voicemail message in their mailbox, no escalation capabilities are provided. When a message is left in the mailbox, Embedded VoiceMail calls the specified telephone number.
 - If the user answers the Outcalling request, they can listen to the new message.
 - If the user does not answer or does not listen to the new message, Voicemail will retry a maximum of 3 times, waiting 15 minutes between attempts.
- Embedded Voicemail now has a new Outcalling feature, available in all IP Office modes, but only on the IP500v2 platform. The user is able to specify a single Outcalling telephone number that the Voicemail will call when the user receives a new voicemail message in their mailbox, no escalation capabilities are provided. When a message is left in the mailbox, Embedded VoiceMail calls the specified telephone number.

IP Office Preferred Edition (formerly VoiceMail Pro)

◆ **Backup and Restore**

- For VoiceMail Pro 7.0, the backup and restore process can be used to move data from a Windows based voicemail server to a Linux based voicemail server and vice versa. This allows migration from one server platform to another.
- **Note:** Access to the Linux server using an SSH/SFTP client is required to access the folders used to store backups, refer to the IP Office Application Server Installation manual for further details.

◆ **Authenticated Recording**

- For systems where Voicemail Pro is being used in conjunction with ContactStore, IP Office Release 7.0 delivers the capability to encode recordings. The recording file is encoded in such a way that any attempt to change or manipulate the file settings or its recording content will invalidate the file but will not prevent its playback.
- **Note:** This feature is not supported on the Linux version of VoiceMail Pro, it is only supported on the Windows version.
- Within the Manager application any of the manual and automatic recording destinations that could previously be set to Voice Recording Library can now also be set to Voice Recording Library Authenticated.

◆ **Status Change Event Notifications**

- IP Office Release 7.0 delivers the Status Change Event Notification requirements that did not get addressed in the IP Office 6.1 release, these changes are purely for the one-X Portal.
 - At the moment the configuration changes made via the various mechanisms are not shown in the one-X Portal if the one-X Portal page is showing the configuration details, unless it is refreshed.
 - In Release 7.0 VoiceMail Pro will notify the one-X Portal when configuration items they are interested in change.
 - Within the VoiceMail Pro Client a new item is added called 'Eventing Notifications', selecting this option will display a list of applications that are using the VoiceMail Pro server to receive mailbox information. As previously stated this is only used by the one-X Portal, the type of notifications which the one-X Portal application has requested to be informed about are shown

IP Office Video Softphone

◆ **With Release 7 a number of new features have been added to Video Softphone:**

- Busy Lamp Field allowing to see telephone status of colleagues including pickup of alerting calls
- HD Video support, delivering high quality Video conferences between Softphone users as well as with other supported Video endpoints.

one-X Portal for IP Office

◆ **User name case sensitive enforcement**

- **Note:** With the 7.0 version of one-X Portal for IP Office usernames are now case sensitive. Please make sure that users are informed to use the correct case for their usernames. E.g. A user, Extn201, would have been able to enter their username as Extn201 or extn201 in previous versions of one-X Portal. With the 7.0 version their user credentials will only be valid if they use Extn201.

◆ **World-clock Gadget**

- The World Clock Gadget is a new gadget that shows you the current time in different time zones that you select. It can present this information in two ways, in a time zones clock view or a time zones band view.
- The time zones band view has an option to allow the user to set the time format to be displayed on the Bar as 12 or 24 hour. If this is set to 12 hour then the time will also indicate whether it is am or pm.