

## Release Note | Alcatel-Lucent OmniTouch™ 8002/8012 Deskphone

TC1786 ed.07 ● ● ● ● ●

Release R100

# RELEASE NOTE – OMNITOUCH 8002/8012 DESKPHONE - R100/2.036.0

---

Release Note – OmniTouch 8002/8012 Deskphone - R100/2.036.0

---

### Revision History

|                             |                          |
|-----------------------------|--------------------------|
| Edition 1: March 18, 2013   | creation of the document |
| Edition 2 : April 16, 2013  | update for 2.031.2       |
| Edition 3: May 30, 2013     | update for 2.032.1       |
| Edition 4: June 10, 2013    | update for 2.033.1       |
| Edition 5: July 24, 2013    | update for 2.034         |
| Edition 6: August 21, 2013  | update for 2.034.2       |
| Edition 7: October 30, 2013 | update for 2.036.0       |

### **Legal notice:**

Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent.  
All other trademarks are the property of their respective owners.  
The information presented is subject to change without notice.  
Alcatel-Lucent assumes no responsibility for inaccuracies contained herein.  
Copyright © 2013 Alcatel-Lucent. All rights reserved.

## Table of contents

|   |    |
|---|----|
| 1 Overview .....  | 4  |
| 2 Software version download .....                                     | 5  |
| 2.1 OmniPCX Office (OXO) .....  | 5  |
| 2.1.1 Download .....  | 5  |
| 2.1.2 Collecting logs and information .....                           | 5  |
| 2.2 OpenTouch (OT) .....  | 6  |
| 2.2.1 Download .....  | 6  |
| 2.2.2 Collecting logs and information .....                           | 6  |
| 3 Related Documents .....   | 8  |
| 3.1 Technical Communications (TC) – Troubleshooting Guides (TG) ..... | 8  |
| 3.2 User Manual .....   | 9  |
| 3.3 Technical Documentation .....                                     | 10 |
| 3.3.1 OXO .....   | 10 |
| 3.3.1.1 <i>Installation Manual</i> .....                              | 10 |
| 3.3.1.2 <i>Errata in the Installation Manual</i> .....                | 10 |
| 3.3.1.3 <i>Expert Documentation</i> .....                             | 10 |
| 3.3.1.4 <i>Errata in the Expert Documentation</i> .....               | 11 |
| 3.3.2 OT (OpenTouch) .....  | 11 |
| 4 Technical Support .....   | 12 |
| 5 List of delivered version .....                                     | 13 |
| 5.1 Version 2.034.2 .....   | 13 |
| 5.1.1 List of delivered feature .....                                 | 14 |
| 5.1.2 List of delivered change request (CRMS) .....                   | 14 |
| 5.2 Version 2.034.1 .....   | 14 |
| 5.2.1 List of delivered feature .....                                 | 14 |
| 5.2.2 List of delivered change request (CRMS) .....                   | 14 |
| 5.3 Version 2.034.0 .....   | 14 |
| 5.3.1 List of delivered feature .....                                 | 14 |
| 5.3.2 List of delivered change request (CRMS) .....                   | 15 |
| 5.4 Version 2.033.1 .....   | 15 |
| 5.4.1 List of delivered feature .....                                 | 15 |
| 5.4.2 List of delivered change request (CRMS) .....                   | 15 |
| 5.5 Version 2.032.1 .....   | 15 |
| 5.5.1 List of delivered feature .....                                 | 15 |
| 5.5.2 List of delivered change request (CRMS) .....                   | 16 |
| 5.6 Version 2.031.2 .....   | 16 |
| 5.6.1 List of delivered feature .....                                 | 16 |
| 5.6.2 List of delivered change request (CRMS) .....                   | 16 |

|   |    |
|---|----|
| 5.7 Version 2.030.1 .....                           | 17 |
| 6 List of the features of 8002/8012 Deskphone ..... | 18 |
| 7 Summary of 8002/8012 Deskphone restrictions ..... | 24 |
| 8 Troubleshooting information .....                 | 26 |
| 8.1 Phone settings .....                            | 26 |
| 8.2 Admin settings and information .....            | 26 |
| 8.3 Call failure notification .....                 | 27 |
| 8.4 Collecting logs .....                           | 27 |
| 8.4.1 Collecting logs using telnet .....            | 27 |
| 8.4.2 Collecting logs using a syslog server .....   | 27 |
| 8.5 General information about the phone .....       | 28 |
| 8.6 Erase CTL .....                                 | 28 |
| 9 Glossary .....                                    | 29 |

## 1 Overview

---

8002 Deskphone and 8012 Deskphone are entry level SIP terminals intended for use in business mode when connected to a call server OmniPCX Office or OpenTouch. These terminals are identical (hardware and software) for both servers but the list of supported features is slightly different.

This document is the Technical Release Note for 8002/8012 Deskphone R100, software version 2.036.0.

## 2 Software version download

---

### 2.1 OmniPCX Office (OXO)

#### 2.1.1 Download

Software of 8002/8012 Deskphone is embedded in the global OmniPCX Office call server software (higher or equal to OmniPCX Office R900/48.001). Support versions of 8002/8012 Deskphone software are delivered in support versions of OmniPCX Office (higher or equal to R900/48.001).

| <b>OXO release</b>           | <b>8002/8012 Deskphone SW version</b> |
|------------------------------|---------------------------------------|
| R900/048.001                 | R100/2.030.0                          |
| R900/050.001                 | R100/2.030.1                          |
| R900/052.001<br>R910/027.001 | R100/2.031.2                          |
| R900/053.001                 | R100/2.032.1                          |
| R910/035.001                 | R100/2.034.0                          |
| R910/043.001                 | R100/2.035.3                          |

#### 2.1.2 Collecting logs and information

In case a technical support ticket is created, it is advised to collect logs and information to send with the ticket  
=> see section 8.4

## 2.2 OpenTouch (OT)

### 2.2.1 Download

Software version R100.02.034.2 of 8002/8012 Deskphone must be downloaded from the Enterprise Business Portal:

<https://businessportal.alcatel-lucent.com>

When connected on the Business Portal, it is available at location:

[Customer Support > Technical Support > Software Download > OpenTouch Business Edition & Multimedia Services > Release 1.2 > software my ic phone](#)

Several details related to the deployment of 8002/8012 Deskphone in OT environment may be found in reference TC1755

| OT Release | 8002/8012 Deskphone SW version |                          |
|------------|--------------------------------|--------------------------|
|            | Maintenance version            | Initial delivery version |
| R1.2.55    | R100/2.034.2                   | R100/2.030.0             |
| R1.3       | R100/2.034.2                   | R100/2.031.2             |

**This OpenTouch version 1.2.55 is mandatory for Dynamic mode (DHCP) deployment of 8002/8012 DeskPhone.**

### 2.2.2 Collecting logs and information

In case a technical support ticket is created, it is advised to collect logs and information to send with the ticket  
=> see section 8.4

## 2.3 OmniPCX Enterprise

### 2.3.1 Download

Software version R100.02.036.0 of 8002/8012 Deskphone must be downloaded from the Enterprise Business Portal:

<https://businessportal.alcatel-lucent.com>

When connected on the Business Portal, it is available at location:

[Customer Support > Technical Support > Software Download > Terminals > software my ic phone](#)

| OmniPCX Enterprise | 8002/8012 Deskphone SW version |
|--------------------|--------------------------------|
|--------------------|--------------------------------|

| Release         |                     |                          |
|-----------------|---------------------|--------------------------|
|                 | Maintenance version | Initial delivery version |
| R11/ K1.400.25F | R100/2.036.0        | R100/2.036.0             |

**Untill the availability of 8770 R2.0, only the manual installation procedure is available to install 8002/12 phone. Please refer to TC1862\_8002\_8012\_OmniPCX-Enterprise-R11\_Manual-Installation.**

### 2.3.2 Collecting logs and information

In case a technical support ticket is created, it is advised to collect logs and information to send with the ticket  
=> see section 8.4

## 3 Related Documents

Following documents can be accessed from the Enterprise Business Portal:

<https://businessportal.alcatel-lucent.com>

From the home page of the Business Portal, in the "Quick access" area, click the link to enter the Technical Knowledge Base (TKB) tool.

### 3.1 Technical Communications (TC) – Troubleshooting Guides (TG)

In the Technical Knowledge Base tool select the "Latest Technical Communications" in the vertical menu on the left side.

In the new page, enter the TC or TG reference (ex. TG0065) in the "Search by number (TCxxxx or TGxxxx)" field and click return to get access to the document.

- TC1729 : OmniPCX Office Release 900 / 048.001
- TC1755 : Technical Release Note OpenTouch R1.2
- TC1790 : Opentouch 1.2 8002/8012 Deskphone installation Guide
- TC1862 : OmniPCX-Enterprise-R11\_Manual-Installation

The following table provides some useful information to understand differences when using 8002/8012 Deskphone in various Call Server ecosystems.

| <b>8002/8012 Deskphone</b>              | <b>in OXE ecosystem</b>  | <b>in OXO ecosystem</b>   | <b>in OT ecosystem</b> |
|---|--|---|------------------------|
| <b>Operation</b>                        | <b>supported</b>   | <b>Supported</b>  | <b>Supported</b>       |
| <b>Release Note for SW R100/2.036.0</b> | <b>TC1786</b>  | <b>TC1786</b>   | <b>TC1786</b>          |
| <b>Technical Documentation</b>          | <b>TC1862_8002_8012_OmniPCX-Enterprise-R11_Manual-Installation</b> | <b>Installation Manual &amp; Expert Documentation of OXO R9.0</b> | <b>TC1790</b>          |



## 3.2 User Manual

In the Technical Knowledge Base tool select the Product "OpenTouch Business Edition" or "OmniPCX Office", and the concerned release, in the vertical menu on the left side.

Then click "Search" to open the Search page:

- In the Reference Book section click "Unselect all" then click the tipboxes "User Manuals" and "User Guides"
- In the "Keywords" field enter the string "8002"
- Then click "Launch the search" to access the document.

The following table gives the reference of the User Manual in English language (US reference) and the Quick Guide for the different 8002/8012 Deskphone Releases and Alcatel-Lucent call servers.

| SW Release       | OXO call server | OT call server | OXE call server     |
|------------------|-----------------|----------------|---------------------|
| R100 User manual | 8AL 90879 USBA  | 8AL 90879 USCA | Not still available |
| R100 Quick Guide | 8AL 90878 USAA  | 8AL 90878 USAA | 8AL 90878 USAA      |

Available languages are:

|    |            |    |           |    |            |
|----|------------|----|-----------|----|------------|
| US | English    | FR | French    | DE | German     |
| ES | Spanish    | IT | Italian   | PT | Portuguese |
| TR | Turkish    | NL | Dutch     | HU | Hungarian  |
| NV | Norwegian  | SU | Swedish   | DK | Danish     |
| EL | Greek      | CS | Czech     | PL | Polish     |
| KO | Korean     | FI | Finnish   | ET | Estonian   |
| LT | Lithuanian | LV | Latvian   | SK | Slovak     |
| SL | Slovenian  | JA | Japanese  | IS | Icelandic  |
| AR | Arabic     | HE | Hebrew    | RU | Russian    |
| CN | Chinese    | TW | Taiwanese |    |            |

Quick Guide is the same for both call servers OXO and OT.

## 3.3 Technical Documentation

In the Technical Knowledge Base tool select in the vertical menu at the left:

- product “OmniPCX Office” Release “R900” to get information about operation of 8002/8012 Deskphone in OXO ecosystem
- product “OpenTouch Business Edition” Release “R1.2” to get information about operation of 8002/8012 Deskphone in OpenTouch ecosystem

### 3.3.1 OmniPCX Office

#### *3.3.1.1 Installation Manual*

You can find instructions how to install 8002/8012 DeskPhones in the OXO R9.0 Installation Manual in section 4.4.1.

From the main page of the Business Portal, in the “Quick access” area, click the link to enter the Technical Knowledge Base (TKB) tool.

In the Technical Knowledge Base tool select the Product “OmniPCX Office”, and the concerned release, in the vertical menu on the left side.

Then click “Download” to open the Download page.

Then click the pdf icon in front of “Installation Manual” to download the document in pdf format on your PC (about 10MByte document).

#### *3.3.1.2 Errata in the Installation Manual*

- Section 4.4.1.1.2 : For static initialization, it is not necessary to “1. Configure the user in OMC”.
- Section 4.4.1.1.2 : In sub-section “Configuring the binary and configuration file download parameters”
  - Parameter “Use default port” : It is said that it must be activated to get port 443 but actually this parameter must be deactivated (unchecked box)
  - Parameter “DL port” : It is said that it is not used but actually it must be configured to value 10443

#### *3.3.1.3 Expert Documentation*

You can find additional instructions how to install and operate 8002/8012 DeskPhones in the OXO R9.0 Expert Documentation in section 2.3.1 for an overview and how to install 8002/8012 DeskPhone and section 3.71.1.4 for the list of services supported.

From the main page of the Business Portal, in the “Quick access” area, click the link to enter the Technical Knowledge Base (TKB) tool.

In the Technical Knowledge Base tool select the Product “OmniPCX Office”, and the concerned release, in the vertical menu on the left side.

Then click “Download” to open the Download page.

Then click the pdf icon in front of “Expert Documentation” to download the document in pdf format on your PC (about 40MByte document).

### *3.3.1.4 Errata in the Expert Documentation*

- Section 2.3.1.1.2 : LCD viewing angle is said to be adjustable from 0° to 50° but actually it is a fixed 50° angle
- Section 2.3.1.1.2 : LAN port of 8002 only supports Ethernet 10/100Mb
- Section 2.3.1.1.4 : LEDs of keys "+" and "-" don't light when pressing the keys
- Section 2.3.1.2.2 : For static initialization, it is not necessary to "1. Configure the user in OMC".
- Section 2.3.1.2.2 : In sub-section "Configuring the binary and configuration file download parameters"
  - Parameter "Use default port" : It is said that it must be activated to get port 443 but actually this parameter must be deactivated (unchecked box)
  - Parameter "DL port" : It is said that it is not used but actually it must be configured to value 10443
- Section 3.71.1.4 : G722 Wideband Codec is indicated as "Supported" but it is "Not Supported"

### *3.3.2 OT (OpenTouch)*

Technical documentation of OT 1.2 does not integrate documentation to describe, deploy and configure 8002/8012 DeskPhone. Consequently a separate [Technical Communication TC1790](#) is published to provide the necessary level of information.

### *3.3.3 OmniPCX Enterprise*

**Untill the availability of 8770 R2.0, only the manual installation procedure is available to install 8002/12 phone. Please refer to TC1862\_8002\_8012\_OmniPCX-Enterprise-R11\_Manual-Installation.**

## 4 Technical Support

---

Technical support will be provided to OXO ACSE-certified or OpenTouch ACSE-certified.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Knowledge Base
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the the Technical Knowledge Base



Note

---

Certification programs are available on the Business Portal at location:

Training and Certification > Training Catalog > Training catalog by job function > Postsales

See Postsales training offer documents:

- Postsales OpenTouch Suite for SMB\_2012 Q4 XX
  - Postsales\_OV8770 Training Offer
  - Postsales\_OpenTouch Training Offer
-

## 5 List of delivered version

### 5.1 Version 2.036.0

#### 5.1.1 List of delivered feature

**Support of 8002/12 as SIP extension on OmniPCX Enterprise R11.**

#### 5.1.2 List of delivered change request (CRMS)

| CR           | Headline   |
|--------------|--|
| crms00443937 | phones time out too quickly when dialing           |
| crms00455215 | Some issues of voice mode                          |
| crms00455920 | Sometimes VLE freeze under bad network environment |
| crms00456730 | handset audio tuning for Australia                 |

### 5.2 Version 2.035.3

#### 5.2.1 List of delivered feature

N/A

#### 5.2.2 List of delivered change request (CRMS)

| CR           | Headline  |
|--------------|---|
| crms00425620 | Auto answer in VLE does not work if it is activated using the option in settings - Phone settings       |
| crms00444426 | No voice path when VLE auto-answers a call transferred in ringing                                       |
| crms00448598 | 8012 phone strings translation in Latvian language  |
| crms00449610 | Unable enter into conversation with an outgoing call when an incoming call is received                  |
| crms00450702 | Wrong Display, while dialling a number  |
| crms00451330 | [Transfer] It cannot go to the menu after pressing cancel key if the sceond callee is in ringing state. |
| crms00451334 | The menu does not refresh if the line has been changed.   |
| crms00451873 | should not pop up "New call" when communication with prefix(like subscrib Routing service on OT)        |
| crms00453720 | OXO: no Deflect menu when 1st line call in hold status.   |
| crms00449170 | Can't use start call key to accept silent call  |
| crms00450062 | Can not retrieve the 2nd line while two lines on hold   |
| crms00451319 | the second line call can't Deflect when the 1st line call in hold status                                |
| crms00452142 | CTL authentication error  |
| crms00449610 | Unable enter into conversation with an outgoing call when an incoming call is received                  |
| crms00451326 | Press OK key no response after communication with VM  |

|              |   |
|--------------|---|
| crms00428191 | 8012 keeps ringing  |
| crms00439144 | VLE[UDA]: UDA is fail when transfer to 3rd.   |
| crms00440374 | 80x2 sends INVITE with RTP ptime 30ms   |
| crms00442378 | MMI display error when press OK key on communication with VM                            |
| crms00447156 | subcommunication MMI can't back communication MMI after timeout                         |
| crms00448386 | "Blind Transfer" and "Transfer in Ringing" issues under OXO                             |
| crms00432156 | After press C key the sub-menu of "Who am I?" directly return to Home.                  |
| crms00433320 | 8002/8012 diversion   |
| crms00449141 | The register request can't be refresh if receiving Non-OK response or time-out response |

## 5.3 Version 2.034.2

### 5.3.1 List of delivered feature

N/A

### 5.3.2 List of delivered change request (CRMS)

| CR           | Headline                   |
|--------------|----------------------------|
| crms00446133 | 8012 are blocked every day |

## 5.4 Version 2.034.1

### 5.4.1 List of delivered feature

N/A

### 5.4.2 List of delivered change request (CRMS)

| CR                  | Headline   |
|---------------------|--|
| crms00402580        | 8002/12 should show transfer fails as joining features for 8002/12 are unchecked.              |
| crms00433328        | before to perform a transfer, when user on 8002/12 press the down arrow button, 2nd leg is rel |
| crms00433833        | Second call disconnected when user press the navigation key during enquiry call.               |
| crms00434421        | 8012 phone strings translation in Lithuanian language  |
| <b>crms00439563</b> | <b>8002/8012 reboots in loop when certificate has changed on the server</b>                    |

## 5.5 Version 2.034.0

### 5.5.1 List of delivered feature

N/A

## 5.5.2 List of delivered change request (CRMS)

| CR                  | Headline   |
|---------------------|--|
| crms00428191        | 8012 keeps ringing   |
| crms00439563        | 8002/8012 reboots in loop when certificate has changed on the server   |
| crms00443962        | Internal call can not auto answer after external call be answered by manual.   |
| crms00442377        | VLE LCD contrast issue   |
| crms00442850        | Recover hold/retrieve feature on current version.  |
| crms00442844        | Tuning handset audio parameters for Australia  |
| crms00416330        | VLE is found out of service  |
| crms00432542        | It happen on off hook (please dial) state, if there is an incoming call, pressing dial key will not take the call, but redial the last call. |
| <b>crms00437057</b> | <b>multi line improvement</b>  |
| <b>crms00437064</b> | <b>call transfer improvement</b>   |
| crms00438308        | When transfer line2 to 3rd, line1 will be released.  |

## 5.6 Version 2.033.1

### 5.6.1 List of delivered feature

N/A

### 5.6.2 List of delivered change request (CRMS)

| CR           | Headline   |
|--------------|--|
| crms00426619 | 8002/8012 doesn't take into account the language parameter sets in 8770.                         |
| crms00432797 | When transfer to 3rd, the call can't be established after timeout.                               |
| crms00433328 | before to perform a transfer, when user on VLE press the down arrow button, 2nd leg is released. |
| crms00433833 | Second call disconnected when user press the navigation key during enquiry call.                 |
| crms00434198 | 8012 -- strings translation in Latvian language.   |
| crms00434421 | 8012 phone strings translation in Lithuanian language  |
| crms00435908 | Sometimes 8002/12 reboot while make a call from redial list.                                     |
| crms00436820 | Unattended transfer not working with 8002.   |
| crms00436918 | VM information display error since no subscription.  |
| crms00437694 | Callee number display error when make a call via dial by name.                                   |
| crms00437697 | Display problem in voicemail counter menu when number of old messages exceeds 1.                 |

## 5.7 Version 2.032.1

### 5.7.1 List of delivered feature

N/A

## 5.7.2 List of delivered change request (CRMS)

| CR           | Headline  |
|--------------|---|
| crms00399654 | special characters are not taken into account in the configuration file                     |
| crms00400174 | the first call should be retrieved automatically when hanging up the second call            |
| crms00410763 | Navigation key has no response after selecting "transfer to 3rd"                            |
| crms00412180 | Plug/unplug headset leads to incorrect behavior   |
| crms00424310 | 8002-8012 dial by name exits the menu by pressing OK button on call option                  |
| crms00431174 | Enabling Secrecy call does not make the set to hide its identity from the called party.     |
| crms00431610 | hangup key does not work with redial list   |
| crms00432395 | No capital letters needed on the display during calling phase                               |
| crms00432797 | When transfer to 3rd, the call can't be established after timeout                           |
| crms00433286 | Dial by name from communication APP will display homepage.                                  |
| crms00433703 | not possible to specify vlan in dynamic mode  |
| crms00434726 | binary upgraded failure   |
| crms00415659 | dial by name with one less key press  |
| crms00425912 | 'Transfert au 3e' on incoming call  |
| crms00428408 | 8002/8012 with MyIC Desktop double ring tone  |
| crms00430724 | Dial from Directory failure, if the directory name saved from missed call or incoming call  |
| crms00431122 | 'Fin conf' instead 'fin de conf?rence'  |
| crms00407516 | the 8002/12 does not display the state of immediate forward for external destination on GUI |
| crms00415072 | MMI - default port / DL port configuration  |
| crms00425630 | Caller name not displayed in the call log   |
| crms00427625 | Auto answer done even with external calls   |

## 5.8 Version 2.031.2

### 5.8.1 List of delivered feature

N/A

### 5.8.2 List of delivered change request (CRMS)

| CR           | Headline  |
|--------------|---|
| crms00413118 | MMI display error when UDA search result is only one  |
| crms00422730 | voice mail messages shows '2 nouveau'   |
| crms00423076 | Bad text translation.   |
| crms00423463 | Several lables under admin settings are not translated in other languages(french,german.....) |
| crms00424561 | 8002/8012 can not access voice mail after picking up  |



|              |   |
|--------------|---|
|              | handset   |
| crms00425026 | wrong translation on call log details.                      |
| crms00425034 | Choices in call log not well formatted.                     |
| crms00425622 | Display German Umlaut                                       |
| crms00425630 | Caller name not displayed in the call log.                  |
| crms00425632 | Call log entry format sets to 'Nom:', 'Num:' without space. |

## 5.9 Version 2.030.1

| CR           | Headline  |
|--------------|---|
| crms00397485 | 8002/8012 couldn't download CTL certificate in new OT server unless deleting older CTL certificate. |
| crms00414841 | 8002/8012 CTL not updated in dynamic and static mode  |
| crms00416572 | 8002/8012 freeze in alerting state after active secrecy call feature.                               |
| crms00422080 | 8002/8012 in French shows forwarding in English   |
| crms00424145 | 8002/8012 IP address not completely display in the settings menu                                    |
| crms00425346 | Call log display wrong count number .   |
| crms00411286 | 8002/8012 call log is not updating the name of the calling/called party.                            |
| crms00417231 | 8002/8012 display null when incoming call from OmniPCX Enterprise                                   |
| crms00422784 | Sometimes 8002/8012 reset after OXO rebooting   |
| crms00425063 | Sometimes 8002/8012 set is quarantined during OXO migration period.                                 |
| crms00425065 | 8002/8012 set random display " no subscription" after waiting a long time or reboot OT/OXO .        |

## 6 List of the features of 8002/8012 Deskphone

How to read the table:

| Meaning of the color in the « Delivered » column |  |
|--|--|
|  | Feature available                      |
|  | Feature not available or not supported |

| Feature Description                              | Delivered | Comments   |
|--|-----------|--|
| <b>Hardware capabilities</b>                     |           |  |
| Display  |           | <p>Black and White : 1 line of 20 characters</p> <p>Viewing angle is fixed : 50°. To set up the 50° angle on a brand new 8002/8012 it is necessary to pull the foot stand with a significant force until a "clac" noise indicate that it has reached its position.</p>   |
| External audio jack connector 3.5mm              |           | Connection of a audio headset. Headset is detected automatically when it is connected to the jack connector.   |
| 2-port Ethernet (8012)<br>1-port Ethernet (8002) |           | <p>8002 : Ethernet 10/100 Mbps connection to the LAN (LAN port)</p> <p>8012 : Ethernet 10/100/1000 Mbps for connection to the LAN (LAN port) and Ethernet 10/100/1000 Mbps for connection to a PC (PC port)</p> <p>LAN port is PoE 802.3af compliant.</p> <p>8002 Deskphone is Class 1 PD (Powered Device consuming not more than 3.84 W).</p> <p>8012 Deskphone is Class 2 PD (Powered Device consuming not more than 6.49 W).</p> <p>More information about Power over Ethernet (PoE) here</p> |
| Ingress protection                               |           | <p>Based on document: Degrees of Protection provided by Enclosures, (IP code) EN 60529</p> <p>Following classification is reached:</p> <ul style="list-style-type: none"> <li>- IP 20 protection level for the terminal (applies NFC20-010 and DIN40050 standards)</li> </ul>  |

| Feature Description                    | Delivered | Comments  |
|--|-----------|---|
|  |           | The phone remains functional after the tests.   |
| Accessories                            |           | Items intended for use with 8002/8012 Deskphone which must be ordered separately in the ALE commercial catalog  |
| Power injector over Ethernet interface |           | <p>Powering of the terminal via the Ethernet link in case the Ethernet switch, which 8002/8012 Deskphone is connected to, does not provide PoE.</p> <p>Reference:</p> <ul style="list-style-type: none"> <li>. 3MG27035AA for European countries (except countries listed below)</li> <li>. 3MG27035AR for Argentina</li> <li>. 3MG27035AS for Australia</li> <li>. 3MG27035BR for Brazil</li> <li>. 3MG27035CH for Switzerland</li> <li>. 3MG27035CN for China</li> <li>. 3MG27035IN for India</li> <li>. 3MG27035IT for Italy</li> <li>. 3MG27035JP for Japan</li> <li>. 3MG27035UK for the United Kingdom</li> <li>. 3MG27035US for the USA</li> </ul> |
| Power jack adaptor                     |           | <p>Powering of the terminal in case, the Ethernet switch which 8002/8012 Deskphone are connected to does not provide Power over Ethernet (PoE) and power injectors (see above) are not used.</p> <p>Reference:</p> <ul style="list-style-type: none"> <li>. 3MG27026AA for European countries</li> <li>. 3MG27026AR for Argentina</li> <li>. 3MG27026RW for other countries</li> </ul>  |
| Headsets                               |           | <p>References:</p> <p>3GV 28045AB: Corded Headset Jabra/GN Netcom 2100 mono-aural</p> <p>3GV 28046AB: Corded Headset Jabra/GN Netcom 2100 bi-aural</p> <p>3GV 28047AB: Corded Headset Plantronics H251 mono-aural</p> <p>3GV 28048AB: Corded Headset Plantronics H261 bi-aural</p> <p>Other headsets not orderable in the ALE commercial catalog will be approved through the AAPP process and listed on the Enterprise Business Portal.</p>  |
|  |           | [Restriction] List of approved headsets for 8002/8012 Deskphone through the AAPP process is currently empty.  |

| Feature Description                          | Delivered | Comments   |
|--|-----------|--|
|  |           | [Restriction] Headsets not listed above and not in the AAPP approved list are not supported in case of malfunction.                          |
| Protocols                                    |           |  |
| Network TCP / IP                             |           |  |
| 802.1 P/Q                                    |           |  |
| Automatic VLAN Assignment (AVA)              |           | Only for OpenTouch   |
| DHCP   |           |  |
| SNTP + time zone management                  |           |  |
| LLDP / LLDP-MED                              |           |  |
| Quality of Service (QoS)                     |           | QoS tags for audio (RTP) and SIP signaling packets:<br>layer 3: Differentiated Services (DiffServ)<br>layer 2: IEEE 802.1.p                  |
| SIP User Agent                               |           |  |
| Support of RTP/RTCP                          |           |  |
| IPv6   |           |  |
| Security                                     |           |  |
| http/https client                            |           |  |
| User password                                |           | Manages voice mail access  |
| 2-port Ethernet switch management            |           | 8012 : Possibility to deactivate PC port for security reason.  |
| 802.1x MD5/TLS Authentication                |           |  |
| Certificate download                         |           |  |
| SIP TLS + sRTP                               |           |  |
| Audio  |           |  |
| Ringing melodies (normal, progressive, beep) |           | Several ringing melodies are embedded in the terminal. Selection of the preferred melody in the user's settings : Settings > Phone > Ringing |
| Handset mode                                 |           | Narrowband codecs (300Hz – 3400Hz) :<br>G711 (64kbit/s): A law and $\mu$ law<br>G729 Annex A and B   |
| Headset mode                                 |           | Narrowband codecs (300Hz – 3400Hz) :<br>G711 (64kbit/s): A law and $\mu$ law<br>G729 Annex A and B   |
| Handsfree mode                               |           | Narrowband codecs (300Hz – 3400Hz) :<br>G711 (64kbit/s): A law and $\mu$ law<br>G729 Annex A and B   |

| Feature Description  | Delivered | Comments   |
|--|-----------|--|
| Wideband Codec   |           | 200Hz – 6300Hz   |
| Microphone mute  |           | For all audio modes (handset, handsfree, headset)  |
| Tone management  |           | Dial tone, ringback tone, busy tone, call waiting tone, call hold tone<br>Local or with DM               |
| DTMF / feedback tone management                            |           |  |
| Hearing aids compatibility                                 |           |  |
| Audio volume management                                    |           | Volume +/- for all audio modes (handset, handsfree, headset).  |
| Telephony  |           |  |
| Manual dialing   |           |  |
| Make Call  |           |  |
| Call Transfer  |           |  |
| Receive Call   |           |  |
| Receive Call (auto-answer)                                 |           |  |
| Call Forward (Routing)                                     |           |  |
| Reject Call  |           | 8002/8012 stops ringing. Call is released at the calling party   |
| Call Deflect   |           |  |
| Call Hold / Resume   |           |  |
| Enquiry Call (make a 2nd call)                             |           |  |
| Conference (local 3 parties)                               |           |  |
| Redial from Call Log                                       |           |  |
| Busy Call  |           | 8002/8012 DeskPhone can manage 2 lines simultaneously at most  |
| Call failure notification management                       |           | See section 0  |
| Phone state notification                                   |           | By the means of the display 1 line of 20 characters  |
| Voice mail (consultation with DTMF, deposit, notification) |           |  |
| CLIR (caller id hidden)                                    |           | Activate or deactivate CLIR in Settings > Phone > ID hidden > Activate or Deactivate                     |
| Multi-line Broker call (switch between 2 calls)            |           | The number of concurrent calls is 2. 8002/8012 DeskPhone can manage 2 lines simultaneously at most       |
| Auto answer  |           | This feature is activated by pressing the "Mute" key when the phone is in idle (not in a communication). |

| Feature Description   | Delivered | Comments  |
|---|-----------|---|
|   |           | It must be noted that auto answer works both for internal and external calls.   |
| High Availability   |           |   |
| Survivability   |           | Only for OpenTouch : DHCP, SIP Server, DM   |
| Serviceability  |           |   |
| Provisioning from DM (Device Manager)   |           | Configuration files, SW download and upgrade.   |
| telnet  |           | 8002/8012 uses telnet protocol to access logs and troubleshooting commands  |
| Migration   |           | Do not migrate a terminal from a call server to another call server without flash reset.  |
| Device auto-discovery (OpenTouch)   |           | When the end user first connects the device, he/she is asked to enter manually login information. Then the DM server automatically creates DM configuration files for the device according to the login information and links the device phone number to the hardware (MAC) device. |
| Applications  |           |   |
| Local directory   |           | <p>The maximum number of Contacts is 100</p> <p>It must be filled out by the user</p> <p>External numbers must have the trunk prefix (trunk line access code)</p>   |
| Dial by last name   |           | <p>The only criteria to start the search is the last name</p> <p>Contents of the local directory is not taken into account during the search phase.</p>   |
| Call Log (Call history)   |           | <p>3 types of calls are recorded : incoming calls, outgoing calls, missed calls</p> <p>[Restriction] Only the called/calling number is stored, not the name.</p>  |
| Lock / Unlock   |           |   |
| Auto-answer / receive 3rd party call for remote control by softphone (only OpenTouch) |           | <p>"Click to answer"</p> <p>When a user receives a call, his/her 8002/8012 Deskphone rings and displays the call. An "answer call" button appears on the OTC client. The user clicks on this button to answer the call and the 8002/8012 Deskphone takes the call.</p>              |
| Phone Settings  |           | <p>Settings &gt; Phone</p> <p>See section 8.1</p>   |

| Feature Description                  | Delivered | Comments   |
|--------------------------------------|-----------|--|
| Admin Settings                       |           | <p>Settings &gt; Admin settings &gt; <i>enter password</i></p> <p>It is necessary to know the Admin password to enter this admin section<br/>See section 8.2</p> |
| User Interface (GUI) in 29 languages |           | Same list of languages as the User Manual (see section 3.2). Admin settings menus are in English.  |
| User Manual                          |           | 29 languages in pdf format.  |
| Quick Guide                          |           | 29 languages in pdf format.  |

## 7 Summary of 8002/8012 Deskphone restrictions

| Feature Description                                    | Delivered | Comments  |
|--|-----------|---|
| Call Log   |           | For outgoing call, only the number of calling party is displayed in the call log, not the name  |
| Telnet   |           | Telnet is not available by default for OXO. It may be temporarily opened with the help of ALE Technical Support in case of specific investigations needed to solve or understand the root cause of issues reported through SR.  |
| Make Call  |           | When calling an internal number, number is displayed during call set up and conversation instead of the name of the distant party.  |
| Receive Call   |           | [OXO] If the length of the string "Firstname LASTNAME" of the calling distant party is too long, display of the lastname is truncated   |
| Dial by last name                                      |           | Direct call from "Dial by last name" only works for internal numbers. For other numbers it is necessary to dial manually.<br><br>[OXO] In some cases, collective speed dial results don't work (display of results is not homogeneous and it may be necessary to dial manually) |
| Dial external numbers from Call Log or Directory       |           | 8002/8012 DeskPhone don't generate the trunk line access code (generally a leading "0") when it dials automatically numbers from Call Log or Directory. Only numbers in the Call Log and Directory which contain this prefix reach their destination.                           |
| Display of non ASCII characters                        |           | 8002/8012 cannot display non ASCII characters (e.g. Chinese characters). Should this be the case, 8002/8012 displays "space" character instead  |
| 3-party conference                                     |           | [OT] Putting on hold one leg of a 3-party conference from MyIC PC does work.  |
| Who am I ?   |           | This feature does not display accentuated characters correctly  |
| Time management  |           | [OXO] Change of date and time in OMC is not getting reflected on the display of 8002/8012. Workaround is a manual reboot of the phone (unplug/plug the LAN cord)  |
| Secrecy Call   |           | Enabling Secrecy call in 8002/8012 (Settings > Phone > Secrecy call) does not make the set to hide its identity from the called party. Workaround is to use ID hidden (Settings > Phone > ID hidden).   |
| Association with My IC Social Networks or My IC Office |           | When a call is made through My IC Social Networks or My IC Office, 8002/8012 rings instead of playing ringback tone. When user off hooks, ringing stops at 8002/8012 and called party starts ringing. When called party off hooks, the call is established.                     |
| CTL  |           | Version 2.030.0 does not update the CTL. In case the deployment needs a CTL change (e.g. move a 8002/8012 from OXO to OT), it is necessary to erase CTL manually using telnet => see 8.6  |



## 7.1 Restriction on OmniPCX Enterprise R11

| Feature Description   | Delivered | Comments   |
|---|-----------|--|
| Presentation of immediate forward on phone  |           | During configuration digits are displayed one over the other => according to R&D it is normal because configuration is realized with DTMF method.<br><br>After configuration : display is in French whereas phone is configured in English, and forward number is hidden (only the first digit is displayed) |
| 8002/12 : transfer after conference doesn't work  |           | OmniPCX Enterprise does not support this use case  |
| Call by name accessible in MMI  |           | The OmniPCX Enterprise Call by name feature is not accessible on 8002/12, event is call by name menu is proposed on phone.   |
| Passive Call server not supported   |           | crms00449346   |
| Outgoing call in ringing state gets disconnected when VLE set receives an incoming call |           | crms00449627   |
| Hotel: Unable to modify the language in guest change                                    |           | crms00439832   |
| Hotel   |           | <ul style="list-style-type: none"> <li>- Do not Disturb, wake-up notification not visible on the phone</li> <li>- Customer preferences at check-in (language for example) not set</li> <li>- Call log, local directory are available but not cleaned at check-out</li> <li>- ...</li> </ul>                  |

## 8 Troubleshooting information

---

### 8.1 Phone settings

To access phone settings => Settings > Phone

Possible settings are :

- Language
- Ringing
- Contrast
- RJ9 plug
- Secrecy Call
- ID hidden

### 8.2 Admin settings and information

To access Admin settings => Settings > Admin Settings > *Enter admin password*

Settings or information available :

- MAC address
- IP parameters
- Soft infos
- Hard infos
- IP memory
- Ethernet links
- 802.1X
- Certificate
- LLDP

## 8.3 Call failure notification

8002/8012 DeskPhone have the capability to notify the user that the outgoing call has failed (SIP error codes management). Thus, the phone can show different indications to user for different outgoing call failure reasons.

The below table provides definition of failure reasons:

| Failure Reasons                          | SIP error codes                                    | Display         |
|--|--|-----------------|
| Not found                                | 404  | Wrong Number    |
| Busy                                     | 486  | Busy            |
| Request Terminated                       | 487  | Released        |
| Not answer                               | 480  | Call Fail       |
| Loop detected                            | 482  | Call Fail       |
| Not Authenticated                        | 401  | Call Fail       |
| Decline                                  | 603  | Decline         |
| Not registered (*)                       | -- (Local response)                                | No Registration |
| Call failed (Other reasons except above) | 4xx, 5xx, 6xx (except error codes mentioned above) | Call Fail       |

## 8.4 Collecting logs

In case a technical support ticket is created (SR), it is advised to collect logs and information about the corresponding issue and attach them to the ticket. Logs and trace information can be obtained from telnet session or on a syslog server

**To start a telnet session it is necessary to know the admin password.**

### 8.4.1 Collecting logs using telnet

- Start a telnet session
- Run on the phone the command :  
*level all verbose*
- Capture the information in the telnet console or in a file

### 8.4.2 Collecting logs using a syslog server

To capture logs using a syslog server :

- Download a syslog server on your PC, such as tftpd32 or kiwi syslog
- Enable telnet on the phone, and run a telnet session on the phone.
- Run the command :  
*level all verbose* *// set the trace level*

```
redirect all syslog           // to redirect trace to syslog
netlog server <IP of syslog server> // to specify syslog server IP
net log uptime 23040         //by default 16 days in minutes
net log config 2             //verbose trace level, init is 3
netlog save_config           // to save config after phone reset
netlog live_enable           // to start the service
netlog boot_enable           // to start service after each phone reset
```

Provide the syslog trace.

To stop the service :

- Run the command :  

```
netlog live_disable
netlog boot_disable
```

## 8.5 General information about the phone

Connect to the 8002/8012 using telnet

Apply command :

```
Id full                      // To provide phone SW version information
```

It is also possible to retrieve useful information from the Admin settings (cf. section 8.2), for example :

```
Soft infos
Hard infos
IP parameters
```

## 8.6 Erase CTL

Connect to the 8002/8012 using telnet

Apply command :

```
ctl delete
```

## 9 Glossary

|             |  |
|-------------|--|
| AAPP        | Alcatel-Lucent Application Partner Program   |
| ACS         | Alcatel-Lucent Advanced Communications Server  |
| ALE         | Alcatel-Lucent Enterprise  |
| AMDS        | Automated Message Delivery System  |
| BP          | Business Partner   |
| CAS         | Channel Associated Signalling  |
| CCS         | Common Channel Signalling  |
| CTI         | Computer Telephony Integration   |
| DECT        | Digital Enhanced Cordless Telecommunications   |
| DHCP        | Dynamic Host Control Protocol  |
| DM          | Device Manager (integrated in OXO, part of OmniVista 8770 for OT)  |
| DTD         | Document Type Definition   |
| DTMF        | Dual Tone Multi Frequency  |
| FW          | Firmware   |
| GUI         | Graphical User Interface   |
| HD          | High Definition  |
| http/https  | Hyper-Text Transfer Protocol / Hyper-Text Transfer Protocol Secured  |
| HW          | Hardware   |
| ICS         | Instant Communications Suite   |
| IMAP        | Internet Message Access Protocol   |
| IP          | Internet Protocol  |
| IVR         | Interactive Voice Response   |
| IWR         | InterWorking Report (test result document managed by AAPP to prove interoperability with external applications), available in the Enterprise Business Portal (Customer Support > Technical Support > Application Partner Interworking Reports) |
| LAN         | Local Area Network   |
| LDAP/LDAPS  | Lightweight Directory Access Protocol  |
| M/A         | Manager/Assistant  |
| MMI         | Man-Machine Interface  |
| MWI         | Message Waiting Indicator  |
| N/A         | Not Available  |
| NL          | No Limit   |
| NR          | Not Relevant   |
| OMC         | Office Management Console (PC application for OXO configuration)   |
| OT          | OpenTouch  |
| OT 8400 ICS | Alcatel-Lucent OmniTouch 8400 Instant Communications Suite   |

|                    |   |
|--------------------|---|
| OTBE               | OpenTouch™ Business Edition   |
| OTBEH              | OpenTouch™ Business Edition Hosted  |
| OTC                | OpenTouch™ Conversation   |
| OTMS               | OpenTouch™ Multimedia Services  |
| OS                 | Operating System  |
| OXE                | Alcatel-Lucent OmniPCX Enterprise Communication Server  |
| OXO                | Alcatel-Lucent OmniPCX Office Communication Server  |
| PC                 | Personal Computer   |
| PCS                | Passive Call Server   |
| PiP                | Picture in Picture  |
| PoE                | Power over Ethernet   |
| PSTN               | Public Switched Telephone Network   |
| QoS                | Quality of Service  |
| RFC                | Request For Comments  |
| RTCP               | Real Time Control Protocol  |
| RTP                | Real Time Protocol  |
| SDK                | Software Development Kit  |
| SIP                | Session Initiation Protocol   |
| SMS                | Short Message Service   |
| SSL                | Socket Secure Layer   |
| Survivability mode | Operating mode of 8002/8012 Deskphone when connection to OT SIP Server is lost and backup connection is provided by OXE and/or PCS SIP Server. This mode is valid for OT ecosystem only (OXO ecosystem has no backup Server). |
| SW                 | Software  |
| TKB                | Technical Knowledge Base  |
| TOS                | Type Of Service   |
| TSE                | Terminal Server   |
| TUI                | Telephone User Interface (see Voice access)   |
| UA                 | Universal Alcatel-Lucent  |
| UC                 | Unified Communications  |
| UDA                | Unified Directory Access  |
| UI                 | User Interface  |
| UM                 | User Manual   |
| USB                | Universal Serial Bus  |
| VM                 | Voice Mail  |
| VoIP               | Voice over IP   |
| Voice access (TUI) | Feature is accessible from a telephone (Telephone User Interface with DTMF)   |
| VPN                | Virtual Private Network   |

|        |  |
|--------|--|
| VxML   | Voice Extensible Markup Language   |
| Webapp | Web Application. Generic name used to designate any application running on 8002/8012 Deskphone and providing interaction with the end user (for example the application managing communications which presents telephony features of the 8002/8012 Deskphone is a webapp, the application configuring alarms is a webapp, etc). There are two types of webapps: a native webapp is designed by ALE and integrated in the main software distribution. An external or third party webapp is designed, built and distributed by external developers in accordance with SDK and certification process. |
| WS     | Web Services   |
| XML    | Extensible Markup Language   |

### Follow us on Facebook and Twitter

Stay tuned on our Facebook and Twitter channels where we inform you about:

- New software releases
- New technical communications
- AAPP InterWorking Reports
- Newsletter
- Etc.



[twitter.com/ALUEnterpriseCare](https://twitter.com/ALUEnterpriseCare)



[facebook.com/ALECustomerCare](https://facebook.com/ALECustomerCare)

### Submitting a Service Request

Please connect to our [eService Request](#) application.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the [Technical Documentation Library](#)
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the [Technical Documentation Library](#)
- You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the [Technical Knowledge Center](#)

- END OF DOCUMENT -