OMNIPCX OFFICE: RELEASE R910_035.001

This document gives all general details about OmniPCX Office Maintenance Release 910_035.001.

Revision History

Edition 1: August 5, 2013   creation of the document

Legal notice:

Table of contents

1 INTRODUCTION

This technical communication summarizes the features updates since R910 / 021.001 coming with the OmniPCX Office **R910 / 035.001 Maintenance Release**.
It also lists the adaptations for the known restrictions.
This release 910 / 035.001 is installed on the systems going out of manufacturing since week 32 2013 for generic market.
For more details, see R910 OmniPCX Office Expert documentation and Installation documentation.
This technical communication gives updates and replaces the previous Technical Communication "OmniPCX Office : Release 910_021.001" reference "1811".

⚠ Warning

All details and explanations given in OmniPCX Office R910 Expert and Installation documentations about "ECM" feature are not relevant neither supported in the Release 910_035.001.
The feature "ECM" will be delivered in a future OmniPCX Office Release (i.e. R920) : you will be informed from a Technical Communication new version.

⚠ Warning

OmniPCX Office 910/035.001 has the same level of modifications as OmniPCX Office 900/54.001. Consequently it is recommended not to migrate an OmniPCX Office R900 site to R910 when it is already running R900 version higher than 54.001. You will be informed when OmniPCX Office R910 will officially become support release of OmniPCX Office R900.

2 TECHNICAL COMMUNICATIONS

Following technical communications are available for OmniPCX Office Release 910:

Migration	:	reference 1808
Limits	:	reference 1809
Noteworthy Address	:	reference 1398
Compatibilities	:	reference 1314
PIMphony v6.7	:	reference 1810
My IC Mobile iPhone	:	reference 1553
My IC Mobile Android	:	reference 1664 and reference 1637
8082 My IC Phone	:	reference 1781
8002 / 8012 Phone	:	reference 1786
8232 DECT	:	reference 1772
500 DECT	:	reference 1526
ACD	:	reference 1794

3.1 Mobility

3.1.1 Get Call

"Get Call" feature facilitates the user to switch a call from mobile phone to desktop phone either with a simple key press or feature code dialing action from Desktop Phone.
Desktop Phone and Mobile Phone must be part of multi-set association.

The following phones are referred as mobile phones and the call presented to following phones can be switched to the Desktop Phone :

- MyIC Mobile (cellular and WiFi mode)
- DECT handsets connected to IBS
- DECT handsets connected to IP DECT
- WLAN handsets

Conditions :

- ➢ Get Call is possible when the desktop phone is idle.
- ➢ Get Call is not possible with the following situations :
- ▪ Three parties conference call
- ▪ Meet Me conference call
- ▪ Broadcast call
- ▪ Record in conversation
- ▪ Call on hold

Note

Call switch from any mobile to a fixed desk phone is supported, but other directions (fixed desk phone to mobile set) are not supported.

3.1.2 SIP Companion on My IC Mobile iPhone (Wifi)

See "MyIC Mobile iPhone" technical communication reference "1553" for more details.

"SIP Companion" feature is officially supported since the Release 910_035.001 + MyIC Mobile iPhone version 2.0.8.

SIP Companion is supported on iPhone 3GS, 4, 4S and iPhone 5.

Support of voice over cellular network and voice over WIFI (SIP): a media connection is established with the mobile either on the cellular network or on WiFi network depending on the configuration on the My IC mobile application.

Serviceability and deployment information for SIP Companion feature are given in OmniPCX Office Expert Guide.

Warning

SIP companion is based on a SIP stack (for call/voice features) embedded in the My IC Mobile application, and native WLAN layers of the iPhone (for wireless transmission of call control data and voice on the corporate WLAN network).

Apple IOS platform does not allow third party applications like My IC Mobile to take control of native WLAN layers of the iPhone handset.

Consequently WLAN performance (QoS) of the handset, perceived by the end user as voice quality and battery lifetime, only depends on the Apple design, not My IC Mobile application.

ALE cannot commit to fix issues coming from WLAN layers of the iPhone also.

Nevertheless, in order to maximize customer satisfaction, particularly for voice quality when using the corporate WLAN network, ALE recommends BP to follow WLAN engineering rules detailed in the OmniPCX Office expert documentation (Chapter Mobility > My IC Mobile for iPhone > Engineering Rules).

Note

iPhone battery consumption:

Test condition

- iPhone 4 & 4S are used: iOS platform "6.1",
- Aruba Infrastructure is used for testing,
- In order to manage the worse case, Wi-Fi is always enabled during test as well as 3G,
- iPhone is never allowed to oscillate between Wi-Fi network : "Alcatel" network is permanently tied to iPhone,
- Calls are always managed with earpiece (no loud speaker or head sets are used)
- Few applications are used during test (settings, safari, mail, phone, Battery Meter)
- 30 calls are managed for a total of 1h30 of conversation during 24 hours,
- A equal mix of incoming and outgoing calls,
- Few incoming and outgoing calls are performed without putting the call into conversation,
- Incoming call alert method for MyIC Mobile is ring + vibrate.

Result

When MyIC Mobile application is used there is an increase of battery consumption.

In worse case, at least more than 20 % of battery remains available after 24 hours.

Licence

1 new licence is created for "SIP Companion" feature.
3EH03352AA : SWL 1 ADD SIP COMPANION

3.2 SIP Client

3.2.1 Default SIP port

New OMC parameters to define the SIP ports number:
> ➤ SIP trunk : "Voice Over IP / VoIP:Parameters / Gateway"
> ➤ SIP phone: "Voice Over IP / VoIP:Parameters / SIP Phone"

Ports numbers are symmetric (Source / Destination).
Port assigned to the SIP Trunk and SIP Phone must be unique and different.

3.2.2 FAX support on SIP Client

Support of Fax G711 on SIP client is provided.

Connect a Fax Media Gateway as a SIP Phone.
Applicable for Basic SIP phone or Open SIP phone.
Only G711 passthrough is supported, T38 is not supported.

Following OmniPCX Office settings must be performed:
- Subscriber as "Fax 2/3" service
- VOIP VAD must be disabled

G711 (A or µ law) without VAD must be set in the Media Gateway.
FAX media gateway are supported via AAPP process.

3.3 Security

3.3.1 Password security check and reset button in OMC

OMC provides a specific command in order to identify and to reset easily all unsecured subscribers passwords (EDN), management passwords, SIP Phone administrator passwords, remote substitution password.

In R910, all passwords configurations are grouped together under a new OMC tree view node System Miscellaneous -> passwords :
- Management Password,
- Subscribers Password,
- SIP Phone Administrator password,
- Remote Substitution Password.

3.3.2 Subscribers password

Subscriber passwords are identified as easy if the password is not in line with system password policy.
If weak subscriber passwords are identified, status is displayed as "Detected".
If subscribers with weak password are present in the system, the administrator can force the reset from OMC.

Administrator can get the list of subscribers with default passwords. A global reset option is available to reset the entire subscriber passwords to default.

3.3.3 Management password policy

All passwords (attendant, administrator, installer, download, NMC) with reset / set button are displayed all together in a single window.
The display of the reset / set possibility depends on the OMC login level.
The password reset and set are managed as in older release, the current OMC session password will be required.

Since Release 910, newly configured management passwords (attendant, administrator, installer, download, NMC) must follow these rules.
- Total length of 8 characters,
- At least one lowercase alphabet (a-z),
- At least one uppercase alphabet (A-Z),
- At least one number (0-9),
- Special characters not allowed

Warning | These new rules are not applicable to **Operator** password (previous management still active).

Note | During data saving and swapping from lower releases to releases >= R910, the already configured passwords (even if the passwords are not secured) are restored and installer/admin/operator can continue using the same passwords.

3.3.4 SIP Phone Administrator password

All passwords and their status (default / not default) are displayed in a single window.
The display of the status and reset / set commands are managed only with OMC Expert level.
- The password read, reset and set will require the current OMC session password,
- No information is given for IP-DECT DAP password, only reset is available (same as with R900).

3.3.5 Remote Substitution password

It is possible to set / reset the Remote Substitution password.
Reset and set requires the current Remote Substitution password.

3.3.6 Automatic password check

The OmniPCX Office automatically checks the passwords periodically and generates new history events (visible in OMC History table).

The verification period can be configured with the newly introduced noteworthy address "**AutoPwdChk**".
It is enabled by default, with default periodicity of 4 weeks.
Default password check applicable to :
- Management passwords
- SIP phone administrator passwords

Easy password check applicable to :
- User passwords
- Management passwords

3.4 Easy Installation for OmniSwitch

Warning

> The supported models of OmniSwitch are : OS-6450-P24, OS-6450-P48, OS-6450-P10, OS-6450-P10L, OS-6250-P24, OS6450-P24L, OS6450-P48L.
> "Easy Installation" of other devices like routers (other than OmniSwitch) is not in the scope of this feature.

3.4.1 OmniPCX Office start-up wizard enhancement

In order to ease the deployment on customer's LAN, OmniPCX Office start-up wizard (OMC / MMC Set 4038/68- 4039) allows configuring the IP address of the system as well as the DHCP ranges for IP phones and OmniSwitch.
The wizard provides the capabilities to:
- Enable / disable the DHCP server for both Alcatel-Lucent IP devices and OmniSwitch,
- Define the Multiple DHCP ranges of IP addresses for ALCATEL IP devices and single DHCP range for OmniSwitch.

3.4.2 Automatic provisioning of OmniSwitch via DHCP

The Alcatel-Lucent OmniSwitch 6250/6450 requires an initial configuration to be operational.
To simplify the deployment the OmniSwitch gets its configuration from the OmniPCX Office via DHCP / TFTP.

Automatic configuration download feature details:
- The automatic download of configuration of an OmniSwitch without user intervention.
- This is enabled when switch starts without the configuration file (boot.cfg).
- Firmware upgrade is not in the scope of this feature.
- Voice QoS is supported via the DSCP value configured in OXO and in the configuration file of ALU IP devices/third party SIP Phones.
- The DSCP values have to be same across all the devices connected to the OmniSwitch.
- Only one configuration file and one instruction file is managed in OmniPCX Office.
- Supports only Daisy chained OmniSwitch topology.

Note1

> In order to use the automatic provisioning of OmniSwitch via DHCP, it is mandatory for the Alcatel-Lucent

OmniSwitch 6250 and 6450 to have the binary version "AOS 6.6.4.R01" (or above) which supports this requirement like giving preference for OmniPCX Office DHCP offer, etc.

Note2

OmniPCX Office VoIP package is mandatory for the "automatic provisioning of OmniSwitch".

3.5 New OS compatibility

3.5.1 Windows 8

- All applications (OMC, PIMphony, ACD, LOLA, DBAdapter, AST, Label set, OLD, OSC, My IC Social Networks) support OS Windows 8 Client for 32 and 64 bits architecture.

Note

No compatibility with Windows 8 RT (OS running on devices with ARM architecture)

Warning

Restriction for Windows 8 compatibility:
- OMC and DAP configurator (IP Dect management) must be run <u>with</u> Administrator rights.   - To be able to run the applications, the .NET framework 3.5 has to be installed through "Turn windows features on or off" in the control panel – "Programs and Features".

3.5.2 Windows 2012 server

- Support of Windows 2012 server (same warning remarks as for windows 8).

3.6 Centralized Management 8770

OmniPCX Office R910 is compatible with OmniVista 8770 server.
OmniVista 8770 behaves as the previous OmniVista 4760.
OmniVista 8770 only connects to the OmniPCX Office over an IP network.
For more details, see OmniVista 8770 technical communication.

3.7 ACD : automatic call answer on ACD agent

When auto answer is enabled for an ACD agent, incoming call presented to the agent's phone is answered by the ACD engine after a configurable time out (configurable from 2 seconds to 10 seconds, default value = 5 seconds).

"Automatic call answer" feature activates the hands free on the associated agent's set and establishes the communication with the agent
Auto-answer for ACD agents can be configured on Agent Parameters via OMC and on Supervisor console.

3.8 SIP Trunking

3.8.1 G722/G722.2 native codec

G722/G722.2 wideband codec management on the SIP trunk (without codec pass-through).
Available only in direct-RTP mode for SIP phones and trunks.
Enabled by default.
  ➢ New values are available in OMC for :
  - Default Codec List and default framing
  - ARS – Codec / Framing

3.8.2 Error Correction Mode (ECM) for T.38 fax

Error Correction Mode (ECM) for T.38 fax is introduced for detection and correction of errors in the fax transmission.

⚠️
Warning

Explanations about ECM features are given by mistake in OmniPCX Office R910 Expert Guide,
"ECM" feature is **NOT available neither supported in the Release 910**.
  - The feature "ECM" will be delivered in a future OmniPCX Office Release (i.e. **R920**): you will be informed from a New Technical Communication.

3.9 MyIC Social Networks

My IC Social Networks version "910_Build_**3.1.0.4023**" is delivered at the commercial availability date of the OmniPCX Office R910_035.001.

My IC Social Networks Release 3.1 new features:
  - My IC Social email context menu will now display additional "Call" services even though the contact is not part of the user's buddy list. As soon as this contact comes from the "Global Address Book", the Call Services are available for a given email entry.

  - Pounce service available today on telephony status change "Busy to Free" is extended to "Pounce on Idle".
    In the 3.0 release the Pounce could be applied only to a contact entry that was busy on the phone.
    In the 3.1 release, Pounce can also be applied to contacts that have the telephony status to "IDLE".
    Example: Mike is free on the phone, his icon is green, I pounce him. Then, as soon as Mike is having any telephony activity (making a call for instance), I get a pop-up notification when Mike hangs-up his call. Actually, we can detect the telephony activity of a remote contact to better get in touch with him at the right moment.

3.10 PIMphony v6.7

It is mandatory to install ".Net framework 3.5" in windows 8 / 2012 PCs.

If ".Net framework 3.5" is not installed in PC, a new pop-up is displayed during installation of PIMphony v6.7.
End user needs to enable the option available in "windows Feature" to get ".Net 3.5 framework" installed.
It requires internet connection for successful installation of .Net framework 3.5.
"Windows Features" for windows 8/2012 is available in :
Control panel -> Programs and Features -> "Turn windows Features on or off"

3.11 8002/8012 R1.0 Maintenance Release

- 8002/8012 software bug corrections,
- Corrections of labels not or wrongly translated,
- Ergonomics improvement regarding call transfer feature,
- Auto-answer only for internal calls,
- Voice mail LED in multi set configuration.

3.12 MISCELLANEOUS FEATURES

3.12.1 OmniPCX Office default route enhancement

In order to ease the deployment on customer's LAN, the IP address of the OmniPCX Office's default gateway is changed to 192.168.92.1.

3.12.2 OmniPCX Office DHCP for third party SIP phones (non Alcatel SIP devices):

To simplify provisioning of third-party SIP phones (non Alcatel-Lucent SIP Phones), OmniPCX Office R910 can act as a DHCP and provisioning server for third-party SIP phones.
Auto provisioning a third-party SIP phone involves:
- Assigning an IP address to the SIP phone through DHCP server.
- In the DHCP offer, information about the provisioning server address, configuration file path and other DHCP options configured via OMC is communicated to the SIP phone.
- SIP phone downloads the boot / config file from the provisioning server and becomes operational.

Note

The following enhancements are delivered in OmniPCX Office R910_035.001 software version as part of advanced DHCP configuration for third party SIP phones :
- Up/Down option in the DHCP profile options for prioritization
- Advanced DHCP configuration with Any Device / MAC Group
- Storage of DHCP Config file & DHCP log in Webdiag
- User defined DHCP options (editable drop down box in OMC)

3.12.3 8082 My IC Phone

Native and by default, support of wideband G722/G722.2 for 8082 My IC Phone to increase voice quality.

3.12.4 TSP installation

Easy way to install TSP via a dedicated Wizard.
TSP installation is now no more linked with PIMphony application, no obligation anymore to use "Command line" for TSP installation.

3.12.5 Management of system alarms.

- Size of Hardware anomaly table is increased from 100 to 250 Messages
- Size of Historic Event table is increased from 200 to 500 Messages

3.12.6 Dimensioning

- The overall number of SIP phones is the same than the previous release R900: 120 SIP terminals maximum included in 200 IP terminal maximum.
- "SIP companion" licenses for My IC Mobile dual mode are included in the count of IP terminal.
- OmniPCX Office supports up to 50 My IC Mobiles, including "SIP Companion".

4 Restrictions applicable to OmniPCX Office R910_035.001

4.1 Automatic provisioning of OmniSwitch via DHCP

Information
- OmniSwitch firmware upgrade is not in the scope of this feature.
- OmniSwitch & non Alcatel-Lucent devices need manual (static) configuration of Vlan, if OmniPCX Office with separate voice VLAN is used for provisioning these devices.
- OmniSwitch configuration file names **must not** contain space or special characters.

4.2 OmniPCX Office DHCP for non Alcatel-Lucent SIP devices (third party SIP phones)

Restriction
Under OMC-> Hardware and Limits-> LAN/IP Configuration-> DNS/DHCP->Advanced DHCP-> Option Profile,
For Option 1: subnet mask, this field is not accepting valid Subnet Masks like 255.255.0.0 or 255.128.0.0.
Also, it is accepting any value in 4th octet if the first 3 octets are 255.255.255.

Information

Choose Type as 'IP Address' in Advanced DHCP configuration window->Options Profile, if the installer would like to use "OXO_IP" macro as an alias in 'Value' field (as an alternate to enter IP address of OmniPCX Office in x.x.x.x format).

Third party configuration file names **must not** contain space or special characters.

4.3 SIP Companion

Restrictions

- For incoming calls, in case the MyIC Mobile iPhone application is in background, ring tone is stopped in 17 secs, after 17 secs user is no longer notified by sound. But still can answer the call by unlocking the phone (applicable only in SIP mode).
- SIP Call doesn't work when the iPhone is in the locked state and all the calls are placed via GSM only. This issue seen only on few extensions which occurs randomly over a period of time usage. Issue is not specific to iOS version.
- Application hangs when the MyIC Mobile user activates the call routing to voicemail, if the extension doesn't have any mailbox.
  Workaround
  Create mailbox for the MyIC Mobile user before using routing to voicemail option.
- ⇨ Expert document will be updated for Release 920.

Information

- SIP Companion doesn't use the Feature rights and Dyn. Routing of associated MyIC Mobile set.
- SIP Companion - call is just cut when the user moves out of WLAN to GSM, because no handover between WLAN and GSM in case of SIP Companion.

4.4 SIP Phones / IP Sets in parallel hunting group

Restriction

When the number of SIP phones in ringing state in parallel hunting group is equal to the number of DSP channels available in the system, any incoming call answer in IP set is unobtainable (IP set is an another member of same hunt group).

Workaround

1) Hunt group can be configured in Sequential, or Cyclic, when it has number of SIP phones equal to the number of DSP channels available.

2) Number of VOIP Subscriber Channels can be increased.

4.5 ACD

In case of migration of system from flash to Hard Disk, ACD configurations are lost.

4.6 MyIC Social Networks

Information

My IC Social Networks release version is displayed as version "3.0" and not as "3.1" under OMC Software key features.
This is only a display fact and will not be changed in the future, there is no functional impact.

4.7 Get Call

Restriction

1. There is no voice path when GetCall is performed from MyIC Phone 8082 (Primary set in Multiset) & Single Ringing mode is activated in MyIC Mobile iPhone. There is no problem if IP Touch TDM/IP is configured as Primary.

Workaround

Put the call on-hold and retrieve the call, will establish the voice path.

2. When the Primary set is in locked state, it is still possible to pick-up call in primary set with "Get Call" feature.
⇨ Global design restriction.

Information

- The "Get Call" info icon of subscriber/basestation list window is visible for all the sets. No restriction is applied in display of icon for any specific set.
- The Tooltip which hovers the information icon in Subscriber/ Base station list is having a default timeout (20 seconds). After timeout, the tooltip will be displayed only after re-initialization of the window (meaning , to close & open the subscriber details window).

4.8 TSP Wizard

Restriction

During upgrade of TSP, the new dialogs introduced in the installation wizard will always be in English (default language) irrespective of the language choice.

⇨ Will be solved in a future TSP software version.

4.9 PIMphony

Restriction

During upgrade of PIMphony, the new dialog box introduced for Windows8 (when the required .NET framework setting are not done), will always be in English irrespective of the language in which it was installed.

⇨ Will be solved in a future PIMphony software version.

4.10 Default SIP Port

Information

OMC throws error message while changing the default SIP port values under OMC->Voice over *IP->VoIP parameters-> gateway tab.*

Workaround
1. Change SIP trunk port to dummy value say 6000
2. Now change SIP phone port to 5060
3. Then change SIP trunk port to 5059

4.11 FAX Call Routing

Restriction

OMC throws synchronization problem error, while configuring FAX number for a DDI entry in public numbering plan for FAX Call Routing feature.

⇨ Will be solved in a future OmniPCX Office R910 software version.

4.12 DBAdapter

Information

If OMC throws an error message (DBAdapter Problem) while opening a database (from OmniPCX Office < R910), OMC must run with admin privileges.

Note

There is no problem if the built-in (default) Administrator of the system do login and use OMC.

4.13 8082 My IC Phone

Restriction

Configuration file of 8082 My IC Phone is not updated if the domain name of OmniPCX Office is changed from default (default value: alize).

⇨ Will be solved in a future OmniPCX Office R910 software version.

4.14 OMC

Restriction

In OSC, selecting the binary is not possible if binary is in C: drive (problem observed with Windows 8 and 7).

Workaround

Keep the binary other than C: drive.

⇨ Will be solved in a future OMC software version.

Information

The DECT registration period is 2 minutes and it is not possible to start the DECT registration of several handsets at the same time.

4.15 DECT_IBS

Restriction

500 DECT is taking long time to register with IBS after cdb restore through OMC.

Workaround

Manual Switch off / Switch on of 500 DECT terminal will make the set up and running.

⇨ Will be solved in a future OmniPCX Office R910 software version.

Information

The DECT registration period is 2 minutes and it is not possible to start the DECT registration of several handsets at the same time.

4.16 OmniPCX Office R910 EXPERT GUIDE

4.16.1 Managing DAP

Mentioned in Expert Documentation:
- chapter 5.1.3.2.4 Managing DAPs

Actual Content :
In OMC, select **Subscriber** miscellaneous > Passwords -> SIP phone Administrator passwords.

Correct Content:
In OMC, select **System** miscellaneous > Passwords -> SIP phone Administrator passwords.

4.16.2 ECM

Mentioned in Expert Documentation:
- chapter 6.4.2.3.20 Fax over IP (FoIP)
- chapter 6.4.2.4.10 Appendix: VoIP Noteworthy Addresses

Warning

Explanations about ECM features are given by mistake in OmniPCX Office R910 Expert Guide,
"ECM" feature is **NOT available neither supported in the Release 910**.
The feature "ECM" will be delivered in a future OmniPCX Office Release (i.e. **R920**): you will be informed from a New Technical Communication.

5 OmniPCX Office R910 Licence

Following license is available for new R910 services management (or new pack definition).

3EH03352AA : SWL 1 ADD SIP COMPANION

6 MIGRATION

See "OmniPCX Office Migration" technical communication reference "1808" for more details.

- For migrations < R9.X (i.e. R8.X) to R910, LOLA version 11.1 has to be used.
- You may also use OMC R910 and perform the software upgrade from R8.X to R910 WITHOUT automatic database save and restore process : save first the present OmniPCX Office R8.X database with OMC R910, perform the software upgrade to Release 910 in cold reset status and organize then the database restore via OMC R910 (always use latest available OMC version).

- For migration from R900 / R910 (910 older software version) to R910 (910 newer software version), automatic upgrade with database save and restore can be performed with OMC Release 910 (always use latest available OMC version).

ADVICE

In case of migration failure (system doesn't initiate the swap to the Release 910), perform a system warm reset and start again the swap process.

7 SOFTWARE REFERENCES

7.1 Software versions level

- The OmniPCX Office R910_035.001 software version has the same level of corrections as OmniPCX Office R900/054.001 (except new SIP stack integration "4.0.009.003" => planned to be integrated in the next Release 910 MR OmniPCX Office patch software version).
- OMC 910_19.2a contains all bug fixes and changes delivered in OMC 900_24.1a.

7.2 Software details

Component	Build
OMC	OMC910/19.2a
PIMphony	6.7 Build 2940
ACD application Package	9.54.01
OLD appli	2.3.6
MLAA appli	9.51.1
AST appli	2.1 build 1.1
OSC appli	3.2.016
DBAdapter	2.2 build 1.0
MyIC Mobile iPhone	2.0.8
MyIC Mobile Android	V 2.0.32.1

DAP Configurator version	V 2.1.0.1
MyIC social Network	V3.1.0.4023
Label Set	300/14.1
Boot-loader	000.018
multi ua	001.006
ibs	4910be0e
ibs_NG	049.003
ibspwt	001.024
MIPT	MIPT : 109.025 TWIN :120.028
IPNOE x8 series	A : 04.32.43 BCD : 04.32.42
UANOE x9 series	A : 3.80.40 BC : 3.81.50
LIPNOE	2.01.00
LUANOE	2.01.01
IPNOEG (EE)	04.32.43
8082 My IC Phone (VHE)	R260_1.012.3
8002 / 8012 My IC Phone (VLE/VLE+)	V 02.34.00
OT4135	1.5.19
LoLa400	11.1
DECT 500	00.54
DECT 8232	41.81
IP Dect DAP base	4910b535.dwl
SIP stack	4.0.009.002

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

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 -