

OMNIPCX OFFICE : HARDWARE & SOFTWARE COMPATIBILITY

This document describes the hardware and software compatibility rules of the OmniPCX Office.

Revision History

Edition 13: October 29, 2012	update R8.2 – new x8 Bluetooth handset
Edition 14: November 20, 2013	update R9.2 , BRA -2 , MIX -2

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1 Introduction

This document describes the hardware and software compatibility rules of the OmniPCX Office starting from Release 1.1 till Release 9.2.

2 Compatibility Hardware / Releases

Type/Board	R1.x	R2.0	R2.1	R3.0	R3.1	R4.x	R5.0	R5.1	R6.x	R7.x	R8.x	R9.x	Remarks
CPU													
CPU	OK	OK	OK	OK	OK	OK	NO	NO	NO	NO	NO	NO	If ≥ R3.x: hard disk + 64Mb SDRAM mandatory. ACD is not supported
CPUe	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	If ≥ R3.x: hard disk is mandatory
CPU-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	In R1 seen as CPU. If ≥ R3.x: hard disk is mandatory
CPU-2	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	In R2.1: from R210/025.001. If ≥ R3.x & ACD: hard disk is mandatory
CPUe-1	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	
CPUe-2	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	For R2.1, version ≥ 060.002
CPU-3	NO	NO	OK	NO	OK	OK	OK	OK	OK	OK	NO	NO	From: R210/089.001 – R310/046.001 – R410/023.001
CPU-3m	NO	NO	OK	NO	OK	OK	OK	OK	OK	OK	NO	NO	From: R210/089.001 – R310/046.001 – R410/030.001 – R500/029.001
CPU-4	NO	NO	OK	NO	OK	OK	NO	OK	OK	OK	NO	NO	From: R210/091.001 – R310/056.001 – R410/057.001 – R510/037.001 – R610/014.003
PowerCPU	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	OK	OK	PATA hard disk are not compatible
CoCPU													
CoCPU	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	No RAS in R1.x
CoCPU-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	In R1 seen as CoCPU ; No RAS in R1
CoCPU-2	NO	NO	OK*	OK	OK	OK	OK	OK	OK	OK	NO	NO	From R210/060.002
CoCPU@	OK	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
MEX	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	
PowerMEX	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	OK	OK	
Daughter board													
XMEM	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	
XMEM-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	From R110/061.001
XMEM 128-1	NO	NO	OK	NO	OK	OK	OK	OK	OK	OK	NO	NO	From R210/089.001 – R310/046.001 – R410/023.001
HSL	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
HSL-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
AFU	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
AFU1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
VoIPx	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	
VoIPx-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	R1, R2.x, R3.0: seen as VoIPx
VoIPx-2	NO	NO	NO	NO	NO	OK	OK	OK	OK	OK	NO	NO	VoIPx-2: echo canceller up to 64ms (instead of 40ms for VoIPx-1 and VoIPx)
WAN	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	

Type/Board	R1.x	R2.0	R2.1	R3.0	R3.1	R4.x	R5.0	R5.1	R6.x	R7.x	R8.x	R9.x	Remarks
MET	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Only on ATA – unsupported since R2.0
GSLCI	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Only on APA
DSPCLI	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Only on APA
Mini-MIX	NO	NO	NO	NO	NO	NO	NO	OK	OK	OK	OK	OK	Only with CPU-3m or CPU-4 and new Compact Edition
80/160Gb HD	NO	NO	NO	NO	OK	OK	NO	OK	OK	OK	OK	OK	From: R310/059.001 - R410/060.001 - R510/052.001 - R610/023.001 On old releases (< R8.0) only 137Gb are recognized
Analog trunks													
ATA x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
DDI	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
APA x	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
Isdn trunks													
BRA x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
BRA x-2	NO	NO	NO	NO	NO	NO	NO	NO	OK	OK	OK	OK	From R610/053.001 – R710/099.001 – R820/070.001 – R910/044.001 – R920. OMC 910/26.1a or OMC 920 required
DLT2	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
PRA-T2/T1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
T1-CAS	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
PCM-R2	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
DASS2	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
Analog terminal													
SLI x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
SLI x-1	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	From version R210/028.005
SLI x-2	NO	NO	NO	NO	OK	OK	NO	OK	OK	OK	OK	OK	From R310/060.001 - R410/065.001 - R510/059.001 - R610/047.001 - R710/069.001. OMC800 or higher is required.
Digital interface													
UAI 16-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Compatible with R1.x but without power splitter (seen as UAI16)
UAI 4-1	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
UAI 8-1	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
UAI x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
Mixed boards													
MIX 2/4/8	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	
MIX 2/8/4	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	

Type/Board	R1.x	R2.0	R2.1	R3.0	R3.1	R4.x	R5.0	R5.1	R6.x	R7.x	R8.x	R9.x	Remarks
MIX x/x/x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
MIX x/x/x -1	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	
MIX x/x/x -2	NO	NO	NO	NO	NO	NO	NO	NO	NO	OK	OK	OK	From R610/053.001 – R710/099.001 – R820/070.001 – R910/044.001 – R920. OMC 910/26.1a or OMC 920 required
AMIX x/x/x -1	NO	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	From R310/020.004
LAN boards													
LANX x	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
LANX 16-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	In R1 seen as LANX 16
LANX x-2	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	In R1 seen as LANX16. In R2 seen as LANX16-1
SLANX 4 / 4-1	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	NO	NO	
Module													
IBS	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
IBS NG	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
4080 IP-DECT AP	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	OK	
TOCT	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
Multi reflexes	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
Rack													
S/M/L	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Not compatible with CPUe-x and power splitter on UAI16-1
R2 S/M/L	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
R3 S/M/L with external battery	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	If no external battery: compatible with all releases
Compact Edition	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	OK	MiniMIX not supported – No hard disk on PowerCPU
Compact Edition	NO	NO	NO	NO	OK	OK	OK	OK	OK	OK	OK	OK	With CPU-3m: from R310/049.001 - R410/033.001 - R500/034.001
XS-N	NO	NO	NO	NO	OK	OK	NO	OK	OK	OK	OK	OK	With CPU-4: from R310/056.001 - R410/057.001 - R510/037.001 - R610/014.003

OK: authorized - NO: not authorized

3 Compatibility CPU / functionalities

3.1 Release 1.1

Services	Type of control	without extension		with XMEM64		with Hard Disk	
	CPU type	CPU	CPUe CPU-1	CPU	CPUe/ CPU-1	CPU	CPUe CPU-1
VMU	Nb of ports	4	8	4	8	4	8
	Voice mail storage	20'		1h 20		200h	
	Automated attendant	NO		OK not configurable		OK configurable	
	Audiotext	NO		NO		OK	
	Distribution list	NO		NO		OK	
	Recording of communication	NO		NO		OK	
Greeting	Nb max.	4	8	4	8	4	8
Music on hold	Length (in minutes)	2		2		10	
Metering	Nb of tickets	1000		1000		30000	
Languages	Nb of languages	Up to 4		Up to 4		Up to 4	
VoIP		NO		NO	OK(1)	OK(1)	
IA		NO		OK(1)		OK(1)	

(1) with CoCPU

3.2 Release 2.1

Services	Type of control	without extension		with XMEM		with Hard Disk	
	CPU type	CPU	CPUe CPU-1	CPU	CPUe CPU-1	CPU	CPUe CPU-1 CPUe-1
VMU	Nb of ports	4	8	4	8	4	8
	Voice mail storage	20'		1h 20		200h	
	Automated attendant	NO		OK not configurable		OK configurable	
	Audiotext	NO		NO		OK	
	Distribution list	NO		NO		OK	
	Recording of communication	NO		NO		OK	
Greeting	Nb max.	4	8	4	8	4	8
Music on hold	Length (in minutes)	2		2		10	
Metering	Nb of tickets	1000		1000		30000	
Languages	Nb of languages	Up to 4		Up to 4		Up to 4	
VoIP		NO		NO	OK(1)	OK(1)	
RAS		NO		OK(2)		OK(2)	
IA	Only for CPUe-x	NO		NO		NO	

(1) with CoCPU

(2) with CoCPU if more than 2

3.3 Release 3.0

Services	Type of control	without extension		with XMEM64		with Hard Disk	
	CPU type	CPU-2		CPU-2		CPU	CPUE CPU-1/2 CPUE-1
VMU	Nb of ports	8		8		4	8
	Voice mail storage	20'		1h 20		200h	
	Automated attendant	OK not configurable		OK not configurable		OK configurable	
	Audiotext	NO		NO		OK	
	Distribution list	NO		NO		OK	
	Recording of communication	NO		NO		OK	
Greeting	Nb max.	4	8	4	8	4	8
Music on hold	Length (in minutes)	2		2		10	
Metering	Nb of tickets	1000		1000		30000	
Languages	Nb of languages	Up to 4		Up to 4		Up to 4	
VoIP		NO		OK(1)		OK(1)	
RAS		NO		OK(2)		OK(2)	
IA	Only on CPUE-x	NO		NO		NO	
ACD	function	NO		NO		OK	
	Nb of agents					20	
	Nb of PC agent software (DAM)					10 (20 on CPUE-1)	
	Nb of supervisor					1 (4 on CPUE-1)	

(1) with CoCPU

(2) with CoCPU if more than 2

3.4 Release 3.1

Services	Type of control	without extension	with XMEM64	with Hard Disk	
	CPU type	CPU-2	CPU-2	CPU	CPUe CPU-1/2 CPUe-x
VMU	Nb of ports	8	8	4	8
	Voice mail storage	20'	1h 20	200h	
	Automated attendant	OK not configurable	OK not configurable	OK configurable	
	Audiotext	NO	NO	OK	
	Distribution list	NO	NO	OK	
	Recording of communication	NO	NO	OK	
Greeting	Nb max.	4	8	4	8
Music on hold	Length (in minutes)	2	2	10	
Metering	Nb of tickets	1000	1000	30000	
Languages	Nb of languages	Up to 4	Up to 4	Up to 4	
VoIP		OK(1)	OK(1)	OK(1)	
VoIP on CPU	VoIP-1	OK	OK	NO	OK
RAS		NO	OK(2)	OK(2)	
IA	Only on CPUe-x	NO	NO	NO	
ACD	function	NO	NO	OK	
	Nb of agents			20	
	Nb of PC agent software (DAM)			10 (20 on CPUe-x)	
	Nb of supervisor			1 (4 on CPUe-x)	

(1) with CoCPU

(2) with CoCPU if more than 2

3.5 Release 4.x

Services	Type of control	without extension	with XMEM64	with Hard Disk	
	CPU type	CPU-2	CPU-2	CPU	CPUE CPU-1/2 CPUE-x
VMU	Nb of ports	8	8	4	8
	Voice mail storage	20'	1h 20	200h	
	Automated attendant	OK not configurable	OK not configurable	OK configurable	
	Audiotext	NO	NO	OK	
	Distribution list	NO	NO	OK	
	Recording of communication	NO	NO	OK	
Greeting	Nb max.	4	8	4	8
Music on hold	Length (in minutes)	2	2	10	
Metering	Nb of tickets	1000	1000	30000	
Languages	Nb of languages	Up to 4	Up to 4	Up to 4	
VoIP		OK(1)	OK(1)	OK(1)	
VoIP on CPU	VoIP-1	OK	OK	NO	OK
RAS		NO	OK(2)	OK(2)	
IA	Only on CPUE-x				
ACD	function	OK	OK	OK	
	Nb of agents	10	10	20	
	Nb of PC agent software (DAM)	10	10	10 (20 on CPUE-x)	
	Nb of supervisor	1	1	1 (4 on CPUE-x)	

(1) with CoCPU

(2) with CoCPU if more than 2

3.6 Release 5.0

Services	Type of control	without extension	with XMEM128	with Hard Disk
	CPU type	CPU-3	CPU-3	CPUE - CPU-1/2/3 CPUE-x
VMU	Nb of ports	8	8	8
	Voice mail storage	1h	4h	200h
	Automated attendant	OK not configurable	OK not configurable	OK configurable
	Audiotext	NO	NO	OK
	Distribution list	NO	NO	OK
	Recording of communication	NO	NO	OK
Greeting	Nb max.	4	8	8
Music on hold	Length (in minutes)	2	2	10
Metering	Nb of tickets	1000	1000	30000
Languages	Nb of languages	Up to 4	Up to 4	Up to 4
VoIP		OK (1)	OK (1)	OK (1)
VoIP on CPU	VoIP-1	OK	OK	OK (3)
RAS		NO	NO	OK (2)
IA	Only on CPUE-x	NO	NO	NO
ACD	function	OK	OK	OK
	Nb of agents	10	10	32
	Nb of PC agent (DAM)	10	10	10 (32 on CPUE-x)
	Nb of supervisor	1	1	1 (4 on CPUE-x)

(1) with CoCPU

(2) with CoCPU if more than 2

(3) with CPU-1/CPU-2 or CPU-3

3.7 Release 5.1

Services	Type of control	without extension	with XMEM128	with Hard Disk
	CPU type	CPU-3/3m	CPU-3/3m	CPUe - CPU-1/2/3 CPUe-x
VMU	Nb of ports	8	8	8
	Voice mail storage	1h	4h	200h
	Automated attendant	OK not configurable	OK not configurable	OK configurable
	Audiotext	NO	NO	OK
	Distribution list	NO	NO	OK
	Recording of communication	NO	NO	OK
Greeting	Nb max.	4	8	8
Music on hold	Length (in minutes)	2	2	10
Metering	Nb of tickets	1000	1000	30000
Languages	Nb of languages	Up to 4	Up to 4	Up to 4
VoIP		OK(1)	OK(1)	OK(1)
VoIP on CPU	VoIP-1	OK	OK	OK(3)
RAS		NO	NO	OK(2)
IA	Only on CPUe-x	NO	NO	NO
ACD	function	OK	OK	OK
	Nb of agents	10	10	32
	Nb of PC agent (DAM)	10	10	10 (32 on CPUe-x)
	Nb of supervisor	1	1	1 (4 on CPUe-x)
Meet me	Number of meet me conference	1	1	1

(1) with CoCPU

(2) with CoCPU if more than 2

(3) with CPU-1/CPU-2 or CPU-3/3m

3.8 Release 6.x

Services	Type of control	without extension	with XMEM128	with Hard Disk
	CPU type	CPU-3m	CPU-3m	CPUe CPU-1/2/3m CPUe-x
VMU	Nb of ports	8	8	8
	Voice mail storage	1h	4h	200h
	Automated attendant	OK not configurable	OK not configurable	OK configurable
	Audiotext	NO	NO	OK
	Distribution list	NO	NO	OK
	Recording of communication	NO	NO	OK
Greeting	Nb max.	4	8	8
Music on hold	Length (in minutes)	2	2	10
Metering	Nb of tickets	1000	1000	30000
Languages	Nb of languages	Up to 4	Up to 4	Up to 4
VoIP		OK(1)	OK(1)	OK(1)
VoIP on CPU	VoIP-1	OK	OK	OK(3)
RAS		NO	NO	OK(2)
IA	Only on CPUe-x	NO	NO	NO
ACD	function	OK	OK	OK
	Nb of agents	10	10	32
	Nb of PC agent software (DAM)	10	10	10 (32 on CPUe-x)
	Nb of supervisor	1	1	1 (4 on CPUe-x)
Meet me	Number of meet me conferences	1	1	1

(1) with CoCPU

(2) with CoCPU if more than 2

(3) with CPU-1/CPU-2 or CPU-3m

3.9 Release 7.x

Services	Type of control	without extension	with XMEM128	with Hard Disk
	CPU type	CPU-4	CPU-4	CPUe CPU-1/2/3m/4 CPUe-x
VMU	Nb of ports	8	8	8
	Voice mail storage	1h	4h	200h
	Automated attendant	OK not configurable	OK not configurable	OK configurable
	Audiotext	NO	NO	OK
	Distribution list	NO	NO	OK
	Recording of communication	NO	NO	OK
Greeting	Nb max.	4	8	8
Music on hold	Length (in minutes)	2	2	10
Metering	Nb of tickets	1000	1000	30000
Languages	Nb of languages	Up to 4	Up to 4	Up to 4
VoIP		OK(1)	OK(1)	OK(1)
VoIP on CPU	VoIP-1	OK	OK	OK(3)
RAS		NO	NO	OK(2)
IA	Only on CPUe-x	NO	NO	NO
ACD	function	OK	OK	OK
	Nb of agents	10	10	32
	Nb of PC agent software (DAM)	10	10	10 (32 on CPUe-x)
	Nb of supervisor	1	1	1 (4 on CPUe-x)
Meet me	Number of meet me conferences	1	1	1

(1) with CoCPU

(2) with CoCPU if more than 2

(3) with CPU-1/CPU-2 or CPU-3m

3.10 Release 8.0

Services	Type of control	without Hard Disk	with Hard Disk
	CPU type	PowerCPU	PowerCPU
VMU	Voice mail storage	4h	200h
Greeting	Nb max.	20	20
Music on hold	Length (in minutes)	4x 10 (1)	4x 10 (1)
Languages	Nb of languages	4	4
VoIP	DSP	Up to 48 (2)	Up to 48 (2)
ACD	Function	OK	OK
	Nb of agents	32	32
	Nb of PC agent software (DAM)	32	32
	Nb of supervisor	8	8
	Statistic	NO	OK

(1) Up to 4 MoH with a maximum duration of 600s each

(2) Up to 16 DSP on the PowerCPU – max. 48 DSP with Armada VoIP 32 daughter board.

3.11 Release 8.1 / 8.2 / 9.x

Services	Type of control	without Hard Disk	with Hard Disk
	CPU type	PowerCPU	PowerCPU
VMU	Voice mail storage	30h	200h
Greeting	Nb max.	20	20
Music on hold	Length (in minutes)	4x 10 (1)	4x 10 (1)
Languages	Nb of languages	4	4
VoIP	DSP	Up to 48 (2)	Up to 48 (2)
ACD	Function	OK	OK
	Nb of agents	32	32
	Nb of PC agent software (DAM)	32	32
	Nb of supervisor	8	8
	Statistic	NO	OK

(1) Up to 4 MoH with a maximum duration of 600s each

(2) Up to 16 DSP on the PowerCPU – max. 48 DSP with Armada VoIP 32 daughter board.

4 Miscellaneous

4.1 System

- Hot plug is possible for boards with OBC version ≥ 2.007 or ≥ 3.005 .
- CPUs and CoCPUs are not hot plug and must be switched off with the On/Off button.

4.2 Terminals

4.2.1 x8 and x9 series sets compatibility

	R1.x	R2.x	R3.x	R4.x	R5.x	R6.x	R7.x	R8.x	R9.x
4068/4038	NO	NO	from R3.1	OK	OK	OK	OK	OK	OK
4028/4018	NO	NO	NO	OK	OK	OK	OK	OK	OK
4008	NO	NO	NO	NO	from R5.1	OK	OK	OK	OK
x8 Extended Edition (EE)	NO	NO	NO	NO	OK from 510/040.001	OK from 610/017.002	OK	OK	OK
40x9	NO	NO	NO	OK	OK	OK	OK	OK	OK

OK: authorized - **NO**: not authorized

4.2.2 4068 EE Bluetooth handsets

New hardware is delivered on Bluetooth handsets delivered from factory since Q3 2012. These new handsets (reference: 3GV26051**BBJA**) requires to have firmware 4.32.11 or higher on the 4068 EE.

The version 4.32.11 is available in following OXO releases:

- R510 / 063.001 or higher
- R610 / 051.001 or higher
- R710 / 093.001 or higher
- R820 / 031.001 or higher

4.2.3 Modules compatibility

- Multi-Reflexes 4099 HUB'
- ISDN module RNIS (S0 interface)
- Analogue Module (AP),
- V24/CTI Module

	With a x9 set			With a Reflexe set or in stand alone mode (TA)	
	OXO \leq R4.0	OXO R4.1	OXO \geq R5.x	OXO $<$ R5.x	OXO \geq R5.x
New modules x9 series	NO	OK from 410/041.001	OK	OK	OK
Old modules (UA 3G)	NO	NO	NO	OK	OK

OK: authorized - **NO**: not authorized

- Only extensions sets "First" (4010) manufactured from W17/99 can be used (initialisation problems).

4.3 IBS – DECT

IBS 1G – First generation

- The base stations whose software version is lower than 3.16 are not downloaded and keep their own version.

IBS NG – New generation

- The new base station, compatible with the IBS 1G, was created to treat obsolescence of certain components.

4.4 Reminder

- The CSTA server is stopped during the downloading of a new software version.
- The telephony services on the external TAPI server 2.1 must be stopped before resetting or restarting the OmniPCX Office.

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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](#)

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