

RELEASE NOTE

PIMPHONY V6.7 BUILD 2950

This document provides information on PIMphony release V6.7. It details version history and OmniPCX Office version relationship, the new features, the supported and non supported elements.

Revision History

Edition 1: June 10, 2013	Build 2925
Edition 2: October 18, 2013	Build 2950

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1 ABSTRACT

This document provides information on PIMphony release v6.7. It details version history and OmniPCX Office version relationship, the new features, the supported and non supported elements.

OmniPCX Office Release 920 should be installed with PIMphony v6.7 and this PIMphony release is based on PIMphony v6.6 build 2740.



Note

Please refer to technical communication "Migration to R920", in order to check how to migrate to the release 920 and also to read the impact on PIMphony application.

2 COMPATIBILITIES

OXO PIMphony	R1.1	R2.0	R2.1	R3.X	R4.X	R5.X	R6.X	R7.X	R8.0	R8.1	R8.2	R9.0	R9.1	R9.2
5.1	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
6.1	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
6.2	✗	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗
6.3	✗	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗
6.4	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗
6.5	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✗	✗
6.6	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗
6.7	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓

3 SUPPORT OF LATEST WINDOWS OS PLATFORMS

OS supported till PIMphony 6.6 are supported for PIMphony 6.7 also. PIMphony 6.7 supports the following latest Windows® OS platforms :

- Windows® 8 32 / 64 Bit
- Windows® 2012 Server 64-Bit



Note

Windows 8 RT is not supported.

3.1 Function Specification

Microsoft .NET Framework 1.1, Microsoft .NET Framework 1.1 SP1 upgrade and Microsoft® Web Services Enhancements (WSE) 2.0 SP3 Runtime are required and installed by the product if a more recent version is not detected on your computer.

For Windows® 8 and 2012 Server OS, ".NET Framework 3.5" needs to be installed before installing PIMphony. It requires internet connection for successful installation of .NET Framework 3.5.

If .NET Framework 3.5 is not installed in Windows®8/2012 server and proceeding with the full installation/Migration (singleEXE)/Update (Patch) of PIMphony, a popup with below mentioned information is displayed on click of next/update in start-up wizard of PIMphony.

If .NET Framework 3.5 is not installed on your PC, please install it before you run this setup.
To install the Microsoft .NET Framework 3.5:

Select on your PC the windows Feature available in control Panel -> 'Programs and Features' / 'Programs' -> Turn windows Feature on or off'.

Then,

In Windows®8:

- Select '.NET Framework 3.5' Checkbox

In Windows® 2012 server:

- Server Manager -> Manage -> Add Roles and Features wizard
 - Navigate to 'Features' window
 - Select '.NET Framework 3.5 Features' Checkbox

In case more information is needed, Please contact your local administrator.

On click of "OK" button in above popup, the PIMphony installation is interrupted.

4 SIP PHONE SUPPORT

The limitations of PIMphony with SIP phones are listed in this chapter and it is supported since PIMphony v6.4.

4.1 SIP Phones monitored by PIMphony

SIP phones ("8082 My IC Phone", generic SIP Phone, OT 4135 Conference module) introduced in OmniPCX Office Release 810 cannot be associated with PIMphony.

PIMphony configuration window is modified such that the SIP phones are not listed for selection in Phone number or name list.

If the user manually enters the SIP phone EDN for associating PIMphony with SIP phone, PIMphony refuses the association with an error message.

4.2 Support SIP phones in PIMphony Supervision

SIP phones ("8082 My IC Phone", generic SIP Phone, OT 4135 Conference module) introduced in OmniPCX Office Release 810 can be supervised in PIMphony Supervision window.



Note

Refer to chapter 4.3 for the list of telephony features and setting features applicable for SIP phones in PIMphony supervision window, when PIMphony Operator profile is in use

4.3 Supervision Window for SIP Phone

Limits and restrictions applicable for SIP Phones supervised from PIMphony Operator supervision window:

Terminal lock/ unlock

Terminal Lock /Unlock feature is disabled for SIP phones as the Lock is managed locally on the terminal. Lock state is not displayed in PIMphony supervision because system does not know the terminal state.

Nomadic right

Nomadic right cannot be modified in PIMphony supervision window for SIP phones as Nomadic mode is not supported on SIP phone.

Feature shown is grayed for SIP phones in Supervision window.

Text forward

Text forward configuration is not proposed for SIP phones.

Item is removed for SIP phones.

PIMphony Tab

"PIMphony" tab (for sets associated to PIMphony, to check PIMphony version ...) is not applicable for SIP phones.

This tab is removed for SIP phones.

4.4 TSP for SIP Phone

See chapter 8.2

5 PIMPHONY SOFTWARE UPGRADE

5.1 Migration from PIMphony v6.6 to PIMphony v6.7

The Migration process from PIMphony v6.6 to PIMphony v6.7 is done using the single exe file of PIMphony 6.7 build 2930, the same method is adapted to perform via automatic online update server.

Two ways are described below for PIMphony v6.7 software upgrade.

5.1.1 Automatic process via the PIMphony online update server

Depending on the installed PIMphony version, the automatic update to v6.7 build 29xx will be performed in 1,2, or 3 steps.

For all these automatic upgrades, PIMphony data are automatically saved and restored.

Installed Version \ Steps	1 st step	2 nd step	3 rd step
PIMphony v6.1 Build 1232 until Build 1299	Single exe v6.7 Build 2950		
PIMphony v6.2 Build 1580 until Build 1790	Single exe v6.7 Build 2950		
PIMphony v6.3 Build 1840until 2095	Single exe v6.7 Build 2950		
PIMphony v6.3 Build 2100	Patch v6.3 Build 2105 / v6.3 Build 2110	Single exe v6.4 Build 2310	Single exe v6.7 Build 2950
PIMphony v6.3 Build 2105 and Build 2110	Single exe v6.4 Build 2310	Single exe v6.7 Build 2950	
PIMphony v6.3 Build 2120	Single exe v6.7 Build 2950		
PIMphony v6.4 Build 2300untilBuild 2399	Single exe v6.7 Build 2950		
PIMphony fromv6.5 Build 2500untilBuild 2599	Single exe v6.7 Build 2950		
PIMphony from v6.6 Build2700 less than Build 2799	Single exe v6.7 Build 2950		
PIMphony v6.7 build 2900 until build 2999	Patch v6.7 build 2950		

5.1.2 Manual upgrade

Depending on the installed PIMphony version, the manual update to v6.7 build 29xx will be performed either upgrading the installed version or after removing first the installed PIMphony.

In all the cases the PIMphony full installation software must be used.

Installed Version \ Steps	Update	PIMphony Configuration
PIMphony v6.1 Build 1232 until Build 1299	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony v6.2 Build 1580 until Build 1790	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony v6.3 Build 1840 until Build 2095	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony v6.3 Build 2100 until Build 2110	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration can be saved and restored using save/restore process described in §5.4.
PIMphony v6.3 Build 2120	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony v6.4 Build 2310 until Build 2395	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony v6.5 Build 2540 until Build 2599	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony from v6.6 Build 2700 less than Build 2710	Full PIMphony software v6.7 Build 2950 installation must be started.	PIMphony configuration is automatically saved and restored.
PIMphony From V6.7 Build 2900 until Build 2999	Patch or Full PIMphony software v6.7 Build 2950 installation must be started	PIMphony configuration is automatically saved and restored.

See chapter 5.4 for the Save / Restore process.

5.2 Upgrade from PIMphony v6.7 to PIMphony v6.7 newer Build

To upgrade from a present version v6.7 to a newer v6.7 Build the Full or Patch PIMphony software can be used.

PIMphony data are automatically saved and restored.

5.3 Patch upgrade on Windows® Vista

- Patch are not signed, thus a security warning message is displayed after patch launch.
- A compatibility warning message is displayed after second PIMphony shutdown, without consequence on program behavior.
- A security warning message is displayed when uninstalling PIMphony, even if the installation procedure is signed.

This is a known problem referenced by Microsoft® under KB 929467.

5.4 Save / Restore

Reminder:

The tools "save.vbs" and "restore.vbs" are available since PIMphony v6.2.

These tools are available under directory: PIMphony / Products / Supported Tools.

These two Visual Basic scripts can be used to save and restore the complete application configuration.

All configuration information is saved to "My Documents / a4902save" folder.

The restore script is also copied to the saved folder.

Usage:

- To save the configuration, launch "save.vbs" script.
- To restore the configuration, go to "My Documents / a4902save" folder and launch "restore.vbs" script.

6 PIMphony RELEASE v6.X LICENSE

There is no specific definition "v6.7" license to activate the PIMphony v6.7 services.

The activation of the PIMphony v6.7 services is authorized thanks to the license "PIMphony Release: 6.0".

The level of this license "PIMphony Release" can be checked via OMC / Hardware and limits / Software Key Features / CTI / e-Applications.

7 TROUBLESHOOTING /TRACES

7.1 "Troubleshooting" option

The "Troubleshooting" option is proposed on the window:

Tools / Options / Services / Troubleshooting => Enable logging.

This checkbox "Enable logging" is selected by default.

When this option is selected, traces are stored in various contexts (PIMphony start, connection to the Central Services server, connection to the DSP VoIP for a PIMphony IP Multimedia,...).

In case of problem or error with PIMphony application, it must be checked that the traces are active (checkbox "Enable logging") and the traces must be retrieved under following path:

C: / Documents and settings / <user name> / A4902Logs / "traces0.log" to "traces6.log"

These traces have to be attached in the eSR or have to be sent to the technical support team by email.

7.2 Traces File

7 traces files maximum can be stored.

One trace file per day, with the indication « Traces0.log » for Sunday, « Traces1.log » for Monday,...

Above 7 traces files, the 8th file will overwrite the 1st file (FIFO).

It is necessary to transmit to TS team the trace file corresponding to the described problem, when the problem occurred (date and time of the error must be clearly identified so that corresponding traces can be analyzed).

7.3 If PIMphony application doesn't start

If PIMphony application cannot start, it is then of course not possible to activate the "Troubleshooting" traces via the PIMphony "Configuration" window.

It is nevertheless possible to activate these traces via the following file:

C:/Program Files / Alcatel_PIMphony / loggingConfiguration.config

Or

C: / Documents and settings / <user name> / A4902Logs / loggingConfiguration.config

- ⇒ To activate the traces, modify the value loggingEnabled="**true**"
- ⇒ To deactivate the traces, modify the value loggingEnabled="**false**"

8 TSP (ALCATEL TELEPHONE SERVICE PROVIDER)

Apart from the command-line installation as before, now the user can launch the TSP client mode setup and configure the parameters required for TSP installation in setup wizard. New user interface is implemented for TAPI Direct Mode Setup's which are "install_tsp.exe" and "install_tsp_64.exe".

8.1 TSP for SIP phones

TSP v6.7 can be configured and used with "8082 My IC Phone" and generic SIP Phones, for the management of calls in association with external dialers (Outlook® dialer, Goldmine® dialer, ...).

TSP v6.7 remains compatible with other internal sets models (IP-Touch, UA) used on OmniPCX Office

**Note**

OT 4135 Conference module cannot be associated with the TSP.

8.2 Installation

The Alcatel TSP has to be installed when an external PIM dialer (for example the Outlook® dialer) is in use in a TAPI environment.

Important:

The following installation has to be respected when the TSP is installed on ALL Microsoft® OS (XP, Vista, Seven, eight).

To install and use the TSP with or without PIMphony application installed, one of two methods bellow can be used.

8.2.1 Installation using command-line for TSP Parameters configuration

To install and to use the TSP **with or without** PIMphony application installed in Direct mode for 32-bit OS platforms, use the following command line:

Example given to perform calls from a PIM dialer using the set EDN number 101 connected on the OmniPCXOffice 192.168.92.246

```
"J:\PIMphony\v6.7_Build_2925\install_tsp.exe" /hostname:pcx_ip /edn:101
```

Where <pcx_ip>= 192.168.92.246 or DNS name.

For 64-bit OS platforms, use the following command line:

```
"J:\PIMphony\v6.7_Build_2925\install_tsp_64.exe" /hostname:pcx_ip /edn:101
```

Where <pcx_ip>= 192.168.92.246 or DNS name.

8.2.2 Installation using setup wizard for TSP Parameters configuration

Launch the installation setup file with respect to the OS platform supported and follow the installation wizard and enter the "PCX IP Address" and "Phone Number" during the wizard process and complete the installation.

**Note**

Entering "PCX IP Address" is mandatory.

8.3 Microsoft® Restriction Notice for Windows® Vista and Seven

The Microsoft® Phone dialer is not supported since Windows® Vista and Windows® 7 for 32 and 64-bit operating system

This feature was intentionally removed by Microsoft® and has nothing to do with Alcatel TSP management.

8.4 Microsoft® Restriction Notice for TAPI line ID

To retain the permanent-Line-ID constant, it is mandatory that the telephony services needs to be run as a Local system account only. Because the local system can only access the HKEY_LOCAL_MACHINE registry key.

This is a Microsoft® Restriction: For further information refer the below URL:

[http://msdn.microsoft.com/en-us/library/ms684190\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/ms684190(v=vs.85).aspx)

[http://msdn.microsoft.com/en-us/library/ms684272\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/ms684272(v=vs.85).aspx)

9 PIMphony IP MULTIMEDIA

9.1 Supported headsets

Since PIMphony v4.4

- Eutectics (ref: IPP200) external USB handset (replaces the Audibit handset).

Since PIMphony v5.0

- GN-Netcom® (ref: GN-2100) external USB wired headset.

Since PIMphony v5.1

- Plantronics® DECT wireless headset (ref: CS60).

Since PIMphony v6.2

- Plantronics "Voyager® 510 Bluetooth" with its associated Plantronics USB Bluetooth adapter (dongle).

Since PIMphony v6.4

- Jabra® BIZ 620 USB wired headset.
- Plantronics Blackwire™ C220.

Since PIMphony v6.4 Build 2340 the following headset adapter and head sets are supported.

- Plantronics® DA45 USB Adapter
- Plantronics® Blackwire™ C210
- Plantronics Blackwire™ C420
- Plantronics Calisto® P420
- Plantronics Voyager® Pro B230
- Plantronics Savi® Office W440
- Plantronics Savi® Office W740
- Plantronics Savi® Office WO300/A

- Plantronics Savi® Office WO350/A

Since PIMphony v6.4 Build 2370 the Jabra® headsets listed below along with reference model are supported:

Headset Name	GNNetcom UK/EU ref	GNNetcom US ref
LINK 280 USB-to-QD adapter (2)	280-09	280-09
LINK 350 USB Bluetooth adapter (3)	100-63400000-59	100-63400000-59
BIZ 2400 USB DUO	2499-829-104	2499-829-105
GN 2000 USB	20001-032	20001-032
UC VOICE 150 DUO	1599-829-209	1599-829-209
UC VOICE 250	2507-829-209	2507-829-209
UC VOICE 550	5593-829-209	5593-829-209
SPEAK 410	7410-209	7410-209
PRO 9470 ***	UK : 9470-29-707-102 EU : 9470-26-904-101	9470-65-707-105
PRO 9465	UK : 9465-29-804-102 EU : 9465-29-804-101	9465-69-804-105
PRO 9460 DUO ***	UK : 9460-29-707-102 EU : 9460-29-707-101	9460-69-707-105
PRO 9450	Midi variant UK : 9450-25-507-102 EU : 9450-25-507-101 Flex variant UK : 9450-25-707-102 EU : 9450-25-707-101 Duo flex variant UK : 9450-29-707-102 EU : 9450-29-707-101	Midi variant 9450-65-507-105 Flex variant 9450-65-707-105 Duo variant 9450-69-707-105
PRO 930 USB ***	UK : 930-25-509-102 EU : 930-25-509-101	930-65-509-105
GO 6430	UK : 6430-17-20-202 EU : 6430-17-20-201	6430-17-20-205
GO 6470	UK : 6470-15-207-502 EU : 6470-15-207-501	6470-15-207-505
GO 660	5078-228-209	5078-228-209
GN 9330e USB ***	UK : 9337-509-402 EU : 9337-509-401	9337-509-405
GN 9350e ***	UK : 9356-607-402 EU : 9356-607-401	9326-607-405

*** Headsets passed with bellow restrictions.



Warning

- Auto-answer is not available.
- The audio path is not established in the listening part of the audio wizard. This occurs only during the audio wizard.
- Ring back tone is not heard for outgoing calls.

Since PIMphony v6.5

Qualification test result with Windows XP and Windows 7 operating system for OXO release R820/036.001 includes the below restrictions over:

- Plantronics Blackwire™ C220.
- Plantronics Voyager® Pro B230
- Jabra® GO 6470
- Jabra® BIZ 620 USB wired headset.

When an outgoing call over sip trunk is made from PIMphony IP there is no ringing tone on the Jabra GO 6470 headset.

When the call is answered from PIMphony IP there is a delay in establishing the voice path (SIP calls only) and not on local calls, if call is answered from the headset then no issues.

The above two restriction applies also for OXO R810/058.002.

9.2 Support of Headset with PIMphony v6.7

All headsets in the validated list until PIMphony V6.6 is supported with PIMphony version 6.7 with OXO release R9.1, only if these headsets are also supported by the manufacturer with respect to the operating system on which the headset is used.

9.3 In case of PIMphony IP audio troubles

- When having audio quality issues (like no audio path on headset), check the present PC audio board driver version in place.
- Check from Microsoft® Windows® "Device manager" / "Audio properties" / "Update driver" if a newer version is proposed.
- Check also on the official audio board manufacturer's web site if a newer audio driver is proposed.
- If a newer audio board driver is proposed, download and install this latest audio driver to the PC.
- Check then again the PIMphony IP / headset audio quality and associated parameters: start PIMphony IP Audio wizard: Tools / Options / VoIP / Audio Wizard.

9.4 PIMphony IP / VoIP Traces

Specific VoIP traces can be activated and retrieved.

In case of problem with PIMphony IP Multimedia, always attach in the eSR the VoIP log files activated from "log4cxx.xml" file.

This file is found in the PIMphony installation directory (once PIMphony is installed, in "Program Files").

- Go to PIMphony installation path, for example: C:/program Files/Alcatel-PIMphony/.

- Open this "log4cxx.xml" file and go to following lines :

```
<root><!--<level value="INFO" class="org.apache.log4j.xml.Level" /> -->
<level value="OFF" class="org.apache.log4j.xml.Level" /></root>
```

By default, the level value configured in this file is: value=OFF

- Enable the traces :

To enable the log on all component, set the level of the root logger in "log4cxx.xml" file to the following level : FATAL, ERROR, WARN, INFO, DEBUG, TRACE or ALL (option "ALL" is recommended for full traces).

➔ VoIP traces are now activated.

- Exit and restart PIMphony.
- Reproduce the problem observed with PIMphony IP Multimedia.

➔ The logs (Abers.txt, AudioWizard.txt ...etc) will be created by default under the path: TMP\Alcatel-Lucent \MPC\VOIP\

The path can be changed by replacing the value field under each "appender name", in the "log4cxx.xml" file (values are visible at the beginning of this file) :

```
<appender name="VoipAlarmFile" class="org.apache.log4j.DailyRollingFileAppender">
```

```
<param name="File" value="${TMP}\Alcatel-Lucent \MPC\VOIP\VoipAlarm.log"/>
```

(Then for "AudioWizard.log", then "Abers.log", ...)

- Zip all the logs present in this folder and attach this zip file in the eSR.
- At the end of the tests (traces finished), change the "log4cxx.xml" file to the value "OFF" in the PIMphony installation directory.



Warning

Restriction

- When user is migrated to PIMphony 6.4.2340(or higher versions), then disable Acoustic Echo Cancellatio in audio wizard when using headset.
- AEC must be set only for hands free.

10 SUPPORTED OS/PIM

10.1 Operating System

OS	PIMphony	PIMphony IP	TSP	SPI for Microsoft TAPI Server
Windows® 2000 Server (SP4) [32-bit]	Yes	No	No	Yes
Windows® 2000 Pro (SP4) [32-bit]	Yes	Yes	Yes	No
Windows® Server 2003 (SP1, SP2) [32-bit]	Yes	No	No	Yes
Windows® Server 2003 R2 (SP2) [32-bit]	Yes	No	No	Yes
Windows® 2008 server (SP2) [32-bit]	Yes	No	No	Yes
Windows® 2008 R2 TSE (SP1) [64-bit]	Yes	No	No	Yes
Windows® XP [64-bit]	Yes	No	No	No
Windows® XP Pro (SP1,SP2,or SP3) [32-bit]	Yes	Yes	Yes	No
Windows® XP Home (SP1,SP2,SP3) [32-bit]	Yes	Yes	Yes	No
Windows® Vista 32-bit edition (SP1, SP2)	Yes	Yes	Yes	No
Windows® Vista 64-bit edition	Yes	No	No	No
Windows® 7 (SP1) [32-bit]	Yes	Yes	Yes	No
Windows® 7 (SP1) [64-bit]	Yes	Yes	Yes	No
Windows® 8 32 bit edition	Yes	Yes	Yes	No
Windows® 8 64 bit edition	Yes	Yes	Yes	No
Windows® 2012 [64-bit] server	Yes	No	No	Yes

10.2 Internet Explorer

- IE 6.0 or higher

10.3 PIMs

- Microsoft® Outlook 2000, XP, 2003, 2007, 2010[32 and 64 bit edition]
- Microsoft® Access 2000, XP, 2003, 2007, 2010[32 bit edition] (Warning, Access® 2010[64 bit edition] is not supported on 64 bit OS)
- Goldmine® 5.7, 6.5, 6.7, 7.0, 7.5, 8.0, 8.5, 9.0, 9.2
- Act! 6, 2006 (8.0), 2007 (9.0), 2008 (10.0), 2009 (11.0), 2010 (12.0), 2011 (13.0), 2012 (14.0), 2013 (15.0)
- IBM Lotus® Notes 5.02 to 6.5, 8.0, 8.5, 8.5.3

From PIMphony 6.5 the Outlook® 2010 in 64 bit windows OS is supported. In order to give Outlook® 64 bit support, an additional setup for a pre-request add in will run (only for the 64 bit Windows OS – Windows® 7, Server 2008, Vista SP1) on background.

Since the installation of the pre-request add in is mandatory for the Outlook® 2010 64 bit PIM support, the UAC warning has to be accepted. On cancellation of this UAC warning, UAC will stop the add in installation and will not provide the support of Outlook® 64 bit.

**Warning**

If the Alcatel-Lucent® TSP is installed without PIMphony application for use Act!® 2006, 2007, 2008, 2009, 2010, 2011 or Goldmine® 7.0, 7.5, 8.0, 8.5 & 9.0, the registry key.
HKEY_CURRENT_USER\Software\Alcatel\Tspi_CSTA\Provider\MediaDataModem must be set to **1** manually.

10.4 Using Act!® 2006 (and over) with PIMphony

In order to use PIMphony with Act!® 2006 or higher, you must copy the file "PIMphony.ActPlugin.dll" located in the "plugins" directory of your PIMphony installation directory (C:/Program Files / Alcatel_PIMphony / Plugins) into the "plugins" directory of your Act!® installation directory.

An administrator is necessary if user has no right to write to Act!® plugins directory.

Then restart Act!® and configure PIMphony to use the Act!® 2006 PIM driver.

If this file is not copied, the communication between PIMphony and Act!® is not possible.

If a new version of the plug-in file is available and installed in the PIMphony "plugins" directory, you will have to copy it again into the Act!® "plugins" directory and to restart Act!® in order to take the changes into account.

**Warning**

In Act!® 2008/2009/2010 German version the contact details are not stored under the correct columns, due to the problem in the Act!® sage database, with this the Dial-By-Name and Contact pop-up features are not working, Act!® corrected the above problem in Act!® 2011 German version so the features are working from Act!® 2011 onwards in German version.

11 NOT SUPPORTED

- PIMphony IP (PC Multimedia) v6.4 is not compatible with wireless LAN topology
- All Windows® version before Windows® 2000 SP4 Pro (Windows® 9x/Me)
- Windows® XP Media Edition
- Windows® Server 2003 64-bit
- Windows® Vista 64-bit (for PIMphony IP Multimedia and TSP)
- Windows® XP 64-bit edition (for PIMphony IP Multimedia and TSP)
- Windows® 8 RT
- PIMphony IP Multimedia not supported on Windows® server 2000 / 2003 / 2008
- Act!® 2005 (Act!® 7)
- Access® 2010 (64-bit)

12 CORRECTION BUILD 2950 (Official Delivery)

12.1 Application

- crms00422206 - PIMphony password configuration fails first time after password reset
- crms00440035 - PIMphony slow down
- crms00367018 - ON & OFF hook works in the Plantronics headset only after the PIMphony restart
- crms00457213 - Problem with file "error_username.log" using PIMphony dial by name
- crms00457729 - Problem when listening the mailbox message
- crms00434426 - Deutsch Telecom Change text to request the input of password (Product Enhancement)

12.2 IP-API V5.0.0.5

- None

12.3 Abers 6.6.1.2 (since 6.4 Build 2340)

- None

12.4 TSP V6.7 2950.1 (since 6.7 Build 2950)

- crms00433170 - TSP and Windows 8 compatibility is updated in PIMphony readme file

13 CORRECTION BUILD 2925 (Official Delivery)

13.1 Application

- None

13.2 IP-API V5.0.0.5

- None

13.3 Abers 6.6.1.2 (since 6.4 Build 2340)

- None

13.4 TSP V6.7 2925.1 (since 6.7 Build 2925)

- crms00407543 - ALU TSP installation application dialog Enhancement in Installation Wizard)
- crms00413362 - New TSP Readme file from PIMphony Build 6.7.
- crms00414044 - TAPI Installation: Phone number field does not accept * and #.
- crms00414603 - TAPI Installation# Special characters and alphanumeric check not present in the phone number field.
- crms00364531 - New OS Support - Windows® 8.
- crms00414155 - Installing TAPI not possible for OXO having DNS name more than 15 characters.



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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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