



## IP Office Technical Bulletin

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**Region:** EMEA

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### **Introduction of 4406 and 4412 Terminals for IP Office in EMEA Region**

Avaya is delighted to announce the introduction of the 4406 and 4412 Terminals in the EMEA region. The 4400 Series Terminals are only supported with Ulaw companding. Therefore, to support the introduction of Avaya 4400 series handsets into Europe, IP Office firmware and the Manager application have been modified to provide the ability to configure the companding law for internal system and external trunks independently (BRI and Analogue trunks only – see “Hardware installation rules” section”).

To support the 4400 Series terminals on IP Office, a new software build is now available, IPOffice firmware 2.0(1602) and a new Manager application 4.0(1701).

Supported Locales: Italy, Holland, Sweden and Germany.

The 4406 Terminal supports the following features:



- 6 Programmable Feature buttons with LED
- 5 Fixed Feature Keys: Speaker, Mute, Hold, Volume Up & Down
- 3 Fixed Feature Keys below the Display: Conference, Transfer, Redial
- 2 × 16 Character Display
- Message waiting indicator
- Speakerphone
- Hearing Aid compatible
- Wall mountable with a separate orderable stand

The 4412 Terminal supports all the features of the 4406 with the following differences:



- 12 Programmable keys with LED
- 4 Display Navigation Keys, to the right of the display:  
Menu, Previous (<), Next (>), & Exit
- 4 Display Soft Keys below the Display
- 8 Fixed Feature Keys:  
Speaker, Mute, Conference, Transfer, Redial, Hold, Volume Up & Down
- 2 × 24 Character Display

### Technical Notes – Please Read Carefully

Upgrade Installation Notes for Small Office Edition / IP401 / 403 / 406 / 412:

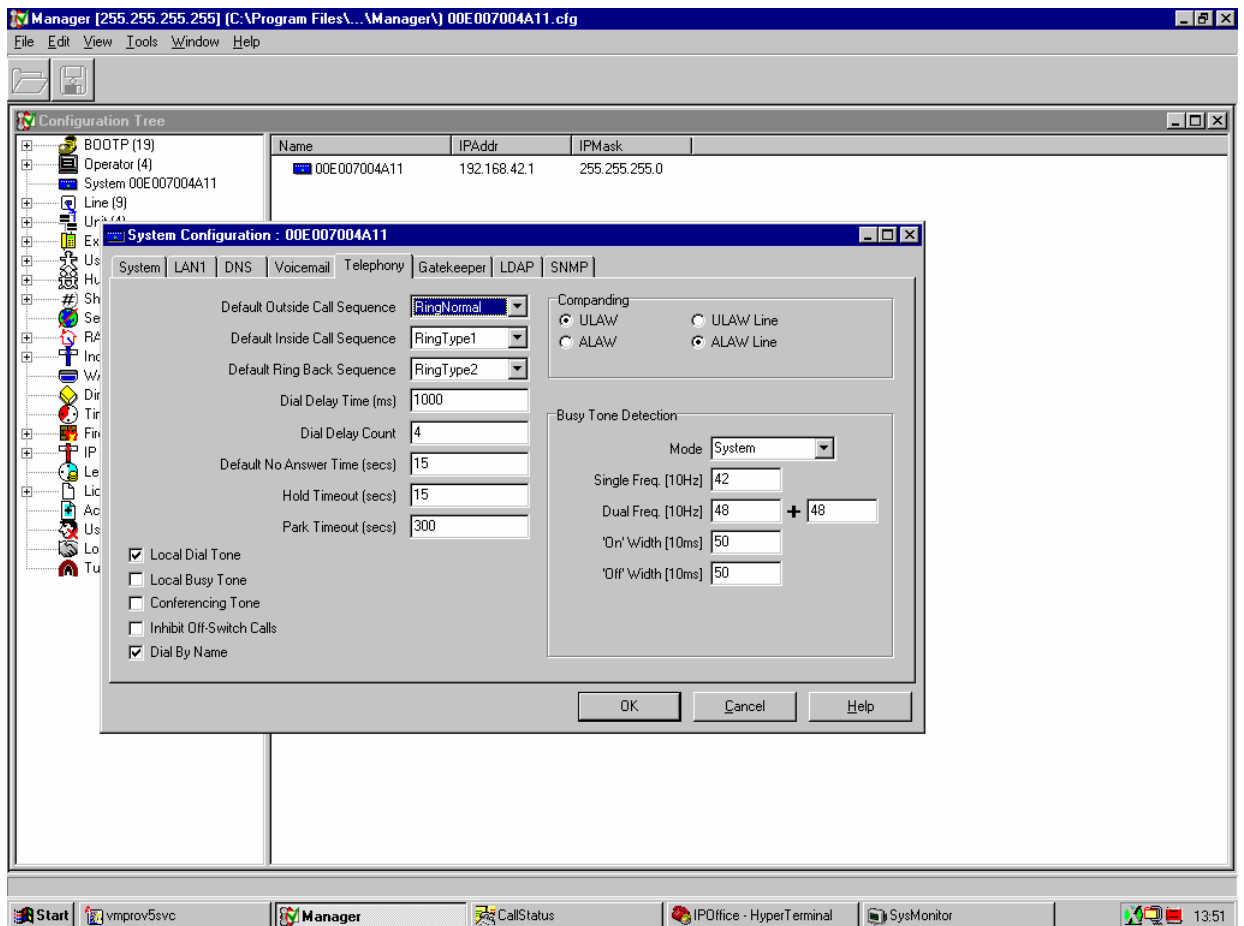
***Ensure that the IP Office system has been upgraded to 2.0 (16) before attempting to install this version of firmware. For full details on upgrade procedures for 2.0, please refer to IP Office Technical Bulletin Number 18 (General Availability (GA) IP Office 2.0 Software).***

1. To upgrade to the IP Office Firmware 2.0(1602) software detailed in this bulletin, Open the **“C:/Program Files/Avaya/IP Office/Manager”** folder, overwrite the GA 2.0(16) .bin files by using copy/paste to install the new files into the Manager folder.
2. To upgrade to the IP Office Manager Application 4.0(1701) detailed in this bulletin, Open the **“C:/Program Files/Avaya/IP Office/Manager”** folder, and overwrite the GA “Manager” files by using copy/paste to install the new files into the Manager folder.
3. Using the Manager Upgrade Wizard, upgrade the IP400 system to 2.0(1602).

### Configuration

To support the 4400 Terminals in EMEA, use the 4.0(1701) Manager Application to select the appropriate companding law for the system and for the lines under the “System/Telephony” form.

- As shown in the example that follows, in “System/Telephony”, in the Companding Section, typically you would select the ULaw checkbox, and select the ALaw Line checkbox to support 4400 Terminals. This will mean that the internal telephony side of the system is ULaw, and the Trunk side will be ALaw. The DSP in the trunk Module (BRI 8 UNI EXP KIT 700262017) is required to provide the conversion from ULaw to ALaw companding.



## Hardware Installation Rules

- 4400 Terminals connect to the IP Office system via the standard “DS Expansion Modules”; the same programming configuration rules would apply as the 6400 series terminals, meaning that 4400 can reside on the same system as 6400 series, 4600 series, 20xx series, IP Softphone, and Analogue terminals.

***Please note that some older versions of the 6400 Series Terminals display “EXPORT VERSION” on the LCD when connected to a ULaw system, rendering the terminal un-useable. We cannot substantiate the correct version numbers of the terminals where this may occur. Therefore, we would suggest that all 6400 type terminals are checked before they are installed onto an IP Office system running on this software when set as ULaw in order to support the 4400 Terminals. This software will support all “Export” 6400 Terminals provided the system is set as ALaw.***

- In order to support the ULaw to ALaw conversion, for ISDN trunk connections, the BRI-8 X Module must be used. This is the most recent BRI-8 – **Code 700262017 IP400 BRI 8 UNI EXP KIT PCS 01**. The older versions of BRI-8 Expansion Module will not work and are liable to reset the system when making a call. In the case of analogue trunk connection, the ATM4 and ATM16 Expansion Modules can be used in all regions.
- **We do not currently support any PRI/E1 interfaces with this build of software.**

## Changes, Additions and Bug Fixes

- Core Firmware 2.0(1602); 4400 Terminal support for EMEA
- Manager Application 4.0(1701); ULaw - ALaw line selection available
- No specific bug fixes

## Documentation

Current 2.0 IP Office Documentation applies with the exception of the ALaw - ULaw selection in the Manager application.

## Software Availability

IP Office Firmware 2.0(1602) and Manager 4.0(1701) can be downloaded from the EMEA Business Partner Portal <https://emea-businesspartner.avaya.com>.

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