

Release Note

80x8s Premium Deskphones

TC2308 ed.16 Release 500

Technical Release Notes For 8008, 8018, 8028S, 8058S, 8068S, 8078S Premium Deskphones in NOE mode

Technical Release Notes of 80x8s Premium Deskphones + 8018 + 8008 version R500

Revision History

Edition 1: May 16, 2017 creation of the document R100

Edition 2: July 13, 2017 release R100/5.00.32 Edition 3: September 1, 2017 release R100/5.00.40 +

beta phase for remote worker finished and OK: feature available since 5.00.32

Edition 4: October 20, 2017 R300 5.10.03,

R310 5.10.10 USB feature + other features

Edition 5: November 7, 2017 R100 5.00.50 bug fixes mainly on Bluetooth delay, low volume Bluetooth and add-on

modules

Edition 6: November 30, 2017 R310 5.20.05 improved interoperability with USB and BT headsets. 8018 incoporation

into the 80x8s series, boosted ringing + introduction of a new Bluetooth handset for

8068s/78s BT.

Edition 7: January 8, 2018 R310 5.20.10.1573 (for 80x8s phone, not for the 8018)

Edition 8: January 23, 2018 R310 5.20.20.1588 (for 80x8s phone and 8018)

Edition 9: May 24, 2018 R310 5.20.30.1598 (for 80x8s and 8018 phone), R310 5.20.40.1604,

R310 5.20.45.1614 (factory version 5.20.48 is similar to 5.20.45)

Edition 10: June 6, 2018 R400 5.30.13.2136

Edition 11: July 27, 2018 R400 5.30.20.2149 maintenance version Edition 12: September 5, 2018 R400 5.30.30.2157 maintenance version Edition 13: October 2, 2018 R410 5.35.05.2568 new release version

Edition 14: October 25, 2018 R410 5.35.10.2577 maintenance release version (factory version 5.35.11 is similar to

5.35.10)

Edition 15: February 15, 2019 R410 5.35.20.2652 maintenance release version

Edition 16: April 30, 2019 R500 5.40.08.3139 (OXO) and R500 5.40.09.3141 (OXE) and R500.40.11.3145 (

OXO,OXE)

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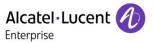


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1 Overview

This document provides the technical release notes of release R400 version for 8028S, 8058S, 8068S (Bluetooth and corded), 8078S (Bluetooth and corded) Premium Deskphones plus 8018 and 8008 including technical information, new features, changelog and restrictions.

From R400, the 8008 is now part of the family 80x8s as it was the case for 8018s in R310. They all share a common source . However the binary is specific for 8008 (or 8008G) and 8018 phone. Besides these phones are all dual stack NOE/SIP.

For any reference of the 8018 prior to R300, please consult the following TC:

TC2180 Release Note for 8018 Deskphone Release 100,

TC2286 Release Note for 8018 Deskphone Release 200,

TC2318 Release Note for 8018 Deskphone Release NOE 210,

TC2317 Release Note for 8018 Deskphone Release SIP 210

TC2389 Release Note for 8008 Deskphone Release R100

TC2380 SIP deployment guide

NB:

ALE will end the production of MAC address for the range 00-80-9F and will start to produce on 48 - 7A - 55 except for 8008 which keeps for now the range 78:81:02:XX:XX:XX.

Old ranges:

00:80:9F:FE:XX:XX 65536 00:80:9F:FF:XX:XX 65536

new ranges are started :

48:7A:55:01:XX:XX	65536
48:7A:55:02:XX:XX	65536
48:7A:55:03:XX:XX	65536
48:7A:55:04:XX:XX	65536
48:7A:55:05:XX:XX	65536
48:7A-55-06:XX:XX	65536
48:7A-55-07:XX:XX	65536

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48:7A:55:08:XX:XX 65536

2 8008, 8008G, 8018, 8028s, 8058s, 8068s, 8078s Deskphones

They share the same software but a different binary for 80x8s, 8008 or 8008G and 8018.

Pay attention to the following points:

- G723 codec is no longer supported,
- 8078s is not retro-compatible (cannot work on old releases on OXE)
- 80x s have 4 poles jack connectors (3 pole jack headset QD/ED adapters from previous phone are not compatible with the new phones: QD/ED 4 poles adapters are required.
- 8008, 8018, 8028s, 8029, 8058s (emulated as 8068s) are compatible as agent call center **OXE since 12.2 of OXE**
- No wall mounted for the 8078s
- The Omni record IP-DRLink does not support the codec G722 (wide band),
- The S series phone are less permissive than the previous ones concerning the VLAN handling (better isolation, better Dos performance) and follow the strict VLAN feature, therefore adding on the LANswitch ports the 802.1Q enablement should solve the issue: outgoing packets will keep their tag and enter the phone CPU as expected.
- Only one USB device is supported. USB A and USB C cannot be used simultaneously: USB hub is not supported.

3 Retro compatible mode for 8028s, 8068s Deskphones

8028s and 8068s are retro-compatible. 8058s and 8078s have no retro-compatibility feature. In the retro compatible mode, no phone software upgrade is possible. 8028s/68s identifies itself as a 8028/68.

4 Upgrade of phones

Terminal will download firmware in background and do the software upgrade in silence. If the upgrading is completed and terminal is in idle status (no communication, not out of service), terminal will reset to apply the new software.



5 Boot time

At start up the blue led above the mail icon immediately lit and then the screen after approximately 30 sec.

We have moved from a specific/dedicated OS on previous phone (VxWorks) to a generic OS (Linux) on 8018 and 80x8s phones. Most of the boot time is spend in the kernel boot.

6 Version numbering

For new series S phones, versions are numbered 5.RR.AB

5.00 : release R100
5.10 : release R300
5.20 : release R310
5.30 : release R400
5.35 : release R410
5.40 : release R500

- **AB**: incremented for official deliveries inside a release

7 Delivered files

The following files are delivered:

noe80x8S
 noe80x8S-header
 bin80x8S
 bin80x8S-header
 bin80x8S-header

Bootloaders

 header for bin

- (data80x8S data binary) no data today

- (data80x8S-header header for data) no data header today

sip80x8S
 sip80x8S-header
 bin8018N
 bin8018N-header
 bin8018N-header

noe8018N NOE for 8018 (R310), noe8018Nf full version (R310) noe8018N-header noe8018Nf-header (R310) sip8018N sip version (R310)

Sip8018N-header sip version header (R310)
 bin8008N binary for 8008 (R400)
 Bin8008N-header header for 8008 (R400)
 Noe8008N NOE for 8008 (R400)

Noe8008Nf full versionSip8008N sip version

Sip8008N-header sip version header





8 Use of an external tftp server on OXE

If a tftp server is used externally to OXE,

The following symbolic links must be created manually:

- bin8028S, bin8058S, bin8068S and bin8078S must point to bin80x8S for any release
- noe8028S, noe8058S, noe8068S and noe8078S must point to noe80x8S for any release
- (dat8028S, dat8058S, dat8068S and dat8078S must point to dat80x8S for any release) optional
- sip8028S, sip8058S, sip8068S and sip8068S must point to sip80x8S for any release

and the same for the header file

- bin8028S-header, bin8058S-header, bin8068S-header and bin8078S-header must point to bin80x8S-header for any release
- noe8028S-header, noe8058S-header, noe8068S-header and noe8078S-header must point to noe80x8S-header for any release
- (dat8028S-header, dat8058S-header, dat8068S-header and dat8078S-header must point to dat80x8S-header for any release) optional
- sip8028S-header, sip8058S-header, sip8068S-header and sip8068S-header must point to sip80x8S-header for any release

idem for 8018, 8008 software.

9 Remote VPN feature

The remote VPN feature has been validated on a Fortigate 30E/60D which version < 5.6. . Of course, other VPN servers can be used. If issues are encountered relative to configuration on other servers, no help will be provided as we do not have any servers of this kind to analyze such issues. The focus has been done on Fortigate and Zyxel (issue corrected in R500 release) for a start.

When deploying other VPN servers, if a proof is given concerning protocol issue with the phone providing wireshark logs, the analysis will be done on our side via a Siebel ticket as usual.

The feature can be used since release 5.00.32.

The deployment of a VPN solution needs very often the help of the IT team (data competency) in the enterprise. Besides a few difficulties were encountered due to external components such as routers, IP box.



Please refer to "Server deployment guide for remote workers using deskphones" on BPWS: https://businessportal2.alcatel-lucent.com/8AL90345ENAA

Restriction:

No compliance with Aruba VPN.

Information:

If you wish Alcatel to qualify another VPN server, please follow the Product Evolution Request process (PER to be submitted through an eSR (atrium/salesforce ticket))



10 Software version download

10.1 OmniPCX Office (OXO)

10.1.1 Download

The below table shows the behavior and the compatibility of the new deskphones in different OXO releases.

OXO release	Terminal Types	Terminal types detected in OXO	Supported	Software Update
R3.1	8028s, 8068s, 8058s, 8078s, 8018, 8008	8028s, 8068s, 8058s, 8078s, 8018, 8008	YES	YES
R3.0	8028s, 8068s, 8058s, 8078s, 8018, 8008	8028s, 8068s, 8058s, 8078s, 8018, 8008		YES
R2.2	8028s, 8068s, 8058s, 8078s, 8018	8028s, 8068s, 8058s, 8078s, 8018	YES	YES
R2.1	8028s, 8068s 8058s, 8078s	8028s, 8068s, 8058s, 8078s	YES	YES
R2.0	8028s, 8068s	8028, 8068	YES	YES Refer to TC2459
	8058s, 8078s	NO	YES	Yes Refer to TC2459
R10.3	8028s, 8068s	8028, 8068	YES	YES Refer to TC2459
	8058s, 8078s	NO	NO	YES Refer to TC2459
R9.2 / 041.001	8028s, 8068s	8028, 8068	YES	YES Refer to TC2459
	8058s, 8078s	NO	YES	YES Refer to TC2459
< R9.2 / 041.001	8028s, 8068s	NO	YES	YES Refer to TC2459
	8058s, 8078s	NO	YES	YES Refer to TC2459



Note:

8028s, 8068s do not support G723 Codecs. Deploying such phone on previous OXO release than 2.1 requests the deactivation of G723.

OXO Connect 2.0 and 2.1 are no longer supported, it is recommended to upgrade to latest R2.2 version.

10.2 OmniPCX Enterprise

10.2.1 Download

The below table shows the behavior and the compatibility of the new phones in different OXE releases. The download part of the new phones (so that a set from factory will be upgraded to a more recent binary when connected to OXE) needs a migration to the indicated patch:

R11.0.1/K1.520.47.a

R11.2/L2.300.35

R11.1/L1.301.39.a

OXE release	Terminal Types	Terminal types detected in OXE	Supported	Software Update
R12.3(M4)	8028s, 8068s, 8058s, 8078s, 8018, 8008	8028s, 8068s, 8018 (R310) 8058s, 8078s, 8008 (R400)	YES	YES
R12.2(M3)	8028s, 8068s, 8058s, 8078s, 8018, 8008	8028s, 8068s, 8018 (R310) 8058s, 8078s, 8008 (R400)	YES	YES
R12.1(M2)	8028s, 8068s, 8058s, 8078s	8028s, 8068s, 8018 (R310) 8058s, 8078s	YES	YES
R12.0 (M1)	8028s, 8068s, 8058s, 8078s	8028s, 8068s, 8058s, 8078s	YES	YES
L2	8068s	8068	YES	YES from L2.300.35 (bug for 8028s)
	8028s	8028	YES	YES from L2.300.36
	8058s, 8078s	NO	NO	NO
< L2	8028s, 8068s	8028, 8068	YES	YES From K1.520.47.a, L1.301.39.a
	8058s, 8078s	NO	NO	NO



The below table explains the different behaviors between a M1 , a download compatible and a non-compatible release related to the phone 28s/68s.

M1 28s/58s/68s/78s	Download-compatible OXE patch 28s/68s	Non-compatible OXE patch 28s/68s
28s/58s/68s/78s get in service	28s/68s are in service 58s/78s are not in service	28s/68s are in service 58s/78s are not in service
Binary upgrade works	Binary upgrade works 8058s, 8078s	No binary upgrade Tools indicate " deny of download " and the sets are forced to reset.
Downstat /tftp_check recognizes the new type as 28s/58s/68s/78s	28s/68s are typed as old type 28/68	28s/68s are typed as old type 28/68
Jack old NOE setting managed by OXE is no longer available: It can be controlled directly in terminal through the local menu.	Is displayed but does not work	Is displayed but does not work
New MGR parameters managed by OXE: - USB connectivity management, - Ambient Light Sensor, - Busy light logo on back shell	Not available in MGR, but only through the local menu	Not available in MGR, but through the local menu
These parameters can be controlled in terminal through the local menu. The MGR settings can if demanded override the local menu setting		
Local Menu on set: When user is in local menu, calls are not presented to the set (seen as busy)	Call is presented to the set.	Call is presented to the set.
Customization: skin Is controlled in local menu of terminal. The MGR settings can if	Not available in MGR, but through local menu	Not available in MGR, but through local menu.



demanded override the local menu.		
Customization: specific file is downloaded	Not available	Not available
MGR parameter: USB boost charging	Not available	Not available

11 Software version

Matching description between the release of terminal and call servers OXO/OXE release.

Example:

terminal release	OXO release	OXE release
5.40.08	R3.1/020.001	
5.40.09		M4.302.5.f
5.40.11	R3.1/021.001	M4.302.5.h

12 Release R500 Common to 80x8s, 8018, 8008, 8008G

This new release brought the following features:

- DTLS server authentication for OCO/OCE R3.1
- 8008G binary
- R500 skin (century),
- Demo mode via an USB key to show the capability of the phone to play super wide band audio,
- Improvement of 8078s display reactivity,
- Interoperability with 8135s (replacement of the audio office),
- Interoperability with ZYXEL server VPN to avoid the lost of the session during reauthentication phase,
- Improvement of desk sharing to avoid the reboot after each log on/off,
- Trust store clearance if empty CTL present in lanpbx.cfg for OCO/OCE R3.1,



• Diagnosis tool for IP multicast configuration (VNA: Visual Notification Assistant) (it will be available when the VNA server is ready)

Remark:

For security reason, TLS 1.0 is not anymore activated by default (it is TLS 1.2) in R500 release.

12.1 Terminal version R500.5.40.11.3145 (NOE) for 80x8s, 8008, 8008G and 8018 for OXO, OXE

Software is at disposal on BP web site.

This software is at the level of the R410 5.35.20.

The last SIP release is 1.51.03

The use of an USB headset may result into the loss of the microphone of the USB headset during a conversation.

To recover from such situation, it is recommended to press twice on the handsfree key to recover the full audio path. If you are facing too many times this kind of occurrences, please contact the support through an eSR ticket. A hotfix will be provided.

The debug level has been improved in this version.

12.2 Terminal version R500.5.40.09.3141 (NOE) for 80x8s, 8008, 8008G and 8018 for OXE

Software is at disposal on BP web site.

This software is at the level of the R410 5.35.20.

The last SIP release is 1.51.03

When using an USB headset, a few audio resets may happen with an audio problem popup. It is recommended to use the 5.40.11.

12.3 Terminal version R500.5.40.08.3139 (NOE) for 80x8s, 8008, 8008G and 8018 for OCO/OCE (OXO)

Software is at disposal on BP web site.

This software is at the level of the R410 5.35.20.

The last SIP release is 1.51.03

When using an USB headset a few audio resets may happen with an audio problem popup. It is recommended to use the 5.40.11.

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13 Addons modules

The new range of phones are compatible with the existing addons modules.

The hot plugging of addons is not supported. The addons has to be connected to the phone out of power, and then after the phone must be powered on.

Brand	Model	Description	Connectivity	Order number	Comment
Alcatel	AOM10	Add On Module (new color moon grey)		3MG27105ACAB	
Alcatel	AOM40	Add On Module (new color moon grey)		3MG27106ACAB	
Alcatel	AOMEL	Electronic Add On Module (new color		3MG27107ACAC	
		moon grey)			

14 About menu (long I press)

This menu gives you access to:

- Hardware information,
- Software information,
- Link via QR code to user manual,
- Link via QR code to rainbow information

15 Access to Main Menu

The access to the main menu during phase 2 of kernel initialization has changed to "*" + "#" if you want to set the IP parameters for example to be coherent with the 8018, 8008 which has no "i" key. The idea was to have a uniform behavior on all sets, but as habits are difficult to change, ("i" + "#" is nevertheless still supported by the phones).

16 Access to Local Menu (BT pairing)

The access of the local menu for Audio, Bluetooth pairing, about, display, skin is done by pressing long "i" on 8028s, 58s, 68s, 78s.

17 Access to reset to default values

About the "reset to default values", also named "reset flash" which erases all custom settings and replaces by the default values, as was at output of the fab:



in NOE mode locally on the phone

- During boot, from step 2, press i # sequence to enter the local menu
- There will be a "Reset to defaults" entry
- Entering the menu will propose the action of "Launch reset to default" or back action
- Pressing this button will launch the "reset flash command", and when finished the phone will reset In NOE mode remotely
 - With the admin account and credentials, as for any other embedded command,
 - The "Reset flash command" is executed, the phone clears data to defaults and resets.

18 Bluetooth beacon

Allows to activate/deactivate beacon feature (low energy) and to set parameters (IBeacon mode only). Restore the default Ibeacon parameters can be done by pressing the 'Restore default values' soft key then validating.





Parameters & default values:

UUID: 759D2E0A-AAEE-4F0C-B767-A1A346B89400

16-bits value (high byte 0x01, low byte = 4^{th} byte of phone mac address xx:xx:xx:xx:xx:xx:xx:xx) Major: 16-bits value (high byte / low byte are 5th & 6th bytes of mac address xx:xx:xx:xx:**HH:LL**) Minor: -dBm/1m: signal strength at 1 meter (will be used as a negative value. Default 65, range 0 to 128) Interval: value in milliseconds for periodic frame transmission (default 1000, range 50 to 60000)

Note that values (major, minor, -dBm/1m) are displayed as unsigned decimal values.

19 EHS (Electronic Hook Switch) in local menu

Press long "i" to get access to the local menu, then "Audio", then "EHS".

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- Jack ring.
 Sending the ringing tone to wireless headsets.
- Android,
 Android headsets have a detection level different from the others.
- ACOM jack only
 Indication of communication on jack to peripherals such as USB and sata.
 (ACOM stands for Audio COMmunication)

20 Update via USB key

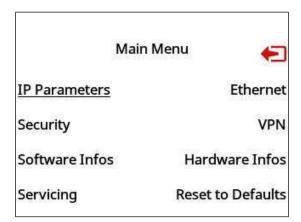
The local MMI can only be accessed at boot time during the phone initialization steps (end of step 1 after software version is displayed to end of step 3)

Its main goal is to allow installer to modify some settings (such as IP settings) if phone cannot automatically connect to System. Or if some customer specific configuration is needed.

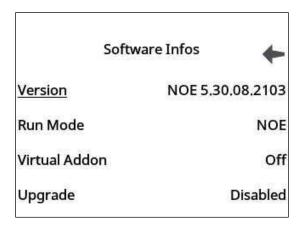
It also allows to show some information's about phone (Hardware & Software) or can be useful for Technical Support to use serviceability features.

To enter local MMI, the installer (or user) must press sequentially the following keys: '*' key then '#' key of numeric keypad (all models).

Let us focus on the Software Infos/Upgrade menu.



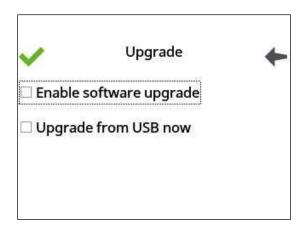




20.1 Upgrade menu

With this menu, installer can disable and re-enable upgrade ability of the phone firmware.

Since R410, user can also upgrade phone using an USB flash device (all range except 8008).



20.1.1 Enable/disable Software upgrade

User can enable or disable software upgrade on phone (default is enable).

It allows to test specific upgrade software in phone without been upgraded by System software version even after a reboot.

When upgrade is set to disabled, USB upgrade requests are still allowed and managed.





20.1.2 Upgrade from USB (since R410)

Using an USB flash device, we can flash a new software version into phone. Upgrade principles and checking rules are the same as a normal upgrade (check signature, software compatibility with hardware, ...).

Upgrade may be done for NOE and/or SIP software depending on the binary files present on the USB device.

Prepare the USB flash device:

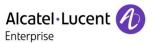
- The USB flash device MUST be formatted as FAT or FAT32 (NTFS is not supported)
- The USB flash device must contain a folder at the root of the device named **upgrade**
- This 'upgrade' folder must contain the software binaries corresponding to the phone: for 8018 model: bin8018N, noe8018N, sip8018N (*) for 80x8S model (8028S, 8058S, 8068S, 8078S): bin80x8S, noe80x8S, sip80x8S (*) (**) Header files for upgrade binaries are not needed
- (*) Only NOE or SIP binary can be present, or both binaries
- (**) for 80x8S, the software binaries correspond to the all range (generic files) but specific model files can be used. Example: bin8068S, noe8068S, sip8068S for 8068S model. In this case, the specific model binary files will be used firstly before searching for generic files

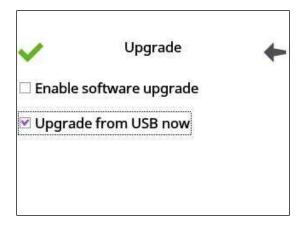
Note that for 8058S model, specific model files must be 8068S one's.

The procedure is the following:

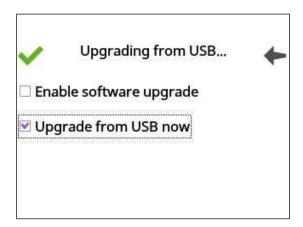
Plug the USB flash device into one of the available USB connectors.

Press the 'Upgrade from USB now' soft key then validate.





A message indicating that upgrade is running is displayed into title line as well are all leds are blinking. Blinking will be fast in a first time while binary files on the USB are checked before upgrading.



When upgrade is really started, leds blinking will become slow during all the upgrade procedure. If upgrade is successful, the phone will reboot by itself.

Otherwise a failure message is displayed into the title line. Failure message may be different depending on the failure:

• Check USB drive! USB device not detected or no upgrade folder found

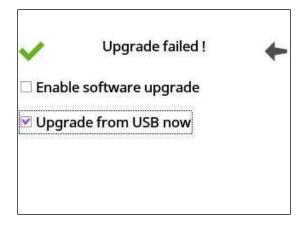
• Check USB fail! Check of binary files failure (generic)

Missing files!
 Missing files on USB device

Same version! same version than phone on USB device
 Deny detected! deny of download detected during checking of files

Upgrade failed! upgrade failure (generic)Error detected! generic error (may never happen)





Note:

There is another way to launch the USB upgrade procedure using a multikey press during initialization of the

- Prepare the USB flash device in the same way as described before.
- Plug the USB flash device
- Reboot the phone
- When first display is done: wait about 5 seconds, then press the 3 following keys of embedded keyboard at same time: (mnemo for keys: 'info' 'u' 'p' 'g')

①	8	7	4	for 80x8S models
123<>abc	8	7	4	for 8018 model

- => all leds are lit for 2 seconds to indicate that multikey press has been recognized
- => after step 2, the upgrade procedure starts:







21 Related Documents

Following documents can be accessed from the Enterprise Business Portal:

https://businessportal2.alcatel-lucent.com

From the home page of the Business Portal, in the "Support" area, click the link to enter the Technical Documentation Library tool, then click on "Document search" button.

21.1 User Manual and User Guide

There is no specific user manual for the release R500. All new subjects will be reported to the next user manual planned for the next major release R510.

Available languages are:

EN	English	FR	French	DE	German
ES	Spanish	IT	Italian	PT	Portuguese
TR	Turkish	RU	Russian		

For OXO SV, ZH + NL are added

22 Collecting logs

A new command of debug (getlogs.sh) common to all phones has been added to facilitate the analysis of a problem when it occurs. It provides the content of all required logs zipped into a unique file which has to be provided each time a problem is encountered.

Start by connecting to the phone (through SSH login:admin) and using the command: getlogs.sh.

At the end of the execution of the script, retrieve the /tmp/*_logs.tar.gz file (example: 00809FECAF9-logs.tar.gz)

Note that the output file is stored in the phone /tmp/ folder which is not saved (flashed). After a phone reboot, the output files are deleted (as the complete /tmp/ folder). The output file has to be downloaded before rebooting the phone.

The script gives you the possibility to store the output file in a folder different from the /tmp directory. getlogs.sh -h gives all the help you need to use the script.

The serial number of the phone can be found at the back of the foot: example SN:FRT1639P1536

22.1 New servicing menu to get logs in a convivial way

Accessible via step2 of the phone for debugging (*# or i#)



Main Menu

Ethernet

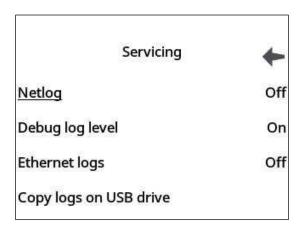
Security

VPN

Software Infos

Servicing

Reset to Defaults



- Netlog: Ip address of the syslog server,
- Debug log level to set the debug level on the phone,
- Ethernet log: to set a rotating rcpdump between 2 files ethlogs.pcap0/1 taken by getlogs.sh,
- Copy logs on USB drive (USB key formatted in FAT32) with possibilities " copy log now" or "copy logs before reboot". Since R410 and GRPD directives, this menu is only accessible if a local MMI user password is set.
- Possibility to trigger at any time a debugging trace by pressing simulaneouly "+-I" on 28s,58s,68s,78s.
 It requires an USB FAT32) key in the phone to get the equivalent of a getlogs.sh (generation of a zip file on the USB key) to be inserted in the CR for a quick analysis of the issue. A loal MMI user password must be set to have access to the menu.

22.2 Evaluation of the quality of the Bluetooth transmission



22.2.1 Evaluation of the quality of the Bluetooth transmission

The command "btafh handset start" accessible through ssh gives you the number of used/unused channels for the BT connection. To get the result one minute later, you have to stop the command "btafh handset stop".

Example of result:
btafh handset start
#btafh#
-- Start AFH dump for handset -- btafh OK

1 minute later... you can stop the command

btafh handset stop
#btafh#
-- End of AFH dump for handset -Run 1 -- USED/UNUSED count:43/36
Run 2 -- USED/UNUSED count:43/36
Run 3 -- USED/UNUSED count:43/36
Run 4 -- USED/UNUSED count:43/36
--Run 24 -- USED/UNUSED count:43/36
Run 25 -- USED/UNUSED count:43/36
Run 26 -- USED/UNUSED count:43/36
Run 27 -- USED/UNUSED count:43/36
Run 28 -- USED/UNUSED count:43/36
Run 29 -- USED/UNUSED count:43/36
Run 30 -- USED/UNUSED count:43/36

Average -- USED/UNUSED count:44/34

The number of used channel corresponds to the one that the BT can used. In the final result Average, if the number of used channel becomes lower than 30, it means that your environment is likely saturated by WIFI interference which could result into issue for the BT communication.

If your environment is saturated, it is recommended to do what is described in section <u>Terminal version</u> R410.5.35.20.2652 (NOE) for 80x8s, 8008 and 8018

22.2.2 Evaluation of signal strength as well as the number of BT devices around

The command "btinquiry" gives you the number of BT devices found and the strength of the signal. RSSI corresponds to the Received Signal Strength Indication.

Example: #btinguiry#

btafh OK

Found 5 bluetooth devices:

Inquiry result:A8:A7:95:36:FB:F6 cod:0x7e010c rssi:-84dB Inquiry result:A8:A7:95:36:FB:F6 cod:0x7e010c rssi:-83dB

80x8s Premium Deskphones - Release 500



Inquiry result:A8:A7:95:37:7C:7C cod:0x7e010c rssi:-78dB Inquiry result:A8:A7:95:37:7C:7C cod:0x7e010c rssi:-78dB Inquiry result:50:8F:4C:DD:9C:46 cod:0x5a020c rssi:-93dB btinquiry OK #



23 Headset Compatible

Be aware that tests the jack has now 4 pin audio and tests on headsets have been performed only on the range of headset below.

The previous accessories used on previous phone are not necessary supported in the new range of phones. Ring tone is not available on headsets connected to jack.

For any issues encountered with headsets, please contact the headset supplier. Be sure that your phone and your USB headset have the latest version:

https://en-us.sennheiser.com/headset-software-pc (Download Sennheiser Updater)

https://www.jabra.com/software-and-services/jabra-direct (Download for PC)

https://www.plantronics.com/au/en/support/downloads-apps/hub-desktop

Remark:

For USB headset, please aware that when you plug an USB headset, it can take several seconds (up to 10) to be taken into account by the phone depending of the type of USB headset you have.

The conference modules 8115/8125 audioffice is now **only** supported on USB connectivity (available from R300 release). See new conference module 8135 in section <u>26</u>.

This document lists only the certified headsets available through the ALE catalog. Additional certified headsets are available through AAPP (ALE Application Partner Program): the complete list are mentioned in the related interworking reports for Jabra, Plantronics and Sennheiser:

IWR-0018 Jabra Headsets for hardphone

https://businessportal2.alcatel-lucent.com/IWR-0018

Remark concerning Jabra USB headset:

The USB cable is used to charge the headset, it is not meant to be connected to the USB phone for audio communication.

The USB dongle has to be used, not the cable for charging purpose only or directly as BT headphone without any dongle. In any case, the USB cable cannot be used.

IWR-0121 Sennheiser Headsets /desk phones https://businessportal2.alcatel-lucent.com/IWR-0121

for SC232/262, the UUSB8 cord is recommended.

IWR-0164 Plantronics-Headsets-Amplifiers https://businessportal2.alcatel-lucent.com/IWR-0164

Recommendations:

80x8s Premium Deskphones - Release 500



In case of problem with an headset provider (Jabra, Plantronics, Sennheiser) , please engage first with the headset provider.

If the headset you have is not in the interworking report, a request to support it must be done through a Product Evolution Request (PER to be submitted through an eSR (Siebel ticket))

List of headsets in the ALE catalog:

Brand Model		Description	Connectivity	Order number	Comment
Plantronics	HW510N	Corded Monaural Wideband Headset	Quick disconnect (QD) + cable QD Jack 3.5mm (3p & 4p)	3GV28047AD	N= Noise cancelling
Plantronics	HW520N	Corded Binaural Wideband Headset	Quick disconnect (QD) + cable QD Jack 3.5mm (3p & 4p)	3GV28048AD	N= Noise cancelling
Plantronics	C215	Jack Monaural Headset	Jack 3.5mm 4 pole	3BN78155AA	
Plantronics	C325-1	USB Binaural Headset	Quick disconnect Jack 3.5mm 4 pole & USB	3GV28057AB	
Plantronics	Voyager Legend	Bluetooth Monaural Headset	Bluetooth	3BN67215WW	
Sennheiser	SC 232	Corded Premium Monaural Wideband Headset	Easy Disconnect + cable ED Jack3,5mm (3p & 4p)	3GV28047BA	
Sennheiser	SC 262	Corded Premium Binaural Wideband Headset	Easy Disconnect + cable ED Jack3,5mm (3p & 4p)	3GV28048BA	
Cables	Pack		Pack of 10 ALE Jack 3,5 mm adapter cable (length 100 mm) male Jack 4 poles to female ALE Jack 3 poles	3MG08018AA	
Cables	Pack		Pack of 10 ALE adapter cable SATA to RJ11 (length 210 mm) for EHS signals (Audio Com, External Ring)	3MG08019AA	
Cables	Pack		Pack of 10 USB 2.0 to Type C cable (length 1,5 m) to connect computers with a USB Type A port to	3MG08020AA	



Premium	
---------	--

24 EHS Interface

The purpose of the EHS (Electronic Hook Switch) feature is to give to some accessories the ability to monitor and control locally telephony states of the terminal i.e.:

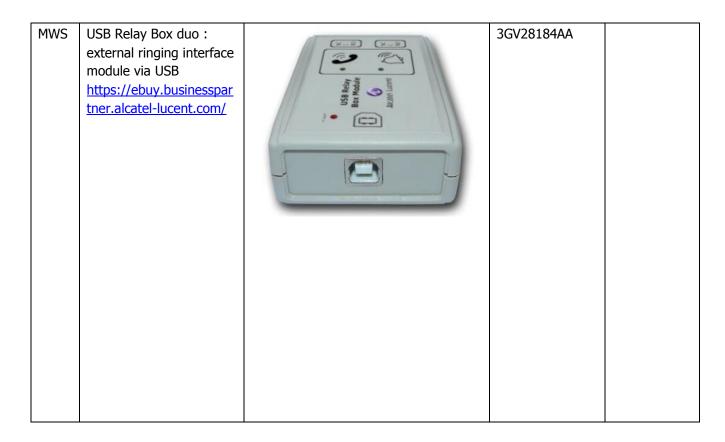
- Give the control to make on and off hook state of the phone
- Provide the ringing state of the phone
- Provide the communication state of the phone

Accessories that need these capabilities are typically:

- DECT base station with its associated DECT headset
- Conference pod with off/on hook button and ring detector

Brand	Description	Connectivity	Order number	Comment
MWS	External ringing interface module (aka BOSONEXT		3GV28050AA	





As no RJ11 connector is available on the phone, an adapter RJ11- Sata is needed: Sennheiser AL-SATA 01 Prod Code 506472 or 3MG08019AA

25 Audio office 8115/8125

The conference modules 8115/8125 audioffice is supported on USB connectivity only.

Brand	Model	Description	Connectivity	Order number	Comment
Audioffice	8125	Conference audioffice	USB handset & BT conference module for Desktop phone, softphone and mobile	3MG08002AA	
Audioffice	8115	Conference audioffice	USB handset for Deskphone	3MG08001AA	



26 Conference module 8135s

8105s



8135s

Brand	Model	Description	Connectivity	Order number	Comment
Konftel	8135s	Conference phone	The patented OmniSound® audio technology guarantees an impressive and crystal-clear full-duplex audio in both directions. The sound is transmitted clearly and powerfully to all attendees thanks to a hypersensitive microphone with 360° audio pick-up and speakers.OmniSound® delivers HD audio during VoIP calls. It also incorporates automatic echo cancellation and noise suppression, which minimises background noise interference, and an equalizer for personal adaptation of the audio properties.	3MG08015AA	
Konftel	Bundle 8135s		Power supply + expansion micro	3MG07040AA	

27 New Bluetooth handset

A new Bluetooth handset for the new generation of premium Deskphone 8068s/8078s Bluetooth is available.



It can be used since release R100. It does not work on previous generation of phone, only the new one. The new features available are:

- Voice prompt available in 5 languages ("out of range", "low battery", ...) with possibility to disable them
- New long life Li battery (with switch on/off)

Brand	Model	Description	Connectivity	Order number	Comment
Alcatel		Bluetooth handset	New Bluetooth handset Bluetooth 4.1 for premium Desktop phone 8068s/78s since R100	3MG27209AA	
Alcatel		Li battery	Li battery for new Bluetooth handset	3MG08009AA	

General remark on Bluetooth density:

Without WLAN, estimation of maximum of 8 bluetooth in a 10m*10m square meter. If WLAN are present, estimation of maximum of 4 bluetooth in a 10m*10m square meter If WLAN 2.4 is used, divide by 2 the previous density.

Be aware that this new Bluetooth handset has a switch to power on/off the battery. Do not forget to switch on.

28 Link to Documentation

OXO Connect 8078s/8068s/8058s/8028s Premium Deskphone User Manual: https://businessportal2.alcatel-lucent.com/8AL90340ENAA

OpenTouch Suite for MLE 8078s/8068s/8058s/8028s Premium Deskphone – 8018 Deskphone User Manual https://businessportal2.alcatel-lucent.com/8AL90339ENAB

IPsec VPN Deployment Guide for Remote Workers for Deskphones and Premium Deskphones s Serie https://businessportal2.alcatel-lucent.com/8AL90345ENAA

TG0089 Troubleshooting Guide for 8018 and 80x8s SIP phones https://businessportal2.alcatel-lucent.com/TG0089en

TC2334 NOE/SIP switch deployment guide for 8018 & 80x8s phones https://businessportal2.alcatel-lucent.com/TC2334en

Alcatel-Lucent 8008 Deskphone https://businessportal2.alcatel-lucent.com/8AL90349ENAA

8018 Deskphone User Manual



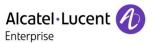
https://businessportal2.alcatel-lucent.com/8AL90331ENAC

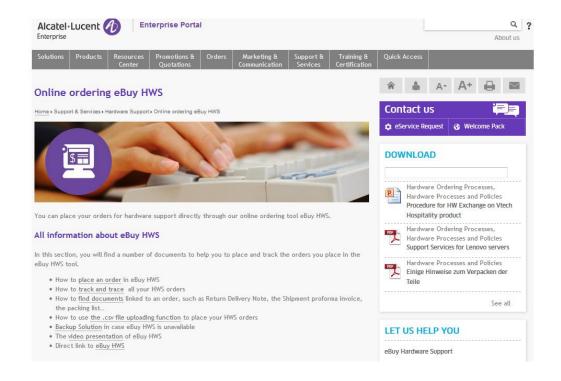
Deployment guide for 8018 and 80x8s phones SIP Business Edition https://businessportal2.alcatel-lucent.com/TC2380en

29 Hardware support

If you need to return a defective phone and handset, please contact the business portal on Support &Services/Online ordering eBuy HWS







30 ANNEX R410

terminal release	OXO release	OXE release
5.30.30	R2.2/036.001 R3.0/054.001	M1.403.24, M2.300.23
5.35.05	R2.2/041.001 R3.0/058.001	M3.402.22.c
5.35.10	R2.2/042.001 R3.0/065.001	M1.403.25, M2.300.24, M3.402.24
5.35.20	R2.2/043.001 R3.0/070.001	M1.403.27, M2.300.25, M3.402.26

30.1 Release R410 Common to 80x8s, 8018 and 8008

This new release brought the following features:

- Incoming tone disengageable,
- ACOM,
- Hook Detection level,

For these 3 above subject, please consult section "EHS (Electronic Hook Switch) in local menu "to have more explicit piece of information

- Native encryption DTLS on PCS backup,
- Upgrade with USB key,
- VPN improvement diagnosis on first connection,
- Embedded command to evaluate the quality of the BT transmission,
- Bluetooth advanced feature: beacon (phones with bluetooth capability can be used as BT beacon for geolocalization, phones without BT can used an USB beacon dongle to generate as well a beacon signal)

This menu displays Bluetooth info's for phones equipped with internal Bluetooth chip (8068S, 8078S). During boot, from step 2, press i # sequence to enter the local menu/Hardware Infos/Bluetooth Infos.

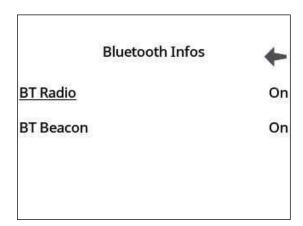
'Bluetooth Radio' indicates if bluetooth device is enabled or disabled (can only be managed by System request).



'Bluetooth Beacon' indicates if Beacon feature is activated (default = yes).

Out of the box, beacon feature uses default parameters, but they can be modified or restored again to default values.

See chapter Bluetooth beacon for more information



Default hostname change,

8008	8018	8028s	8058s	8068s	8078s
8008-XXYYZZ	8018-XXYYZZ	8028s-XXYYZZ	8058s-XXYYZZ	8068s-XXYYZZ	8078s-XXYYZZ

XXYYZZ stands for the last 3 bytes of the MAC address.

- Wide band audio on BT headsets (HFP profile : Handsfree Profile),
- DNS support for FQDN resolution (VPN),
- Emergency call to attendant feature,
- Improvement of the robustness and genericity of USB behavior with accessories specially on Jabra headset (refer of AAPP report)

1. Note:

The phone local Menu is now accessible from the OXE system Menu folder since OXE version M3.402.17.

2. Note:

Default skin is now Arctarus (#1). Classical skin has been moved to postion #5.

It is important to update not only the NOE but also the SIP version on the call server to be conformed to the last updated version in both cases before making any switching.



Restrictions:

- Only one USB device is supported. USB A and USB C cannot be used simultaneously: **USB** hub is not supported.
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported,

Warning

The USB can be used to maintain a charge for a mobile phone, but depending on the mobile, if the mobile does not respect the current limitation imposed by the phone, it may reset the other USB connector as they share the same power supply. If a USB headset is used while connecting a mobile on USB-C to maintain a charge, you may have a cut of 3sec on the audio of the headset.

30.2 Terminal version R410.5.35.20.2652 (NOE) for 80x8s, 8008 and 8018

Software at disposal on BP web site. Last SIP version is 1.20.50

New feature:

MMI configuration (press long on i) for BT sniff mode disable/enable. By default, it is enable (not in heavy WIFI environment by default)

In heavy WIFI environment, it is recommended to disable the sniff mode to improve the audio data transmission. To ensure the change of the setting, the connected BT handset & headset device should be powered off/ON.

This setting has been replaced by "Noise cut" in release R500. By default, it is not enable.





Pay attention to CR8018-500 for 8018 phone:

It is important for people having 8018 phone to upgrade their phone in this version which avoids potential boot up issue of the phone after an upgrade on previous version.

Issue	Description	8008	8018	80x8s
CR3GEENOE-1208, CR3GEENOE-1186, CR3GEENOE-1286, CR3GEENOE-1313, CR3HEENOE-1393, CR3GEENOE-1332	Bad audio quality on Bluetooth handset in heavy WIFI environment			х
CR8018-500	Nand flash bad block caused the NOE partition could not be mounted and the system could not boot up. The only way is to flash image again to those 8018 having the issue.		х	
CR3GEENOE-1200	80x8s connected to OXO connect R2.x: user local menu not translated in Latvian.			х
CR3GEENOE-1291	Programmable key with DTMF prefix + digits issue	х	х	х
CR3GEENOE-1336	Ringing with 3 beeps does not work on 80x8s with supervision			х
CR3GEENOE-1376	Headset issue with new binary 5.35.05 and Plantronics Voyager Legend//00332701			х
CR3GEENOE-1430	Sometimes no transmission audio for 8 sec//00337696	х	х	х
CR3GEENOE-1431	Random one-way audio at the initial conversation after migration to R3.0//00342553	Х	х	х
CR3GEENOE-1452	Platform crash //00347189			х
CR8018NOE-1465	Application crash //00349078			х
CR3GEENOE-1473	Restart of phone with Plantronics headset//00351880			х
CR3GEENOE-1474	Crash when Plantronics voyager legend is used //00349974			х
CR3GEENOE-1372	IP DR link recording issue on 8068s phone//00334694	х	х	х
CR3GEENOE-1440	No load of Arabic language//00344471			х
CR3GEENOE-1370	Issue with PRS homepage on 8078s			х
CRTX8008-257	8008 in 5.39.20 still broadcasts many messages from src mac 52:54:4c:83:09:e0//00341742	х		
CRTX8008-259	Deny of downgrade for hwv_8008-VD02, swv_5.35.18	х		
CR3GEENOE-1194	EAP logoff feature implemented//00305185	х	х	х
CR3GEENOE-1397	80x8s phone could not log off the supplicants in some cases	х	х	х
CR3GEENOE-954	Update driver for Jabra PRO 9460/9470		Х	х



CRTX8008-256, CR8018NOE-504	No 'Beep' key on first dialed digit after trunk access//00333486	x		
CR3GEENOE-1384	Ring back tone disappearance when an operator call is done //00336715	х	х	Х
CR3GEENOE-1492	8078s without DTLS does not connect on PCS//00339499	Х	Х	х
CR3GEENOE-1501	Possibility to select "Reset to default" without any password when DTLS is enabled	х	х	Х
CR3GEENOE-1523	No voice in BT headset (Jabra Evolve 65) after a few calls			x

30.3 Terminal version R410.5.35.10.2577 (NOE) for 80x8s, 8008 and 8018

The version 5.35.11 flashed in production is similar to 5.35.10

Software at disposal on BP web site.

Issue	Description	8008	8018	80x8s
CR8018NOE-492	Echo heard on the 8018 telephone //00302348		х	
CR3GEENOE-1330	"Queue info" flashing in consultation when use with agent 8068s			Х
CR3GEENOE-1296	8068s display stuck with 2 nd line's calling name & number	Х	х	х
CR8018NOE-864	8028s phone voice quality is not as good as 4028 phone in speaker mode //213863878			Х
CR3GEENOE-1351	Fix uninitialized variable during hardware detection (safety)			х
CR3GEENOE-1367	Ethlogs does not work when VLAN is selected			х
CR3GEENOE-1291	Programmable key with DTMF prefix not working //00311318	Х	Х	х
CR3GEENOE-704	AOM Smart Display label does not change to caller ID on NOE 3G EE sets			Х
CR3GEENOE-1238	Voice distortion on IP DR-link	Х	х	х
CR8018NOE-493	Hebrew string translation issue	х	Х	х

30.4 Terminal version R410.5.35.05.2568 (NOE) for 80x8s, 8008 and 8018

Recommended SIP version is: 1.20.50 please refer to TCCxxxx

Main new feature on the SIP release is the WBM(web based management which offers you a new way to configure your settings and upgrade your binaries through a web page hosted by your desk phone).

At the level of R400.5.30.20



31 **ANNEX R400**

terminal release	OXO release	OXE release
5.00.12	R2.1 021.001	R11.0.1/K1.520.47.a - R11.1/L1.301.39a - R11.2/L2.300.35 - M1.403.12.d
5.00.13	No release of OXO as	R12.0/M1.403.12.f
	it solves only issue on OXE	
5.00.32	R2.1 029.001	R11.1/L1.301.40 - R11.2/L2.300.36 - M1.403.15.g
5.00.40	Not delivered	R11.1/L1.301.41 - R11.2/L2.300.38 - M1.403.16.a
5.00.50	R2.2/014.001 R2.1/038.001	R12.0/M1.403.19 - R11.2/L2.300.38 - R11.1/L1.301.41.a
5.10.03	Not delivered	M2.300.13.b
5.10.10	Not delivered	M2.300.13.g (aligned with R100 5.00.50 for customer issues)
5.10.04	Not delivered	M2.300.18.d
5.20.05	R2.2/017.001	Not delivered
5.20.06	Not delivered	Not delivered
5.20.10	Not delivered	M2.300.19 MD2 - M1.403.20 MD5 - L2.300.40 MD14
5.20.20	R2.2/024.001	M1.403.21 MD6
5.20.30		M2.300.20 MD3
5.20.40	R2.2/028.001	M2.300.21 MD4 - M1.403.21.a MD7 - L2.300.41 MD15
5.20.45		
5.30.11	R3.0/039.001	
5.30.13	R3.0/042.001	M2.300.21.a
5.30.20	R3.0/047.001	M2.300.22
5.30.30		M2.300.22.a

31.1 Release R400 Common to 80x8s, 8018 and 8008

This new release brought the following features:

- Native encryption DTLS
- Partial Native encryption
- Possibility to disable DHCP survi on NOE3G/NOE 3G EE via MGR on OXE (forcenoe command)
- 8008 in the EE family (sharing of a common source, different binary)
- About in local menu (long press on i)



- Serviceability log USB key (see collecting logs section below)
- New released skin (Arcturus)
- Update and merge deskphones user guide & installation guide in a single document
- VPN: mode IKEV1 aggressive mode, IKEV2 mode
- Phone starts by default in dual mode IPV4/IPV6.

It is important to update not only the NOE but also the SIP version on the call server to be conformed to the last updated version in both cases before making any switching.

Restrictions:

- Only one USB device is supported. USB A and USB C cannot be used simultaneously: **USB** hub is not supported.
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported,
- **Emergency Call to Attendant**

Warning The USB can be used to maintain a charge for a mobile phone, but depending on the mobile, if the mobile does not respect the current limitation imposed by the phone, it may reset the other USB connector as they share the same power supply. If a USB headset is used while connecting a mobile on USB-C to maintain a charge, you may have a cut of 3sec on the audio of the headset.

31.1.1 Terminal version R400.5.30.30.2157 (NOE) for 80x8s, 8008 and 8018

Recommended SIP version is: 1.20.41 refer to TC2485

31.1.1.1 Fixed issue for 8008, 8018, 80x8s

Issue	Description	8008	8018	80x8s
CR3GEENOE-954	"Queue info" does not stay display when use agent 8068s and headset.			х
CR8018NOE-487	"Queue info" does not stay display when use agent 8068s and headset.		х	
CR3GEENOE-1007	Tone detector command is not working properly for 80x8s sets	х	х	х
CR8018NOE-1197	8068s/78s BT paired but it does not work			х
CR3GEENOE-1241	No audio on BT handset of 8078s			х
CRTX8008-1289	8068s with BT headset: power saving problem since binary			х

80x8s Premium Deskphones - Release 500



update to 5.20.40	 	 	
I ubuate to 3,20,70	undate to 5 20 40		
	upuate to 5.20.40		

Remark:

8008 does not have by default the SIP version embedded in the phone. It has to be loaded (refer to TC2380)

31.1.2 Terminal version R400.5.30.20.2149 (NOE) for 80x8s, 8008 and 8018

Recommended SIP version is: 1.20.41

31.1.2.1 Fixed issue for 8008, 8018, 80x8s

Issue	Description	8008	8018	80x8s
CR3GEENOE-963	8028 reboot several times when the connected PC is started	х	х	х
CR8018NOE-481	8018 phone set. No beep provided to the omniPCX record system	х	х	
CRTX8008-253	802.1x reauthentication failed	Х		
CR3GEENOE-1003	8068s phone rebooted because of a crash		х	х
CR8018NOE-490	8018 phone USB cannot use.		х	х
CR3GEENOE-1192	8018 phone set . No beep provided to the OmniPCX Record system			Х
CRTX8008-246	OXO Connect system freeze	Х		
CRTX8008-249	8008 sends 2 MAC addresses when connected to the switch //1893E	х		
CRTX8008-251	8008 unknow MAC flapping towards their ports. //00305271	х		

Remark:

8008 does not have by default the SIP version embedded in the phone. It has to be loaded (refer to TC2380)

31.1.3 Terminal version R400.5.30.13.2136 (NOE) for 80x8s, 8008 and 8018

Recommended SIP version is: 1.20.14

31.1.3.1 Fixed issue for 8008

Aligned on 5.80.52 version (see TC2389)

Remark:

8008 does not have by default the SIP version embedded in the phone. It has to be loaded (refer to TC2380)



31.1.3.2 Fixed Issue for 8018

Aligned on 5.20.40 version (see Annex)

Issue Description	Priority
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31.1.3.3 Fixed Issue for 80x8s

Aligned on 5.20.40 version

Issue	Description	Priority
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32

ANNEX R310

32.1 Release R310 Common to 80x8s and 8018

This new release brought the following features:

- 8018 part of the 80x8s family.
- New ringing: loud ringing (Party ringing)
- USB-DECT headsets (Sennheiser D10 Wireless Dect, consult the AAPP report),
- USB external ringer: USB relay box duo
- USB BT headset with dongle (MB Pro2 Sennheiser with dongle),
- VPN connectivity info (identification of remote workers for OXO)
- Jabra headsets (Jabra Evolve 30 II UC, Jabra BIZ 2300 Duo, Jabra PRO 930 Duo, ... (see AAPP report))
- Bugs fixes

It is important to update not only the NOE but also the SIP version on the call server to be conformed to the last updated version in both cases before making any switching.



Restrictions:

- Only one USB device is supported. USB A and USB C cannot be used simultaneously: **USB** hub is not supported.
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported
- No SIP on 8078s

Warning The USB can be used to maintain a charge for a mobile phone, but depending on the mobile, if the mobile does not respect the current limitation imposed by the phone, it may reset the other USB connector as they share the same power supply. If a USB headset is used while connecting a mobile on USB-C to maintain a charge, you may have a cut of 3sec on the audio of the headset.

32.1.1 Terminal version R310.5.20.45.1614 (NOE) for 80x8s and 8018

The version 5.20.48 (flashed in production) for 8018 is similar to 5.20.45.

32.1.1.1 Fixed Issue for 8018

Issue	Description	Priority
CR8018NOE-394	Random reboots of 8018 phones.	
CR8018NOE-456	Reception of INVALID_SPI error notification on VPN during a conversation and phone lost connection	

32.1.1.2 Fixed Issue for 80x8s

Issue	Description	Priority
CR3GEENOE-1155	Random reboots of 8018 phones	
CR3GEENOE-1148	Reception of INVALID_SPI error notification on VPN during a	
	conversation and phone lost connection	

32.2 Terminal version R310.5.20.40.1604 (NOE) for 80x8s and 8018

32.2.1 Fixed Issue for 8018



Issue	Description	Priority
CR8018NOE-440	8018 SCEP download error when using HTTPS	
CR8018NOE-471	OXE M3: DHCP survivability not working properly while changing parameter from YES to NO	
CR8018NOE-473	Does not download Korean language on 8018 // 1-219646725	
CR8018NOE-474	80x8s: daylight saving issue with binary 5.20.04	
CR8018NOE-476	Plug-in an USB headset on handset group listening mode and hook- on the handset, call cannot be ended.	
CR8018NOE-477	Desk sharing issue	

32.2.2 Fixed Issue for 80x8s

Issue	Description	Priority
CR3GEENOE-1000	Desk sharing issue	
CR3GEENOE-1028	80x8s: daylight saving issue with binary 5.20.04	
CR3GEENOE-1070	Issue with date time update //1-221018311	
CR3GEENOE-1079	Cannot establish pair process when last pair error happens	
CR3GEENOE-978	80x8s + BT headset : In Settings> Phone> Ringing> Internal call> preview different melodies, change of melody, take BT headset, The melodies are so slow to be played that we do not hear all,	
CR3GEENOE-994	8068s phone disconnects the Jabra Evolve 65 BT headset // 1-219381043	
CR3GEENOE-1071	OXE M3: DHCP survivability is not working properly while changing parameter from YES to NO	
CR3GEENOE-1086	Plug in an USB headset on handset group listening mode and hook on the handset, call cannot be ended	
CR3GEENOE-1111	No download of Korean language	
CR3GEENOE-1116	8018 SCEP download error when using the HTTPS	



32.3 Terminal version R310.5.20.30.1598 (NOE) for 80x8s and 8018

32.3.1 Fixed Issue for 8018

Issue	Description	Priority
CR8018NOE-433	8018 "hostname" command does not work	
CR8018NOE-436	8018 phones are rebooting in loop	
CR8018NOE-438	PC has no access to the network when connected to a 8018 through a docking station	
CR8018NOE-461	8028s 802.1x reauthentication fails	
CR8018NOE-462	Possibility to disable DHCP survi on NOE/NOE-3G sets via MGR	
CR8018NOE-463	80x8s send LLDP packets to multicast MAC dedicated to STP and 802.1x	
CR8018NOE-464	80x8s LAN switch port gets blocked when LLDP and QOS are activated	
CR8018NOE-465	80x8s CA root certificate is deleted or corrupted after migration	
CR8018NOE-466	Call recording is NOK (hear the hizzing noise) for s phone	
CR8018NOE-467	Deny of download is observed while moving from one OXE to another OXE.	

32.3.2 Fixed Issue for 80x8s

Be aware that this version supports the new hard Liquid Cristal Display for 8058s/68s. The previous version of soft does not support this new display. It means that if you buy a new phone which has this new display, you cannot downgrade to a version which does not support this new display.

On new LCD HW downgrade from version 5.20.30 to older version is denied. On old LCD HW, downgrade from version 5.20.30 to older version works.

For SIP version, this new LCD version is supported in version 1.15.40. Deny of download is done if a downgrade is tried.

Deny download rule for NOE and SIP:

R100 < 5.00.60

R300 < 5.10.20

R310 < 5.20.30

R100 < 1.05.30

R300 < 1.15.40



Issue	Description	Priority
CR3GEENOE-1021	Deny of download is observed while moving from one OXE to another OXE.	
CR3GEENOE-1034	PC has no access to the network when connected to a 8018 through a docking station	
CR3GEENOE-1037	8018 "hostname" command does not work	
CR3GEENOE-772	8028s 802.1x reauthentication fails	
CR3GEENOE-869	Possibility to disable DHCP survi on NOE/NOE-3G sets via MGR	
CR3GEENOE-877	New LCM supporting in 8058s and 8068s	
CR3GEENOE-888	80x8S: EAP packets are dropped by the switch of the phone	
CR3GEENOE-889	80x8s 802.1x reauthentication fails	
CR3GEENOE-910	80x8s send LLDP packets to multicast MAC dedicated to STP and 802.1x	
CR3GEENOE-911	80x8s LAN switch port gets blocked when LLDP and QOS are activated	
CR3GEENOE-916	8068s: Bluetooth disconnections and delay issues	
CR3GEENOE-934	Call hold icon is not visible on 8078s display (1-216596991)	
CR3GEENOE-935	80x8s CA root certificate is deleted or corrupted after migration	
CR3GEENOE-980	Call recording is NOK (hear the hizzing noise) for s phone	
CR3GEENOE-983	Phones are rebooting in loop when there are bad blocks in flash bootloader area	
CR3GEENOE-987	When use BT handset, voice and second incoming ring cannot coexisted	

$32.4\ Terminal\ version\ R310.5.20.20.1537$ (NOE) for 80x8s and 8018

Remark:

Out of the box, we can have a 5.20.22 which is similar to 5.20.20.

32.4.1 Feature for 8058s

The 8058s can have two modes: with add-on and without add-on (configured via local MMI of the phone: at step 2 of the phone start up, press *# or i# then Software info/Virtual Add-on on/off). This feature has been



implemented to replace the 8038 phone which is phased out. The 8058s can be considered as a 8068s without BT. New phones 8058s will be flashed with the 5.20.20 software. By default, no add-on will be set.



Behavior view for table below for OXO/OXE

Definition of terms:

- **No upgrade**: the phone cannot upgrade because it's recognized type by the system is not the right one
- **Switch**: capability to enable or disable the virtual addon through MMI or NOE message.
- **Upgrade as...**: the phone requests a binary to the TFTP server of the indicated type.
- **OXE: 4028**: The phone is presented in the management console as 4028
- New 8058s with add-on: phone flashed with 5.20.20 (add-on set by local MMI once in service)
- New 8058s without add-on (Manufacturing default): phone flashed with 5.20.20 (default behavior)

<u>Remark</u>: Once a phone V-addon setting is defined (ON or OFF), this setting is kept for later upgrade, except in SW downgrade cases to versions lower than 5.20.20 (the V-addon will in this case be ON).

Color code:

Full functional	Functional in Retro-compatibility
With upgrade possible	No upgrade possible



32.4.1.1 OXE

The usage of the 8058s in both mode requires a system version \geq R12.0 and a terminal binary \geq 5.20.20 for OXE.

Phone working mode & upgrade Display for OXE as xxx		>= R12.0		
		Syst with bin < 5.20.20	Syst with bin 5.20.20 and next	
	"Old" 8058s <5.20.20 With addon	Functional No switch Upgrade as 58s <i>OXE: 8058s</i>	Upgrades as 58s to "new" phone, with addon	
Phone type	"New" 8058S with addon	Downgrades to "old" phone	Functional Switch possible Upgrade as 68s <i>OXE: 8058</i> s	
	"New" 8058s without addon (Mfg def)	Downgrades to "old" phone (2)	Functional Switch possible Upgrade as 68s <i>OXE: 8068s</i>	



32.4.1.2 OXO

The usage of the 8058s in both mode requires a system version \geq 0XO Connect 3.0 or \geq 2.1 (patch needed) and a terminal binary \geq 5.20.20 for OXO.

		< OXO 9.2	OXO 10.3& Connect 2.0	Oxo Conn	ect 2.1&2.2	>= Oxo Connect 3.0
& up <i>Display t</i>	rking mode ograde for OXO as xxx	Syst with bin <5.20.20	Syst with bin <5.20.20	Syst with bin <5.20.20	Syst with bin 5.20.20 and next (through patch)	Syst with bin 5.20.20 and next
	"Old" 8058s <5.20.20	Not Functional	Not Functional	Functional No switch Upgrades as 58s OXO: 8058s With addon	Upgrades as 58s to "new" phone, with addon	Upgrades as 58s to "new" phone, with addon
Phone type	"New" 8058S with addon	Functional (1) Switch possible No upgrade <i>OXO: 4028</i>	Functional (1) Switch possible No upgrade <i>OXO: 8028</i>	Downgrades to "old" phone	Functional Switch possible Upgrades as 68s <i>OXO: 8058s</i>	Functional Switch possible Upgrades as 68s <i>OXO: 8058s</i>
	"New" 8058s without addon (Mfg def)	Functional (1) Switch possible No upgrade OXO: 4068	Functional (1) Switch possible No upgrade OXO: 8068	Downgrades to "old" phone (2)	Functional Switch possible Upgrades as 68s OXO: 8068s without BT	Functional Switch possible Upgrades as 68s OXO: 8068s without BT

⁽¹⁾ Phone reboots twice before being available.

32.4.2 Fixed Issue for 8018

Issue	Description	Priority
CR8018NOE-373	A in com with B, C calls A and cancel the call: no more audio between A-B	
CR8018NOE-425	8018 in version 4.91.44 does not connect to PCS	
CR8018NOE-430	8018 ICMPV6 packet in data vlan must be removed	
CR8018NOE-437	8018 impossible to disable completely 802.1x traffic going out of the phone	
CR8018NOE-439	8018 stuck in step 2 instead of connecting to PCS	

⁽²⁾ The phone has the addon OFF at first start, then restarts after downgrade with the addon active



CR8018NOE-441	8018 5.20.06 scep command cannot be executed	
CR8018NOE-442	4059EE (with 80x8s phones) and Entity Emergency Call Problem	
CR8018NOE-443	DSU log-off automatically after REBOOT and RUNTEL in 80x8s/8018 sets (5.20.06)	
CR8018NOE-444	Silent mode reset in leoop in step 5 after an upgrade to R310	
CR8018NOE-445	8018 in secured mode reset in loop in step 5 after an upgrade to R310	
CR8018NOE-446	Configure beeps and silence ring mode. After beeps, the ringing tone is still played	
CR8018NOE-447	ON OXE, when preview the ringing melody, the performance is very slow	
CR8018NOE-450	Ringing setting not end after hook on	
CR8018NOE-453	8018 and 8068s reboot periodically	

32.4.3 Fixed Issue for 80x8s

Issue	Description	Priority
CR3GEENOE-903	When preview the ringing melody, the performance is very slow	
CR3GEENOE-904	Configure beeps and silence ring mode. After beeps, the ringing tone is still played	
CR3GEENOE-906	Scep command cannot be executed	
CR3GEENOE-913	Ringing setting not end after hook on	
CR3GEENOE-920	ICMPV6 packet in data vlan must be removed	
CR3GEENOE-921	8068s reboot periodically	
CR3GEENOE-925	When the second incoming call is ringing, the audio quality of the ongoing call (in BT handset) is very bad.	

$32.5 \ Terminal \ version \ R310.5.20.10.1537 \ (\ NOE\)\ /\ 1.15.33 \ (\ SIP\) \ for\ 80x8s$ only, not the 8018

Issue	Description	Priority
CR3GEENOE-811	80x8s silent mode with beep before ringing NOK since 5.00.41/5.10.03	
CR3GEENOE-819	4059EE (with 80x8s phones) and Entity Emergency Call problem	
CR3GEENOE-870	DSU log-off automatically after reboot (5.20.06)	
CR3GEENOE-881	No BT pairing in industrial mode	



CR3GEENOE-890	Terminal will reboot event during conversation	
CR3GEENOE-892	8018 stuck in step 2 instead of connecting to PCS	
CR3GEENOE-893	8018 impossible to disable completely 802.1x traffic going out of the phone	

32.6 Terminal version R310.5.20.06 (NOE) / 1.15.33 (SIP)

Issue	Description	Priority
CR3GEENOE-848	Issue with redundant freeseating maincpu address	Major

32.7 Terminal version R310.5.20.05 (NOE) / 1.15.33 (SIP)

Issue	Description	Priority
CR3GEENOE-848	Network Desk sharing login failure in network environment for OXE	Major

32.8 Terminal version R310.5.20.04 (NOE) / 1.15.33 (SIP)

Major bug fixes below

Issue	Description	Priority
CR3GEENOE-831	DT-SIP TRUNK audio issues with 8068s, 8078s and 8018 sets. (SCCR=0)	Major
CR3GEENOE-859	No ethernet after migration from R100.4.81.70	Major
CR3GEENOE-815	THALES: cannot connect to system using private PSK	Major
CR3GEENOE-845	USB limitation: management for 80x8s P4T2	Major
CR3GEENOE-797	The TFTP server address must be set with the specifc IP configuration for custom PSK download	Major

32.9 Deny of download

- On 8018:
 - o In R100, downgrade is blocked for version below 4.81.70
 - In R210, downgrade is blocked for version below 4.91.42



- On 80x8s:
 - Downgrade is blocked for version below R100 5.00.14

32.10 Migration issue on 8018 in encrypted (security mode) mode only for version < 5.20.20

- From R200 to R210 version (< 4.96.41): no problem,
- From R200 to R210 version (>= 4.96.41): invalid PSK issue,
- From R200 or R210 version (< 4.96.41) to R310 version, not able to connect to OXE,
- From R210 version >= 4.96.41 to R310, no problem
- From higher version to lower version, no problem such as from R310 to R210/R200.

To solve this:

Workaround for now (should be corrected in next R310 release): Connect to ssh then "thalsec reset full", then reset the phone Or

Reset the phone, go in the phone menu during step 2:3, Security menu and "Remove security", then reset the phone.

33 ANNEX R300/R100

33.1 Release R300

This new release brought the following features:

New skin (crystal replacement),

- 8018 R300 with R210 audio level (for beta only)
- USB headsets,
- USB external handsfree,
- Headsets audio enhancements,
- Audio enhancement (Dynamic Range Compression),

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- Ringing boost,
- Group listening,
- Dual stack NOE/SIP connectivity (different TC2334 to be consulted), update the phone with the last sip version (recommended one is 1.15.33 or above) before making any switching: https://businessportal2.alcatel-lucent.com/TC2334en
- Sip survivability for all phones,
- SIP business OXE supported on 8028s, 8018 (beta only for 8018)
- SIP business third party call server for all phones except 8078s
- Bugs fixes

33.2 Terminal version 5.10.10

USB is fully operational in this version: events handled by the headsets such as Mute/ hang on/ hang off/ volume level work fine. It is recommended to update to this version to avoid any issue if you are using the control features of the headsets.

Remark:

The release R300 5.10.10 is aligned with R100 5.00.50 for customer issues.

Restrictions:

- Only one USB device is supported. USB A and USB C cannot be used simultaneously:
 USB hub is not supported.
- Wireless headsets using USB connectivity (dongles),
- Dect headset using USB connectivity,
- External IP Recording (Omni Record IP-DRLink) in Thales encryption (OK in next releases),
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported

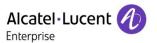
Warning

The USB can be used to charge a mobile phone, but depending on the mobile, if the mobile does not respect the current limitation imposed by the phone, it may reset the other USB connector as they share the same power supply.

33.2.1 Terminal version 5.10.03

Restrictions:

• USB events ("mute", "+-", "hang on/off" coming from the headsets not fully operational. Update to 5.10.10 to have no issue.



- Only one USB device is supported. USB A and USB C cannot be used simultaneously:
 USB hub is not supported.
- Wireless headsets using USB connectivity (dongles),
- Dect headset using USB connectivity,
- External IP Recording (Omni Record IP-DRLink) in Thales encryption,
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supporte

33.3 Release R100

The release R100 introduces new services:

- New customization: customized skin can be deployed on a customer installation for 8058s, 8068s, 8078s. By default, 4 skins are ready to be used (press i for a long period to get access to the menu)
- Auto brightness feature with Ambient Light Sensor
- Magnetic Alphabetic mini keyboard
- Unique Linux platform and software (SIP and NOE) for all phones
- Unique debug script getlogs.sh embedded in the phone with new debug commands
- Upgrade in background

33.3.1 Terminal version 5.00.50

Issue	Description	Linked Issue
CR3GEENOE-749	Delay in 8078s Bluetooth	CROXES-15106 CR3GEENOE-505
		CR3GEENOL-303
CR3GEENOE-783	8068s delay of 2s when answering a call in Bluetooth	CROXES-15485
CR3GEENOE-810	8068s 2-3 sec delay on bluetooth handset	CROXES-15620
CR3GEENOE-765	8078s SSH access is no more working after upgrade from R21.0 m1.403.15h to m1.403.16	CROXES-15279
CR3GEENOE-721	8058s with 14-key smart display AOM	CROXES-15279
CR3GEENOE-697	8078s with Bluetooth handset low audio volume at the distant party	CROXES-14765
CR3GEENOE-756	8068s Bluetooth audio level too low	CROXES-15134
CR3GEENOE-821	Bad connection Alcatel 8068s/8078s to Bluetooth handset (low volume) //1-211347612	CROXES-15670
CR3GEENOE-747	8068s bad audio quality in BT handset (low volume)	CROXES-1920
CR3GEENOE-805	Faint sound with 8068s and audio very weak	CROXES-15578
CR3GEENOE-498	8078s voice level too low detected on remote side	CROXES-4103



CR3GEENOE-731	Door PT handast audio	CDOVOC 1017
	Poor BT handset audio	CROXOC-1917
CR3GEENOE-733	8068s/8078s bad audio quality on Bluetooth handsets	CROXOC-1915
CR3GEENOE-732	Low volume on 8068s	CROXOC-1916
CR3GEENOE-814	8068s audio quality issue on Bluetooth handsets	CROXOX-1968
CR3GEENOE-699	IPtouch 8078s hang or freeze after start a XML picture display	CROT-2649
CR3GEENOE-505	Delayed connection between phone and Bluetooth handset	CROXES-4068 CR3GEENOE-749
CR3GEENOE-684	Low volume issue on 8068s, 8078s with Bluetooth handset	CROXES-14761
CR3GEENOE-723	Key module does not work	CROXOC-1873 CROXOC-1889 CROXOC-1937 CROXOC-1941 CROXOC-1942 CROXOC-1950 CROXOC-1989 CROXOC-1998 CROXOC-2004 CROXOC-2004 CROXOC-2028 CROXOC-2042 CROXOC-2043 CROXOC-2046
CR3GEENOE-707	8078s switch to SIP by MMI command has to be restricted before 8078s is ready for SIP standalone mode	CR3GEENOE-676
CR3GEENOE-754	Boot time slow	
CR3GEENOE-752	8008 ssh password change is not working	
CR3GEENOE-773	Eoor log on ictaudio	
CR3GEENOE-775	BTH ALE RX vol is a bit weak	
CR3GEENOE-790	Phone 80x8s audio level compared to 40x8 or80x8 too low	
CR3GEENOE-812	Unidirectional and white com	
CR3GEENOE-813	No need bt_handset_established because bt_establish optimized	

33.3.2 Terminal version 5.00.40

Issue	Description
CR3GEENOE-661	[Report]: [Related]: Procedure to apply PSK for 8068 sets//1-209549631//
CR3GEENOE-664	[Related] : 80x8S: Connection to PCS NOK
CR3GEENOE-695	[Report] : [Local MMI] Could not check SIP version from local MMI
CR3GEENOE-698	[Report]: [Related]: [audio] no voice until finishing 3 beeps play
CR3GEENOE-701	[Report] : [Report] : LLDP network policy vlan tag value is not udpated to switch after



	vlan acquisition.
CR3GEENOE-702	[Report] : [Related] : LLDP chassis ID is set to IPV6 address instead of MAC
CR3GEENOE-706	[Report] : [Related] : Phone stays in step2 after a nework incident

Restrictions:

- IME is disabled for Stroke (Hong Kong) and Jamo (Korea)
- USB accessories not available
- 8068s does not support SIP standalone mode so far. Do not switch to SIP mode by MMI,
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported

33.3.3 Terminal version 5.00.32

Bug fixes + reduction of restrictions + improvement of audio parameters:

- On jack headsets,
- · Higher level of loudspeaker,
- Wideband mode with Bluetooth handset

Remaining restrictions:

- USB accessories not available (in next release R300),
- IME is disabled for stroke (Hong Kong)
- External IP recording (Omni Record IP-DRLink) in encrypted mode,
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported

33.3.4 Terminal version 5.00.13

Issue	Description
CR3GEENOE-452	Sometimes no audio on OXE in 3.5% cases

Restrictions:

Same as for 5.00.12

33.3.5 Terminal version 5.00.12

Restrictions:

• Bluetooth accessories: only Sennheiser MB Pro 2 UC works smoothly with our phones (Plantronics Voyager Legend loses audio after a few minutes and should *not* be

80x8s Premium Deskphones - Release 500



used)

- Bluetooth handset is currently limited to narrow band
- IME is disabled for Stroke (Hong Kong) and Jamo (Korea)
- USB accessories not available
- Group listening deactivated
- External IP recording (internal recording is OK)
- VPN remote worker
- 802.1.X not set by default,
- External IP Recording (Omni Record IP-DRLink) behind a VPN is not supported



Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, please be sure:

- The application has been certified via the AAPP if a third party application is involved.
- You have read the release notes that list new features, system requirements, restrictions, and more, and are available in the <u>Technical Documentation Library</u>.
- You have read through the related troubleshooting guides and technical bulletins available in the Technical Documentation Library.
- You have read through the self-service information on commonly asked support questions and known issues and workarounds available in the Technical Knowledge Center.

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