Release Notes – Office1560/1560IP

SW Version Name:	**Serial Release – Office1560/1560IP 2.6.5.0**
Further software enclosed in this Package	
Release date:	**Jan 18th 2013**

Date :	13. May 2013
Doc.no.:	depl-1801
Version:	1.7

1. Compatibility

	Version	Notes
Office 1560/1560IP 2.6.5.0	Windows XP Professional SP3 Windows Vista SP2 Windows 7 SP1 Windows 8 [*1] Windows Server 2003 SP2 Windows Server 2003 R2 Windows Server 2008 SP2 Windows Server 2008 R2 SP1 Windows Server 2012 [*1]	* 32-bit & 64-bit operating systems * Java 1.6 (must be manually installed) * Windows Vista / Windows 7 and Windows 8 home versions not supported [*1] Office 1560IP (IP-version) is not compatible. Workaround: Use Office 1560 with an Aastra 5361IP phone on the side.
	OIP 7.9.3.0 OIP 8.0.0.11 – OIP 8.2.x.x	OIP 8.2.x.x is backward compatible to I7.9, except the included Office 1560IP 2.9.x.x
	IntelliGate I7.92 or higher	2.6.5.0 is mandatory for Office 1560IP on I7.9

2. Purpose

SW 2.6.5.0 is only needed for Office 1560IP (IP-version) on IntelliGate I7.9. It is an addition to OIP 8.2.x.x for the backward compatibility to IntelliGate I7.9.

3. Features

Backward compatibility for Office1560IP to IntelliGate I7.9.

4. Solved Issues

Office1560/1560IP 2.6.5.0 has the same state as Office1560/1560IP 2.9.7.0:

TT#	CSU	ADBT	Title
GS- 127566	CH	51060	Call control tone and dial tone to loud in comparison with voice
	All	51731	Office 1560 doesn't have any skills in TAB operator groups
	All	52032	Missing info "other group members" in skill

5. Installation of Plantronics or Jabra Software

The Office 1560IP can support both Plantronics and Jabra headsets. However, for the devices to be fully supported, additional drivers from the vendor must be installed before starting the Office 1560IP. If the drivers are not installed, then hook-switch, mute, etc. will not be available, or Office 1560IP will not start at all.

The installation of the Office1560/Office1560IP copies the additional software on the client PC:

- For x64 OS version : C:\Program Files (x86)\Aastra\Office 1560\MediaServer\Drivers\
- For x86 OS version : C:\Program Files\Aastra\Office 1560\MediaServer\Drivers\

For Plantronics headsets, please install the PerSono_Suite.msi.
For Jabra headsets, please install the JabraPcSuite.msi.

6. Other important Hints

- Office 1560IP 2.6.5.0 is separately available and must be installed on the client PC. Then the corresponding headset driver must be installed manually (see above).

- On this client PC, it is also recommended to 'Disabled' the Service 'OIP Update Service', otherwise OIP 8.2.x.x will try to update Office 1560IP 2.6.5.0 -> 2.9.x.x:

  See: Start - Settings - Control Panel - Administration Tools - Services - OIP Update Service – Properties (Start type): Automatic -> Disabled.

  Warning: Changing other Windows services may cause malfunction of the PC up to the point, where you can't use your GUI anymore, and need to re-install.

- Office 1560IP (IP-version) is not compatible to Windows 8. As a workaround you may use Office 1560 with an Aastra 5361IP phone on the side. This way you still have a full IP-solution. In this case you will obviously use Office 1560 2.9.x.x included in OIP 8.2.x.x, which is also backward compatible to I7.9.

- Office1560/1560IP 2.6.5.0 is compatible to Windows 7 and OIP 7.9.3.0. Therefore it can also replace the earlier released Office1560/1560IP 2.6.2.0.