Alcatel-Lucent My IC Phone Synchronizer

TC1616 - Technical Release Notes for SW versions 1.1.x

Release	**1.1.x**
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Summary	Technical Release Note of My IC Phone Synchronizer 1.1.x

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1 Overview

My IC Phone Synchronizer is a PC application designed to provide address book (contact) synchronization between 8082 My IC Phone (in Business mode) and the Microsoft® Outlook email application hosted on the end user's PC.

This document is the Technical Release Note for My IC Phone Synchronizer versions 1.1.x

Version 1.1.8.2 is the very first version of My IC Phone Synchronizer released for commercial use with OT 1.0.1 and 8082 My IC Phone R200/1.030.x.

Version 1.1.12.0 is a maintenance version of My IC Phone Synchronizer released for commercial use with OXO R8.2 and 8082 My IC Phone R200/1.034.x.

2 History of the document

- Ed.01 (W1206) : Creation for version 1.1.8.2 with OT 1.0.1
- Ed.02 (W1224) : Update for version 1.1.12.0 with OXO R8.2.

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3 Software Version Download

My IC Phone Synchronizer software is delivered as a less-than-15Mbytes “setup.exe” file.

3.1 OmniPCX Office (OXO)

Software version 1.1.12.0 of My IC Phone Synchronizer must be downloaded from the Enterprise Business Portal : https://businessportal.alcatel-lucent.com

When connected on the Business Portal, SW is available at location :

> Customer Support > Technical Support > Software Download > OmniPCX Office Rich Communication Edition > OmniPCX Office Rich Communication Edition > Release 8.2

3.2 OpenTouch (OT)

Software version 1.1.8.2 of My IC Phone Synchronizer must be downloaded from the Enterprise Business Portal : https://businessportal.alcatel-lucent.com

When connected on the Business Portal, SW is available at location :

> Customer Support > Technical Support > Software Download > Open Touch Business Edition > Release 1.0.1 > Software My IC Phone R200.01.030.x

At that location you will also find the 8082 My IC Phone User Manual in English language which contains information how to use My IC Phone Synchronizer (to know how to get access to other languages see section 4.2).

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4 Related Documents

Following documents can be accessed from the Enterprise Business Portal : https://businessportal.alcatel-lucent.com

From the main page of the Business Portal, in the Quick Access area, click the link to enter the Technical Knowledge Base (TKB) tool.

4.1 Technical Communications (TC) – Troubleshooting Guides (TG)

In the TKB tool select the "Latest Technical Communications" in the vertical menu at the left.
In the new page, enter the TC or TG reference (e.g. TG0065) in the "Search by number (TCxxxx or TGxxxx)" field and click return to get access to the document.

4.1.1 TC1615 : Technical Release Note of 8082 My IC Phone v1.030.x

4.1.2 TC1662 : Technical Release Note of 8082 My IC Phone v1.034.x

4.2 User Manual

There is no specific User Manual (UM) for My IC Synchronizer. Instructions are integrated in the User Manual of 8082 My IC Phone which provides the end user with all the details to install, configure and use My IC Phone Synchronizer application.

How to get the User Manual of 8082 My IC Phone ?
In the TKB tool select the Product "OpenTouch Business Edition R1.0" for OT or "OmniPCX Office R8.2" for OXO in the vertical menu at the left.

Then Click "Search" to open the Search Page :

- In the reference book section click "Unselect all" then click the tipboxes "User Manuals" and "User Guides"
- In the "Keywords" field enter the string "8082"
- Then click "Launch the search" to access the document.

Note : UM for OXO is different from UM for OT.

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The following table gives the reference of the User Manuals in English language (US letters) for the different 8082 My IC Phone versions and Call Server ecosystems. Make sure that you get the UM corresponding to the version installed on your 8082 My IC Phone

SW version of 8082 My IC Phone	Ref. of UM in OXO ecosystem	Ref. of UM in OT ecosystem
R200/1.026.x	N/A	N/A
R200/1.029.x	8AL 90835 USBA ed.02-R01.029.8	8AL 90835 USCA ed.02 R01.029.4
R200/1.030.x	8AL 90835 USBA ed.02-same as R200/1.029.x	8AL 90835 USCB ed.01 R01.030.8
R200/1.034.x	8AL 90835 USBB	8AL 90835 USCD

Note : There is no User Manual for the Hotel mode (OXE ecosystem)

Available languages are :

US	English	SV	Swedish	SK	Slovak
FR	French	DK	Danish	SL	Slovenian
DE	German	EL	Greek	JA	Japanese
ES	Spanish	CS	Czech	IS	Icelandic
IT	Italian	PL	Polish	AR	Arabic
PT	Portuguese	KO	Korean	HE	Hebrew
TR	Turkish	FI	Finnish	RU	Russian
NL	Dutch	TE	Estonian	CN	Chinese
HU	Hungarian	LT	Lithuanian	TW	Taiwanese
NV	Norwegian	LV	Latvian		

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5 Compatibility

Please make sure that My IC Phone Synchronizer application is used together with the following components :

5.1 8082 My IC Phone

Following table provides compatibility information when using My IC Phone Synchronizer with 8082 My IC Phone

My IC Phone Synchronizer	With 8082 My IC Phone R200/1.030.x	With 8082 My IC Phone R200/1.034.x
Version 1.1.8.2	Supported	Not supported
Version 1.1.12.0	Not supported	Supported

5.2 Alcatel-Lucent Enterprise Call Servers

Following table provides compatibility information to understand differences when using My IC Phone Synchronizer in various Alcatel-Lucent Call Server ecosystems

My IC Phone Synchronizer	in OXE ecosystem	in OXO ecosystem	In OT ecosystem
Version 1.1.8.2	Not supported Not planned	Not supported	Supported With 8082 R200/1.030.x With OT ≥ R1.0.1
Version 1.1.12.0	Not supported Not planned	Supported With 8082 R200/1.034.x With OXO ≥ R8.2	Not supported yet

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5.3 Microsoft® Outlook on the end user's PC

My IC Phone Synchronizer application 1.1.x must be used together with Microsoft® Outlook Application 2000 or 2002 or 2003 or 2007 or 2010.

My IC Phone Synchronizer	Outlook 32 bits 2000, 2002, 2003, 2007, 2010	Outlook 2010 64 bits
Version 1.1.8.2	Supported	Not supported
Version 1.1.12.0	Supported	Supported

5.4 Operating System of the end user's PC

My IC Phone Synchronizer application 1.1.x must be hosted on a PC with either of the following Windows® OS :

- Windows® XP SP2 and higher (32 bit)
- Windows® Vista (32 bit or 64 bit)
- Windows® 7 (32 bit or 64 bit).

5.5 System Requirements for the end user's PC

My IC Phone Synchronizer application 1.1.x must be hosted on a PC with at least the following system requirements :

- Processor : P4 class or higher
- RAM : 256MBytes
- Disk Space : 100MBytes
- Screen : 800x600 True Color
- Network card is required.

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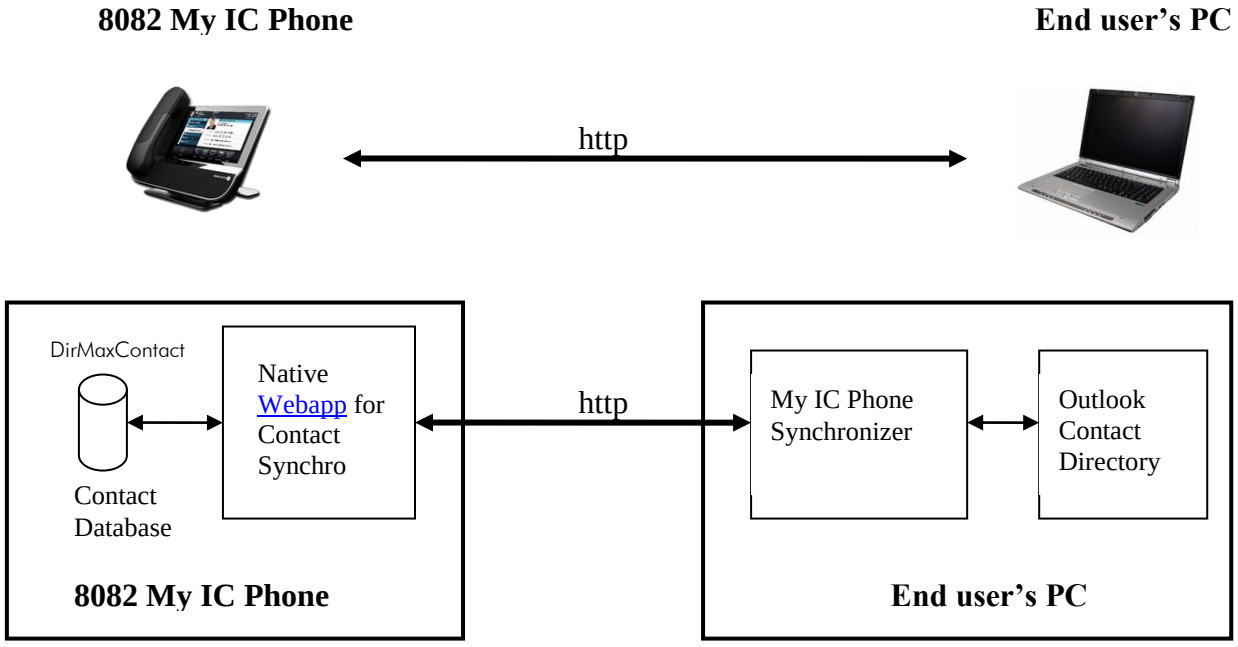
6 General Principles of the Synchronization

Synchronization involves two parts (see figure below) :

- The My IC Phone Synchronizer application which is downloaded and installed on the end user's PC.
- An embedded webapp on the 8082 My IC phone which connects to the My IC Phone Synchronizer application on the PC for contact synchronization.

Data connection between 8082 My IC Phone and My IC Phone Synchronizer application is made over the LAN using http protocol.



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7 Installation, Configuration and Use

7.1 New feature with version 1.1.12.0

With version 1.1.12.0 the installation procedure has changed the way to keep the previously selected installation path in the Windows® registry. During subsequent updates of My IC Phone Synchronizer, for users who changed the default installation directory during the installation procedure, the selected installation path will be proposed instead of the default one. If update is performed from version1.1.8.2 the proposed installation path will be the default one as 1.1.8.2 does not implement this feature.

7.2 General information

- There is no specific User Manual for My IC Synchronizer. Instructions are integrated in the User Manual of 8082 My IC Phone which provides the end user with all the details to install, configure and use My IC Phone Synchronizer application.

- Button on the 8082 My IC Phone to start synchronization is called "PC Sync"

- When you launch My IC Synchronizer on the PC it does not open as a standard application window but as an icon in the icon area of the task bar. Right click on the icon to get access to the different features of My IC Synchronizer.

- If you want to change the language of the application you must uninstall the application first and reinstall it. During reinstallation you can choose another language.

- There is no provision for uninstallation of My IC Synchronizer from the Windows® "Start" menu. Therefore it is necessary to use the Windows® feature for management of programs :
  Start > Settings > Control Panel > Add or Remove Programs
  Select My IC Synchronizer

- There is no easy way to remove all Contacts from 8082 My IC Phone. To do it you can configure My IC Synchronizer to synchronize with a dummy contacts directory in Outlook and which is empty. Then you make synchronization and the dummy directory is now filled with all contacts from 8082 My IC Phone (first synchronization). Then you delete manually all the contacts from the dummy directory and you make synchronization again : changes in the dummy directory are updated to the 8082 My IC Phone Contacts database which means all contacts in 8082 My IC Phones are removed.

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7.3 Warnings

- Warning : When you install My IC Phone Synchronizer application and you are not administrator of your computer, you should not change the default settings of the installation directory. If you want to change them make sure to choose a directory where you have right to write to other else you may have problems to install or uninstall My IC Phone Synchronizer application.

- Warning : Be sure to close the Settings window before starting synchronization otherwise it does not work. There is an error popup on the My IC Phone telling you to close the Settings window in this case.

- Warning : If the number of contacts in the Outlook contact directory is greater than the number of contacts allowed in the 8082 My IC Phone Contacts database, then the synchronization process will download in the 8082 My IC Phone only a number of contacts corresponding to the size of the 8082 My IC Phone Contacts database minus the number of contacts already existing in the 8082 My IC Phone. Size of the 8082 My IC Phone Contacts database is controlled by the setting called DirMaxContact.

  It is assumed that most of end users have less than 500 Outlook contacts. Consequently 8082 My IC Phone should be configured to allow at least 500 contacts in its own Contacts database. This is the case starting from 8082 My IC Phone version 1.030.10 as the setting DirMaxContact is by default set to 500 for 8082 Phone connected to OT and 1000 for for 8082 Phone connected to OXO.

  However 8082 My IC Phone previous version 1.030.8 has a default setting of 100 contacts. Therefore it is recommended that when using this version, the BP modifes the setting called DirMaxContact before starting the synchronization process, either manually or using a custom file.

  - Manual configuration (procedure to be repeated on each phone) : this procedure is realized when 8082 My IC Phone is in normal operation

    Homepage > Settings > Admin (+ enter admin password) > Application > Address book > Maximum contact number > change the value from 100 to 500

    Note : Maximum contact number = DirMaxContact

  - Third configuration file (procedure to configure several phones) : the BP must upload on the DM server, next to the other two configuration files, a third configuration file (also called customization file) which contains the following line :

    ```
    <setting id="DirMaxContact" value="500" override="true"/>
    ```


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Note : My IC Customizer application can be used to generate the third configuration file.

- Warning : The first typical use case of the synchronization is to synchronize the contacts from the PC Outlook application to the phone contacts database. After this first synchronization, if you delete a contact in the phone contacts list, **this contact will be deleted on the Outlook application on the next synchronization process** and vice versa, so that both contact lists are exactly the same. If you don't want Outook contacts to disappear, it is recommended to create a sub folder in the Outlook application dedicated to the phone contacts (copy of contacts from the main contact list of Outlook) and to work from this folder. This will help to preserve the main contact list of your PC Outlook application.

- Warning : end users must pay attention to not make a confusion with the conflict policy described in the user manual. The conflict policy is performed **only if a contact has been modified on both sides since the last synchronization AND the modifications are different**. For example if you delete a contact on the phone side, and you don't modify it on the PC Outlook side, there is no conflict because only one side has been modified (delete), and therefore the last modification (delete) will be applied on the PC Outlook side at the next synchronization (cf. previous warning).

- Warning : For Contact created manually by user in the local Address Book of the My IC Phone, picture attribute is not synchronized from the device to the computer when location of the picture is an URL link. The only way to synchronize the picture is to copy the picture file in the /data/IctDirectory/photos directory of the device and to fill the picture attribute of the contact card with this directory (using SSH commands). Note : it is not possible to set the picture with files from USB key plugged on the device. Indeed files from USB key are stored in the directory /data/filemanager of the device but this one is not used by the synchronization process.

- Warning : Distribution lists in Outlook contact folder are never synchronized.

- Warning : Contacts created on the My IC Phone by the DM (Device Manager) are not synchronized. These contacts cannot be removed by the end user also.

- Warning : In the "Settings" menu of My IC Phone Synchronizer (task bar > PC Sync > Settings), there is an area about agenda synchronization. This area is greyed because My IC Phone Synchronizer v1.1.x does not support synchronization of agendas. From version 1.1.12.0 the agenda area is removed.

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8 Restrictions

crms00xxxxx is an internal ALE notation for registration of Change Requests (CR). Below is the list restrictions with corresponding CR open. At the beginning of each restriction is the version where it has been found (e.g. V1.1.8.2)

- V1.1.8.2 : Opposite to previous Outlook versions, Outlook 2010 does not set clear limits to the images which may be attached to contacts. Therefore if images/pictures are bigger than 128 x 128 pixels, overall volume of data to be exchanged might exceed 8082 My IC Phone capabilities and synchronization fails. Consequently synchronization with Outlook 2010 is not guaranteed if images/pictures attached to contacts are bigger than 128 x 128 pixels.
  - crms00356332 : [PCSYNC] PC sync does not work with some specific OL folders

- V1.1.8.2 : At first pairing usually and if you choose to display the sync button in the home page of 8082 My IC Phone you usually get 2 of them. You have to remove and add this button again.
  - crms00339756 : [PCSYNC] Usually 2 sync buttons after pairing in homepage with preview.

    Restriction removed with 1.1.12.0

- V1.1.8.2 : Some error messages have to be improved
  - crms00344481 : [VHE][ICE][PCSYNC]: error message to be improved when IP address of PC is incorrect.
  - crms00344491 : VHE][ICE][PCSYNC]: error message to be improved when number of contacts in Outlook exceeds the maximum number of contacts allowed in 8082 My IC Phone.

    Restriction removed with 1.1.12.0 : By default the maximum number of Contacts in 8082 My IC Phone has been increased to 1000 when connected to OXO and 500 when connected to OT. Consequently the probability to experience this error message is very low.

- V1.1.8.2 : If you want to use the PC name (FQDN) and if the name contains character "-" then use only lowercase characters
  - crms00344502 : [VHE][ICE][PCSYNC]: server address is configured with FQDN => error if upper case are used => it should not be case sensitive

- V1.1.8.2 : Sometimes the favorites do not disappear from the home page and you have to do additional syncs to get things strait
  - crms00346111 : [PCSYNC] After a reboot , if a favorite is deleted from the directory it does not disappear from the homepage

    Restriction removed with 1.1.12.0

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- V1.1.8.2 : Sometimes in the standard homepage the PC Sync Icon moves from one screen to another
  - crms00346872 : [ICE][PCSYNC]: ICON move from screen to another

    Restriction removed with 1.1.12.0

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9 Glossary

AAPP	Alcatel-Lucent Application Partner Program
ALE	Alcatel-Lucent Enterprise
AMDS	Automated Message Delivery System
BP	Business Partner
CAS	Channel Associated Signalling
CCS	Common Channel Signalling
CTI	Computer Telephony Integration
DECT	Digital Enhanced Cordless Telecommunications
DHCP	Dynamic Host Control Protocol
DM	Device Manager (integrated in OXO, part of 8770 for OT)
DTD	Document Type Definition
DTMF	Dual Tone Multi Frequency
FW	Firmware
GUI	Graphical User Interface
HD	High Definition
http/HTTPS	Hyper-Text Transfer Protocol
HW	Hardware
ICS	Instant Communications Suite
IMAP	Internet Message Access Protocol
IP	Internet Protocol
IVR	Interactive Voice Response
LDAP/LDAPS	Lightweight Directory Access Protocol
MWI	Message Waiting Indicator
NL	No Limit
NR	Not Relevant
OT	OpenTouch
OT 8400 ICS	Alcatel-Lucent OmniTouch 8400 Instant Communications Suite
OTBE	OpenTouch™ Business Edition
OTBEH	OpenTouch™ Business Edition Hosted
OTMS	OpenTouch™ Multimedia Services
OS	Operating System

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OXE	Alcatel-Lucent OmniPCX Enterprise Communication Server
OXO	Alcatel-Lucent OmniPCX Office Communication Server
PC	Personal Computer
PoE	Power over Ethernet
PSTN	Public Switched Telephone Network
QoS	Quality of Service
RFC	Request For Comments
RTCP	Real Time Control Protocol
RTP	Real Time Protocol
SDK	Software Development Kit
SIP	Session Initiation Protocol
SMS	Short Message Service
SSH	Secure SHell
SSL	Socket Secure Layer
SW	Software
TOS	Type Of Service
TSE	Terminal Server
TUI	Telephone User Interface
UA	Universal Alcatel-Lucent
UC	Unified communications
UDA	Unified Directory Access
UI	User Interface
UM	User Manual
USB	Universal Serial Bus
VoIP	Voice over IP
Voice access (TUI)	Feature is accessible from a telephone (Telephone User Interface with DTMF)
VPN	Virtual Private Network
VxML	Voice Extensible Markup Language
Webapp	Web Application. Generic name used to designate any application running on 8082 My IC Phone and providing interaction with the end user (for example the application managing communications which presents telephony features of the My IC Phone is a webapp, the application configuring alarms is a webapp …). There are 2 types of webapps : a native webapp is designed by ALE and integrated in the main software distribution. An external or third party webapp is designed, built and distributed by external developers in accordance with SDK and certification process.
WS	Web Services

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XML Extensible Markup Language

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