



Phone Operations Manager

Release Notes

Version 9.0-100

21st Dec 2021

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Revision/Feature History

| | |
|---------|---|
| 1.1.100 | Initial Version |
| 1.2.100 | Added some keyboard (0-9*# and Cursors) to Phone Remote Task Feedback in Phone Remote, Minor GUI Improvements Ability to change HTTP server TCP Port Dynamic Context Menus – hides unavailable actions Logging Improvements Ability to export Screen Shots from phones |
| 1.2.200 | Automatic Phone Device Association Management Support Cycle Management Switch to non-Matisse GUI development for cross-platform compatibility Multi-Node RIS Queries – Optimisation for Large Clusters |
| 1.2.300 | Bug Fixes |
| 1.2.400 | CUCM Permissions requirement simplification Bug Fixes |
| 5.0.100 | New Licensing subsystem |
| 5.0.105 | Bug Fixes (New user setups; proxies) |
| 5.0.110 | Cisco 8945 Image Push support Cisco 8831 Support License management/migration improvements |
| 6.0.120 | CUCM 10.x Support, Cisco 88x1 and 78x1 handset support Phone Profiler, Test JTAPI Support Improved CUCM service location and load balancing; AXL Failover, Win 8.x Support |
| 6.0.130 | Improved large cluster support |
| 6.0.135 | Improved large cluster performance; RIS/CCM optimisation Fix for failure to save some preferences |
| 6.0.140 | Fix for RIS/CCM service location issues. |
| 6.0.150 | Fix for RIS 10x inaccuracy due to matched timestamps |
| 6.0.160 | 88xx Phone Background Support; Bug Fixes |
| 7.0-110 | CUCM 11.x Support |
| 8.0-100 | CUCM 12.x Support; Bug Fixes |
| 9.0-100 | CUCM 14.x Support; Bug Fixes; Log4J Related Updates |

Compatibility

This software has been tested against CallManager 6.1 through to the current release – Communications Manager 14.x (hereafter referred to as CUCM collectively). Some features are not available in older versions and many rely on phone firmware features and may require upgrades or configuration changes on CUCM. Known limitations are:

Background Deployment – 'Push' Deployment is available from Communications Manager 6.1 with phone models that support the capability, and requires up-to-date firmware.

Clear ITL – The feature is only required, and only works on phone loads supporting ITL that have been used on a CUCM8 system. Currently, the clear ITL function operates only on phones that are able to access the authentication URL on CUCM.

Known Issues

Linux/MAC Issues – Currently some GUI elements do not display well in non-Windows environments. Additionally the application is not currently tested on non-Windows platforms, or with non-Sun/Oracle JDEs. The application is therefore only supported on Windows; use on other platforms at your own risk and we are unable to provide support for issues encountered.

Development Features

JTAPI Support – Use of JTAPI for phone control features (such as Macros, ITL Delete and Remote Control) is typically faster and more reliable than direct XML control of the phones. The ability to clear ITL and CTL files is more reliable when using this mode. In 6.x of Phone Operations Manager, this is considered in development. You may use JTAPI by launching the application from the command line as follows:

```
java -jar PhoneOperationsManager9.0-100.jar jtapi
```

Phone Profiler – The phone profiler feature may be used to generate a report of the capabilities of a new type of phone or version of firmware. It will generate log files and other information as a result of testing all types of commands and calls against the phone that you select. This feature may cause unpredictable behaviour of the target phone – based on the configuration of your CUCM system, features may be invoked or calls made. Use this at your own risk, with a phone that you can physically see and reach in order to cease any calls, or reset to factory configuration if necessary.

The output files would be sent to IPCommute Support to assist with the addition of support for new phone models to the application.

To use this feature; enable 'Test Mode' in the Preferences menu, and then from the right-click/context menu of the phone you wish to profile select 'Profile Phone...'. Once complete, the Log folder will contain a folder named Profiler-<DeviceName>. Zip this, and send it to us.

Feature Roadmap

| Expected Release/Timeline | Description |
|---------------------------|---|
| 10.0 | More comprehensive EM cluster data and inventory data model |
| 10.0 | Improved demo mode (dynamic selection of appropriate phones with registered status) |
| 10.0 | Cross Platform (Linux and Mac) Support |
| 10.0 | CTI-based Remote Control (Default) |
| 10.0 | 'Listen-In' Remote Control Function |
| 10.0 | Improved text/graphical phone messaging |
| 10.0 | User-defined 'Phone Groups' for messaging and other functions |

Any feature requests should be directed to info@ipcommute.co.uk