

RELEASE NOTE FOR 8242 DECT HANDSET

This document is the technical release note for the 8242 DECT firmware version 67.81.b011.

This version is a maintenance release for the OmniPCX Enterprise and OmniPCX Office solutions.

Revision History

Edition 01: July 4, 2014	Creation of the document
Edition 02: November 7, 2014	Release R100 MR, introduction of support of OmniPCX Office solution
Edition 03: April 28, 2015	Release R110, introduction of support of IP-DECT on OmniPCX Office solution
Edition 04: May 24, 2016	Release R110 MD1
Edition 05: June 30, 2016	Release R110 MD1 update: including two minor fixes

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1 Overview



This document is the Technical Release Note of the Alcatel-Lucent 8242 DECT software **version 67.81.b0011**.

This software applies to the **8242 DECT handset** hardware (ref: **3BN67342AA**).



Warning

BEWARE: it is not recommended to downgrade a handset.

1.1 Product Overview

The Alcatel-Lucent 8242 DECT handset offers a rich on-site mobility communication experience, leveraging all capabilities of the powerful Alcatel-Lucent Enterprise platforms.

Day-to-day communication activities are made easier for mobile workforces, with new 8242 DECT features such as a large color screen for crystal-clear readability, HD audio-ready technology for superior sound quality, Bluetooth® technology for headset use, as well as USB connectivity.

Designed as a high-end business terminal, the 8242 DECT handset also provides notification and location capabilities, as well as a one-button alarm function to address vertical markets such as hospitality, healthcare or any other on-demand environment.

1.1.1 Benefits

- Supports large Alcatel-Lucent OmniPCX Enterprise campus configurations
- IP-DECT connectivity (support 8340 IP-DECT Access Points (DAP's))
- Support TDM networks that use 4070 Base Stations
- Notification and location-based services:
 - Location alarm signal when alarm is triggered to help locate user
 - Personal protection and location features require an external server

- Task monitoring can be signaled by handset to central server (e.g., hospitality, healthcare, warehousing)
- Excellent voice quality and business telephony features improve user responsiveness and business productivity
- The 8242 benefits from the 8232's Eco system by using the same accessories including the new Dual Charger desktop product.

1.1.2 Highlighted features

- Alcatel-Lucent OmniPCX™ telephony protocol (AGAP)
- Large (2.4 in), 65,000 color thin film-transistor (TFT) display with 320 x 240 pixel resolution
- Programmable keys
- Hands-free, microphone mute and vibrate modes
- Embedded alarm applications: Notification and location-based services
- Alarm button
- Bluetooth® support

1.2 Supported Solutions

The new 8242 DECT handset terminal is functionally compatible with previous Alcatel-Lucent 8232 DECT and MR 400 DECT terminals operating in DECT AGAP mode.

On OmniPCX Enterprise the DECT 8242 is introduced starting from release R11.0 and supports both types of DECT infrastructures: TDM DECT (IBS, RBS) and IP-DECT in AGAP mode.

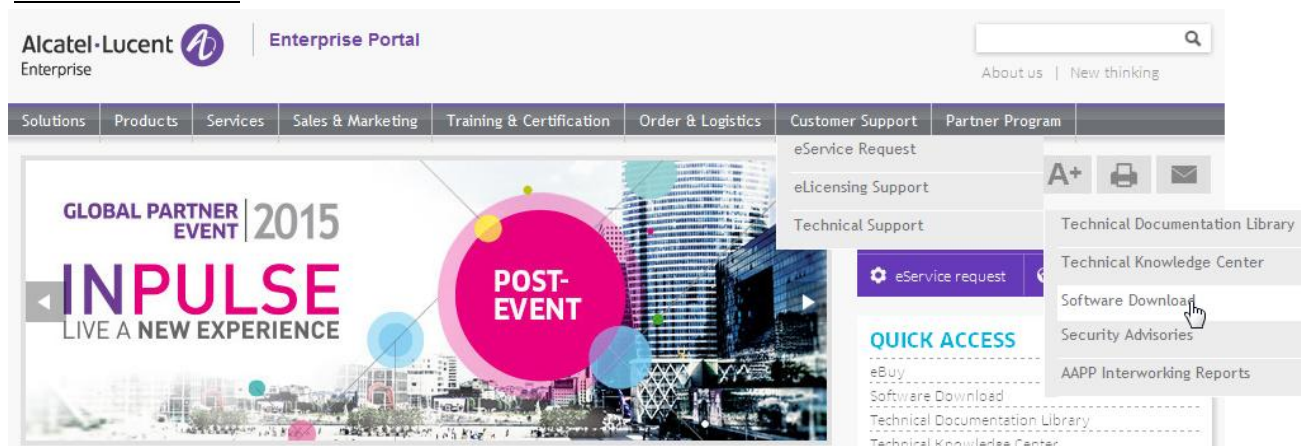
On OmniPCX Office solution the 8242 is introduced starting from release 10.0 and now supports both types of DECT infrastructures: TDM DECT (IBS) in AGAP mode and IP-DECT in GAP/CAT-iQ mode.

2 Downloading Software Packages

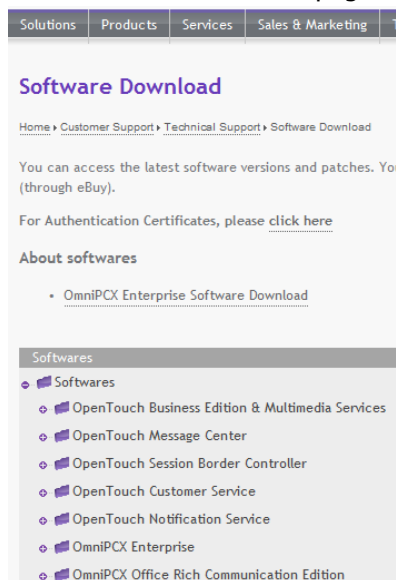
Following software packages can be downloaded from the Enterprise Business Portal:

<https://businessportal2.alcatel-lucent.com>

From the main page of the Business Portal, select the “Software Download” page by hovering the mouse over the “Top Menu Bar” area, then over “Customer Support”, then over “Technical Support”, and finally click “Software download”.



The “Software Download” page is then displayed.



From this page, you can access to the latest software versions and patches. Click on the “Phones” node (be advised, you have to scroll down the list); then click on the “Mobiles phones” sub-node.

The page displays a “Mobiles DECT” section.

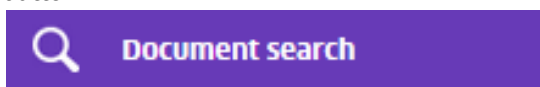
From this page, you have access to all the software packages related to Alcatel-Lucent DECT handsets.

3 Technical Documentation

The listed documentation can be found in the Technical Documentation Library accessed from the Enterprise Business Portal.

Enterprise Business Portal: <https://businessportal2.alcatel-lucent.com>

From the main page of the Business Portal, in the "Quick access" area, click the link to enter the Technical Documentation Library (TDL). To reach the "Document search" page, you may have to click on the "Document search" button.



In the TDL "Document search" page, in the input box below the "YOUR SELECTION" box, enter the keyword **"8242"**. Then click the "OK" button.

Technical Document Search

Home » Technical Document Search

YOUR SELECTION

English ×

× Reset

8242 ⌂ OK

3.1 Technical Bulletins

Type	Ref	Ed	Title	
Release Note	TC1942	(*)	8242 DECT Handset Technical Release Note	(*)

(*) This document



3.2 Common Technical Documentation

Products: OXE R11.0 and upwards, OXO R10.0 and upwards

Type	Ref	Title	*
User Guide	8AL90307USAB	Alcatel-Lucent 8242 DECT Handset	
Installation Manual	8AL90310USAA	Alcatel-Lucent 8242 Dect Maintenance Manual	
Installation Manual	8AL90330ENAA	8212, 8232, 8242, 8262 DECT Handsets Unified Support Tool	
Administrator Manual	8AL90309USAA	8242 DECT Handset Alarms: Geolocation and notification	
Installation Manual	8AL90874USAA	DECT and IP-DECT Engineering Rules and Site Survey Kit Manual	

3.3 OmniPCX Enterprise Specific Documentation

Product: OXE R11.0 and upwards

Type	Ref	Title	*
User Manual	8AL90306USAB	Alcatel-Lucent 8242 DECT Handset User Manual	

3.4 OmniPCX Office Specific Documentation

Product: OXO R10.0 and upwards

Type	Ref	Title	*
User Manual	8AL90311USAB	Alcatel-Lucent 8242 DECT Handset User Manual	

4 Related Hardware and Software

4.1 NOT SUPPORTED: FLASHLOADER Application and Download Tool

The application FLASHLOADER, together with the "82x2 DECT Download Tool", is an upgrade method that is no longer supported to update the firmware of 8242 DECT Handset.

The tools still exist and are used by Alcatel-Lucent for internal purpose but shall not be used to upgrade firmware on the field. The main reason is that these tools do not enable to update the Bluetooth stack available on the 8242 DECT handset.

4.2 NOT SUPPORTED: Serial USB Firmware Update tool

The Serial USB Firmware Update Tool (ser-USB-FWU) is an application available through the Alcatel-Lucent Enterprise Portal in the Download area. It is no longer supported to update the firmware of 8242 DECT Handset.

This application enables to upgrade the firmware of the 8242 DECT handset through a standard USB cable (no need for a special hardware device). It runs on a Windows PC. The connection is done between an USB port of the PC and either the USB port of the 8242 DECT handset or the USB data port of a desktop charger.

When used with a desktop charger, both the single and the dual desktop charger can be used, the handset needs only to be inserted in the cradle.

The tool is in phase out and shall not be used to upgrade firmware on the field. The main reason is that this tool does not enable to update the Bluetooth stack available on the 8242 DECT Handset.

4.3 Unified Support Tool (UST) (replaces Firmware Update tool (PFWU))

The Unified Support Tool is a software application running on a Windows PC that provides 3 functions:

1. **Parallel FirmWare Update** (PFWU) of several DECT handsets simultaneously (up to 8 handsets by using a separate USB hub connected to PC USB plug). Handset must be of the same type during the simultaneous update process. The tool runs then in two distinct FWU modes selectable via a tab:
 - USB mode for 8242 and 8262 via USB/Micro USB cable
 - UART mode for 8212 and 8232 via an USB/jack 3,5mm 4 points, adapter module
2. **Handset configuration:** For mass configuring handsets with the same configuration
3. **Support and Information:** For use by the Business Partners or End customer to retrieve initial information about the handset and facilitating more advanced bug analysis without prior knowledge.



Note

Functions 2) & 3) are available on the 8262 exclusively.



Note

The desktop chargers have 2 USB ports. One is only for supply purpose and does not interconnect the USB data flow. The other, which shall be used and is identified by the logo "5V", interconnects the USB data from the port to the 8242 DECT handset.



Warning

This tool is the ONLY supported method to upgrade the firmware of the 8212, 8232, 8242 and 8262 DECT handsets on the field.

4.3.1 Tool requirements

Before upgrading any handsets, please go through the following check list and verify that your setup meets the requirements:

- Check that your PC runs Window 7 Enterprise SP1 (or Win 8.1)
- Check that your PC USB port is 2.0, do not use USB 3.0
- Check that your PC runs .NET Framework >= to v4.5
- You have admin rights on your PC in order to allow program rights elevation
- Check the USB hub Black/White list before connecting the hub (refer to the UST user manual)
- Check that the 8242 or 8262 desktop charger cradle (dual or simple) is connected to a Power Supply Unit (PSU) AC/DC adapter and to the USB hub for the data cable
- Minimum screen's resolution to fit the dialog without cropping is 1280*720 (at 100% scaling in windows display properties)
- For the 8232, check that you have the right USB/jack adapter module (No USB connector on 8232)

4.3.2 Application package

The application package can be found in the "**Mobiles DECT**" page on the Enterprise Business Portal. In the section "Mobiles DECT" > "Parallel Download Tools 8262/8242/8232/8212 DECT Handsets", you can download the zip-archives.

The current version of the Unified Support Tool is v0020b0001:
"UnifiedSupportTool-Setup_v0020.exe" contains the installer for the tool.

4.3.3 Installation and Documentation

There is a dedicated user manual for the application (see section 3 "Technical Documentation"). It describes the installation procedure and the use of the tool.

4.3.4 Tool restrictions and limitations

4.3.4.1 Admin rights

Admin rights on PC are necessary to allow elevation rights for UST – no specific action is needed for the user, elevation rights are just requested.

4.3.4.2 Multiple installations of the USB driver

The tool needs the installation of an USB driver once per USB port used. The USB driver is installed the first time that a handset is connected to a given port. Later, it does not need to be re-installed each time a handset is connected to this port.

Some installed software packages like HP Software Framework may change the default Windows handling of drivers. If you experience that the USB driver occasionally gets re-installed when you connect a handset to a USB port, then please look for installed software on your PC that might change the default Windows handling of USB drivers. Try to uninstall the software (or disable the service if possible) and see if this corrects the behavior.

4.4 Alcatel-Lucent references related to 8242 DECT

The 8242 benefits from the 8232's Eco system and re-use many of the same accessories including the new Dual Charger desktop product.

For information purpose only

For the actual content of the different Alcatel-Lucent offers, please refer to ACTIS tool, accessible through the Enterprise Business Portal.

Category	Designation	Reference
handset	8242 DECT Handset, includes battery and belt clip	3BN67342AA (*)
charger	8232 DECT Handset desktop charger, includes USB cable	3BN67331AA
charger	82x2 DECT Handset Dual charger, includes USB cable	3BN67341AA
charger	8232 DECT Handset desktop charger power supply, Europe mains plug	3BN67335AA
charger	8232 DECT Handset desktop charger power supply, Australia-UK-US mains plug	3BN67336AA
spare	8232 DECT Handset spare battery	3BN67332AA
accessories	8232 DECT Handset spare belt clip	3BN67333AA
accessories	8232 DECT Handset swivel clip	3BN67334AA
accessories	8242 DECT Handset vertical pouch	3BN67343AA (*)
accessories	8242 DECT Handset horizontal pouch	3BN67344AA (*)

(*) 8242 specific reference

5 Support of Alcatel-Lucent Solutions

5.1 Overview of Solution Support

Alcatel-Lucent solutions support 2 types of DECT infrastructures:

- The traditional DECT solution over TDM links;
- The more recent IP-DECT solution over IP links.

The traditional DECT solution exists in 2 variants: one using IBS base stations and one using RBS base stations (RBS only on OmniPCX Enterprise call server).

5.1.1 OmniPCX Enterprise

On OmniPCX Enterprise, the AGAP protocol is supported both on DECT IBS/RBS and on IP-DECT infrastructures.

5.1.2 OmniPCX Office

On OmniPCX Office, the AGAP protocol is supported on DECT IBS infrastructures.

From R110, the IP-DECT infrastructure is supported using the GAP/CAT-iq protocol.

5.2 OmniPCX Enterprise Solution Support

On OmniPCX Enterprise solution, the technical release of 8242 R110 MD1 has been pronounced:

1. On OmniPCX Enterprise Release 11.1
2. With firmware v67.81.b0011

5.2.1 Cross platform compatibility

DECT infrastructure	DECT protocol	OXE software	Comments
TDM IBS	AGAP	from R11.1 upwards	(1)
TDM RBS	AGAP	from R11.1 upwards	(1)
IP-DECT	AGAP	from R11.1 upwards	(1)

(1) With 8242 firmware v67.81.b0011 and upwards

5.3 OmniPCX Office Solution Support

On OmniPCX Office solution, the technical release of 8242 R110 MD1 has been pronounced :

1. OmniPCX Office Release 10.1 (101/011.001 and upwards)
2. With firmware v67.81.b0011

5.3.1 Cross platform compatibility

DECT infrastructure	DECT protocol	OXO software	Comments
TDM IBS	AGAP	from R10.1 upwards	(1)
IP-DECT	GAP/CAT-iq	from R10.1 upwards	(1)

(1) With 8242 firmware v67.81.b0011 and upwards

6 Installation

To upgrade the handset firmware, refer to section 4.3 Unified Support Tool (UST) (replaces Firmware Update tool (PFWU)).



Warning

The FLASHLOADER application is NOT SUPPORTED to upgrade handset on the field.
The Serial USB Firmware Update application is NOT SUPPORTED to upgrade handset on the field.

For information on registering the handsets on Alcatel-Lucent systems, refer to the user manual of the handsets and to the System Documentation of the deployed solution.

Refer to section 3 Technical Documentation, for guidance on searching in the Technical Data Library (TDL).

7 Delivered Features

7.1 Product Main features introduced in release R110 MD1

R110 MD1 is a maintenance release of the R110. It introduces bug fixes and new features:

- Change request crqms00163949 - DECT 8232 and 8242 calls are released when the DECT is registered with encryption on an IBS Common Hardware. Change is due to:
 - Deployment on customer sites of a non homogeneous encryption configuration (main site encrypts while remote site with IBS does not encrypt)
 - Evolution of DECT standard: to prevent security attacks, the feature "encryption of all calls" makes the handset control that the encryption is started within a timer; if the encryption is not started by the system, the handset cuts the calls.

Note: MR400 and 500 DECT don't support the new "encryption of all calls" feature.

The new feature must be kept as is to satisfy approval requirements.

Solution for the submitted case is to implement in a secure way (without introducing security breach) a new specific setting to allow under administrator's control the selection of a legacy compatible behavior (less secure).

- Possibility to configure beep sound on message reception and associated volume
- Possibility to deactivate the alarm key for the OK key
- Review of alarm melodies (2 more) and standard ring 4 replaced.
- Time for automatic lock starts when screen is idle – no more waiting for screen off

7.2 Product Main features introduced in release R110

R110 is a maintenance release of the R100MR. Additionally, it introduces:

- Alcatel-Lucent OmniPCX Office / IP-DECT connectivity
- Bluetooth headset support
- SD-card feature
- Parallel Firmware Update feature

7.3 Product Main features introduced in release R100 MR

R100 MR is a maintenance release, it only introduces:

- Support of Alcatel-Lucent OmniPCX Office solution (TDM only).

7.4 Product Main features introduced in release R100

- Support of Alcatel-Lucent OmniPCX Enterprise solution
- Alcatel-Lucent OmniPCX™ telephony protocol (AGAP)
- Standard DECT GAP profile compliant
- Classic TDM (IBS, RBS) connectivity
- IP-DECT connectivity
- Large (2.4 in), 65,000 color thin film-transistor (TFT) display with 320 x 240 pixel resolution
- Programmable keys
- Hands-free, microphone mute and vibrate modes

- Embedded alarm applications: Notification and location-based services
- Alarm button
- One worldwide product
- Low power mode (50mW) for demanding environments
- DECT Security (authentication, encryption)
- Lightweight, ergonomic design and intuitive operation
- Headset jack 3,5mm
 - Same corded headset as MR300/400 and OT8000
- Loudspeaker/mute during call
- Status led (missed calls, Battery status)
- Received messages visual and audio notification
- Antenna diversity
- Compatible with Alcatel-Lucent MR 400 DECT handsets
 - **Note: the 8242 is fully compatible with 8232 DECT**
 - Note : the 8242 is fully compatible with MR 400 DECT and implement all the functions of MR 400 **including geolocation (see restrictions)**

7.5 History of releases

7.5.1 Release R110 MD1 update

Version 67.81.b0011 is a maintenance release of 8242 R110 correcting two bugs found on previous version.

7.5.2 Release R110 MD1

Version 67.81.b0009 is a maintenance release of 8242 R110 mainly correcting bugs found on previous version.

7.5.3 Release R110

Version 66.81.b0004 is a maintenance release of 8242 R100 MR mainly introducing the support of OmniPCX solution with OXO/IP-DECT, Bluetooth headsets support, SD card and correcting bugs found on previous version.

OXO solution with IP-DECT base station is supported since version 66.81.b0004.

7.5.4 Release R100 MR

Version 69.80.b0012 is a maintenance release of 8242 R100 mainly introducing the support of OmniPCX solution with IBS Base Station (OXO/IP-DECT is still not supported) and correcting bugs found on previous version.

OXO solution with IBS DECT base station is supported since version 69.80.b0012.

7.5.5 Release R100

Version v68.80.b0004 is the first released version of 8242 DECT release R100.

OXE solution is supported since version v68.80.b0004.

7.6 History of software versions

ED	DATE	Version	Comment
01	21/06/2014	V68.80.b0004 R100	First 8242 DECT Handset firmware delivered on OmniPCX Enterprise solution; does not support OmniPCX Office solution
02	06/11/2014	V69.80.b0012 R100 MR	Introduction of 8242 DECT handset on OmniPCX Office solution (TDM only)
03	28/04/2015	V66.81.b0004 R110	Introduction of 8242 DECT handset on OmniPCX Office solution (IP-DECT)
04	24/05/2016	V67.81.b0009 R110 MD1	Maintenance version
05	30/06/2016	V67.81.b0011 R110 MD1	Maintenance version

ED: edition of this document introducing the versions

8 Restrictions and limitations

8.1 Caller name not displayed during incoming call on OXE

IPDECT 8242 does not display the external calling name, however it displays the calling number.

Scenario:

External user A (name : user A) ---- PRA T2--- > OXE user 8343 IP DECT. The external user A is saved with his number in 8242 phone book.

Diagnosis:

If there is an incoming call from the number stored in the phonebook (IP DECT), the name is not displayed in the called set which displays only the extension number.

This feature does not exist for DECT sets. The feature has been developed for NOE sets by displaying the external number and name stored in a programmed key.

Hence it normal behavior as per the system design.

8.2 ECONOMY (ECO) mode performance in strong interferer environment

In strong interferer environment when the ECO mode is active, the transmission conditions can degrade resulting in bad quality of the audio channel and eventually call cuts. When these symptoms arise, it is recommended to disable the ECO mode.

Examples of such environment are:

- Places where several DECT systems are co-located
- Installations with a high density of DECT handsets (over 100 or 200 handsets)
- Installations with a high density of DECT base stations (over 100 base stations)

Disabling the ECO mode:

1. From idle screen press "OK" and enter the main menu
2. Select the "Settings" icon and press "OK"
3. Scroll to the "ECONOMY Mode" item
4. Press "Off" soft key to set the item to the value "Off"

8.3 After handset switched on, if dimmed mode not activated after 10 seconds, press "hook off" key – crqms00165592

8.4 Avoid use of LAS feature with a headset connected

8.5 Alarm issues

crqms00165372 Live Call Alarm issue: Sometimes after a live call alarm, the content of the idle screen is corrupted. In some rare crossing event situation, (incoming call while Live message sent) the incoming call cannot be taken by user.

A fix has been added in handset but part of the fix should also be implemented in system. The handset's fix already improves the behavior.

8.6 Incoming alarm feature on OXO needs the dynamic routing flag to be set to OFF

crqms00142760 - 8242 incoming alarm call: user cannot answer an urgent incoming call from alarm server when is in busy state (due to default subscriber parameter on OXO).

Workaround: for OXO users wanting to use the incoming alarming feature, set the dynamic routing flag to OFF.

8.7 TX BURST issue

crqms00191452: under some conditions still under analysis, the DECT 8242 is blocked after alarm reception with TX BURST on display: the set must be sent to HWS.

8.8 Bluetooth feature stability problem in the following situations

crqms00182221: 8242 - BTH - REGRESSION - Audio routed to BTH even if BTH is not on the ear.

crqms00190965: no ringback tone in BT headset if dialled by system directory or personal directory.

When several Bluetooth headsets (or Audiooffice 8125) are paired on the 8242 handset, sometimes the management of call between them is not correct.

crqms00167222: Sometimes bad 8125 pairing leads to call not released by BT device button. After a Bluetooth connection to Bluetooth headset failed, Bluetooth headset connects and 8125 disconnects in Paired device, however 8125 is active by incoming call.

crqms00162473: Audiooffice 8125 - on incoming call - after hook off on handset, 2 seconds are needed to establish audio channel.

Workaround: Pair only ONE Bluetooth device. In case a second headset or a 8125 is paired in addition to the first headset, the 8242 does not manage well the Bluetooth audio to the second device.

If problems with Plantronics BTH – first check the last version of BTH is running - <http://www.plantronics.com/us/product/myheadset-updater>.

8.9 Translation

crqms00195820: German string for unlock keys translation is wrong, it should be Ein/Aus Taste lange drücken zum Entsperren instead of Rote Taste lange drücken.

8.10 No PIN code feature, it is not delivered

8.11 OXE / IP-DECT – SUOTA issues

If a download by air is interrupted then restarted, this conducts to a reset of handsets.

Only use desktop/dual charger with SUOTA feature: using USB cable to power handset (set connected to its power supply by the cable and not across the power charger) will conduct to handset OFF after upgrade -

crqms00192546: it is necessary to unplug and switch on the set to start it and apply the upgrade.

crqms00172767: after download by air, 8242 set reboots even if not on the charger.

8.12 Battery issues

crqms00170034: 8242- Low Battery bip missing when in communication.

crqms00175398: the ongoing call will be released while the battery power level equal 5% (instead of < 1%).

8.13 Voice Mail

crqms00174784: No beep tone by 2nd or more voice mail reception.

8.14 Calendar updating in 8242 set not happening when the set is registered as IP DECT crqms00170622

8.15 Set goes to silent mode (vibrator) too easily when in pocket crqms00196499

8.16 Software upgrade from SW < R110 to R110 (and later) warning

Release R110 (and later) includes Bluetooth feature, so the first startup time after SW update from a release < R110 will last longer than normal (around 2 minutes) because the Bluetooth FLASH needs to be updated. The consequence is that the startup screen (with the progress bar) will be shown a longer time.



Warning

If the power is removed in this period, the handset will end in Bluetooth error and cannot be recovered. The Unified Support Tool (UST) is mandatory for the R110 Bluetooth upgrade and therefore the R110 MD1 if the previous version is < R110.

Note also that with some handsets received from factory loaded with the SW v6880b0004, after the upgrade to the version v6781b0011, the handset does not restart but stays with the start up screen and is never started.

Workaround: Upgrade to the SW v6980b0012 first and after to the v6781b0011.
After software upgrade, handset has to be powered on manually.

9 Corrections and Improvements

9.1 Corrected in version 8242 v69.81.b0011

- Crqms00195820: translation issue was very confusing for all German speaking countries when trying to unlock the handset
- Crqms00196820: Registration legacy mode menu confusing: improves the user MMI during registration process. By default, the security is YES (security maximum):
 - Legacy mode = Yes <=> Enhanced security = No
 - Legacy mode = No <=> Enhanced security = Yes

10 FAQ and Troubleshooting

10.1 I put the handset on the charger and nothing happens, even the red led does not light up

When the handset is put on the charger with a battery fully discharged, it takes a few minutes before the RED led lights up and the handset can be switched on.

In most cases, after one or two minutes, all is back to normal. But it can take longer.



Note

If the battery is much discharged, let the handset on the charger at least 15 minutes. If after that time the RED light is not switched on, then probably the battery is no longer useable.

Batteries are consumables, after a period of use, their performance degrades and they must be replaced. On the battery, you find a date stamp of the form "2012.02.25" (meaning February 25, 2012). If your battery is older than 2 years, then its performances might be very bad.



Note

The exact lifetime of a battery is difficult to predict, it depends on the number of charge/discharge cycles and on the pattern of use.

Lithium-ion batteries deteriorate over time, whether they are being used or not.

Lithium-ion batteries deteriorate when exposed to elevated or low temperatures.

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Submitting a Service Request

Please connect to our [eService Request](#) application.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the [Technical Documentation Library](#)
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the [Technical Documentation Library](#)
- You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the [Technical Knowledge Center](#)

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