

# Allworx

## Release Notes

(Release 6.5.3.1)



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## Table of Contents

Introduction .....	1
Who Should Read This Document .....	1
What this Document Is and What It Is Not .....	1
Allworx System Software Compatibility .....	1
Important Installation Information .....	2
Software Features Supported by Allworx Platform .....	3
Features New to 6.5 Relative to 6.2 .....	4
N-Way Conference Center (Feature Key Required) .....	4
Presence Specific Greetings .....	5
Three Digit Multi-Site Extension Dialing .....	5
IMAP4 (Internet Message Access Protocol) .....	5
SMTP Relay Smart Host Feature .....	5
T1 Robbed Bit Signaling (RBS) - BETA .....	5
Outbound Caller ID .....	6
Daylight Saving Time .....	7
Phone Enhancements .....	7
Defects Fixed as of Release 6.5.3.1 .....	8
Known Defects in Software Release 6.5.3.1 .....	9
Third Party Compatibility Issues .....	11

## Introduction

### Who Should Read This Document

This release note should be read by VARs or System Administrators of the Allworx® system. Included in this document are:

- Important Installation Tips
- Descriptions of new features available on the Allworx platforms
- Features that are not available on the Allworx platforms
- List of fixed defects for 6.5.3.1
- List of known defects in 6.5.3.1

### What this Document Is and What It Is Not

This document is an overview of the new features in Allworx Server software 6.5.3.1 and Phone firmware 1.6.1.3.

This document does not describe how to install the software or go into detail on how to make the new functionality work. The Allworx System Administrator Guide and Phone Users Guide provide these instructions.

### Allworx System Software Compatibility

Server Software	Phone Firmware*	Office Safe	Group Calendaring	Call Assistant
6.5.3.1	1.6.1.3	5.3.1	5.1.1.1	2.0.5**

\*The Phone Firmware is included in the Server Software and will be automatically downloaded to the phone when the phone is rebooted after the update of server software.

\*\*If using the Allworx Call Assistant, Call Assistant must be upgraded to this version in order to be compatible with server software 6.5.

## Important Installation Information

1. There are separate software distributions for each of the Allworx server models. It is very important to install the proper software builds on the proper product platforms.
2. Never directly downgrade a server disk with older software than is already installed. The correct procedure is to boot the server into Safe Mode, format the drive and install the older software, however, current configurations will be lost. Another option is to boot the server into Safe Mode and restore an older OfficeSafe backup.
3. If new Server code is installed in Safe Mode, it is important that a second install be performed in application mode: Maintenance>Upgrade to ensure that the flash has the correct release of software.
4. Phone software is completely common between the Allworx server products. Phones are inter-operable between different server models.
5. Allworx phones must be rebooted after installation of this software version to obtain their new code.  
Note: Allworx phones will not allow you to downgrade software.
6. If an Allworx IP phone is reporting a Config / Init Error, restore factory defaults in the phone station and allow the phone to reboot.
7. For Site-to-Site (multiple Allworx servers) Allworx installations, all the servers must have **6.5** software running to avoid any problems due to changes made to certain proprietary features that exist in the Allworx servers and their related phones.

Software Features Supported by Allworx Platform

Software Features	Allworx 6x Standard	Allworx 6x With USB Drive	Allworx 10x	Allworx 24x
Call Assistant PC Application Support	✓	✓	✓	✓
3-Way Conferencing hosted by Analog Phone			✓	
N-Way Conference Center	1 Node	1 Node		4 Nodes
Door Relay Activation and Paging Amplifier Control	✓	✓		✓
Visual Paging Zones	✓	✓	✓	✓
FXO/FXS Support for G.729A	✓	✓		✓
Text to Speech of Email via Phone			✓	
3 Digit Multi-Site Extension	✓	✓	✓	✓
CIFS Network File Server			✓	
Allworx Communications Center (Group Calendaring)		✓	✓	✓
Outbound Caller-ID	✓	✓	✓	✓
External Inbound Email Support		✓	✓	✓
Outbound Email Support	✓	✓	✓	✓
Total number of users supported	30 max	30 max	100 max	100 max
Native T1 interfaces PRI, RBS, and Data				✓
FXO Ports	6	6	9 max	3
FXS Ports	2	2	13 max	5

## Features New to 6.5 Relative to 6.2

### N-Way Conference Center (Feature Key Required)

**Warning:** When upgrading any Allworx 24x or 6x server to 6.5 software, the system conference bridge functionality will no longer be available without a software feature key. The normal 3-way conference calling per user capability is still available. If the server was purchased before March 31, 2007, an Allworx Conference Center software feature key can be obtained at no extra cost by contacting us at 1-866-Allworx (extension 3). Any system purchased on or after April 1, 2007, will require the purchase of a software feature key for use of the Allworx Conference Center.

N-Way Conferencing node features have been replaced by the advanced N-Way Conference Center.

There are four N-Way Conferences Bridges on the 24x and one Conference Bridge on the 6x that support up to 8 callers. The primary extension to access the Conference Center is 408. A Conference can be used immediately or scheduled using the directory page. Entering the Conference Center can be accomplished in the following ways:

- Dialing the Conference Center extension from any phone on the network
- Entering the extension from any Auto Attendant
- Adding an Auto Attendant shortcut
- Call routing for Digital Lines, CO Lines, SIP Proxy, and SIP Gateways
- DID Routing plan
- Transfer caller to the Conference Center extension

A Conference ID and password are required in order to enter the conference. Default Conference IDs and PINs for unscheduled conferences are shown in the table below:

Server	Conference ID	Password
6x, 24x	480	480
24x	481	481
24x	482	482
24x	483	483

If the conference is full, the caller will be informed by a voice prompt after entering the conference ID. There are two distinctive tones that will be heard when parties come and go, one for entering the conference and one for exiting the conference.

The Conference Center allows users who have been given permission, to schedule conferences via the Allworx Intranet website (<http://ServersLANSideAddress>). The 24x only allows four conferences to run simultaneously. Therefore, scheduled conferences will be given priority over the default conferences.

Note: The Allworx 10x does not support N-Way conferencing.

## Presence Specific Greetings

Presence Specific Greetings allow each user to record a different voicemail greeting for each system presence setting:

- In Office
- At a Meeting
- On Vacation
- On Business Trip
- At Home
- Away
- Busy

The greeting will be played to callers that reach the user's voicemail. When an Allworx server is upgraded to 6.5 software, the user's current Outgoing Message will automatically become the Default Greeting to be used regardless of presence setting. The Default Greeting will be used until the user records a Presence Specific Greeting.

## Three Digit Multi-Site Extension Dialing

This feature allows for the connection between remote sites to be completed using a 3-digit extension in addition to the 7-digit number, which included the user's extension with a 4-digit prefix. When an extension is dialed, the server queries its database for the extension's call route. If a match cannot be found, the server forwards the extension request to all known remote sites. To use this feature effectively while avoiding misplaced calls, each site should have a unique set of extensions (i.e. should not use the same extension on multiple servers).

## IMAP4 (Internet Message Access Protocol)

The Allworx server fully supports RFC-3501 compliant version of IMAP protocol version 4. Users can use email access protocol IMAP4 to gain access to their inbox in a manner that is compatible with Microsoft® Outlook and Microsoft Outlook Express. Email clients used with the IMAP server will synchronize through the server and maintain a coherent image of the inbox across all systems.

## SMTP Relay Smart Host Feature

The SMTP Relay Smart Host feature allows for easier integration with external mail servers at the customer site to the ISP. The forwarding of messages from the Allworx email server to the external server depends only on the IP address or DNS host name of the smart host and will always work regardless of the DNS setup. Support has been given for smart host authentication as well as specifying the specific outgoing port number. Additionally, a separate control is available for how both email and voicemail messages are handled. All messages passing through the SMTP server will be directed to the indicated smart host including all messages that would normally be considered local to the Allworx server user inboxes. The only exception to this is Allworx server generated messages like bounce messages and quota related messages, which will be delivered normally.

## T1 Robbed Bit Signaling (RBS) - BETA

**Note:** RBS is new to the Allworx service software release 6.5 and is considered to be a Beta test. Contact customer support before deployment to confirm the latest version of software or any new pending issues.



Support is provided for legacy T1 lines that do not have support for Primary Rate ISDN (PRI) at the Central Office. When using a fractional T1, a service that combines voice and data on a single T1 line, many service providers only support RBS signaling for the circuit switched portion of the circuit. The following RBS modes are supported on the Allworx server:

- FXO Loop-Start
- FXO Ground-Start
- E&M Wink Start Feature Group B (single wink)
- E&M Immediate Start

When a T1 line is ordered from a service provider, the work order must specify how the T1 line is to be provisioned. It is important that each end of the T1 be configured identically so that the two end-points can interoperate.

## Outbound Caller ID

External Caller-ID Name and Caller-ID Number can be specified per handset to be used for outbound calls on the following connections that support the Caller-ID field:

- SIP Proxies
- SIP Gateways
- T1/PRI Lines

Fields are provided to control whether an individual's Caller-ID will be used to override the global entry for outbound calls. Initially, all "override" indicators are disabled for each service and all external Caller-ID fields for handsets are blank. The following table describes the behavior, based on the settings:

Service CID Name Field	Allow CID Name Override?	Handset External CID Name	CID Name Sent
	No		
	No	Barney	
Fred	No		Fred
Fred	No	Barney	Fred
	Yes		
	Yes	Barney	Barney
Fred	Yes		Fred
Fred	Yes	Barney	Barney

Same behavior applies to Caller-ID Number

Note: T1/PRI interfaces typically do not support outbound Caller-ID Name but does support Caller-ID Number. PRI support for Caller-ID varies from Telco to Telco and may specifically block PBX settings.

Some SIP services may not allow Caller-ID to be delivered outbound.

## Daylight Saving Time

Effective March 2007, new Daylight Saving Time rules went into effect. The new law states that the DST change begins on the second Sunday in March and ends the first Sunday in November. For example, for 2007 the scheduled date for clocks to be set 1 hour ahead in the Spring was changed from April 1, 2007 to March 11, 2007. The date for clocks to be set 1 hour behind in the Fall has been altered from October 28, 2007 to November 4, 2007.

## Phone Enhancements

The following features have been added to the Allworx 9102 and 9112 software:

- A dedicated Park button feature via PFK
- Allow a call to be Parked from the Hold screen on the phone's display
- Automatic key repeating (scrolling) for menus, missed call records, company directory, contrast, etc.

Defects Fixed as of Release 6.5.3.1

Defect Number	6x	10x	24x	Problem Description
3525	✓	✓	✓	Enhanced E.164 format for location based services (211, 311, 411, etc) to cover a greater number of ITSP's, such as Bandwidth.com.
3522	✓	✓	✓	Aborted attempts to connect to the server administration interface no longer cause later connection attempts to be locked out.
3508			✓	Calls originated using ITSP Time Warner® will no longer be disconnected when calling in to the server through the T1 PRI.
3502	✓	✓	✓	Server MAC addresses that begin with 0's will allow Call Assistant connections.
3492			✓	Caller ID name for PRI sent in the setup message works.
3493	✓	✓	✓	IMAP4 Memory size has been recalculated to prevent memory shortages when there are many complex messages in the inbox.
3489	✓	✓	✓	Error message will be sent to the ITSP when carrier negotiates unsupported media types and codecs.
3488	✓	✓	✓	Allworx system's MAC address can be found Feature Keys web page.
3482			✓	Numbers can be blocked when using T1 PRI/RBS.
3480	✓	✓	✓	Handsets can ignore dialing rules and use a specified service or service group.
3479			✓	T1 RBS message logging has been added to Tools web page.
3470	✓	✓	✓	When a call is parked while there is an incoming call, the Call Ended screen with the parking location will override the Incoming Call screen.
3469			✓	Busy signals can be heard when using T1 PRI to make outbound calls to busy lines.
3464			✓	Caller ID Name is now available for T1 lines provisioned with Call Name Delivery.
3460	✓	✓	✓	Ring back audio can be heard when a ITSP, Remote Site, or Gateway call is blind transferred from one IP phone to another IP
3456	✓	✓	✓	New 2007 Daylight Savings Time laws are implemented.
3452	✓	✓	✓	Support has been added for configuring the initial dialing delay, DTMF gap, and DTMF durations for CO lines.
3450	✓	✓	✓	An ITSP re-Invite of a call in mid-transfer will not disconnect the call.
3448	✓	✓	✓	Line Appearances and Monitors will ring the phone when DND (x 420) is enabled.
3441			✓	A check all and uncheck all has been provided for routing T1 channels using DID blocks.
3326	✓	✓	✓	Specific Auto Attendants can be chosen as the ending of a call route.
3206			✓	Handsets can be restricted to use only digital lines.

## Known Defects in Software Release 6.5.3.1

Defect Number	6x	10x	24x	Problem Description	Fix Plan
3509	✓	✓	✓	Outlook Express prevents the deletion of a folder created by the user when using IMAP4 protocol.	Workaround: Select a folder. While that folder is highlighted right click on the folder to be removed and choose Delete
3490	✓	✓	✓	The maximum number of Static Routes that can be handled by the server is 10.	Workaround: Do not add more than 10 Static Route entries.
3478		✓		The time on the 10x server does not recognize the Daylight Savings rules in the Fall.	Workaround: Set the time manually on the server until the past DST rule takes effect.
3474	✓	✓	✓	When the time is set manually on the server, the server time can eventually change back to the previous setting.	Workaround: reboot the server after setting the time.
3438	✓	✓	✓	Email messages read by Allworx Communications Center (ACC) will not be automatically marked Read in IMAP. Messages read in IMAP will be shown as Read in ACC.	Currently there is no plan to fix this issue. It is assumed if ACC is being used for email, it will continue to be accessed remotely and IMAP will not be used.
3216			✓	When the WAN interface is configured as one of the T1 interfaces (T1-A or T1-B), the public Web server is not available on port 80. It is available on port 81. In addition, FTP is not working on the T1 WAN interface.	Workaround: Use an external Web/FTP server if the T1 interface is to be used as the primary WAN interface. Alternatively, use the Ethernet WAN interface as the primary WAN interface.
3214			✓	When the WAN interface is configured as one of the T1 interfaces (T1-A or T1-B), it cannot be changed to the other T1 port without a system reboot.	Workaround: When the data slot configuration for either T1 port is reconfigured, perform a system reboot to ensure the desired settings take affect as the UI indicates.
3128	✓	✓	✓	Firewall rules that map a WAN port to a private LAN IP address only works if the Global Port specified and Local Port specified are the same.	Workaround: When a LAN service is mapped to the Ethernet WAN interface, configure the LAN service to run on the desired public port number so that both the public and private port numbers are the same.
3127	✓	✓	✓	Analog phones initiate outbound calls using the RTP/DTMF setting from the SIP Proxy page instead of the VoIP Server page.	Workaround: Set the DTMF payload on the SIP proxy page.

# allworx<sup>®</sup> Release Notes 6.5.3.1

3117	✓	✓	✓	Call Queue 'Maximum Wait Time' does not time out correctly when 'Status Message' time is greater than 0.	Will be fixed in future releases.
3088	✓			6x fails to boot when power button is held too long.	Workaround: Power off the 6x using the power button and try again but let go of the power button when the power LED is amber.
3053	✓	✓	✓	Park/Retrieve functionality fails when only G729a codec is used.	Workaround: Set the 9112 to include the G711 codec.
3014	✓	✓	✓	When a local 9112 phone that is set to provide 'Music on Hold', places a call on hold from a remote 9112 phone, the remote phone does not hear the music on hold.	Workaround: Map the Remote phone's RTP ports through the firewall.
3009	✓	✓	✓	With longer user names (e.g. 47 characters), the Speed Dial dialog under Phone System>Handset>View Configuration>PFK dialog is clipped.	Workaround: the Browser Window must be resized to access the extension drop-down menu.

## Third Party Compatibility Issues

### Remote phones behind Linksys® NAT devices stop functioning

The Linksys BEFSR41 series NAT devices (and likely other models) have a bug where they can remap UDP ports on 20-minute boundaries. This can cause loss of audio during a call or the inability to place or receive calls. Multiple phones behind the same device will exhibit the problem much quicker than a single device. For best results, phone ports (e.g. SIP, RTP range, etc) should be set independently for each phone and statically mapped through the Linksys device. The SonicWall®, Netgear®, D-Link® and Allworx NAT devices have been tested and do not exhibit this problem.