Allworx Call Assistant Release Notes

(Release 2.0.5)



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allworx Call Assistant Release Notes 2.0.5

Introduction

Who Should Read This Document

This release note should be read by VARs, System Administrators, and End Users using Call Assistant. Included in this document are:

- Important Installation Tips
- Descriptions of features available in the Call Assistant Release 2.0.5.
- Known issues and limitations

What this Document Is and What It Is Not

This document includes an overview of the changes in this release of Call Assistant.

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Important Installation Information

- 1. The Call Assistant application can be found on our website http://www.allworx.com >Downloads>Software Options.
- 2. The Release Note can be found on our website http://www.allworx.com >Downloads>Documentation>Allworx[®] Call Assistant.
- 3. The Allworx Server must have a Feature Key to use the Call Assistant Software.

System Requirements

- Allworx 24x, 10x or 6x servers with software release 6.5. or higher.
- Allworx 9112 or 9102 phone firmware 1.6.0.6 and above. The Phone Firmware is included in the Server Software and will be downloaded to the phone once the phone is rebooted after the server update.
- Windows XP Home, Windows XP Professional, Windows 2003, or Windows 2000.
- Hard disk with 12MB free disk space.
- Minimum monitor resolution: 1024x768 (minimum), small fonts.

The following restrictions apply to logging onto Call Assistant

- User must be assigned to an Allworx phone.
- Only one Call Assistant application can be connected to the user's phone at a time.
- The computer running Call Assistant must be connected to the same LAN subnet as the user's phone; this also applies to remote users.

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Call Assistant Software Features Released in 2.0.5

- 1. Switchboard View expanded Directory View, including the following tabs:
 - a. Directory
 - b. Auto Attendant
 - c. Parked Calls
 - d. Queues
 - e. Monitors
- 2. Dialing features
- 3. Right-click pop-up menus
- 4. Fly-over mouse hints
- 5. Retain changes made to header section widths.

Switchboard View

The Switchboard View (replaces Directory View) includes the following tabs:

- <u>Directory</u> displays all extensions and handsets configured in the Allworx System; provides the status of the extension (ringing, in use, idle, do not disturb). Users can directly call, intercom or transfer calls to a specific extension or answer a ringing extension.
- <u>Auto Attend</u> displays all system auto attendants so that user can directly call or transfer calls to a specific auto attendant.
- <u>Parked Calls</u> displays all parked calls at the specific parking extension with caller information and elapsed time the call has been parked. User can pick up any parked calls.
- <u>Queues</u> displays all system queues, including elapse time of the longest wait and number of calls in the queue. User can answer a queue or transfer a call to a specific queue.
- <u>Monitors</u> displays all system call monitors, including the number of calls ringing on each monitor. User can answer a call monitor or transfer a call to a specific call monitor.

Dialing Features

Call Assistant can help you with various dial functions:

- <u>Place a New Call</u>: To place a new call, click the Dial button while "New Call" is displayed in the Number to Dial field (right of the dial button).
- <u>Dial an Extension</u>: To dial an extension, select the extension (note that the extension is displayed in the Number to Dial field) and click the Dial button. Alternatively, double click the extension.
- <u>Place a New Call on a Specific Outside Line</u> [Available if Outside Lines View is displayed]: To place a new call on a specific outside line, click on the outside line when it is idle.
- <u>Dial Digits in an Existing Call</u>: To dial digits in an existing call (for example, to communicate with an auto attendant), right-click on the active call in My Calls view and select Dial Additional.

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Press the *Dial* toolbar option or an Outside Line button to display the Dial Pad dialog box with user's phone going "off hook". The Dial Pad operates the same as the handset's key pad; enter number to call or press release to return phone to "on hook".

If an extension (field) is selected in one of the Switchboard View tabs, this extension is displayed adjacent to *Dial* with the *Clear* toolbar option enabled. Press *Dial* to call the displayed extension. Press *Clear* to replace extension with *New Call*; press *Dial* to display Dial Pad.

Note: *New Call* must be displayed next to the *Dial* toolbar option before using the Dial Pad else the displayed number will be called.

Right-Click Pop-up Menus

Right-clicking on many of the fields in the My Calls and Switchboard Views will provide a pop-up menu that provides an additional method to perform many of the contextual functions.

Fly-Over Mouse Hints

When the user hovers the mouse over selected fields in the toolbar and Outside Lines, Switchboard, and My Calls Views will provide a pop-up that provides additional information.

Known Issues and Limitations

Norton's Internet Worm Protection Compatibility

Norton's Internet Worm Protection Software needs to be disabled when using Call Assistant. If enabled, the search for Allworx Server IP address during the login process will not work properly. When the Norton software is enabled, the security alert will display and will constantly re-appear when dismissed.

Window Size

The Call Assistant window size and position is not preserved when upgrading.

39 Appearances

Call Assistant is limited to a total of 39 Programmable Function Keys and Call Assistant appearances; where as the Server Web Administrator will allow up to 40 appearances to be created.