Wave IP
Release Notes

Revision History

Release	Date	Documentation Changes	Page No.
2.5	10/11	**GENERAL RELEASE:**	
		Updated build number and CAB file name throughout.	---
		Updated "What's new in this version" section.	14
		Added section "Known issues and workarounds".	22
		Removed section "New feature reference"—information on how to configure and use new features in Wave 2.5 has been added to the final documentation set.	---
2.0 SP1	03/11	**SERVICE PACK RELEASE:**	
		Updated build number, package information and CAB file name.	1, 1
		Added section "Supported upgrade paths".	2
		Updated "Supported upgrade paths" section. **This section contains critical information if you are upgrading from Wave ISM 1.5 SP3 Package 2**.	2
		Updated "Important" section. **This section applies if you are upgrading from Wave ISM 1.5 SP3 Package 2**.	4
		Updated "What's new in this version" section.	14
		Updated "Installation instructions" section.	11
2.0 Package 1	10/10	**PACKAGE RELEASE:**	
		Updated build number and package information.	1
		Updated "About the Wave ISM 2.0 Package and included HotFixes" section.	1
2.0	09/10	**GENERAL RELEASE:**	
		Updated complete build number.	1
		Updated "Important" section.	4
		Updated "What's new in this version" section.	14
		Updated "Limitations in this version" section.	---
		Updated "Installation instructions" section.	11
1.5 SP3	09/09	**SERVICE PACK RELEASE:**	

Revision History

Release	Date	Documentation Changes	Page No.
		Updated complete build number and package label.	1
		Updated list of included HotFixes.	5
		Updated "What's new in this version" section.	14
		Updated installation instructions.	11
1.5 SP2	06/09	**SERVICE PACK RELEASE:**	
		Updated Important! section with information about .NET 3.5 SP1 and SQL Server Express SP3 upgrades that must be applied on the Wave Server before upgrading to Wave ISM 1.5 SP2. Also describes the SP2 Package, the combined CAB file that includes the base release and included HotFixes.	
		Updated "What's new in this version" section.	14
		Updated "Limitations in this version" section.	---
		Updated installation instructions.	11
		Removed "Issues fixed" and "Known issues and workarounds" sections. This information will now be published on VConnect.	---
1.5 SP2	02/09	**SERVICE PACK RELEASE:**	
		These Release Notes now apply to both the Wave IP 2500 and the Wave IP 500 Server models. Most of the information in this document applies to all Wave Server models. When information applies to a specific Wave Server model, the model is identified, for example "Wave IP 2500" or "Wave IP 500".	throughout
		Updated Important! section with upgrade instructions for this version, including information about the SP1 Package (combined CAB file that includes the base release and all HotFixes released so far), and an upgrade note for sites with ITSP trunks.	
		Updated "What's new in this version" section.	14
		Updated "Limitations in this version" section.	---
		Updated "Issues fixed" and "Known issues" sections.	---

Revision History

Release	Date	Documentation Changes	Page No.
1.5	**11/08**	**GENERAL RELEASE:**	
		Updated Important! section with upgrade instructions for this version.	
		Added note about new version(s) of the Java Runtime Environment (JRE) required by Wave.	3
		Updated "What's new in this version" section.	14
		Updated "Limitations in this version" section.	---
		Clarified Important Note regarding performing a composite upgrade to install the Wave ISM base release and all HotfFixes.	---
		Updated "Issues fixed" and "Known issues" sections.	---
1.0 SP2	**03/08**	**SERVICE PACK RELEASE:**	
		Updated "What's new in this version" section.	14
		Added "Limitations in this version" section to call out features that are not yet supported, configuration limits, and so forth.	---
		Updated "Issues fixed" and "Known issues" sections. For "Issues Fixed/Phones" and "Known Issues/Phones", the items are now listed by phone type.	---
1.0 SP1	**12/07**	**SERVICE PACK RELEASE:**	
		Added instructions for upgrading from Release 1.0 to Service Pack 1.	---
		Updated "Issues fixed" and "Known issues" sections.	---
1.0	**10/07**	**GENERAL RELEASE:**	
		Initial Release	---

Overview

These Release Notes apply to Wave ISM 2.5. The complete build number for this version is:

Wave ISM 2.5.0.0 (7540)

This version consists of Wave ISM 2.5 and all available HotFixes released up to the time this version was made available.

Important: **Before you begin, go to V-Connect or contact your Vertical representative for critical information and to see if any additional required HotFixes have been released since Wave ISM 2.5 was made available.**

Vertical strongly recommends that you read these Release Notes in their entirety before you start any upgrade or Hot Fix installation.

About this version

The CAB file name of this version is:

ISM_2_5_0_0_7540_S.CAB

This version is distributed as single CAB file that includes the base release as well as all HotFixes released up to the time this version was made available. See "All upgrade paths" on page 2 for specifics on the order you must follow when installing the included HotFixes.

See the individual HotFix Release Notes for more information about a particular HotFix, including installation instructions and issues fixed. After you install this version, all of the included HotFixes will be listed individually in Software Versions in the Global Administrator Management Console.

Contents

This document provides the following information:

If you have questions about this version of Wave, contact your Wave provider.

Supported upgrade paths

Important: **Before proceeding, verify that the Wave Server is at the required base software level.**

Before upgrading to Wave ISM 2.5, your Wave Server must be at one of the following minimum levels of software:

Wave ISM 2.0 SP1

Wave ISM 2.0

Wave ISM 1.5 SP3

If necessary, visit the Wave IP dashboard on V-Connect in the Software Download area and download and install all necessary software to comply with these minimum requirements.

Important: **If your Wave Server is running any earlier version, upgrade to one of the minimum levels listed above before proceeding.**

Pre-upgrade checklist

Important: **If you are upgrading from Wave ISM 1.5 SP3, perform the steps on page 3 first, then perform the steps listed below.**

All upgrade paths

The following applies to all upgrade paths.

1. **Install all required HotFixes:**

   - **General HotFixes 1013 and 1021.** Apply these HotFixes *first*, and *separately* from the HotFixes listed in the next bullet.

     Important: **The upgrade to Wave ISM 2.5 will fail if these 2 HotFixes are not applied successfully.**

   - **General HotFixes 1006, 1011, 1014, and 1018.** (General Hotfixes 1006 and 1011 will already have been applied on Wave Servers running Wave ISM 2.0 SP1.)

2. **If you plan to use Wave Live Image:**

   - Install the required **Live Image HotFix**.

   - Obtain and activate a valid **Wave Live Image license**.

For more about Live Image, see page 14.

3. Be sure to use the version of the **Java Runtime Environment (JRE)** that came with your Wave Server or a version that you upgraded to when prompted when you log on to the Global Administrator Management Console.

Do not upgrade to a newer version that you obtain elsewhere. Failure to use the correct version of JRE may result in a variety of errors, including but not limited to the inability to import or activate Wave licenses, caching problems, and configuration changes not being applied.

Note: New Wave Servers come with JRE 1.6_0_05. Administrator PCs must be running at least JRE 1.5_0_06. If your administrator PC is running an earlier version, you will be prompted to upgrade when you log on to the Global Administrator Management Console.

Where to go next

If you are upgrading from Wave ISM 2.0 or 2.0 SP1, go to "About this version" on page 1. Else, go to the next section.

If you are upgrading from Wave 1.5 SP3

The following information applies to you ONLY if you are upgrading to Wave ISM 2.5 from Wave 1.5 SP3. Perform these steps BEFORE performing the steps listed above in "All upgrade paths" on page 2

Important: **Do not proceed with the upgrade until you have received your new 2.0 license files. Starting with Wave ISM 2.0, many of the core functionality licences from prior versions are no longer valid. In order for your Wave system to continue to function at its full capacity after upgrading, you must install the new 2.0 licenses issued to you as part of your Software Subscription as soon as the upgrade to Wave ISM 2.5 completes successfully.**

1. **Install all required and recommended HotFixes:**

   Required:

   • **HotFix 102**—Download and install Wave ISM 1.5 SP3 HotFix 102. This HotFix is mandatory and provides the necessary subscription rights on your system.

   Recommended:

   • **Wave ISM 1.5 SP3 HotFix 96,**

   • **Wave ISM1.5 SP3 HotFix 105**—Although not required, Vertical recommends that you apply these HotFixes. Once these HotFixes are applied, generate a Software License Report and archive this information for your records.

2. **Obtain the required subscription license key(s)**. The Wave ISM 2.0 SP1 upgrade is only available to systems under subscription. You should have received by now an e-mail including a special license (LIC) file that contains a subscription license key.

    Subscription license keys are provided for your not-for-resale (NFR) system at no additional cost. If you have multiple NFR systems, you will receive one e-mail and special license file per NFR system.

    Important: **Ensure you have received these files before proceeding.**

3. **Add and activate your subscription license key.** Once you have activated your subscription license key, Vertical will generate a new 2.0 license (LIC) file containing replacement licenses for application and user licenses currently installed on your Wave Server. You will receive these new licenses via e-mail.

    Upon receiving your 2.0 licenses, review the PDF file attached to the e-mail to verify that all required licenses are accounted for. Contact your Wave provider if you have any questions.

    Warning: **You must add and activate the new subscription license key while Wave ISM 1.5 SP3 is still installed on your Wave Server. If you do not perform this step correctly, the subsequent upgrade to Wave ISM 2.5 Beta version will fail.**

Important: **If you are upgrading from Wave ISM1.5 SP3, review the following important information before proceeding:**

- You cannot downgrade from Wave ISM 2.5 Beta version to Wave ISM 1.5 SP3. See page 4.

- Two new upgrade options are now available. See page 5.

- New licenses are required starting in Wave ISM 2.0. See page 5.

- System resources may be automatically reallocated after upgrading starting in Wave ISM 2.0. See page 6.

You cannot downgrade from Wave ISM 2.5 Beta version to Wave ISM 1.5 SP3.

Before upgrading to Wave ISM 2.5 Beta version from Wave 1.5 SP3 Package 2, you must backup your system - once you upgrade, you cannot downgrade from 2.5 Beta version back to Wave 1.5 SP3 using Downgrade.

Two new upgrade options are now available.

Software Upgrade now offers two new and faster upload options:

- **Network share—**If you have the Wave ISM 2.5 Package on a network share, you can use this option to directly access the software from the network. When you choose this method, the CAB file is transferred directly from the source location to the Wave Server. You need to provide network credentials (user name and password) to access the network location. This method is faster than uploading from a file (the original upgrade method, which is still supported), but slower than using a removable drive.

- **Removable drive—**If you have a USB flash drive or CD/DVD drive, you can copy the Wave ISM 2.5 Package to the drive and insert it into the USB port on Wave Server. This option is only available if a removable flash drive or CD/DVD drive containing the CAB file has been inserted into the USB port on the Wave Server. When you choose this method, the CAB file on the drive is copied directly to the Wave Server. This is the fastest upgrade method.

    A USB flash drive or CD/DVD drive may contain a "packing list", a builder-generated list of upgrades contained on the drive. If a packing list is detected on the drive, the CAB files are automatically uploaded to the Upgrade List in the order specified, so you don't have to add the CAB files to the Upgrade List individually.

Note: For details on software upgrade options and upgrade steps, see "Upgrading the Wave Server" in Chapter 23 in the *Wave Global Administrator Guide*.

New licenses are required starting in Wave ISM 2.0

Important: This section applies to you ONLY if you are upgrading to Wave ISM 2.5 from Wave 1.5 SP3.

After upgrading, when you log on to Wave you will see a System Alert Messages dialog similar to the following:
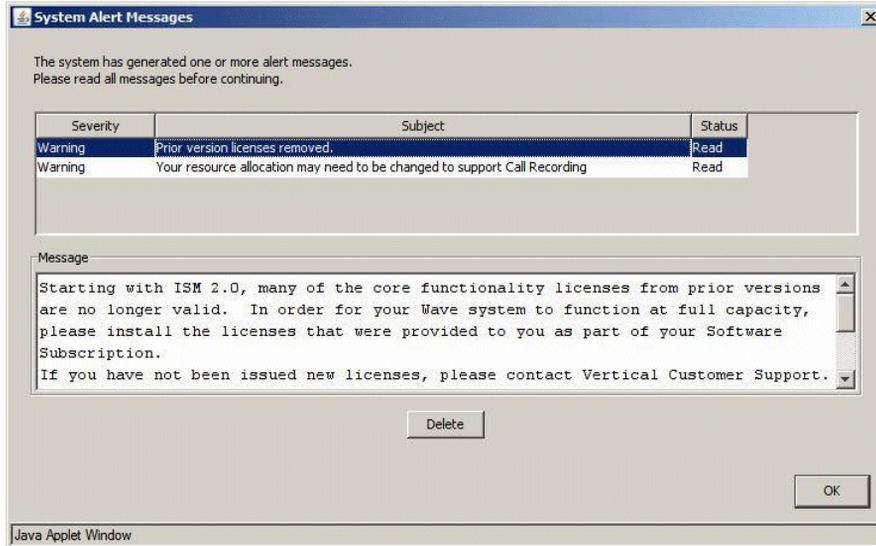

Be sure to import and activate your new Wave ISM 2.0 licenses as described in step 6 on page 12 to ensure full functionality on your Wave system.

System resources may be automatically reallocated after upgrading starting in Wave ISM 2.0

Important: **This section applies to you ONLY if you are upgrading to Wave ISM 2.5 from Wave 1.5 SP3.**

After upgrading, when you log on to Wave you may see a System Alert Messages dialog similar to the following indicating that your system resources have been updated automatically.
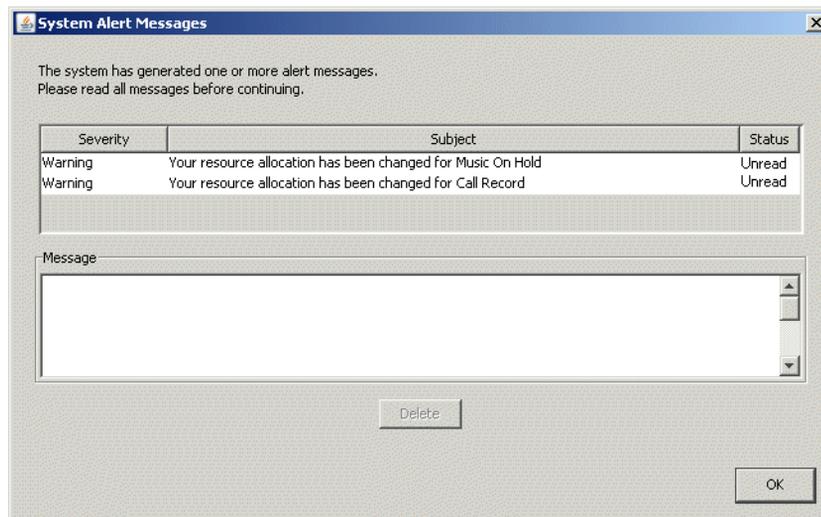
Click on any message marked Unread to review the full text of the message, which describes how the resource allocation has changed on the Wave Server. Click **Delete** if you have no further need of the message, and then click **OK** to continue logging on. Simply click **OK** after reading the message to retain it and continue logging on.

Review any new allocations via Resource Management so that you understand the changes that were made.

Automatic system resource allocation may occur for the following types of resources:

• IP Music on Hold resources. See the next section.

• Call Record resources. See page 10.
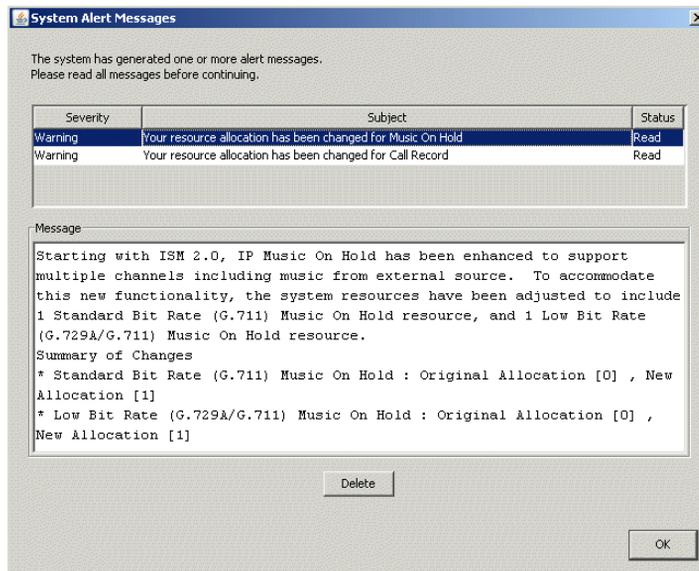
IP Music On Hold resource reallocation

Starting in Wave 2.0, there are new Music on Hold resource types for standard and low bit rate codecs—IP codec resources are no longer shared between music on hold for IP calls and IP phone or IP trunk calls

IP Music on Hold resources will be reallocated automatically if necessary if the following are both true before upgrading:

•   You have configured a system port for music on hold (via the Wave Player folder in Resource Management.)

•   SIP is enabled on the Wave Server (via the Signaling Protocols folder in IP Telephony.)

Wave will try to allocate Standard Bit Rate (G..711) Music On Hold resources as needed. In addition, if G.729AB is selected for codec negotiation for bandwidth management, Wave will try to allocate Low Bit Rate (G..729A/G..711) Music On Hold resources. (See "Configuring bandwidth management zones" in Chapter 6 in the *Wave Global Administrator Guide* for details.)

The System Alert Messages dialog describes the changes that were made.

To view the new IP Music on Hold resource allocation, in Resource Management, expand **Application Resources**, and then click **Music on Hold**. For more information, see "Allocating IP telephony resources" in Chapter 6 in the *Wave Global Administrator Guide*.

- **If you were recording all calls before upgrading**, Call Record resources will be reallocated automatically if the **Record All Calls** checkbox is selected before upgrading. The System Alert Messages dialog describes the changes that were made.
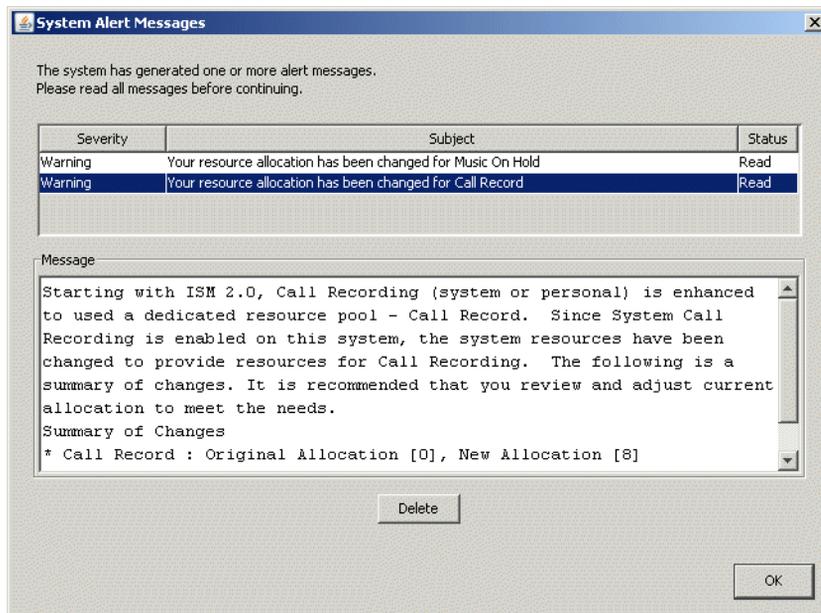
The **Record All Calls** option is set via User/Group Management (**Tools > System Settings > Recordings \ System Call Recording**). If this checkbox is not selected before upgrading, no resource reallocation occurs.

Call Record resource reallocation

Starting in Wave ISM 2.0, a new Call Record resource type is available. Two Call Record resources support call recording on a 2-party call. (For 3-party calls, one Ad-Hoc Conferencing resource is used per party in the call to support call recording, as in previous versions.)

To view the new Call Record resource allocation, in Resource Management, expand **Application Resources**, and then click **Monitoring and Recording**. For more information, see "Allocating DSP resources for call recordings" in Chapter 19 in the *Wave Global Administrator Guide*.

- **If you were supporting personal or queue call recording before upgrading**, your resource allocation may need to be changed. If this applies to you, the System Alert Messages dialog will inform you that:

   "Starting with ISM 2.0, Call Recording (system, queue-based, or personal) is enhanced to use a dedicated resource pool - Call Record. If personal or queue-based Call Recording is used on this system, you will need to allocate resources to Call Recording. It is recommended that you allocate at least 2 Call Record resources for each call to be recorded concurrently."

Note: This message will be displayed ONLY if system call recording was NOT enabled before upgrading.

Prior to Wave ISM 2.0, Conference Pool resources were used to support queue or personal call recording. **You must manually allocate Call Record resources as indicated above (at least 2 Call Record resources for each call to be recorded concurrently) to continue to support queue or personal call recording after upgrading**.

Installation instructions

This section describes the following scenarios. Choose the one that applies to you.

- **Upgrading an existing Wave Server running Wave ISM 2.0 SP1 Package 1, Wave ISM 2.0, or Wave ISM 1.5 SP3 Package 2**. See below.

- **Installing a new Wave Server**. See page 12.

Upgrading an existing Wave Server to Wave ISM 2.5

Before upgrading, make sure that your Wave Server meets the minimum base software and HotFix requirements described on page 2.

Excluding the system backup in step 3, the complete upgrade process will take about one hour.

Warning: Vertical strongly advises against interrupting or interfering with the upgrade process by restarting the Wave Server while the upgrade is running, unless you are prompted to do so.

1. **If you are upgrading from Wave ISM 2.0 or Wave ISM 2.0 SP1**, go to step 3.

2. **If you are upgrading from Wave ISM 1.5 SP3**, while Wave ISM 1.5 is still installed on your Wave Server, add and activate the new subscription license that was e-mailed to you. See "Supported upgrade paths" starting on page 2 for more about the Subscription license.

   Important: If you do not perform this step, the subsequent upgrade to Wave ISM 25 Beta version will fail.

3. Back up your Wave Server according to the instructions in Chapter 15 in the *Wave Global Administrator Guide*.

4. Apply Wave ISM 2.5 and any included HotFixes that you downloaded from VConnect.

   To do so, in the Global Administrator Management Console, choose **Software Upgrade**. For details on how to upgrade the Wave Server with a new version of Wave ISM, see "Upgrading the Wave Server" in Chapter 25 in the *Wave Global Administrator Guide*.

   Important: If you are applying Wave ISM 2.5 base release and multiple HotFixes, apply them all via a composite upgrade unless you are instructed otherwise in "Supported upgrade paths" on page 2 or in the Release Notes for a particular HotFix. (Performing a composite upgrade will generally be faster than performing individual upgrades, and you will avoid running into problems that are fixed in subsequent HotFixes.)

   For instructions on how to install HotFixes, see Chapter 7 in the *Wave Server Installation Guide*.

5. When you launch the Global Administrator Management Console after upgrading, a dialog may appear asking you to install the Java 2 runtime environment (Java 1.6.0_05 plug-in). Click **Yes** in this dialog to perform the installation.

6. If you have not already done so, add and activate your Wave licenses as described in Chapter 6 in the *Wave Server Installation Guide*.

    Important: Be sure to obtain and activate a Wave Live Image license if you plan to use Live Image.

Note: After upgrading, if the Wave Server does not return to a fully ready state after the final automatic restart, restart the Wave Server. Symptoms can include:

•   No trunks are displayed in Trunk Monitor.

•   One or more cards or modules may fail to initialize.

•   Inbound calls may not be processed correctly.

Installing a new Wave Server

This section presents an overview of the installation process. Each task listed below is covered in complete detail in the *Wave Server Installation Guide*—see the "Installation roadmap" in Chapter 2 for more information.

To install the Wave Server

1. Prepare the site where the Wave Server will be installed.

2. Install the Wave Server hardware components.

3. Configure and connect the administrator PC.

4. The first time that you log on to the Wave Global Administrator, you have the option to start the Installation Wizard:
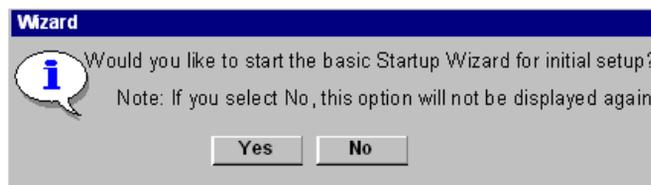
The Installation Wizard simplifies initial configuration of your Wave system by presenting a step-by-step walkthrough of the tasks, rather than requiring that you run the configuration programs individually from the Management Console.

Important: Using the Installation Wizard is highly recommended for installers or administrators who are unfamiliar with the Wave platform. Using the Installation Wizard is optional, and you can run the configuration programs individually, if you prefer.

For details about the Installation Wizard steps, see Chapter 6 in the *Wave Server Installation Guide*.

Click **Yes** to start the Installation Wizard. If you click **No**, you will not be able to start the Installation Wizard again.

5. When the Installation Wizard starts, a list of all available configuration steps is displayed in the left pane. Click **Begin** to start.

Note the following:

• Initially, all the items in the left pane are disabled except **Apply Updates**. As you complete the steps in the Wizard, additional items will be enabled.

• Once an item has been enabled, you can jump between that item and any other enabled item by clicking it.

• All the steps in the wizard are optional and you can skip an item and go to next step by clicking **Next**.

6. When you are done, click **Finish**. Since the Installation Wizard can only be run once and cannot be restarted, when you are sure that you have made all of your changes, click **OK** to confirm that you are done.

7. Install ViewPoint and other Wave workstation applications on users' PCs.

After installation is complete

Once you have completed these tasks, your Wave system is fully operational and you are ready to configure and customize your phone system. For more information about all of the available configuration and customization options, see the *Wave Global Administrator Guide*.

What's new in this version

This section lists the highlights in Wave 2.5. Detailed information on how to configure and use the new features is described in "Documentation enhancements" on page 22.

- New Wave Server features. See page 14.

- New Wave Add-ons. See page 14.

- New phone models and features. See page 15.

- New Global Administrator Management Console features. See page 15.

- New IP telephony features. See page 17.

- New user and user template settings and features. See page 18.

- New ViewPoint features. See page 19.

- New ViewPoint API features. See page 21.

- New WaveNet features. See page 21.

- Documentation enhancements. See page 22.

New Wave Server features

- **Wave now supports Microsoft Internet Explorer 8.0.**

New Wave Add-ons

- Using the **new Wave Live Image Add-on**, you can back up the entire Wave Server, create a bootable USB drive, and then re-image the system in minutes instead of hours.

  The Live Image Add-on is a separately-licensed application that allows you to schedule and perform disk image backup on a periodic (daily, weekly, and so forth) or one-time basis (for example, after initial system installation or after performing a major upgrade). An image backup task can perform a full backup every time it runs, or a full backup followed by a series of incremental backups that only contain changes since the last full backup.

  The re-imaging process uses a bootable USB device that you create via the Recovery Disk Creation utility (a Windows stand-alone program included with Live Image). This recovery disk can then be used to boot a Wave Server in recovery mode to restore a previously-created image.

Live Image can dramatically reduce the time it takes to return to a fully-operational state after certain events, for example:

- After a catastrophic failure, you need to rebuild your system from scratch.

- After applying upgrades to a working system, you want to back out the changes to return to the previous working version.

Previously, you may have had to spend hours to re-image the system, apply multiple HotFixes, and then restore the latest backup configuration in order to get up and running again. The time spent on this process could cause painful system downtime for end-user sites and lost revenue for dealers.

For more about how to use this new feature, including requirements, see "Imaging and restoring your system using Live Image" in Chapter 14 in the Wave Global Administrator Guide.

New phone models and features

Digital and SIP phones

- The **Automatically go offhook when alerting station option is now enabled by default** for digital and SIP phone users.

  Previously, this setting was disabled by default.

  - When this setting is enabled, the user's phone automatically goes off-hook when the user selects a ViewPoint feature that uses the phone, such as play audio or place a call.

  - When this setting is disabled, the phone rings normally if it is on-hook when the user selects a ViewPoint feature that uses thew phone.

  To change this setting, in User/Group Management, edit the user and click the Phone tab.

New Global Administrator Management Console features

- **The new Import/Export supports ViewPoint personal call rules and routing lists.**

  The new Import/Export provides dealers and administrators with a powerful tool to reduce system administration effort and cost via offline editing of Wave component settings and batch updates, as well as speed up the system staging, installation, deployment, and migration process.

In this version, you can import and export the following ViewPoint components:

- Personal call rules.

- Personal routing lists.

- Personal routing list actions.

Note the following restrictions in this version:

- *Importing and exporting a call rule that contains a schedule condition of* **During custom hours** *is not supported.*

- *Importing and exporting the Standard routing list (the default routing list that is built into Wave) is not supported.*

In future versions, Import/Export will be expanded to support other Wave and ViewPoint components.

Import and export are two distinct features that work hand in hand:

- Export allows you to select one or more components of an existing Wave system and create a set of human-readable and editable comma-separated value (CSV) files containing data and settings associated with those components. The files follow a published format that is forward-compatible.

  You can use desktop tools (such as Microsoft Excel) to rapidly process the files and change attributes via find/replace, copy/paste, and other data manipulation methods without having to edit specific components and update component settings individually via the Global Administrator Management Console.

- Import uses the data and settings in properly-prepared CSV files to update the Wave system configuration in batch mode.

Some ways to use Import/Export include:

- **Simplifying the system staging process**. Configure a Wave system based on the organization's standard conventions and practices and then export the configuration bundle as a customized "base configuration". Importing the base configuration quickly stages a new system before any further site-specific customization is performed.

- **Reducing overall labor costs for system updates**. Create template import files and directly delegate site-specific data entry of component information to customers or lower-cost data entry resources.

- **Speeding up new system deployment**. Speed up new system installations or ongoing bulk configuration changes by first exporting the relevant data and then using desktop tools to modify it as needed. The modified file can then be imported to either configure a new system, or update an existing system in a fast, bulk-change mode.

- **Simplifying migration to Wave from other PBXs**. Use data extracted from other PBXs to create import files to bulk provision component information on the new Wave system. (The level of potential automation will depend on the ability of the other PBX to generate the raw data.)

For more about how to use this new feature, see "Importing and exporting Wave items" in Chapter 23 in the Wave Global Administrator Guide.

- **Additional international dialing customization options are now available.**

  You can now modify the country name and code, international prefix, and long distance prefix for a locale.

  For more about how to use this new feature, see "Setting and viewing system locale settings" in Chapter 33 in the Wave Global Administrator Guide.

- **User/Group Management performance has been optimized** when opening users and making user-related changes.

- When starting the Global Administrator Management Console, **the Java Version mismatch warning will now be displayed only if the version detected is less than the minimum version supported** by Wave.

New IP telephony features

- **Verizon is now a supported ITSP.**

- **Domain source SIP message attribute mapping and P-Asserted-ID options are now supported** during Signaling Control Point (SCP) configuration. These settings may be required to support caller id and privacy related functions on some ITSPs.

  When configuring am SCP, you can now do the following in the Advanced Settings dialog:

  - Select the domain name source.

  - Set the P-Asserted-ID source.

Note: SCP advanced settings are primarily used to fine-tune interoperability with ITSPs. You normally will not need to change the default values unless you are directed to do so by your Vertical support representative working in collaboration with your ITSP to resolve a specific issue.

For more about how to use this new feature, see "Configuring Signaling Control Points" in Chapter 6 in the Wave Global Administrator Guide.

New user and user template settings and features

- **A new user setting allows you to specify how long to wait before disconnecting a mobile extension when there are no active calls.**

  The **Disconnect when no active calls** setting specifies the number of seconds of dial tone played to the user of a mobile extension after the remote party disconnects, or when the mobile extension user disconnects a call in ViewPoint.

  You specify this value on the Phone tab for an individual user or at the user template level.

  Note: For all new and upgraded users, a mobile extension will be disconnected after 10 seconds with no active calls.

  For more about how to use this new feature, see "Using mobile extensions and imitating a station on externally routed calls" in Chapter 11 in the Wave Global Administrator Guide.

- **When configuring a user's Wave Mail mailbox, Wave-to-e-mail account name matching is now easier**.

  Previously, when configuring a user's Wave Mail mailbox you had to enter the root Exchange account name (for example "Scott"), which had to match the Exchange account's SMTP address (for example "scott@domain.com"). However, this did not work if there were two users named Scott, as in "Scott Amaral" and "Scott Holmes". Now you can enter "Scott Amaral" when configuring a user's Wave Mail mailbox, and if that name resolves to an Exchange account, Wave Mail will pick up the corresponding Exchange account's SMTP address automatically.

  For more about how to use this new feature, see "Configuring a user's Wave Mail mailbox" in Chapter 11 in the Wave Global Administrator Guide.

New ViewPoint features

- **ViewPoint can now be installed on the Wave Server for administrative or
  trouble-shooting purposes only**.

- **ViewPoint can now be updated automatically on all user PCs whenever an updated
  version of ViewPoint is installed on the Wave Server**.

  When a new version of ViewPoint is available, each ViewPoint user will see the
  following message when he or she logs on:
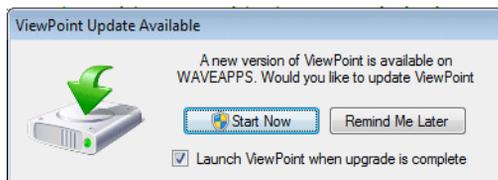
  The user has 2 options:

  - Click **Start Now** to start the auto-update. To continue with the auto-update, the user
    must be logged on using a Windows administrator account, or he or she will be
    prompted to grant the installer program administrative rights by entering the valid
    user name and password of a Windows administrator account.

  - Click **Remind Me Later** if the user is busy and does not want to be interrupted. If this
    option is chosen, the auto-update message will not be presented again for 24 hours.

  Note: By default, the ViewPoint auto-update process is enabled for all ViewPoint users.
  To disable auto-update in ViewPoint, choose **Tools > Options**. On the **ViewPoint** tab,
  de-select the **Disable auto-updates** checkbox.
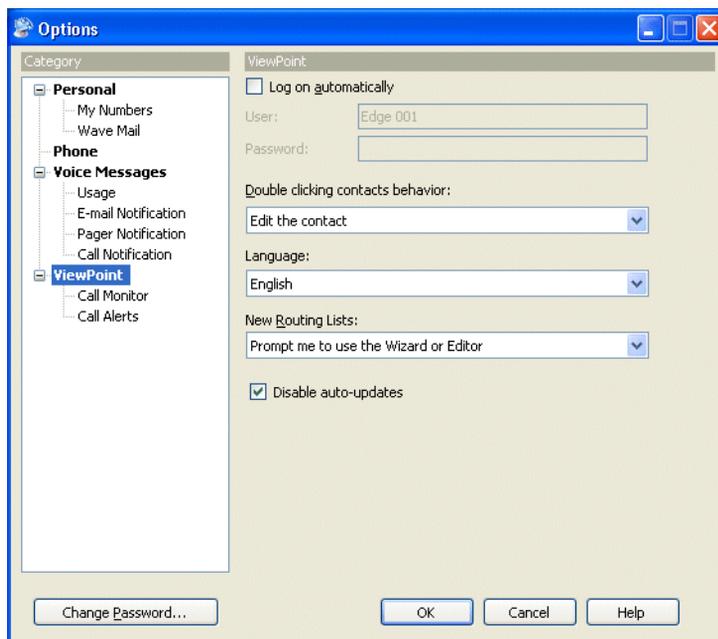
For more about how to use this new feature, see "Automatic updates" in Chapter 2 in the Wave ViewPoint User Guide.

• **When you create a routing list action to call a ViewPoint Group, you can now prevent calls from being offered to any Group member who is busy on another call.**

When you select this option, calls sent to the group by a routing list will not be offered to any Group member who is off-hook or in Do Not Disturb mode.

You set this option when you specify the routing list action **Call Group**. In the Routing List Action dialog, click the Advanced tab and then select the **Do not call if member is on the phone** checkbox.

See "Routing calls to Groups" in Chapter 9 in the *Wave ViewPoint User Guide*.

- On an incoming call from a ViewPoint contact, **Wave will now automatically display the contact's account code information along with the call in the ViewPoint Call Monitor**.

  This system-wide option is disabled by default. In this version, you select this option via a registry setting. To do so:

  1. Add the following DWORD registry setting:

     ```
     HKLM\Software\Artisoft\TeleVantage\Server\Settings\
     SetAccountCodeFromContact
     ```

  2. Set the registry setting to 1. The setting will take effect the next time the Wave Server is restarted.

New ViewPoint API features

- Additional code samples are now available.

  These code samples show how to perform typical tasks in a custom application. The following new samples are now available:

  - How do I log in and start a new session?

  - How do I sign a Contact Center agent in and out of a queue?

  - How do I store data with a party in a call?

  - How do I export a list of voice messages?

  - How do I create a Wave user?

  - How do I locate a dialing service by its access code?

  - How do I find a specific Call object?

  - How do I check the availability or personal status of a user (extension)?

  - How do I record conversations between Contact Center agents and external callers?

  For details, see "Programming tips and examples" in Chapter 5 the Wave ViewPoint API User Guide.

New WaveNet features

- **If a voice message contains bookmarks, the bookmarks are now included when the voice message is forwarded to another gateway user**.

Documentation enhancements

- **Refer to the Revision History page at the front of each of the Wave manuals** (distributed as PDF files) to see a complete list of the updates in this version.

Known issues and workarounds

This section describes known issues in this version, and workarounds if available.

- **To avoid a potential security problem, all Wave Servers with SIP enabled should perform SIP end-point authentication.**

  If you have SIP enabled on your system (even if you only have a few SIP phones configured and no SIP trunks), this issue could potentially allow an external user with a SIP softphone to make outbound calls via your Wave Server.

  Workaround: Set up SIP end-point authentication on all Wave Servers. A SIP endpoint can be either a SIP extension or a SIP Signaling Control Point (SCP). When SIP end-point authentication is configured, Wave authenticates and authorizes incoming requests from clients attempting to register to it or wishing to route calls through it.

  For details, see "Setting up SIP endpoint authentication" in Chapter 6 in the *Wave Global Administrator Guide*.

- **Setting Internet Explorer's home page to the Global Administrator Management Console login page may cause the browser to hang.**

  This problem has been observed on systems running Internet Explorer 8 and Windows Server 2003. The browser may hang if any of the following is specified as the browser's home page:

  > http://localhost/ioadmin

  > http://<IP address>/IOAdmin/Login.asp

  > http:/127.0.0.1/IOAdmin/Login.asp

  Workaround: Choose **Tools > Internet Options**, and in the Home page section, click **Use blank** or specify another site, for example your company's home page.