

Allworx Call Assistant Release Notes

(Release 1.0.1)



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Introduction

Who Should Read This Document

This release note should be read by VARs, System Administrators, and End Users participating in the Beta program for the Call Assistant Software. Included in this document are:

- Important Installation Tips
- Descriptions of features available in the Call Assistant Software Release 1.0.1.
- List of known defects

What this Document Is and What It Is Not

This document is an overview of the new Call Assistant Software.

This document does not describe how to install the software or go into detail on how to make the functionality work. The Call Assistant Installation and Call Assistant Quick Reference documents provide those instructions.

Allworx System Software Compatibility

Server Software*	Phone Firmware**	Call Assistant
6.0.4.5	1.5.2.1	1.0.1

*The Call Assistant Software is compatible with both the 6x and 10x Allworx Servers.

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

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.

Call Assistant Software Features Released in 1.0.1

1. My Calls View
2. Directory View
3. Outside Line View
4. Directory entries can be sorted
5. Double-click default actions have been added

My Calls View

The My Calls View shows all calls currently being handled at the operator's extension. The following fields are shown for all incoming and outgoing calls associated with the operator's phone:

- Status of a call (Ringing, Active, On Hold, Parked, Ended)
- Call (Caller ID, Name and Number, if available)
- Line/Type (displays the 'Line' or 'Call' Appearance from the operator's phone for an inbound or outbound call).
- Time (elapsed time of the call in its current state).

Directory View

The Directory View displays all extensions/handsets configured in the Allworx System. Extensions for Allworx VoIP or analog handsets are displayed as follows:

- Green – Ringing
- Red – In use
- Gray – Idle
- Amber – Do Not Disturb

Outside Line View

All incoming lines (both CO Line Appearance and SIP Line Appearance) which have been designated for the operator by using the Programmable Function Keys are displayed in the Outside Line Area. The line status is displayed as follows:

- Green – Ringing
- Red – Active
- Gray - Inactive

Directory Entries Can be Sorted

Both the Extensions and Name Header sections in the Directory View can be sorted by clicking on the headings. Extensions are sorted numerically and Names are sorted alphabetically.

Default Actions have been Added

By double-clicking on a 'Parked Call', the default action will be to answer the call. By double-clicking on on a 'On-Hold' call, the default action will be to resume the call.

Third Party Compatibility Issue

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.