

# Allworx Call Assistant Release Notes

Release 2.3.8



No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise without the prior written permission of Allworx

© 2010 Allworx Corp. All rights reserved. Allworx, a wholly owned subsidiary of PAETEC Holding. All other names may be trademarks or registered trademarks of their respective owners.

## Table of Contents

Introduction .....	1
Who Should Read This Document .....	1
Important Installation Information .....	2
System Requirements .....	2
Logging In .....	2
New Features .....	3
Release 2.3.8.....	3
Release 2.3.5.....	3
Fixed in 2.3.8 .....	4
Known Issues .....	5

- This page intentionally left blank -

## Introduction

Included in this document are:

- Important Installation Tips
- Descriptions of new features available in Call Assistant 2.3.
- Problems fixed
- Known issues and limitations

## Who Should Read This Document

These release notes should be read by VARs, System Administrators, and users of Call Assistant.

## Important Installation Information

1. The Call Assistant application can be found on our website: [www.allworx.com](http://www.allworx.com). Follow the links to Portal Login > Support & Training > Software.
2. These Release Notes can be found on our website: [www.allworx.com](http://www.allworx.com). Follow the links to Portal Login > Support & Training > Software > Allworx Call Assistant.
3. The Call Assistant feature key will need to be installed on the Allworx Server.

## System Requirements

- Allworx server running software release 7.0 or higher. Release 7.2 or higher is required to take advantage of new features.
- Allworx IP phone with firmware 2.0 or higher. The phone firmware is included in server software release 7.0 or higher.
- Microsoft Windows XP Workstation (32-bit) , Windows Vista (32/64-bit) , Windows 7 (32/64-bit)
- Hard disk with 37MB of free disk space.
- Monitor resolution: 1024x768 (minimum); Small fonts.

## Logging In

- The user must be assigned to an Allworx IP phone.

## New Features

### Release 2.3.8

#### Call Recording Permission

Users must have permission to record calls using the Call Assistant. Permission to record calls is controlled by a user setting on the Allworx server. By default, recording is allowed. Release 7.2 or higher is required to be able to deny permission to record calls.

#### Support for Windows 7 and 64-bit Operating Systems

Call Assistant can be used with the following operating systems:

- Windows XP, 32-bit
- Windows Vista, 32-bit and 64-bit
- Windows 7, 32-bit and 64-bit

### Release 2.3.5

#### Switchboard: Favorites Tab

The Favorites Tab behaves similarly to the Directory tab but with the ability to choose which extensions to display as well as the ability to add external numbers. The Favorites tab can include any of the following items:

- User Extensions
- System Extensions
- System Speed Dial Numbers
- Auto Attendants
- Call Queues
- Call Monitors
- Custom External Phone Numbers

Fixed in 2.3.8

None

Fixed in 2.3.5

Defect Number	Problem Description
4503	The duration of calls displayed in the Active Calls tab and the call wait time displayed in the Call Queues tab does not begin updating for up to several minutes.
4523	The start time for calls displayed in the Active Calls tab is off by one hour during the first three weeks of daylight savings time and the last week of daylight savings time.
5221	Users get a fast busy signal when using the Intercom to call user and system extensions. Occurs only if the user/system extensions range is 5000-6999.



## Known Issues

Defect Number	Problem Description
3075	Norton's Internet Worm Protection Software must be disabled when using Call Assistant. If enabled, the Call Assistant login process will not work properly and the Norton security alert will display, repeatedly.
3376	Call Assistant is limited to a combination of 39 Programmable Function Keys and Call Assistant appearances even though it is possible to configure 40 on the server.
4528	With SIP trunks, the dialed number information that is displayed in the My Calls Call field and Call History Number field is the caller ID information provided by the SIP provider rather than the actual dialed number. Redialing from the History tab may not connect the call.