Release Notes for NBX® R6.0.49

August 2007

V3000 Analog and V3000 BRI
V3001R
NBX 100
V5000

Important Notes

CAUTION: Do not disconnect power during a system boot operation after a software upgrade.

On rare occasions, a system software upgrade includes an upgrade to the system's flash memory image. The flash upgrade occurs during the boot operation following a system software upgrade. If you disconnect power during the flash upgrade, the boot software may become corrupted and the system will need to be returned to 3Com for repair. As the flash upgrade progresses, the system Console displays these messages:

```
Upgrade Older PROM
Upgrading NCP Flash ....
Number of attempts to upgrade the flash = 1
NCP Flash Upgrade Complete
```

CAUTION: 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards can have their flash memory corrupted if you remove power from the cards or remove the cards from the NBX chassis while they are receiving their download after a system upgrade.

TAPI Upgrade: If you upgrade your NBX system to NBX R6.0, and you use the NBX TAPI Service Provider, you MUST also upgrade your TAPI Service Provider (NBXTSP) to the latest version.

License Note: NBX R6.0 is a major release of system software and requires a chargeable license key to enable it. This license key is pre-installed on new systems at no charge. If you are upgrading the software of an existing system, you must purchase and enter an NBX 6.0 license key into the NBX NetSet™ utility to fully enable the R6.0 software. (3C10503 is the SKU required.) The system allows you to install the R6.0 license key prior to or after you install the R6.0 software on the system. If you are running any previous release of NBX system software, you need purchase only the R6.0 license to upgrade. For upgrade instructions, see the *NBX System Software Upgrade Instructions* on the NBX Resource Pack DVD.

Internet Explorer 7.0: NBX R6.0 has not yet been tested with Microsoft Internet Explorer 7.0.

NBX Call Reports: The Call Data Record format has changed at NBX R6.0. If you are using NBX Call Reports R5.0 or lower, and you want to continue to use NBX Call Reports to view calling data for the new NBX R6.0 features, you must run your final report using your existing version of NBX Call Reports, purge existing call data, and then upgrade to NBX Call Reports R6.0. For detailed instructions, see the *NBX System Software Upgrade Instructions*.

Desktop Call Assistant and **Complement Attendant Software:** The optional DCA and CAS applications have been updated for NBX R6.0. If you currently use these applications, update them to the R6.0 versions to take advantage of the new features in NBX R6.0, such as enhanced Supervisory Monitoring.

3105 Attendant Console 3C10405B: NBX R6.0 supports an updated version of the 3105 Attendant Console. The 3C10405B Attendant Console has these differences from the 3C10405A:

- During power-up, the 3C10405A Attendant Console lights an LED during the power-up sequence, but the 3C10405B Attendant Console shows a series of flashes in the Shift light bar. To observe the power-up sequence status, attach a serial port connection from a PC to the Attendant Console and using a HyperTerminal connection (see the *NBX Administrator's Guide* for more information).

- On the 3C10405B, HyperTerminal commands that include an argument must have quotation marks around the argument string. The quotation marks are not used with a 3C10405A. Commands are case-sensitive on both devices. For example:

   3C10405A command: nbxSetNcpIpAddress 192.168.100.123
   3C10405B command: nbxSetNcpIpAddress "192.168.100.123"l

   You can use the nbxShowConfig command to verify the device configuration.

Applications in NBX R6.0

NBX R6.0 supports these optional applications:

- NBX Complement Attendant Software R6.0
- NBX Multisite Backup R6.0.1
- NBX ConneXtions Gateway R4.0.1
- NBX pcXset™ Soft Telephone R6.0.5
- NBX Media Driver R6.0.8
- 3Com IP Messaging Module R7.1
- 3Com IP Conferencing Module R7.1

- NBX TAPI Service Provider R6.0.5
- ACD Desktop Statistics R6.0
- NBX Desktop Call Assistant R6.0.2
- NBX Call Reports R6.0.8
- NBX Dial Plan Editor R6.0.1
- 3Com Telephone Local Configuration Application V1.4.5

New Features in NBX R6.0

V3001R — The 3Com V3001R (3C10602A) is the new high-end NBX platform. The V3001R features a standard redundant power supply, an optional disk mirroring system, 512 MB of memory, and more processing power than any previous NBX system.

V3000 BRI-ST — The 3Com V3000 BRI-ST (3C10601A) extends the NBX family by providing ISDN BRI telephony connectivity to small organizations while lowering the cost and complexity of an initial deployment by offering integrated call management, voice mail, and central office connectivity in one self-contained platform. The system features 4 ports / 8 channels of BRI connectivity (2 ports are enabled by default with the additional 2 ports/4 channels requiring a license – 3C10166) and 2 analog (FXS) ports. An optional memory upgrade enables the V3000 BRI-ST to support up to 1500 devices and is also required if the system will be used in SIP (Session Initiation Protocol) mode.

NBX BRI-ST Card — The NBX ISDN BRI-ST (Basic Rate Interface) Digital Line Card (3C10164D-ST) is a refreshed version of the NBX BRI card. It has 4 ports / 8 channels of connectivity for ETSI compliant central office connectivity. The new card supports all of the audio compression codecs available on the NBX system, including G.729. The card also supports DHCP option 184.

3Com 3108 Wireless Telephone — The 3Com 3108 Wireless Telephone is a high-quality, color-display, high-security, wireless (802.11d), clamshell-type VoIP telephone. The 3108 Wireless Telephone uses SIP as the control protocol. The 3108 operates with an NBX system that is running in SIP mode.

SIP Mode Operations — An NBX system running R6.0 can operate using the NBX control protocols (3Com call control mode) or it can operate in SIP mode. In SIP mode, 3Com devices such as telephones and line cards, communicate with the NCP using 3Com call control mode and SIP devices, such as the 3Com 3108 Wireless Telephone, generic SIP phones, and SIP gateways and servers, communicate using IETF RFC 3261 (SIP: Session Initiation Protocol). (The NBX system must have the maximum memory configuration. SIP is not supported on NBX 100.)

Updated NBX NetSet Utility — The user and administrator portals of the NBX NetSet utility have been redesigned for NBX R6.0. Tasks have been reorganized and simplified to provide easier navigation and easier access to information. The user portal interface has been localized. Users can view their personal settings in an interface that has been localized into Mexican Spanish, Italian, or Brazilian Portuguese. The user portal interface complies with the accessibility guidelines of Section 508 of the Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998.

Brazilian Portuguese — The Brazil Country Pack now includes localized user documentation and voice prompts in addition to the tones and cadences.

Automatic Call Distribution (ACD) Enhancements — NBX R6.0 extends the NBX ACD feature. R6.0 includes these ACD enhancements:

- o   Least call count call distribution — The agent who has handled the fewest calls gets the next call.

- o   Calling groups call distribution — A single call rings on all phones of the ACD Group.

- o   Multiple group membership — An agent with multiple skills can be part of multiple ACD groups and receive a uniform number of calls.

- o   ACD shifts — You can break down calling statistics into meaningful chunks.

- o Announcements — NBX 6.0 supports three new ACD announcements: Estimated Wait Time, In-queue Exit, and Group Closed announcements.

- o Wrap-up time — An agent can perform administrative tasks after a call.

- o Streaming data for external application integration — ACD data can be streamed over a TCP socket. NBX 100 systems do not support streaming ACD data.

- o ACD Desktop Statistics — This new Windows client application allows supervisors to monitor ACD activity in real time. NBX 100 systems do not support real-time streaming statistics for ACD groups and their agents.

User Button Mappings — The NBX administrator can allow users to configure button mappings on their own phones.

License Backup Enhancement — A system's license keys are now automatically included in a system configuration backup, eliminating the need to manage this step independently.

SNMP — NBX R6.0 supports the Simple Network Management Protocol (SNMPv1, SNMPv2c, and SNMPv3) for remote fault notification and performance monitoring.

Supervisory Monitoring — NBX R6.0 includes these Supervisory Monitoring enhancements:

- o Monitoring of all types of calls — Incoming, outgoing, and non-ACD calls can be monitored.

- o Simplified monitoring — New "domains" define logical groupings. A Privacy List lets you specify users, Hunt groups, ACDs, or TAPI Route Points that cannot be monitored.

- o Call privacy — If the NBX Administrator assigns a user to a CoS group that allows Call Privacy, the user can prevent a current call from being monitored.

- o Enhanced security — The NBX admin log is updated whenever the NBX administrator enables or disables supervisory monitoring system-wide, when a domain is added, modified, or deleted, or when someone attempts to view domain reports or monitor another user using the wrong password.

WhisperPage — The WhisperPage feature allows you to dial an NBX extension that is involved in a conversation with another person and speak to the extension owner without the other party on the call being able to hear you.

Camp On with Call Transfer — A user can queue a transferred call to a destination extension that is already in use.

Camp On Direct — You can initiate Camp On to directly queue a call on to a destination extension that is in use or busy.

Automatic Callback — A user can request a call back from a destination extension that is in use or unanswered.

Syslog Support — The Syslog protocol provides a transport mechanism that allows a device to send event notification messages across an IP network to a server that acts as an event message collector.

New File System — The new file system is more robust in the event of an unexpected system shutdown, more versatile, and easily upgradeable to support future improvements. New V3000 Analog, V3000 BRI-

ST, and V3001R systems that ship from the factory with R6.0 or higher run the new file system. NBX systems running a system software version earlier than R6.0 continue to use the older file system after upgrading to R6.0. A new field on the NBX NetSet System Settings page indicates the file system version that is in use.

Periodic Timestamp on Console (HyperTerminal) — The PTOC feature sends a timestamp to the NBX system console port at an interval you set. If the system experiences a problem, the timestamp messages appear in any data capture taken from the console port, providing an approximate time when the problem occurred.

Simple Network Time Protocol (SNTP) — SNTP provides an automated method of synchronizing the time and date of an NBX system with a central network time server.

Wideband Audio — Wideband audio extends the frequency range of call audio for internal and VTL calls, which results in a more natural and intelligible conversation. Wideband audio allows users in digital end-to-end networks to experience speech quality that approaches face-to-face communication. Wideband audio is available for internal, VTL, and SIP calls on the 3102B Business Telephone, the 3103 Manager's Telephone, and the 3101B Basic Telephones.

Codec Control — The NBX NetSet utility gives you increased control on how you manage the balance between voice quality and bandwidth by allowing you to prioritize how a connection chooses one of the codecs available in the NBX system.

North America Daylight Saving Time Enhancements — In 2007, Daylight Saving Time will be observed in the US from the second Sunday in March to the first Sunday in November. The NBX software will handle the new DST time changes and adds four new Canadian and three new Mexican time zones.

CSV File Import — Allows the NBX administrator to import and export select fields of user and device data.

Accessibility — NBX R6.0 adheres to the Section 508 guidelines by implementing these features:

- o Support for calls between TTY users when using commonly used standard TTY signaling protocols

- o TTY prompt support so that TTY users can interact with the voice mail and auto attendant applications directly

- o Large Fonts on telephone display panels

- o Accessibility features in the NBX NetSet utility and user documentation

Unified Visibility Across Multiple NBX Systems for Desktop Call Assistant and Complement Attendant Software — Users can download directory information from multiple NBX systems and dial extensions on any of these systems.

Paging Zones — The number of Paging Zones has increased from 9 to 16.

RoHS Compliance — As of July 1, 2006, all 3Com devices put in the market within the European Union meet RoHS requirements, and NBX R6.0 supports these new 3Com devices. RoHS is the Reduction of Hazardous Substances Directive, EU Directive 2002/95/EG, which mandates that electrical and electronic products (EEE) put in the market within the European Union (EU) shall contain restrictive levels of these substances:

- Lead (Pb)

- Cadmium (Cd)
- Mercury (Hg)
- Hexavalent Chromium (Cr6+)
- Polybrominated Biphenyls (PBB)
- Polybrominated Diphenyl Ethers (PBDE)

RoHS devices supported in this release are:

- 3C10399B – 3100 Entry Telephone
- 3C10401B and 3C10401SPKRB – 3101 Basic Telephone
- 3C10402B – 3102 Business Telephone
- 3C10403B – 3103 Manager's Telephone
- 3C10405B – 3105 Attendant Console
- 3C10400B – NBX Analog Terminal Adapter

Problems Corrected in NBX R6.0.49

- A busy signal for an NBX call over a SIP trunk that is routed to the main NBX PRI now lasts 24 seconds. (ID 48130)

- If an agent does not answer a call to an ACD, and the call is transferred to a second agent, the first agent's call log no longer lists the call as a missed call. (ID 52151)

- When an agent in an ACD misses a call, the agent's telephone lists one missed called in the Missed Calls log and not two missed calls. (ID 52150)

- You can reset a WAV port when using Executive Assistant. (ID 47629)

- In NetSet, when you click **Telephone Configuration** > **Telephones** > **Add**, the Telephone Type drop-down list includes *Citel/Norstar Phone*, which allows you to add either of these third-party telephones. (ID 48023)

- When using Executive Assistant, users calling into an ACD group hear Music on Hold. (ID 47783)

- Agents that are members of multiple ACD groups can accept calls. (ID 47469)

- Calls to an agent in a hunt group are recorded in the agent's telephone call log. (ID 48060)

- Telephone call logs display a hunt group's name, as well as the extension number. (ID 48020)

- You can include commas in offsite notification fields to insert a delay before the system continues to dial any subsequent numbers. (ID 48088)

- Polling an NBX system no longer causes the SNMP task to suspend operation. (ID 47816)

- In NetSet, if you set the System-Wide Audio Settings to *Lowest Bandwidth Utilization*, the 3C10114C Analog Line Card uses the G.729 codec. (ID 47904)

- CDR no longer reports a negative number in the call duration field. (ID 46602)

- If you delete the name of a WAV device, NetSet displays voice mail messages and the telephone indicates the correct time. (ID 47824)

- NetSet no longer displays an error message if you enter a call coverage string such as "500FAAAAA4#(*extension number*)#*F" for a hunt group. (ID 48024)

Problems Corrected in NBX R6.0.47

- A call to a hunt group that is transferred to an extension, which is configured so that calls go to voicemail after 4 rings, is no longer dropped. (ID 47622)

- Third-party SIP phones now count as Group 1 devices in the licensed total. (ID 47887)

- The system no longer suspends operations when you invoke multiple instances of the ACD Desktop Statistics client application. (ID 47691)

- If you use ports 3 and 4 simultaneously on a 3C10114C Analog Line Card with G729 compression, you no longer hear a high pitch noise. (ID 47858)

- An NBX call over a SIP trunk that is routed to the main NBX PRI receives a busy signal if the called number is busy. (ID 47676)

Problems Corrected in NBX R6.0.46

- The system no longer suspends operations if it receives packets on port 1027. (ID 47703)

- The system no longer assigns a duplicate Global Call ID, which caused incorrect totals in CDR reports. (ID 31099)

- The CLI command GetCurrentVAILState on a SIP-mode system no longer hangs. (ID 45959)

- The PRI console no longer displays " DSPDriver I RTP Bad SourceUDP 51000 51001 F:0000 VDN:23" when you make an outgoing call from a SIP phone. (ID 47886)

- The system no longer occasionally displays "connect: Error #61" if you are using IE 7.0 on a SIP-mode system (ID 46365)

- You can now answer a call on a 3103 telephone that is the primary bridged extension and has the ring value set to NO. (ID 47663)

- You can now set the external page alert volume to zero to turn off the volume of the external paging tone. (ID 47499)

- The system no longer suspends operations when it is in SIP mode. (ID 47649, ID 46910, ID 47681)

- The nbosslog.txt file no longer displays the "bMWBState: NULL pMWBStateInfoTable" message for SIP-mode systems. (ID 47551)

Problems Corrected in NBX R6.0.44

- The *Send to Phone Number* field on the *In Queue Digit Settings* section of the Announcements page (from NetSet, click **Call Distribution Groups** > **ACD Groups** > **Extension** >**Announcements**) no longer accepts alphabetic or special characters, and now provides an error message if you complete the field incorrectly. (ID51054)

- If you register a SIP telephone and then attempt to disable SIP on the NBX system, the warning message now lists the SIP telephone as being unsupported in NIP mode. (ID 50689)

- Agents that are members of two ACD groups no longer receive calls from the first ACD group only. Calls are now sent from both ACD groups to available agents.(ID47468)

- 3C10116D T1 and 3C10165D E1 cards no longer stop operation and report Audio Dropped No MBLKS errors. (ID47443)

- A SIP-mode NBX system now sends an acknowledgement when performing a blind transfer. (ID47403)

- An upgrade to a new V3000 system with the NBX FSV2 file system no longer times out while loading the .taz file. (ID47329, ID 47330)

- If an agent is logged out of an ACD or hunt group, the missed call count no longer increases. (ID 47183)

- If a telephone user calls the Auto Attendant and requests a transfer to a hunt group at which there is no answer, the telephone user now hears ring-back when the call is transferred to a second hunt group. (ID47152)

- 3Com ExecutiveAssistant no longer indicates that all ports are busy when you attempt to dial a hunt group to record a call within 2 seconds. (ID47017)

- CDR entries no longer display the call duration time as a negative number. (ID 46602)

- The 3Com ExecutiveAssistant Sentry application now behaves as expected when a call is transferred from the Auto Attendant to a hunt group. (ID46527)

Problems Corrected in NBX R6.0.40

- If a 3103 Manager's Telephone displays call logs and an Attendant Console is associated with another 3103 Manager's Telephone, the call log display on that second 3103 Manager's Telephone no longer is activated when you press the transfer button on the Attendant Console. (ID 47227)

- If a 3103 phone has the call logs display on and a DSS/BLF is associated with another 3103 phone, hitting the transfer button on the DSS/BLF causes the call display to be activated on the second 3103 phone.

- When you use the ACD password-protected logon, the CDR application no longer retrieves all CDR records. It retrieves ACD records only. (ID 47327)

- The CDR Notes field now reports type of call information. (ID 47213)

- On an NBX system that is running in SIP Mode, calls from an Analog Line Card to an IP Messaging auto attendant that are transferred to a phone will now have Caller ID if the nboss.cfg file has been edited. Contact 3Com Customer Support for information on editing the nboss.cfg file. (ID 29087)

- You can now change a TAPI route point password if the administrator password contains non-numeric characters. (ID 46803)

- The status of the last 5 calls are now correctly displayed in the NBX NetSet utility on the Analog Line Card status page. (ID 46800)

- Caller ID information is now correctly received on analog lines that have a low impedance. (ID 46988)

- On an NBX system that is running in SIP Mode, a caller from an internal extension will not hear a beep on calls to an IP Messaging Auto attendant. (ID 46874)

- On an NBX system that is running in SIP mode, a busy signal is now returned on a call from one NBX system to another that does a hopoff onto a PRI line to a busy phone. (ID 46841)

- Ringing is now heard on an outbound call over a PRI line from a SIP telephone. (ID 46901)

- On an NBX system that is running in SIP Mode, a call over an Analog Line Card port or a PRI line no longer hears occasional random DTMF tones. (ID 45893)

- The NBX NetSet utility now correctly displays telephone groups when the number of groups exceeds 50. (ID 46807)

- External paging now works correctly if the "Low bandwidth" option is enabled on the Systemwide Audio Settings page in the NBX NetSet utility. (ID 46782)

- A 3Com 3108 Wireless Telephone no longer receives an immediate busy signal when dialing a long distance number and the CO sends back an "Interworking Unspecified" cause code. (ID 46757)

Problems Corrected in NBX R6.0.35

- 3Com 3102 Business Telephones (3C10402B) can no longer be configured with an invalid IP address or MAC address during manual configuration. This issued occurred when an octet had a value of 64 or 65. (ID 46771)

- Users can now change their telephone button mappings if the administrator has mapped a call park number to a button using the line/extension button mapping type. (ID 46670)

- When a low ERL comes in from the CO on an Analog Line Card, audio is no longer garbled. (ID 46597)

- When the China country pack is enabled, analog line cards no longer disconnect immediately. (ID 46637)

- The Disk Mirroring Disk Status screen in the NBX NetSet utility now shows the correct value for "Synchronized" on the V3001R. (ID 46668)

- An ACD agent in Most Idle Agent status no longer stays in wrap up mode. (ID 46654)

- The system no longer becomes unstable due to an invalid pointer value. (ID 46641)

- When NBXTSP activates or deactivates Call Forward, the NBX system no longer suspends operations momentarily. (ID 45877)

- Norstar and Meridian phones that are connected to the NBX system through a Legacy Link gateway card now play Whisper/Monitor/Barge tones. (ID 24472)

- Enabling low bandwidth for Citel analog phones no longer stops status updates.

- The telnetd process no longer suspends on the 3C10116D board when using 3Com Network Supervisor. (ID 46519)

- Creating a large number of auto attendants and importing prompts no longer causes the temweb process to suspend and the NetSet utility now shows all of the prompts. (ID 46632)

- The T1/E1 cards no longer stop operation due to a memory leak when Music on Hold was enabled. (ID 46574)

- On a outside call that is blind transferred to a 3103 Managers Phone that is Primary bridged extension, you now get the Caller ID of the original caller instead of the transferring party's Caller ID. (ID 46470)

- NBX calling data no longer shows a large negative number in the Call Duration field after the call has been monitored by a Supervisory Monitoring session. (ID 46420)

- On telephones connected to an NBX 100 system, the telephone display panel Directory list is now being updated after the NBX administrator adds a new user. Previously, a system reboot was required. (ID 46557)

- ACD Status and Agent membership lists in the NBX NetSet utility are now able to show more than 100 agents. (ID 46573)

- On a system with the UK county pack installed, for a call that comes into the auto attendant through the PRI "D" card and is then transferred, the caller will hear a UK ringback tone instead of a US ringback tone. (ID 46521)

- The message: `ew BuildRepeateForm : repeats exceed maximum` no longer appears in cfglog.htm when there are more than 300 devices connected to the system. (ID 46510)

- You can now enter `500FAAAAA4#1002#*F` on a telephone to forward a call to another user's voicemail. (ID 46486)

- South Africa dial plans have been changed to comply with the new dialing rules implemented in January 2007. (ID 46462)

- When you log into the NBX NetSet utility as a user, and then click the Directory menu item, you see all other users on the system except users who have been marked as "Exclude from LCD directory" by the administrator. If the user clicks the printer icon, the directory list no longer includes the excluded users. (ID 46446)

- A user of a 2101 Business Telephone no longer hears ringing in the background while retrieving a transferred call. (ID 46386)

- A PRI call that goes over a VTL via the dial plan no longer results in no beep or a truncated beep after the message if the call goes to the user's voice mail. (ID 46370)

- There is now ringback when a call to a Hunt Group from an outside PRI line is transferred to a phone that has call coverage to another Hunt group. (ID 46269)

- The CDR field "P1 Dial Digits" no longer displays all dialed digits. (ID 46327)

- 3Com telephones can now add two SIP phones or gateway callers to a 3 way conference. (ID 46455)

- Calls coming in through the auto attendant no longer activate Handsfree mode. (ID 46431)

Problems Corrected in NBX R6.0.31

- If an analog telephone extension is a member of an ACD Group, and the Analog Terminal Card port or the Analog Terminal Adapter of that extension is "unknown," delayed announcements for that ACD group now work for all members of the ACD Group. (ID 46147)

- On an NBX system running in SIP mode, the Auto Attendant now recognizes digits pressed during a conference or transfer. For example:

  - User A dials extension of User B.

  - User B answers the call and then presses the Conference button on the phone and enters the number of an external line, which is connected to another NBX system.

  - User B will reach the auto attendant and be prompted for the destination extension. The Auto Attendant will now recognize the digits entered by User B.

  (ID 45809)

- Call Detail Records now show 0 and no longer show a 1 in the CallComplete field for busy/unanswered calls. (ID 33388)

- The NBX system no longer sends Music-on-Hold (MOH) traffic to the music multicast group, which caused excessive network traffic. (ID 46150)

- A corrupted mailbox no longer causes the system to become unstable. (ID 46376)

- Newly discovered digital line cards are now consistently initialized. (ID 45937)

- Messaging ports no longer occasionally become locked during playback of a voice mail message or an auto attendant prompt. (ID 46036)

- Voice mail ports no longer lock up under either of the following conditions:

  - Start a voice mail session by pressing the Message button on a phone, either listen to a message or record a message, and then put the call on Hold.

- Dial 500, choose the Name directory, and then put the call on Hold.

  (ID 33312)

- A SaveCore operation no longer causes the NBX NetSet utility to become unresponsive until the operation is complete. (ID 46043)

- In the user portal of the NBX NetSet utility, the System Group Settings > Supervisory Monitoring tab no longer shows that a user can be monitored even when the Supervisory Monitoring feature is disabled system-wide. (ID 45928)

- The lineGetDevStatus() function now shows the number of active and held calls for a SIP device monitored via TAPI. (ID 33148)

- When a monitored extension receives an incoming call from a VTL extension and then transfers that call to another VTL extension, a TAPI application now routinely receives confirmation that the transfer was completed (idle notifications, etc.). (ID 29928)

- The NBX system now handles codec incompatibilities gracefully when connecting to Music-on-Hold with a SIP telephone. (ID 46395)

- Blind transfers that involve Rev B telephones, bridged extensions, and SIP gateways no longer result in no audio. (ID 46378)

- Phones/Wav channels that are in a Hunt group and go offline and then come back online now continue to receive calls. (ID 46211)

- The Agent Extend feature now works correctly when invoked from a 3103 Managers Phone that is controlled by Desktop Call Assistant. (ID 41477)

Problems Corrected in NBX R6.0.15

- When on a PRI call, a user no longer experiences one way audio. The workaround was to put the phone on hold and then off hold. (ID 46301)

- A listener no longer hears echo when speaking to someone who is using a 3103A or 3103B Managers Telephone or a 3102 Rev B Business Telephone that is on speaker phone.

- The 3C10400B Analog Terminal Adapter no longer produces distorted audio after the device has been turned on but no hardware or software reset has been done.

- The *NBX Administrator's Guide* now includes complete information on how to set up an NBX system to support TTY callers. (ID 46156)

Problems Corrected in NBX R6.0.14

- On a V3000 that is running the new file system, NBXFSV2, an attempt to record a morning greeting a second time no longer fails with the message, "Could not record. Please try again later." (ID 46184)

- Calls that are handled by an NBX Analog Terminal Adapter (ATA) or by a Legacy Link (Citel) Card are now able to talk to an IVR system. (ID 46508)

Problems Corrected in NBX R6.0.13

- Support for the V3000 BRI and 3C10601B BRI Cards has been updated so that BRI channels no longer sometimes fail to initialize or go offline after a call when connected to a PSTN line that deactivates the D channel when not in use. (ID 46160)

Problems Corrected in NBX R6.0.12

- The extend wrap-up time feature no longer causes an extension to be disabled from further participation in calls to the group. (ID 45821)

- The ACD Desktop Statistics field that displays the state of the call is now accurate. For example, a call comes into an ACD Calling Group that is configured with some wrap-up time. The call is answered. After the agent hangs up, the ACD Desktop Statistics display no longer shows the other group phones to be in ringing state. (ID 45852)

- When you hang up after making a call from the TSP tab of the Media Driver Configuration wizard, the program no longer suspends operations. (ID 45952)

- When the pcXset™ Soft Telephone Client is installed on a PC with a processor speed of 800 MHz or lower, calls that use the G.729 codec can have unacceptable audio quality. To support the pcXset Soft Telephone Client, 3Com recommends a PC with a processor speed of at least 1.8 GHz. This information has been added to the online Help for the pcXset configuration wizard. (ID 32710)

- The pcXset Soft Telephone Client online Help now includes the correct descriptions of the keyboard shortcuts to access system appearance buttons. (ID 32918)

- When a forwarded call arrives at an extension that is a primary bridged extension, the call reason information returned via lineGetCallInfo() now indicates that the call was forwarded.
(ID 33048, ID 33049, ID 33050)

- The Ethernet 2 port on the V3000 BRI now functions as a redundant uplink port in the event of a link failure on Ethernet 1. (ID 45906)

Problems Corrected in NBX R6.0.6

- The Application LCD Text (ALCD) feature allows a TAPI application to replace part of the display on a LCD-equipped 3Com phone with a string. An ALCD string should be sent only when a call is offering, proceeding, or connected. A "success message" (NBXUPDATELCDFORCALL_COMPLETED) is no longer erroneously returned by the NCP to the TAPI application when the phone is in DIALTONE state. The NCP now returns NBXUPDATELCDFORCALL_NOTONCALL. (ID 29557)

- If you park a call from a 3103 Managers Telephone and then unpark that call from the same telephone, ALCD text now appears on the telephone's display panel. (ID 25008)

- You can now use a phone that is associated with a computer running Desktop Call Assistant to invoke the Message Waiting Indicator (MWI) and the Supervisory Monitoring features. (ID 29430 and ID 29432)

- You can now use a phone that is associated with a computer running Complement Attendant Software (CAS) to invoke the Message Waiting Indicator (MWI) feature. (ID 25237)

- The Hold, Transfer, and Conference buttons no longer stop working on a 3103 Manager's Telephone during the following conditions:

  - Place a call from 3103 phone to another phone. Press the soft key for the Actions icon on the right to display the Actions menu. Press the soft key for the system appearance button on the left. The Actions menu screen disappeared but the Hold, Transfer, and Conference buttons would stop working and the Actions menu option disappeared.

  - The same situation occurred if you pressed the system appearance button while you had the Directory menu or the MWI Retrieve menu active on a 3103 Manager's Telephone. (ID 25258)

- A 3103 Managers Telephone now displays the Caller ID name when an external call comes in through a Hunt Group. (ID 31188)

- When one telephone is actively using the display panel Directory feature, changes made by the NBX administrator are now available to other telephones. (ID 31336)

- If you install the Complement Attendant Software application (CAS) but you do not install the NBX TAPI Service Provider (NBXTSP), and you elect to launch CAS after the installation is complete, CAS no longer fails to start. (ID 25240 and ID 24547)

- On an NBX 100, switching a call from the speaker to the handset no longer occasionally results in one-way audio. (ID 32498)

- 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards now support the NBX IP On-the-Fly feature and you no longer need to assign a static IP address or use DHCP to assign an IP address to the cards. If you want the cards to use IP On-the-Fly, you must remove the static IP address. (ID 3700)

- Global Call IDs no longer appear more than once in call reports. (ID 31099)

- When a Primary Bridged Station Appearance drops off a conference call that is being carried by a Virtual Tie Line (VTL) connection, the other two parties on the conference no longer lose audio or experience one-way audio. (ID 29446)

- Original Caller ID information does not replace ALCD text when a Menu is active on the telephone display panel.

    For example:

    – The system sends an ALCD text string to a user on an active call. The user interacts with the menu interface on the display panel and then finishes using the menu.

    – When the user exits from the menu system on the phone, the ALCD text instead of the original Caller ID appears on the display panel.

    This features works as designed and is now documented correctly in the *NBX 6.0 TAPI Developer's Guide*. (ID 25267)

- The lineMakeCall() TAPI function no longer fails to return when a call is attempted on a newly initialized line whose phone is either already in use or offline. An error code will be returned instead indicating that the line is in use or unavailable. (ID 29929)

- The NBXTSP no longer occasionally hangs when an application deallocates a call that is not in the idle state with lineDeallocateCall(). (ID 45858)

Known Anomalies and Considerations in This Release

3Com Telephones

- On a system where Account Codes are required, if you initiate a conference or a transfer that includes an external number using a 3103 Manager's Telephone, the display panel displays an incorrect error message. For example, you use a 3103 Manager's Telephone to place an internal call, and then you initiate an external conference or a transfer to an external number. At the prompt, you enter the destination number and press the soft button to complete the operation. An error appears: "Make Call First." The error message is soon replaced with a prompt asking you for an account code. If you enter a valid account code, the operation continues. However, the screen does not prompt you to complete the operation. (ID 24726)

- When an application sends LCD text to a 3103 Manager's Telephone while it is displaying a priority message, such as "Transfer Timeout," the application text does not appear on the phone and no error message is returned to the application. (ID 29938)

- On 3101SPB telephones (3C10401SPKRB), the Hold and Message buttons cannot be used to enter hex digits E and F respectively when you are manually entering a MAC address using the Telephone Local User Interface. (ID 32803)

- When a 3108 Wireless Telephone is on a call that uses the G729 codec, there can be a slight delay of up to a few seconds between the time when the user presses a button on the phone and the response from the NBX system. (ID 33198)

- A telephone can stop responding when you go on hook and off hook while performing an internal page. (ID 33326)

- A semi-attended call transfer fails on a 3108 Wireless Telephone. (ID 33359)

- On a 3Com 3108 Wireless Telephone, if you hold the red button down too long when you hang up a call, the phone powers off. (ID 33443)

- EAP (802.1x authentication) packets do not pass through the 3103, 3102, or 3101 Rev B series telephones. If a user has a PC attached to the switch port on one of these telephone models, that PC will not get authenticated. (ID 46109)

- On a call from one extension to a 3103 Managers Phone on the same system, if you press the MSG button on the calling phone, the 3103 shows VM string of 5000F. (ID 46354)

- Callers hear DTMF if the remote party presses the MSG button. For example, Call from A to B. After B answers, B presses the MSG button. B hears the DTMF tones. (ID 46355)

- Error code 712b appears on the telephone display panel and there is no audio when 2 phones are connected together in a SIP mode NBX system. For example, Phone A is plugged into Phone B's PC jack. Phone A calls Phone B. There is no audio and 712b appears in the display. (ID 46367)

- On an NBX system that uses this configuration the display panel on a 3103 Managers Telephone can show an improper count for fax transmissions:

  - 3Com Call Control (not SIP mode)

  - IP Messaging as a third-party messaging system

  - AudioCodes or VCX gateways

  (ID 31331)

- When reaching the Auto Attendant for an NBX system (running in SIP mode with IP Messaging), and the call is transferred to the entered extension (which is an extension on another NBX system), the caller ID is not available. When the called telephone is answered, the caller ID then displays on the telephone. (ID 47130)

ACD

- The Extend Wrap Up Time feature does not work with the Desktop Call Assistant application when it is controlling a 3103 Manager's Telephone. (ID 41477)

Auto Discovery

- Occasionally, the Auto Discovery process will not fully initialize a telephone. The device will appear in the device list in the NBX NetSet utility, but the device does not have an extension number. Typically, this issue occurs only with an empty database during initial configuration of a system. To fix this issue, use the NBX NetSet utility to remove the device and then run the Auto Discovery process again. (ID 33183)

Business Hours

- There is 1 minute difference between the time for which you set a Business Hours setting and when that setting actually goes into effect. For example, if you create an ACD Group that uses the System Business Hours, which are set to be Open from 9 AM to 5 PM and with Lunch from noon until 1 PM, the actual Open hours will end at 5:01 PM and the Lunch hour will end at 1:01 PM. (ID 38713)

Caller ID

- Any SIP call using a SIP trusted interface returns the Caller ID of the SIP trusted interface. This applies to VCX gateways as well as NBX systems tied together. For example, a call from NBX A goes to a phone on NBX B. Then the system A caller transfers the call to a different extension on NBX system B. The caller ID on both displays the caller ID of the SIP trusted interface. (ID 33157)

Callback

- Caller ID does not reflect a call that is ringing for Auto Callback. For example, a user picks up a call that is ringing for auto callback. The initial phone does not show the connected party. A calls B and invokes F+469 to invoke callback. B goes off hook. A picks up and B starts ringing. While B rings, C picks up the call to B. A shows the number and name of B and not C. C properly shows A's name and number. (ID 46237)

Call Transfer

- CFA: FEATURE FAILED appears on the telephone display panel if the phone has been included in its own coverage path. (An endless loop has been created.) For example, phone 100 has Call Forward All enabled and set to forward calls to phone 101. Phone 101 has CFA enabled and set to forward all calls to phone 102. Phone 102 is set to send calls to voicemail after 6 rings. If no one in the coverage path answers a call to phone 100, after a few rings at phone 102, the display panel on phone 100 shows FEATURE FAILED. The same result occurs if phone 102 has CFA enabled and set to forward calls to phone 100. (ID 24731)

- If the Transfer Timeout value is less than the destination extension's Forward to Voice Mail value, a transferred call can get disconnected. (ID 32223)

- If an analog telephone does an Announced Transfer, the transferred party hears silence instead of hearing ringback. (ID 46364)

IP Conferencing Server

- If you call into an NBX system over a PRI line and attempt to connect to an IP Conferencing system conference, you hear the conference attendant, but when the attendant transfers you to the conference, you sometimes hear music-on-transfer, but you never get connected to the conference. To avoid this issue, do not enable music-on-transfer. (ID 46083)

Logging

- The NBossLog can log an excessive number of instances of this message:

  1108:111339:0153 DIL W Transport Receiver: Deleting malloced data - Not from pool

  You can ignore these messages. (ID 46344)

NBX Call Reports – Call Detail Records

- NBX Call Reports shows incorrect duration for camp-on call. For example:

  User A calls user B and user C calls user D.

After talking to user A for 20 seconds, user B presses F+ 468 to Camp On and then enters the extension of user C.

User C ends the call with user D after talking for 80 seconds. The Camp On call rings and user C answers and talks for 60 seconds.

The CDR records should show:

− A -> B: 100 Sec (20 + 80)

− A -> C: 60 Sec (The Camped On call duration)

However, the call records actually show A -> C as '0' and the Call Complete column also shows as '0' (ID 50205)

- NBX Call Reports can occasionally have problems when importing call records from an NBX 100 system. A failed operation reports this error:

  12002 communication error: request has timed out

  (ID 46305)

- NBX Call Report can have problems retrieving records when it is running on a computer that has Internet Explorer 7 installed. If you experience this problem, you can uninstall IE 7 or run NBX Call Reports from a different computer where IE 7 is not installed. Note: NBX R6.0 and the optional applications have not yet been tested with IE 7. (ID 46308)

NBX Digital Line Cards and Analog Line Cards

- If you enable Echo Cancellation (PSTN Gateway Configuration > T1 Spans > Audio Controls), the new setting does not take effect until you reboot the card. (ID 24734)

- The T1.231 and TR 54016 Near End performance data reports show exaggerated error counts when the number of errored framing events exceeds 2 in 1 second. Lower error count rates are reported accurately but severe errors rates can be exaggerated. (ID 25095)

- Incoming BRI calls occasionally fail on the V3000 BRI and the BRI card. (ID 46347)

NBX NetSet

- The Back button in the Firefox browser does not work while you are using the administrator portal of the NBX NetSet utility. (ID 29909)

- In the Add Telephone page of the NBX NetSet utility (Telephone Configuration > Telephones > Add), the Ok, Cancel, Apply, and Reset buttons are not visible when with Netscape Navigator V7.0.1. (ID 50154)

Language Packs

- A new language added to the NBX system is recognized by previous versions of the NBX software. For example, the Brazilian Portuguese language pack, which is new for NBX R6.0, will be recognized by a system that is running NBX R5.0. (ID 33409)

Optional Applications

- When you start Desktop Call Assistant (DCA) for the first time on a client system that uses Remote TSP to access the NBXTSP on a telephony server, you cannot select an extension from the list of extensions known to the server. By default, DCA uses the first extension provided to the Remote TSP. If that extension is in use, DCA initialization fails and you cannot select an extension. Work around: Give NBXTSP on the telephony server an extension as the first extension in its list that is never in use. (ID 29552)

- pcXset continues to play ringing over headset if you answer two calls in a row using the S key as soon as the calls starts to ring. (ID 46352)

- Retrieving a large number of calling records from an NBX 100 can result in the following error:

  ```
  12002 communication error: request has timed out
  ```

  (ID 46205)

- A pcXset that is using the G.729 codec can have no audio when you make an internal call and then add an external party through and Analog Line Card port by means of a Blind Conference. You can resolve this issue by changing the audio settings from G729 to G711. (ID 46432)

SIP

- An NBX system that is running in SIP mode is sending invites over SIP trunks with the # mark, which is a delimiter character. This situation occurs when a MIN/MAX over a SIP trunk is in a dial plan table entry. For instance Route 1 has min 4 max 12. Caller presses the # sign after dialing 5 digits to this route to expedite the dialing. The top line of the SIP invite includes the # character. The receiving NBX system then returns a 404 not found. (ID 50200)

- A call is dropped under the following conditions:

  – An extension on NBX System A calls a bridged extension on NBX System B using a SIP trunk.

  – The bridged extension performs a blind transfer to a SIP phone on NBX System B. When the destination extension answers the call, the call is dropped. (ID 46392)

- Music-on-Hold is played even though Music-on-Hold is disabled when calling from one NBX system to another over a SIP trunk and the call is placed on hold. (ID 46390)

- Incompatible codecs can cause a dropped call with music-on-hold from IP Messaging and a Transfer operation. IP Messaging supports G.711, but if a call that is using G.729 is put on Hold for a Transfer, the attempt to play music-on-Hold can occasionally result in a dropped call. (ID 46374)

- On an NBX system running in SIP mode, calls have no audio on an auto discovered R5.0 pcXset Soft Telephone Client that is configured as phone type 3102. (ID 46345)

- Calls from SIP phones do not have a name in the To field. (ID 46325)

- Dialing feature codes from a 3103 Managers Telephone can result in a no audio condition from the 3103 to the remote party. This issue does not occur when using mapped buttons for feature codes. (ID 46196)

- A caller who calls in on a PRI line to the IP Conference attendant with music-on-transfer enabled, and then dials a valid conference, will occasionally hear only music without being connected to the conference. (ID 46083)

- Audio can be garbled or not present on call transfers from the auto attendant to a Phantom Mailbox when music-on-transfer is enabled on incoming calls. (ID 33372)

- Audio Controls for digital and analog line card ports show ADPCM as an option. These devices should show only G.711 and G.729. (ID 46359)

- When an Analog Terminal Adapter is configured for fax operations, occasionally there will be no audio from the ATA phone to a remote caller. For example:

  – Configure the ATA for fax operation, and then use that fax/phone line to make an external call.

  – After the call is connected, make an inbound call over the same line card to an internal extension that is not a fax ATA.

  – After the inbound call connects, this line card can no longer work with ATA fax. (ID 46404)

- The telephone display panel shows an error code, a183, when you perform a blind conference to a bridged extension. (ID 46450)

- On an NBX system that is running in SIP Mode, Caller ID does not appear when using the Find Me Follow Me feature of IP Messaging. (ID 29085)

- Caller ID restriction (CLIR) is not supported on SIP phones when the NBX system is running in SIP mode. (MR 29088)

- Calls that require Early Media Establishment using SIP 183 messages are not supported. (MR 47079)

Supervisory Monitoring

- If a caller's Caller ID information cannot be displayed on one line on the display panel of an agent's telephone, a Supervisory Monitoring session initiated by a manager may be apparent to the agent due to the refresh behavior of the telephone display panel. For example, a customer with a long name calls an ACD group. The agent who answers the call sees the number the customer is calling from and the portion of the customer's name that can fit on the display. The remainder of the name is truncated. After a few seconds, the display panel of the agent's telephone is refreshed and shows just the name of the customer. If the name is too long to fit on one line, it appears on two lines. This behavior is normal for displaying Caller ID information. However, when a Supervisory Monitoring session is initiated on that call or the mode of an existing Supervisory Monitoring session is changed, the Caller ID information is refreshed, which means that it once again displays the customer's number and the portion of the name that fits on the display, and then changes to display just the name. (ID 29520 and ID 24504)

TAPI (NBXTSP)

- If you invoke the ALCD Text feature several times on the same call almost simultaneously, not all of the LINE_REPLY messages are returned. Currently, the NBXTSP keeps one pending LINE_REPLY per function invocation. (ID 29533 and ID 25028)

- When the NBXTSP initializes, it can be out of sync with the NBX system that it is monitoring and result in a call being active on an extension but undetected by the PC. Both physical telephones and WAV phones can be subject to this condition. (ID 29535)

- In the following situation the NBXTSP will be unable to perform operations on an extension.

  - Set up extension 1001 to point to a 3103 Manager's Telephone.

  - Begin a TAPI application.

  - Open a line to extension 1001 and perform some operation like making a call.

  - Finish using the application.

  - Use the NBX NetSet utility to reassign extension 1001 to a different NBX phone.

  - Open the application again.

  - Attempt to make a call.

  At this point, nothing happens because extension 1001 is still known to be a 3103 phone. You must restart the Telephony service to set up the phone objects properly in the new configuration. (ID 29541)

- NBXTSP handles only one conference call per extension at a time. The NBXTSP can hold only one conference call handle. Through TAPI, while the second conference call can be set up and held, the first conference call can no longer be retrieved. Attempting to do so results in the call handle for the second conference call being returned and the first conference call is lost. (ID 29556)

- If one user invokes WhisperPage, calls coming into the auto attendant should NOT go to Handsfree to another user that is currently in a conference call, the whispering user's application will receive the wrong caller ID information about the destination party. (ID 46396)

- An incorrect CalledID is displayed when a WhisperPage session is activated to an extension that is in a conference. For example, User A is connected to User B. User A initiates a conference with User C. If another user starts a WhisperPage session with User A, the whispering party sees the CalledID of User C instead of User A.

- The lineDrop(), lineHold(), and lineSwapHold() TAPI functions might not complete when performing an operation to a 3103 phone. The application will not receive an asynchronous completion identifier and the operation will not complete on the phone. When this occurs, the call will be left offhook when lineDrop() fails or in a partially held or swap-held state when the hold functions fail. (ID 46326)

VTLs

- If you have a VTL connection between a system running R5.0.x and another system running R6.0, a call that is transferred to voice mail over the VTL connection might experience a shortened beep or no beep at all after the prompt to record a message. (ID 33317)

- Transferring a VTL conference to a new system causes the new participant to have no audio. For example:

  - A1 calls B1 over a VTL connection.

  - B1 blind conferences in C1.

  - B1 blind transfers the conference to D1 over a VTL connection.

  - When D1 answers, A1 and C1 are left in a point to point call. Their display panels show the Caller ID for each other and there is 2 way audio.

  - The D1 display panel shows Conference, but there is no audio in either direction.

  (ID 46412)

WhisperPage

- A third party can hear the WhisperPage tone if the a party is on a speaker phone. For example, User A calls User B. User A is using the speaker phone. User C invokes the WhisperPage feature to speak to User A. User A hears User C, but User B hears part of the WhisperPage announcement tone. (ID 46044)