Allworx Call Assistant Release Notes

(Release 2.1.2)

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communications without compromise

Table of Contents

Introduction

Included in this document are:

- Important Installation Tips

- Descriptions of new features available in Call Assistant release 2.1.2.

- Known issues and limitations

Who Should Read This Document

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

Page 1

Important Installation Information

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

System Requirements

- Allworx 24x, 10x or 6x server running software release 6.7.

- Allworx 9112 or 9102 phone with firmware 1.7. This phone firmware is included in server software release 6.7.

- Microsoft Windows XP Home, Windows XP Professional, Windows Vista Business, Windows 2003, or Windows 2000.

- Hard disk with 12MB of free disk space.

- Monitor resolution: 1024x768 (minimum); Small fonts.

Logging In

- The user must be assigned to an Allworx phone.

- Only one Call Assistant can be connected to the user's phone at a time.

New Features

1. Call Recording
2. Call History
3. Additional Network Configuration Support
4. Cut & Paste into Dial Pad

Call Recording

Calls can be recorded and saved as WAV files. Recordings can be played in Windows Media Player and other popular media player programs.

Conference calls that are hosted by the Call Assistant user cannot be recorded. However, conference calls set up using the Conference Center or 3-way Conference calls that are hosted by one of the other participants can be recorded.

Call History

Call History is a new tab available within the Switchboard View. This tab lists all previous inbound and outbound calls of the Call Assistant user. Included in the list are:

- Completed calls
- Missed inbound calls
- Unanswered outbound calls

The most recent calls are displayed first (at the top). The Call History tab includes the following fields:

- Direction of call: Icon indicates inbound vs. outbound calls
- Name: Caller-ID name for the call (if available).
- Number: Caller-ID number for the call (if available).
- Time: Start date/time of the call with either the duration of the call, "Missed Call", or "No Answer"

If the Caller-ID information is present for a call in the Call History list, then the user can place an outbound call to this number by double-clicking it or using one of the other dialing methods.

Only calls that are completed while Call Assistant is open are placed in the Call History list. The Call History list includes the 500 most recent calls.

Network Configuration Support

For sites wishing to segregate voice and data network traffic, the phone and PC can be on separate subnets. Previously, in order to run Call Assistant the phone had to be on the same LAN subnet as the PC.

Copy & Paste into Call Assistant

Phone digits copied to the clipboard can be pasted into the Dial Pad using either a right mouse click or a Control-V keystroke. This allows phone digits copied from other programs to be used within Call Assistant.

All valid phone digits (characters) are retained (0-9, *, #), while the rest are discarded. For example:

- "John @ (585) 555-1234" will paste as "5855551234"
- "Conference 12345#" will paste as "12345#"

The valid digits are pasted as if they were directly entered into the Dial Pad. A right mouse click on the Dial Pad offers the option to paste "as-is" or append a nine (9) to the beginning of the number to seize an outside line.

Known Issues and Limitations

Norton's Internet Worm Protection Compatibility

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

Call Assistant Appearances

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.