

## Allworx 5.1 Release Notes

(Server 5.1.2.6)

(Client 5.1.0.3)

(OfficeSafe 5.1.0.3)

### ***Installation Tips***

- 1) It is valid to upgrade from any previous customer release to this Allworx 5.1 release.
- 2) You should never directly downgrade a server disk with older software than is already installed. You should wipe the disk, and then install the older release directly.
- 3) Allworx phones must be rebooted after installation of this software version to obtain their new code. **Note:** Allworx phones will not allow you to downgrade software.
- 4) If an Allworx IP phone is reporting a Config/Init Error, then restore factory defaults and allow the phone to reboot. This should only be necessary if the phone was previously being used with 4.6 release or older. However, if the station was manually configured to an improper network or boot server configuration, that may also prevent it from working as well.

### **Allworx Server**

#### **Defects Resolved since release 5.1.0.14**

**1. Title:** Phone leaks RTA resources when Parked/Queued calls are retrieved

**Tracking:** Bugtrack 2539

**Issue summary and symptoms:** The phone could be the recipient of 7 attended transfers before it would no longer make/receive calls due to lack of audio resources. The attended transfers include park retrieval and queue retrieval.

**Action required by admin or user:** None.

**2. Title:** User returned to Handset page after 'Backup Now' from Web Admin

**Tracking:** Bugtrack 2534

**Issue summary and symptoms:** After performing an Office Safe/Backup Now from Web Administration>Maintenance>Office Safe, user was returned to Handset Page instead of Office Safe page.

**Action required by admin or user:** None

## RELEASE NOTES – EXTERNAL DISTRIBUTION

**3. Title:** Analog calls to SIP devices that respond with G.729 as preferred no longer fail.

**Tracking:** Bugtrack 2527

**Issue summary and symptoms:** Analog handset or CO line calls that are directed to a SIP device (e.g. Asterisk Proxy server) that responds with G.729 codec preferred do not complete. Additionally, the call resources are not cleaned up when this occurs (e.g. quickly max out WAN calls). For SDP responses that are non-compliant with RFC 3264, the selected media will be chosen from the first common codec based on the preference list in the initial SDP offer.

**Action required by admin or user:** None.

**4. Title:** Removed “Alert-Info” SIP header from all SIP methods except INVITEs to Allworx phones

**Tracking:** Bugtrack 2528

**Issue summary and symptoms:** Use of “Alert-Info” header caused call setup problems with certain SIP Gateway and Proxy Service providers. Allworx discontinued use of this header outside of communications with Allworx 9102 and 9112 sets.

**Action required by admin or user:** None.

**5. Title:** Fixed queue exit (via timeout, lack of key, or DTMF).

**Tracking:** Bugtrack 2503

**Issue summary and symptoms:** Specific to the Call Queue feature. When a Caller in Queue presses 0 while in the Queue the call would follow the route of Operator instead of designated timeout call route for the Que. Same problem would occur if the caller waited in Queue until the Call Queue timeout was reached.

**Action required by admin or user:** None.

**6. Title:** New echo canceller installed in phone DSP to remove speaker phone echo and howling and instability.

**Tracking:** Bugtrack 2462

**Issue summary and symptoms:** Speakerphone calls between 9112 sets were prone to excessive echo on hands free calls; calls in which the 9112 observed excessive audio packet jitter or loss sometimes caused the phone to lock-up.

**Action required by admin or user:** None.

**7. Title:** Fixed corruption that could occur in Allworx Handset Configuration Page.

**Tracking:** Bugtrack 2485

**Issue summary and symptoms:** Handsets that contained added call appearances (beyond the two used in the template) were corrupt and the configuration displayed with formatting errors.

**Action required by admin or user:** Handsets that contain added call appearances and exhibit formatting problems should be deleted and re-added. Upgrading to the 5.1.2.6 release will not repair the underlying data corruption.

## RELEASE NOTES – EXTERNAL DISTRIBUTION

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**8. Title:** Auto-attendant answers with work hours prompt when no work hours are specified.

**Tracking:** Bugtrack 2466

**Issue summary and symptoms:** For days of the week where no work hours were defined (typical Saturday or Sunday) the AA presented the work hours greeting to callers.

**Action required by admin or user:** None.

**9. Title:** PFKs mapped to speed-dial numbers now appear on phone.

**Tracking:** Bugtrack 2470

**Issue summary and symptoms:** System speed dials programmed on the server and assigned to a 9112 key could be configured but would not work.

**Action required by admin or user:** None.

**10. Title:** A limit of 10 TCP ports can be exposed through the DMZ of the NAT/Firewall.

**Tracking:** Bugtrack 2476

**Issue summary and symptoms:** Allworx security web admin page for port forwarding implied an unlimited number of TCP ports may be forwarded to hosts on the LAN. There is a limit to the number of TCP ports; 10. Port mapping rules added beyond this number were simply ignored and the user had no knowledge this has occurred. Port forwarding clarification was added to the security page.

**Action required by admin or user:** None.

## **Functional Changes/Enhancements Made Since 5.1.0.14**

**1. Title:** Obsolete IP20 phones can no longer be upgraded at customer sites.

**Change/Enhancement:** Support for the Allworx IP20 handset has been discontinued. New IP20 sets connected to the 10X server will no longer be able to download firmware necessary for initial configuration. IP20 sets already in use will not be affected by this change.

**Action required by admin or user:** Users should purchase the Allworx 9102 and 9112 sets when new telephones are required.

**2. Title:** Enabled Caller-ID display for calls pulled from queues or retrieved from parking service.

**Change/Enhancement:** The Caller ID info for a call delivered via a Call Queue was not that of the caller. Instead, the queue's description and retrieval phone number were delivered (i.e. Technical Support, 4411). This change enables Caller ID information to be delivered on calls from a queue.

**Action required by admin or user:** None.

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**3. Title:** Enable BLF relay agent changes among multiple 9112 phones behind a firewall  
**Change/Enhancement:** If more than one remote phone was behind a NAT/firewall, the first phone booted becomes the "registered" Busy Lamp Field (BLF) relay agent for that remote subnet. If the designated phone became inactive, other phones did not receive BLF update information. This update allows the designated phone to change and remote phones continue to receive BLF updates.

**Action required by admin or user:** None.

**4. Title:** Key-system-only phones (no call appearances) now use intercom slot for calls.  
**Change/Enhancement:** When an Allworx phone was setup in Key System mode with no call appearances, it was not possible to call the phone from an analog handset. A change was made which allows calls from analog phones to ring in using the phone's intercom channel.

**Action required by admin or user:** None.

**5. Title:** Outbound calls to SIP proxies now get ring back when any response is received from the proxy (includes 100 trying) to prevent timeouts.

**Change/Enhancement:** Outbound calls to SIP proxy services could timeout after 10 seconds if the service did not return a "180 ringing" response to the Allworx. To be more compatible with service providers a change was made such that any 1xx response from a SIP proxy/gateway is now considered as a ringing response. Timeout is then extended to 99 rings for outbound calls.

**Action required by admin or user:** None.

**6. Title:** Added queue extensions (440x, 441x) to phone features web page

**Change/Enhancement:** Phone Features page accessible from the Allworx 10X intranet site was updated. Dial plan extensions 440x and 441x were added; these extensions are used to manually place or retrieve a call from an assigned call queue.

**Action required by admin or user:** None.

**7. Title:** Removed the Cisco SIP firmware from the server

**Change/Enhancement:** Allworx 10X will no longer check for the presence of valid SIP firmware on supported Cisco model telephones. Models 7905, 7912, 7940 and 7960 will continue to be supported with TFTP download of necessary configuration text files. Phones already in use on the Allworx server will not be affected.

**Action required by admin or user:** Continue to purchase and use compatible Cisco phones that already contain requisite SIP firmware; consider use of Allworx 9102/9112 to expand functionality beyond capabilities offered through Cisco models.

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**Allworx Communications Center**

**Defects Resolved:** None. No changes to 5.1.0.3.

**Functional Changes/Enhancements Made:** None. No changes to 5.1.0.3.

**OfficeSafe**

**Defects Resolved:** None. No changes to 5.1.0.3.

**Functional Changes/Enhancements Made:** None. No changes to 5.1.0.3.