Allworx
Release Notes
(Release 6.2.2.6)

allworx®

communications without compromise

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Introduction

Who Should Read This Document

This release note should be read by VARs or System Administrators of the Allworx® system. Included in this document are:

- Important Installation Tips

- Descriptions of new features available on the Allworx platforms

- Features that are not available on the Allworx platforms

- List of fixed defects in 6.2.2.6

- List of known defects in 6.2.2.6

What this Document Is and What It Is Not

This document is an overview of the new features in Allworx Server software 6.2.2.6 and Phone firmware 1.5.4.4.

This document does not describe how to install the software or go into detail on how to make the new functionality work. The Allworx System Administrator Guide and Phone Users Guide provide these instructions.

Allworx System Software Compatibility

Server Software	Phone Firmware*	Office Safe	Group Calendaring	Call Assistant
6.2.2.6	1.5.4.4	5.3.1	5.1.1.1	1.0.1

*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. There are <u>separate</u> software distributions for each of the Allworx server models. It is very important to install the proper software builds on the proper product platforms.

2. Never directly downgrade a server disk with older software than is already installed. The correct procedure is to boot the server into Safe Mode, format the drive and install the older software. The user can also boot into Safe Mode and restore an older OfficeSafe backup.

3. If new Server code is installed in Safe Mode, it is important that a second install be performed in application mode: Maintenance>Upgrade to ensure that the flash has the correct release of software.

4. Phone software is completely common between the Allworx server products. Phones are inter-operable between different server models.

5. Allworx phones must be rebooted after installation of this software version to obtain their new code.

    Warning: Allworx phones will not allow you to downgrade software.

6. If an Allworx IP phone is reporting a Config / Init Error, restore factory defaults in the phone station and allow the phone to reboot.

7. For Site-to-Site (multiple Allworx servers) Allworx installations, all the servers must have **6.2.2.6** software running to avoid any problems due to changes made to certain proprietary features that exist in the Allworx servers and their related phones.

Software Features Supported by Allworx Platform

Software Features	Allworx 6x Standard	Allworx 6x With USB Drive	Allworx 10x	Allworx 24x
Call Assistant PC Application Support	✓	✓	✓	✓
3-Way Conferencing hosted by Analog Phone			✓	
N-Way Conferencing	1 Node	1 Node		4 Nodes
Door Relay Activation and Paging Amplifier Control	✓	✓		✓
Visual Paging Zones	✓	✓	✓	✓
FXO/FXS Support for G.729A	✓	✓		✓
Text to Speech of Email via Phone			✓	
CIFS Network File Server			✓	
Allworx Communications Center (Group Calendaring)		✓	✓	✓
External Inbound Email Support		✓	✓	✓
Outbound Email Support	✓	✓	✓	✓
Total number of users supported	30 max	30 max	100 max	100 max
Native T1 interfaces PRI and Data				✓
FXO Ports	6	6	9 max	3
FXS Ports	2	2	13 max	5

N-Way Conferencing

The primary N-Way conferencing node is supported using extension 480 on the Allworx 6x and 24x. Additionally, the Allworx 24x has N-Way conferencing nodes available at extensions 481, 482, and 483. Each conference can have a maximum of 8 callers. Entering a conference bridge can be accomplished in the following ways:

- Adding an Auto Attendant shortcut
- Call routing for Digital Lines, CO Lines, SIP Proxy, and SIP Gateways
- DID Routing plan
- Transfer caller to Conference Bridge extension

If the conference is full, the entering party will hear a busy signal. There are two distinctive tones, one for entering the conference and one for exiting the conference that that will be heard when parties come and go.

Note: The Allworx 10x does not support N-Way conferencing.

Door Relay Activation and Paging Amplifier Control

In the Paging Amplifier section, the System Administrator can select:

- DB9 is connected to a Door Entry System

- DB9 is connected to a Paging Amplifier

- DB9 is disconnected

When the serial port is connected to a Door Entry System, the user dials extension 403 to activate the Door Relay. When extension 403 is dialed, the relay is activated for the duration of the call up to a maximum of 4 seconds.

When the mode is changed to Paging Amplifier, the relay is active during the duration of an overhead page (by dialing extension 402 or any paging zone that includes Line-out).

More information regarding wiring and pin-outs can be found in the Allworx Installation Guide for the specific product being installed. The installation documents can be found at the Allworx website www.allworx.com under the Downloads>Documentation section.

Note: The Allworx 10x does not have the door relay / paging amplifier control feature.

Visual Paging Zones

In the Paging Zone sections, the System Administrator can rename the ten Paging Zones and include or exclude handsets/users in specific paging zones including Line Out. Paging Zones 0 – 9 are reached by dialing extensions 460 – 469.

When modifying Paging Zones, the System Administrator has three choices for each handset mode:

- Pages always accepted

- Pages accepted only when on hook

- Pages never accepted

T1 interface support for PRI and Data on Allworx 24x

The Allworx 24x has two T1 interface ports. T1-A port supports both ISDN PRI and Data; T1-B supports Data only. T1-A, when configured for PRI supports up to 23 B channels and the following switch configurations: National ISDN-2, Nortel DMS-100, Lucent 4ESS and 5ESS switches. T1-A and T1-B for Data support RFC 1662 PPP connectivity.

3-Way Conferencing from Analog Phones

The *33 feature for starting 3-Way Conferencing from analog phone extension ports is unique to the Allworx 10x. On the Allworx 6x and Allworx 24x, it is recommended for analog phones to use the N-Way Conference feature. All Allworx products support 3-Way Conferences setup from Allworx IP phones.

Analog DID Lines

The Allworx 10x has built in support for analog DID lines on all FXS capable ports. The Allworx 6x and 24x analog FXS ports do not support analog DID lines. All products support DID blocks and routing plans for SIP proxies. Additionally, the native T1/PRI interface of the Allworx 24x is DID capable.

Defects Fixed as of Release 6.2.2.6

Defect Number	6x	10x	24x	Problem Description
3371			✓	The Allworx Server T1 interfaces on the Allworx 24x no longer randomly spews out erroneous Facilities Data Link (FDL) Bit Oriented Message (BOM) codes.
3364			✓	The correct T1 timeslot is displayed in T1/PRI error messages.
3359	✓	✓	✓	For a server in LAN host mode with the public IP filled in, the Via header in outbound SIP requests contains the Public IP address.
3354			✓	Inbound T1/PRI calls with routes that are busy (or error) are terminated properly.
3353	✓	✓	✓	DID routing plan page identifies invalid extensions in number mapping if extension has been deleted.
3342				9102/9112 – Audio between 'G.729a, G.711' phones and 'G.711-only' phones works properly.
3340			✓	DSP resources work properly after the 8th call.
3339				9102/9112 – Inbound T1/PRI calls are now enabled for G.729a-only phones.
3325	✓	✓	✓	Call queue sends ITSP calls to escape route when the queue is full or the call queue feature key is not installed.
3324				9102/9112 – Phones obey the specific codec settings of G.711u-only and G.729a-only.
3317	✓	✓	✓	International numbers are no longer truncated in the Call Detail Report column 'Dialed Number'.
3315	✓	✓	✓	VPN connections from 2 PCs on LAN to same VPN server no longer cause connection problems.
3311	✓		✓	The day-of-the-week for Business Hours and Calendar support (Group Calendaring) has been fixed.
3309	✓	✓	✓	Improved handling of simultaneous attempts to use PPTP (VPN) when user does not have multiple VPN feature key. New message added to code to indicate when VPN connection limit is exceeded: PPTP Daemon: Connect from Addr=XXX ended - Too many clients
3308	✓	✓	✓	Outbound calls to SIP proxies that use E.164 format can dial international numbers of varying length.
3307	✓	✓	✓	When the Allworx is used as the LAN DNS server, it does not stop serving new DNS requests after 64K queries.
3298	✓	✓	✓	An analog phone can blind transfer a G.729a-only 9112 SIP phone.
3296	✓	✓	✓	Inbound calls from SIP proxies that use E.164 format numbers (e.g. +15854213850) route correctly through DID blocks.
3292			✓	The DSP firmware has been fixed to support G.729a for analog lines and handsets.
3291	✓	✓	✓	Pin code dialing rules now check handset permissions.
3289	✓	✓	✓	Force SDP session version to increase with every media re-negotiation.
3282	✓	✓	✓	Inbound audio has been fixed for Site-to-Site (multiple Allworx servers) when using attended transfer of a SIP proxy call.
3280	✓	✓	✓	Removed excess characters inserted in SDMF caller-ID data. This could cause calls to be missed or dropped by SIP phones.
3267	✓	✓	✓	All site-to-site transfers are hidden (removes SIP REFER). This allows

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				remote sites to access T1/PRI lines on a 24x.
3263	✓	✓	✓	Added '4-Wire Return Loss' command to Maintenance>Tools page for troubleshooting.
3262	✓	✓	✓	Added 'NAT_show' command to Maintenance>Tools page for troubleshooting.
3255	✓		✓	Power LED state no longer flashes after failed software upgrade attempt.
3251	✓	✓	✓	Customer Queue message can be loaded for Queue 9.
3247	✓	✓	✓	'BLF Secure' has been fixed to allow all state changes to be recognized for the phone.
3240	✓	✓	✓	Added alert box when adding extensions without DID number.
3211	✓		✓	MutxGive,67 error causing SIP communication failure has been fixed.
3210	✓	✓	✓	Increased maximum number of SIP proxies and increased SIP/DNS cache size.
3200	✓	✓	✓	Internal caller-ID will be sent to SIP proxies configured as Enterprise Servers.
3193	✓	✓	✓	Allow system to boot when many BLF PFKs exist.
3192		✓	✓	PPPoE functionality is fixed.
3188	✓	✓	✓	Update on SIP proxy page has been fixed when 'Number of Line Appearances' is less than 'Maximum Active Calls'.
3136	✓	✓	✓	Caller that parks call no longer hears hold music after 'Your call is parked on 70x…prompt'.
3132	✓	✓	✓	Corrupt entries in DID Route Plan has been fixed when updating Route Plan without an extension.
3116	✓	✓	✓	ITSP-to-Allworx-to-remote Allworx calls can be parked/retrieved.
3087	✓	✓	✓	Caller is able to transfer a remote site call to voicemail.
2840	✓	✓	✓	Added a 'Default Extension' for the Auto Attendant if caller does not hit a DTMF key.

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Known Defects in Software Release 6.2.2.6

Defect Number	6x	10x	24x	Problem Description	Fix Plan
3389			✓	Under certain circumstances, the PRI line connectivity can be lost when 17 or more inbound calls are attempted simultaneously.	Workaround: Restart system. Background: Observed in internal testing under heavy load test conditions and is under investigation by development team. Has not been reported by any customer sites in real-world use conditions. This issue is not new to release (6.2.2.6). This item will be addressed in the next patch release.
3216			✓	When the WAN interface is configured as one of the T1 interfaces (T1-A or T1-B), the public Web server is not available on port 80. It is available on port 81. In addition, FTP is not working on the T1 WAN interface.	Workaround: Use an external Web/FTP server if the T1 interface is to be used as the primary WAN interface. Alternatively, use the Ethernet WAN interface as the primary WAN interface.
3214			✓	When the WAN interface is configured as one of the T1 interfaces (T1-A or T1-B), it cannot be changed to the other T1 port without a system reboot.	Workaround: When the data slot configuration for either T1 port is reconfigured, perform a system reboot to ensure the desired settings take affect as the UI indicates.
3206			✓	Handsets cannot be restricted to use only Digital Lines (Outside Lines>Handsets>Modify>Outside Line Connection).	Workaround: Select 'Use Dialing Rules for Number Dialed' (Outside Lines>Handsets>Modify>Outside Line Connection).
3128	✓	✓	✓	Firewall rules that map a WAN port to a private LAN IP address only works if the Global Port specified and Local Port specified are the same.	When a LAN service is mapped to the Ethernet WAN interface, configure the LAN service to run on the desired public port number so that both the public and private port numbers are the same.
3127	✓	✓	✓	Analog phones initiate outbound calls using the RTP/DTMF setting from the SIP Proxy page instead of the VoIP Server page.	Workaround: Set the DTMF payload on the SIP proxy page.
3117	✓	✓	✓	Call Queue 'Maximum Wait Time' does not time out correctly when 'Status Message' time is greater than 0.	Investigation Pending.
3088	✓			6x fails to boot when power button is held too long.	Workaround: Power off the 6x using the power button and try again but let go of the power button when the power LED is amber.
3053	✓	✓	✓	Park/Retrieve functionality fails	Workaround: Set the 9112 to include the

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				when only G729a codec is used.	G711 codec.
3014	✓	✓	✓	When a local 9112 phone that is set to provide 'Music on Hold', places a call on hold from a remote 9112 phone, the remote phone does not hear the music on hold.	Workaround: Map the phone's RTP ports through the firewall.
3009	✓	✓	✓	With longer user names (e.g. 47 characters), the Speed Dial dialog under Phone System>Handset>View Configuration>PFK dialog is clipped.	Workaround: the dialog must be resized to access the extension drop-down menu.

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Third Party Compatibility Issues

Hitachi WIP- 5000 Phones have a 3rd party Vendor software bug or limitation

These devices have been tested to be functional on the LAN as a local phone and as a remote phone on a Public IP addresses, but the NAT/Firewall pass through features of the phone appear to not operate correctly. Therefore, these devices may not work as remote phones behind a NAT/Firewall. The issue has been reported to the vendor.

Remote phones behind Linksys® NAT devices stop functioning

The Linksys BEFSR41 series NAT devices (and likely other models) have a bug where they can remap UDP ports on 20-minute boundaries. This can cause loss of audio during a call or the inability to place or receive calls. Multiple phones behind the same device will exhibit the problem much quicker than a single device. For best results, phone ports (e.g. SIP, RTP range, etc) should be set independently for each phone and statically mapped through the Linksys device. The SonicWall, Netgear, D-Link and Allworx NAT devices have been tested and do not exhibit this problem.

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