



Release Notes for NBX® R6.0.14

November 2006

**V3000 Analog and V3000 BRI
V3001R
NBX 100**

V5000 software will be released as soon as testing is complete for this platform.

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Important Notes

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.

VCX Gateways: Customers that are using a 3Com IP Messaging Module that is connected to the NBX system through a 3Com VCX V7111 SIP Gateway or a 3Com VCX V7122 SIP Gateway should not upgrade to NBX 6.0 until testing of this configuration is complete.

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 complete upgrade instructions, see the *NBX System Software Upgrade Instructions* available on the NBX Resource Pack DVD.

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

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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, you must update them to the R6.0 versions in order 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 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 no external indication of activity during the power-up sequence unless the device is receiving an upgrade of the code in its flash memory. A flash upgrade occurs only when the code on the NCP is more current than the code on the device, and then the LED on the 3C10405B will light only after the operating system has booted. You can observe the power-up sequence activities by attaching a serial port connection from a PC to the Attendant Console and using a HyperTerminal connection. The 3105 Attendant Console serial port connection is described in the NBX Administrator's Guide.
- 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"
```

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
- NBX ConneXtions Gateway R4.0.1
- NBX pcXset™ Soft Telephone R6.0
- NBX Media Driver R6.0.6
- 3Com IP Messaging Module R7.1
- 3Com IP Conferencing Module R7.1
- NBX TAPI Service Provider R6.0.2
- ACD Desktop Statistics R6.0
- NBX Desktop Call Assistant R6.0.1
- NBX Call Reports R6.0.3
- 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:

- Least call count call distribution — The agent who has handled the fewest calls gets the next call.
- Calling groups call distribution — A single call rings on all phones of the ACD Group.
- Multiple group membership — An agent with multiple skills can be part of multiple ACD groups and receive a uniform number of calls.
- ACD shifts — You can break down calling statistics into meaningful chunks.
- Announcements — NBX 6.0 supports three new ACD announcements: Estimated Wait Time, In-queue Exit, and Group Closed announcements.
- Wrap-up time — An agent can perform administrative tasks after a call.
- Streaming data for external application integration — ACD data can be streamed over a TCP socket.
- ACD Desktop Statistics — This new Windows client application allows supervisors to monitor ACD activity in real time.

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:

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

- Support for calls between TTY users when using commonly used standard TTY signaling protocols
- TTY prompt support so that TTY users can interact with the voice mail and auto attendant applications directly
- Large Fonts on telephone display panels
- 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 R6.0.14

- 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 field that displays the state of the call is not always 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 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 SA buttons. (ID 32918)
- When a forwarded call arrives at an extension that is a primary bridged extension, the call reason information returned via lineGetCallInfo() not indicates that the call was forwarded. (ID 33048, ID 33049, ID 33050)
- The Ethernet 2 port 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 Manager's 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 Manager's 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 feature works as designed and is now documented correctly in the *NBX 6.0 TAPI Developer's Guide*. (ID 25267)

- The lineMakeCall() function now returns an error if an active call unknown to the application is already active on the line. (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 NBX R6.0.14

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 ALCD text is sent to a 3103 Manager's Telephone during a period when a "Transfer Timeout" message is being displayed, the ALCD text does not appear on the telephone display panel and no error message is returned to the NBXTSP. (ID 29938)
- On a 3103 Manager's Telephone that is connected to an NBX system that is using the 3Com IP Messaging Module, the count for a fax operation appears under the email heading on the telephone display panel instead of being under FAX. (ID 31331)
- 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 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 Manager's Telephone or the 3101 Basic Telephone. If a user that has a PC attached to the switch port one of these telephone models, that PC will not get authenticated. (ID 46106 and ID 46109)

Accessibility

- The *NBX Administrator's Guide* does not include complete information on how to set up an NBX system to support TTY callers. To support TTY callers, the NBX administrator must create a new auto attendant (*NBX Messaging > Auto Attendant > Add*), and create and import a menu prompt in TTY format for that new auto attendant. The menu tree for the TTY auto attendant must use the "Transfer to TTY Voice Mail Option" to enable access to a voice mail menu prompt in TTY format. An updated version of the *NBX Administrator's Guide* (admin_nbx60.pdf) is available at www.3Com.com. (ID 46156)

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)
- If an analog telephone extension is member of an ACD Group, and the Analog Terminal Card port or the Analog Terminal Adapter of that extension is "unknown," then delayed announcements for that ACD group will not work for any member of the ACD Group. If you remove the extension from the ACD group, or if the port is online, then announcements work correctly. (ID 46147)

Auto Attendant

- On an NBX system running in SIP mode, the Auto Attendant does not recognize 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. However, the Auto Attendant will not recognize any digits entered by User B.

(ID 45809)

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. remove it (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)

Call Logs

- Call Detail Records show a 1 in the CallComplete field for busy/unanswered calls. (ID 33388)

Caller ID

- On a system where two or more SIP-mode NBX systems are tied together as trusted interfaces, Caller ID information is not always accurate. 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)

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)

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 MOT, but you never get connected to the conference. To avoid this issue, do not enable music-on-transfer. (ID 46083)

Music-on-Hold

- NBX is sending Music-on-Hold (MOH) traffic to the music multicast group, which causes excessive network traffic. To work around this issue, after a system reboot, you must disable and then enable MOH, *System-Wide Settings > Enable Features System-Wide*. Note that if Music-on-Transfer (MOT) is enabled, it becomes disabled when you disable MOH. Be sure to enable MOT after you disable and then enable MOH. (ID 46150)

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)
- Occasionally a newly discovered digital line card is not fully initialized. A card in such a state exhibits these conditions:
 - All the Channels are Offline
 - The DSPs all show ready to receive.
 - The card is not in any loopback mode.
 - The CO and DCH front display LEDs remain yellow.

(ID 45937)

NBX Messaging

- A messaging port can occasionally become locked during playback of a voice mail message or an auto attendant prompt. (ID 46032)
- Voice mail ports can 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)

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)
- A SaveCore operation causes the NBX NetSet utility to become unresponsive until the operation is complete. (ID 46043)

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 and ID 25078)

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)

- In the user portal of the NBX NetSet utility, the System Group Settings > Supervisory Monitoring tab shows that a user can be monitored even when the Supervisory Monitoring feature is disabled system-wide. (ID 45928)

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)
- The lineGetDevStatus() function does not show the number of active and held calls for a SIP device monitored via TAPI. (ID 33148).
- In some cases, when a monitored extension receives an incoming call from a VTL extension and then transfers that call to another VTL extension, an application may not receive confirmation that the transfer was completed (for example, an IDLE notification). (ID 29928)

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)