



Release Notes for NBX® Release R5.0

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NBX V3000
SuperStack3® NBX V5000
NBX 100

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License Note: NBX R5.0 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 5.0 license key into the NBX NetSet™ utility to fully enable the R5.0 software. The system allows you to install the R5.0 license key prior to or after you install the R5.0 software on the system. If you are running any previous release of NBX system software, you need only purchase the R5.0 license to upgrade. For complete upgrade instructions, see the NBX System Software Upgrade Instructions available on the NBX Resource pack CD or from Support and Downloads area of www.3com.com (upgr_nbx50.pdf).

NBX Call Reports: The Call Data Record format has changed at NBX R5.0. If you are using NBX Call Reports R4.3 or lower, and you want to continue to use NBX Call Reports to view calling data, you must uninstall NBX Call Reports, purge existing call data, and then install NBX Call Reports R5.0. For detailed instructions, see the NBX System Software Upgrade Instructions available on the NBX Resource pack CD or from Support and Downloads area of www.3com.com (upgr_nbx50.pdf).

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New Features in NBX Release R5.0

NBX R5.0 introduces these new telephones and new or enhanced software features.

3Com 3103 Manager's Telephone (3C10403A) provides a large pixel-based LCD display, a feature rich button set, 10/100/1000 connectivity, and support for Handsfree Speakerphone, Handset, and Headset. For details on how to use this telephone, see the *NBX 3103 Manager's Telephone Guide* available from the NBX NetSet utility.

3Com 3106 and 3107 Cordless Telephones (3C10406A, 3C10407A) offer the ease of installation of other 3Com telephones along with the convenience of cordless operation. For information on how to use the 3Com Cordless Telephones, see the *NBX Cordless Telephone Guide*.

3Com 3100 Entry Telephone (3C10399A) is new single line telephone that provides basic telephone services. For details on how to use this telephone, see the NBX 3100 Entry Telephone Guide. This NBX release also introduces a new tool to enable manual configuration of the telephone. The 3Com Telephone Local Configuration application is described in Chapter 10 of the *NBX Administrator's Guide*.

Account Code Enhancements provide special sequences of 2-16 digits that users can enter to associate calls with accounts for billing purposes. This feature enhances the existing account code functionality in NBX software by adding a central list of account codes that can be updated by the administrator, and also by adding the ability to force the entry and verification of account codes on a class of service basis.

Automatic Call Distribution (ACD) allocates incoming calls to agents in a queue based on manager defined preferences. Calls can be distributed based on which agent has been idle for the longest or several other algorithms. You can configure announcements for customers waiting the queue for an available agent. Activity statistics enable managers to optimize call distribution behavior.

Supervisory Monitoring allows a user who has the Supervisory Monitoring password to monitor ACD calls with or without the knowledge of the parties, and also to join an active ACD call.

Message Waiting Indicator To Telephone (MWI) allows the user to send or cancel an MWI message to any other phone in the system that has a mapped MWI Retrieve button with an associated LED.

Call Forward Override (CFO) allows phone users to override their call forward default settings. Call Forward Override allows users to temporarily configure their phone to forward calls to a specific phone number or destination without modifying the current call forward default settings.

Call Timer on LCD allows the phone user to see the time duration of an active call. The call timer can also be used for billing purposes.

Dial By First Name enhances the Auto Attendant application of NBX voice mail so that a caller can find an extension by dialing the first few digits of a person's first name.

Multiple Greetings per voice mail extension allows a user to record up to 5 greetings and then select one of them as the active greeting.

Reply to All and User Group Lists are related features. Reply To All enables a voice mail message recipient to send the reply to all the recipients of that message, including the sender. Group Lists include system-wide user lists, defined by the administrator, that enable all system users to send or append and forward voice mail messages. User Group Lists enable users to create and manage a personal voice mail group distribution list.

NBX Database Upgrade enables you to move data from one NBX platform to another. For example, you could migrate from an NBX 100 to a more powerful NBX V3000 system. A related feature is the ability to convert extensions of some extension types from 3- to 4-digits or from 4- to 3-digits. The database upgrade feature does not support migrations from an NBX V3000 or a SuperStack 3 NBX V5000 system to an NBX 100 system.

Telephone Group Licensing defines device groups according to device features and allows a License Group to “loan” an unused license to another License Group.

Enhancements to these optional applications:

- **NBX Call Reports** has been enhanced to capture call records that track NBX 5.0 new features: Account Codes, ACD, and Supervisory Monitoring.
- **Complement Attendant Software** has an updated user interface and a Call List pop-up menu where the user can invoke Answer/Release, Hold/Unhold, or Apply Account Code.
- **Desktop Call Assistant** has an updated user interface, and the ability to use new features such as Account Codes, Supervisory Monitoring, and Message Waiting Indicator to Phone.

New telephone documentation comprises a series of telephone guides, which you can access through the NBX NetSet utility:

- NBX Manager’s Telephone Guide
- NBX Manager’s Telephone Quick Reference Guide
- NBX Business Telephone Guide
- NBX Business Telephone Quick Reference Guide
- NBX Basic Telephone Guide
- NBX Basic Telephone Quick Reference Guide
- NBX Entry Telephone Guide
- NBX Entry Telephone Quick Reference Guide
- NBX Cordless Telephone Guide
- NBX Cordless Telephone Quick Reference Guide
- NBX Features Codes Guide for Analog Telephones
- Analog Telephone Quick Reference Guide

Other Features

A new setting in the NBX NetSet utility allows you to specify the type of caller ID information you send when forwarding or transferring a call over a digital line card.

The NBX LabelMaker has been updated to include labels for the new telephones.

Enhancements to the NBX Media Driver, which provides a Microsoft WAV API interface to the NBX system on PC platforms running Windows Operating Systems (NT, 2000, XP, 2003 server):

- Support for the NBX 5.0 new features
- The ability to manage large numbers of WAV phones in the NBX NetSet utility
- Significant performance enhancements

A new global setting, Enable Hands Free on External Transfer, has been added so that WAV phones can be treated as external extensions for operations that make a distinction between internal and external calls.

NBX 4.4 features, Personal Operators and Zone Paging, are now available on all NBX platforms, NBX 100, NBX V3000, and SuperStack 3 NBX V5000. (NBX Release R4.4 introduced the NBX V3000 platform, however, NBX R4.4 system software runs on the NBX V3000 platform only.)

Applications in Release R5.0

NBX R5.0 contains these optional applications:

- NBX Complement Attendant Software R5.0.2
- NBX Call Reports R5.0.1
- NBX ConneXtions Gateway R4.0.1
- NBX pcXset™ Soft Telephone R5.0
- NBX Media Driver R5.0
- NBX TAPI Service Provider R5.0
- NBX Palm Dialer R1.1.3
- 3Com Network Supervisor V4.0.1
- NBX Desktop Call Assistant R5.0.1
- 3Com Telephone Local Configuration Application R1.0

Problems Corrected in This Release

NBX R5.0 includes problems corrected in all maintenance releases issued since NBX R4.4 was released.

Problems Corrected Since R4.4.7

Analog Line Cards

- Under certain conditions on NBX systems in China, a call failed to disconnect for 30 seconds after an outside caller hung up. This problem no longer occurs. (ID 24248)
- The 3C10114D Analog Line Card did not properly handle caller ID information on NBX systems in Brazil, where a non-standard Start / Stop tone is used. The card now properly handles the tone. (ID 24091)

- External calls that arrive over an analog telephone line now have no audio problems. Previously, if both the external caller and the NBX telephone user spoke at the same time, parts of the external caller's words were not heard. (ID 24323)

Analog Terminal Adaptors

- Previously, Analog Terminal Adaptors that were used on V3000 NBX systems in Australia were not interacting properly with attached analog telephones. A change to the frequency filter has resolved the problem. (ID 24249)

Digital Line Cards

- The 3C10116D Digital Line Card no longer clips the last portion of the audio when callers access the name directory. Previously, callers heard "For John Doe, press" when they should have heard "For John Doe, press 1." (ID 24005)
- The NBX system now properly handles a call under these conditions:
 - The telephone company equipment is sending information in overlapped receiving mode
 - The NBX system receives a SENDING COMPLETE message without any Called Party digits.Previously, the NBX system sometimes restarted or halted. (ID 22774)

Do Not Disturb

- If two telephones are forwarded to each other and both are in Do Not Disturb mode, the NBX system now properly handles calls to the telephones. Previously, the NBX stopped processing calls. (ID 23549)

Hunt Groups

If a call is transferred to a hunt group, is not answered, and goes to the voice mailbox for the hunt group, all data is properly handled. Previously, the Diverted Party Field was incorrect. (ID 4828)

Port Scanning Software

- Port scanning software can no longer cause the NBX system to halt when the software scans one of the ports that the NBX system uses. (ID 23180, 23081)

TAPI

- The TAPI function lineForward now works properly on a line that has the default configuration. Previously, the function did not work unless the line was first configured in the NetSet interface. (ID 4814)

Problems Corrected Since Release R4.3.13

3Com Telephones

- On occasion, some models of 3Com telephones, Attendant Consoles, and Analog Terminal Adaptors reflected packets back to the network. This sometimes caused network switch problems, but the problem has now been resolved. (ID 24087)

Analog Line Cards

- Under certain conditions on NBX systems in China, a call failed to disconnect for 30 seconds after an outside caller hung up. This problem no longer occurs. (ID 24247)

- The 3C10114D Analog Line Card did not properly handle caller ID information on NBX systems in Brazil, where a non-standard Start / Stop tone is used. The card now properly handles the tone. (ID 24090)

Analog Terminal Adaptors

- Previously, Analog Terminal Adaptors that were used on V3000 NBX systems in Australia were not interacting properly with attached analog telephones. A change to the frequency filter has resolved the problem. (ID 24249)

Digital Line Cards

- The 3C10116D Digital Line Card no longer clips the last portion of the audio when callers access the name directory. Previously, callers heard "For John Doe, press" when they should have heard "For John Doe, press 1." (ID 5447)

Do Not Disturb

- If two telephones are forwarded to each other and both are in Do Not Disturb mode, the NBX system now properly handles calls to the telephones. Previously, the NBX stopped processing calls. (ID 5446)

TAPI

- The TAPI function lineForward now works properly on a line that has the default configuration. Previously, the function did not work unless the line was first configured in the NetSet interface. (ID 5363)

Known Anomalies and Considerations in Release R5.0

Automatic Call Distribution

- The ACD groups list that appears in the NBX NetSet utility is sorted according to the order in which the groups were created instead of being sorted numerically. (ID 24496)

Call Coverage

- The NBX system can hang when you have telephones forwarded in a loop and the Do Not Disturb feature enabled. For example:
 - Set call coverage on extension 1001 to forward calls to extension 1002.
 - Set call coverage on extension 1002 to forward calls to extension 1001.
 - Enable DND on both 1001 and 1002.A call to extension 1001 causes the system to lock up. The system returns to normal when the caller hangs up. (ID 23550)
- The Call Forwarding feature can cause the message, "Feature Failed" to appear on the telephone's display panel even though the operation completed successfully. For example:
 - Extension 1001 is configured to forward all calls to Extension 1002.
 - Extension 1002 is configured to forward all calls to Extension 1003.
 - Extension 1003 is configured to forward calls to voice mail.A call to Extension 1001 is forwarded to 1002. If no one answers extension 1002, the call is forwarded to extension 1003 and Feature Failed appears on the display panel of extension 1001. If no one answers extension 1003 and the call goes to voice mail, Feature Failed appears on the display panel of extension 1002. (ID 23408)

- The Call Forwarding feature can send a call to the wrong destination if the destination device is in an "unknown" state. For example, extension 1005 has Call Forward Default set to forward calls to extension 1010. Extension 1005 also has enabled the check box that causes forwarded calls to go to a different location if the original target is an internal extension and the call is not answered. Extension 1010 has Call Forward Default set to an extension on another system and the extension 1010 telephone is currently not connected to the network or in some state where the NCP cannot communicate with it. In this case, calls forwarded to 1010 are controlled by the Call Forward Default setting of extension 1010 and they are not returned to extension 1005. (ID 24229)

Complement Attendant Software

- You cannot use a phone that is associated with a computer running Complement Attendant Software (CAS) to invoke the Message Waiting Indicator (MWI) feature. (ID 24193)
- When installing the .NET framework version 1.1 on a Windows XP system, if you have changed your Start menu to the Windows Classic start menu, the .NET framework install might terminate unexpectedly with a general error. If this problem occurs, reset your Start menu to the Windows XP Start menu and run the installation program again. After a successful installation, you can return to using the Windows Classic Start menu.
- If you install Complement Attendant Software but not NBXTSP, you are prompted to launch CAS after installation is complete. When you launch CAS, an error occurs because it detects that CAS is already running. To clear the error, shut down CAS and restart it. (ID 24521)
- Complement Attendant Software might report a license failure error when there is a valid license in effect. To clear the error, restart CAS. If the failure occurs again, restart the PC. (ID 25527)

Database Restore

- An NBX100 system will allow you to import a database that is too large, for example a database backup that was taken from an NBX V3000 or SuperStack 3 NBX V5000 system. However, if the database is too large, the system could hang on reboot. (ID 22747)

Desktop Call Assistant

- You cannot use a phone that is associated with a computer running DCA to invoke the Message Waiting Indicator (MWI) or the Supervisory Monitoring features. (ID 24167 and 24168)
- When installing the .NET framework version 1.1 on a Windows XP system, if you have changed your Start menu to the Windows Classic start menu, the .NET framework install might terminate unexpectedly with a general error. If this problem occurs, reset your Start menu to the Windows XP Start menu and run the installation program again. After a successful installation, you can return to using the Windows Classic Start menu.

Documentation

- The *NBX Administrator's Guide* includes the 3105 Attendant Console as a device supported by the 3Com Telephone Local Configuration application, however, the application works with the 3100 Entry Telephone only. (ID 24484)

NBX Digital Line Cards

- Digital Line Cards 3C10165D (E1) and 3C10116D (T1) do not support DHCP Option 184, which is used by NBX devices to receive the IP address of the Network Call Processor. See the *NBX Administrator's Guide* for complete information on how to configure IP address information for these Digital Line Cards. (ID 5109)

- 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards do not support DHCP lease times of less than 20 minutes.
- T1.231 and TR 54016 Near End performance data does not accurately report severely errored framing events. A severely errored framing event is reported when the number of framing bit errors exceeds 2 in one second, which causes a greater number of severely errored framing events to be reported than actually exist. (ID 3687)
- On a system where Trunk-to-Trunk transfers are enabled, a caller that dials into the NBX system from the PSTN and is then transferred to an integrated voice response (IVR) system over a PRI connection, cannot select options on that IVR system. The NBX system does not correctly transmit the DTMF tones that are sent when the caller presses buttons on the phone. This issue exists only in R4.1.71 and higher releases. A workaround exists for this issue. However, the workaround causes a different issue if the call is forwarded to a 3Com V3700 Unified Messaging System. For information on the workaround, contact the 3Com Customer Service Organization. (ID 3696)
- 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards do not support the NBX IP On-the-Fly feature. If your system uses IP On-the-Fly, then you must assign a static IP address to the card or use DHCP to assign an IP address to the card, even if the card will be installed on the same subnet as the NCP. (ID 5109)
- 3C10165D E1 Digital Line Cards configured as Multiframe with CRC4, HDB3, ETSI, cannot detect bipolar violations. The problem does not happen if the line code is AMI, instead of HDB3. (ID 5129)

Hunt Groups and Calling Groups

- Linear hunt group behavior is inconsistent when the hunt group members are bridged extensions. This example of a four-member hunt group illustrates the behavior:
 - 1000 is first in the hunt group and it is a primary bridged extension.
 - 1001 is second in the hunt group and it is the first secondary bridged extension of 1000.
 - 1002 is third in the hunt group and it is the second secondary bridged extension of 1000.
 - 1003 is fourth in the hunt group and it is the third secondary bridged extension of 1000.

A call to the hunt group extension rings extension 1000. The bridged station appearances on all secondaries ring and light up, and the call is forwarded to the voice mail of the hunt group if no one answers the call. If you remove the secondary bridge on extension 1002, a call to the hunt group rings extension 1000, and the bridges 1001 and 1003 ring and light up. Then 1002 rings as a member of the hunt group. Then 1003 rings as a member of the hunt group. If no one answers, the call is transferred to the voicemail of the hunt group. (ID 3664)
- You cannot specify a hunt group's extension as its own Personal or System Operator extension. For example, the hunt group on extension 4000 cannot use extension 4000 as its Personal or System Operator destination. The error message may display only when you modify the hunt group. (ID 24263)

Internationalized Components

- If you have the German language pack activated and you use the Auto Discover feature to add a new 3103 Manager's Telephone to the system, the new telephone does not appear in the Device Configuration window of the NBX NetSet utility until you take the new telephone offhook briefly and then refresh the browser window where the NBX NetSet utility is running. (ID 24497)
- Some internationalized versions of NBX Telephone documentation indicate that the 3Com 3106 and 3107 Cordless Telephones are available. Due to restrictions of the frequency spectrum, 3Com Cordless Telephones are available in North America only.

NBX Telephones

- The NBX NetSet utility allows you to associate a primary bridged extension on a 3103 Manager's Telephone to an attendant console. This configuration should not be allowed. (ID 24027)
- When you choose Silent Ring as the Ring Tone for an NBX Telephone, the status light or display panel icon flashes when a call arrives, but the telephone never rings. In the current release, a headset attached to the headset connection of a 3102 Business Telephone does not also play a tone audible through the headset, as described in the telephone documentation. (24258)

Regional Settings

- The Regional Settings for Israel documentation shows Israel (Hebrew) instead of the correct description, Israel (English). The Regional Settings for Russian documentation shows Russia (Russian) instead of the correct description, Russia (English). (ID 24366)

TAPI

- LINE_DEVSPECIFICFEATURE messages are sent to applications when feature code setup is completed, aborted, or times out. These messages are sent successfully when the calling party invokes a feature code, either manually or through an application. However, when the called party invokes a feature code, messages are not sent to the application. (ID 24393)
- Only one conference call at a time may be made on an extension via TAPI. Using a 3Com telephone, a user can create a conference call, place the conference call on hold, and then create a second conference call. The user can then switch back and forth between the conference calls by putting one or the other on hold. Using TAPI, a user can set up a second conference call, but the first conference call can no longer be retrieved. (ID 22726)
- The new call forward features available in NBX 5.0 (Call Forward All, Call Forward Busy, and Call Forward No Answer) cannot be accessed from TAPI applications. (ID 24500 and 24501).

Voice Mail

- You can cause the system software to lock up by sending a voice mail to one or more distribution lists that total 200 or more recipients. (ID 25617)