

MARCH 19, 2007

TOL ENTERPRISE 7.0.0.9680 RELEASE NOTE

What's New in 7.0

Sip Support

Integration with Iwatsu ECS switches via SIP. Extension monitoring via CSTA. All supported functionality is available with the exception of Soft fax and Live Reply Return (## to return to mailbox).

Locations Support

Ability to associate a single or multiple numbers to a user's location (system or user defined location). These locations can be scheduled in a location calendar or used in an override mode. Find Me/Follow Me capabilities provided using sequential calls to all numbers for a location or a broadcast to all numbers associated with a location. DID calls can be routed to users' location.

Call Logging

Call History (inbound and outbound) is maintained on the Telephony Office-LinX™ server and is viewable on Web Client, UC Client Manager and Outlook (for IMAP enabled users). This feature requires the extension to be monitored with CTI capabilities.

See the list of features below to see what is supported in Telephony Office-LinX™ Enterprise Edition release 7.0. Please look below for a list of functionality that is not supported. A list of fixed problems is also provided.

FUNCTIONS	DESCRIPTION	SUPPORTED
OPERATING SYSTEM	Supports both workstation & server OS for Windows 2000 Professional & Server. Windows XP Professional, Windows 2003 (SP1 or R2) is also supported.	WINDOWS 2000 workstation and Windows XP (limit of 10 simultaneous Web client connections) /server
MEMORY	Minimum requirements are based on Windows 2000/XP/2003 minimum requirements	1.5 GB RAM (min)
STORAGE	Every 10 MB (varies and depends on storage format used) of disk space equates to 1 hour of voice storage	MIN 500 HOURS
VOICE PORTS	The number of concurrent voice channels supported on the software	4- 144 PORTS (Maximum 48 ports with SIP)
FAX CHANNELS	The number of concurrent fax channels the fax mail module can expand to	1-16 PORTS using GAMMALINK board only. 1-12 PORTS using soft fax (on Dialogic systems only). 1-30 PORTS using native fax on Eicon Diva cards

RECOMMENDED # OF USERS	The maximum number of users that ensure optimum performance, unlimited users supported	10000 UM Subscribers, 20000 voice subscribers
NETWORK SUPPORT	Network protocol used for CTI integration	TCP/IP
E-MAIL SUPPORT	Email protocols used for notification and message delivery/retrieval	SMTP/IMAP/POP3
FAX DETECTION	The ability to detect incoming faxes over voice channels and route to a predefined destination	Standard

PBX/KEY SYSTEM/ TELEPHONY INTEGRATIONS

INBAND	Simple DTMF integration	Standard
SERIAL (SMDI/MCI)	Out of band integration with a Serial link	Standard
CSTA/CTI-LINK	Data integration over a data or serial link (supported for Iwatsu and Panasonic). Events supported for Panasonic: Voice Mail Ring Event, Voice Mail Disconnect, Set MWI, Cancel MWI. Set DND, Cancel DND, Set Call Forwarding, Cancel Call Forwarding, Internal Ring Event, External Ring Event, Place Call, Answer Call	Optional
DIGITAL SET EMULATION	Using dialogic emulation hardware: Nortel Norstar/Meridian, TOLEE COV/DNIC	Standard
T1/E1	Using Dialogic hardware: T1-Robbed bit, E1-QSIG. Using Eicon Diva hardware: T1-Robbed bit, E1-QSIG	Standard
SIP	Use SIP standard to integrate with Iwatsu ECS, Teltronics 20/20 and Asterik PBX's	Optional

STANDARD SYSTEM FEATURES

AUTOMATED ATTENDANT	Supports 99 independent automated attendants per system (1 per company). Optionally dial extensions without mailboxes.	Standard
SCHEDULING	Time of day and day of week scheduling for automated attendant configuration	Standard
BUSINESS HOURS	Programmable by day	Standard
KEY MAPPING	Single digit access to departments and users	1-9 Standard
COMPANY GREETINGS	Define morning, afternoon, evening, & closed greetings	Standard
CALLER ID ROUTING	Route incoming calls based on area code, city prefix and number combinations to define extensions, groups, IVR, or offsite transfers	Unlimited Numbers
DNIS ROUTING	Routing incoming calls based on the number dialed by the caller	Unlimited Numbers
PIN NUMBER ROUTING	Routing incoming calls based on account codes or PIN numbers the caller inputs	Unlimited Numbers

ROUTING SCHEDULE	Can define Caller ID/DNIS/& PIN number routing based on time of day or day of the week.	Standard
VOICE MAIL	Voice mailboxes can be associated to several conditions: Phone extension, Information box, Transaction box, Off site phone number, Q&A box, Notification box	Standard
VOICE MAIL TUI EMULATION	The ability to emulate other TUI interfaces for voice mail access	Standard
AUDIOTEX	Users can create menus for transaction and information: Unlimited menus with 99 levels each	Standard
AUDIOTEX SCHEDULES	Can schedule starting points based on time of day and day of week	Standard
CUSTOM CALLER TUI	Can create custom caller TUI templates based on: User, Group, System wide, Company	Standard
MESSAGE NOTIFICATION	Out dial to beeper, phone, e-mail, pager, voice pager and SMS (as part of Mobility Services) for message notification.	Standard
CALL SCREENING	Screen incoming calls to a mailbox user	Standard
CLASS OF SERVICE	Can create custom feature groups and allocate features to groups and assign users	Standard
RECORD CONVERSATION	Users can activate a record of live conversations *PBX dependant	Standard
FAX ON DEMAND	Callers can request pre-defined or specific documents to be faxed back to them, supported in Audiotex	Standard
INTELLIGENT CALL ROUTING	System can be configured with rules based routing defined by CID, DNIS, scheduling, Q&A, and combination. Individual users can set up availability filters based on CID. Individual users can set up location based routing of calls.	Standard
LOCATIONS CALENDAR	Locations based routing based on individual calendar	Standard
EXPRESS MESSAGING	Single digit access to instant voice messaging to defined users	Standard
ACCOUNT CODE VERIFICATION	Used in voice menu and caller ID routing	Unlimited
VIRTUAL EXTENSIONS	Mailbox associations to email notification, guest mailboxes and offsite numbers, devices like mobile phones etc.	Standard
OFF PREMISE ROUTING	Routing and transferring calls to offsite extensions	Standard
REPORTS	Using WEB Reporter a program that will operate over the WEB, and generate port, user and traffic statistics. Data can be exported to txt files.	Standard

MULTILINGUAL AUTOMATED ATTENDANT	The attendant can answer up to 5 different languages concurrently per company	Standard
MULTILINGUAL MAILBOXES	Users can define mailbox properties in different languages based on the language library loaded	Standard
DESKTOP INTEGRATION	50 licenses for UC Users, visual call management, visual user configuration, and instant messaging	50 desktop clients (standard UC Client Manager & Web Client)
MULTIPLE GREETINGS	Specific greetings for contacts based on CLID. Different greetings for internal and external callers	Standard
ORGANIZATIONAL UNITS	Support for Organizational Units where users can be divided by department number for example	Standard
MAILBOX TEMPLATES	Administrator can create mailbox templates to ease the creation of multiple mailboxes	Standard
MAILBOX PASSWORD SECURITY	Administrator can set the following fields: Forced password change, Minimum Password length, Password length Fixed, Default User password, Ask for password change on first access, Password Rules, Number of incorrect attempts after mailbox is locked	Standard
SERVICE RECOVERY MANAGER	The Service Recovery Manager (SRM) will allow for the viewing and maintaining of all Messaging Server components in one web interface. All services and their dependencies configured within this application will be monitored for CPU usage, Disk usage, Memory usage, services, processes	Standard
OPTIONAL ADD-ON MODULES		
HOSPITALITY / PMS MODULE**	Integration to industry leading PMS vendors for Hotel/Motel applications	Optional
FAX MESSAGING	Support both voice & fax DID, automatic routing and single digit access	16 ports Requires Gammalink Fax Board or Soft FAX Ports (on Dialogic systems only). 1-30 PORTS using native fax on Eicon Diva cards
INTEGRATED FAX	Outgoing faxes through an embedded printer driver that uses Microsoft Fax as a client.	16 Ports Requires Gammalink Fax Board or Soft FAX Ports (on Dialogic systems only). 1-30 PORTS using native fax on Eicon Diva cards

UNIFIED COMMUNICATIONS	Using IMAP TSE support messaging from Microsoft™ Exchange 2003, Microsoft™ Exchange 2000, Lotus Notes 6.5, Lotus 7.0, Novell GroupWise 7.0. Off-line header support is also available. Contact synchronization and one way calendar integration supported with Exchange 2003.	IMAP TSE Services
INTEGRATED MESSAGING	Using IMAP Server support for integrated messaging to Outlook XP, Outlook 2003, Outlook Express, GroupWise 7.0.	IMAP Server
DESKTOP SCREEN POPS	Telephony applet for screen pops and visual call control over IP	UC Client Manager
DESKTOP MESSAGING	Supports voice, fax & email	Web Client / Email
HOT DESKING	Users can log into office from any IP connection and set their calling address and status	UC Client Manager
TELEPHONY WIRELESS	Enables supported PDA devices synchronize and log into the users UC account wirelessly through WAP. Also new UC Mobile client is available for usage on PDAs.	Support RIM**, Windows CE**, WAP enabled devices. Support
DESKTOP CALL CONTROL	Screen pops with database look ups, supporting: Outlook™, Goldmine 6.5™, ACT 2005™, and Maximizer 8™	UC Client Manager
ACTIVE X CALL CONTROL**	Active X module for custom database lookups, works with any ODBC Compliant database	UC Client Manager
SMART TAGS	CTI and UC users have the ability to highlight numbers in Web pages, MS Office™ applications and then dial number.	UC Client Manager
CALL HISTORY	Call History (inbound and outbound) is maintained on the Telephony Office-LinX™ server and is viewable on Web Client, UC Client Manager and Outlook (for IMAP enabled users).	UC Client Manager, Web Client, MS Outlook, (IMAP TSE users only)
INTERACTIVE VOICE RESPONSE(IVR)**	Scripting tool provided to give customers flexibility to launch their applications	IVR
VISUAL MAILBOXES	Maintain and manage your UC account from a GUI interface using Internet Explorer or Firefox as a browser. Firefox is also supported on Linux OS.	Web Client
LAN BASED PAGING AND INSTANT MESSAGING	Send text messages to any local area pager and chat between users in real time. Messages to SMS addresses can be sent.	LanTalk module of UC Client Manager
AMIS	System Networking	16 sites
VPIM	Site Networking over IP	Unlimited Sites
SPEECH RECOGNITION	Speech enabled automated attendant	telephony speech-Nuance 8.5

TEXT TO SPEECH	For email reader	TTS (2 ports standard) 4.0 RealSpeak
E-MAIL PRINTING	E-mail that are listened to using the TUI can be either faxed to a specific number or printed to a local area printer	TUI

**Features not tested by QC

Functionality Not Supported

- ✦ Rhetorex and Brooktrout drivers are not longer supported in release 7.0
- ✦ Lotus 5.x is no longer supported in release 7.0
- ✦ Exchange 5.5 is no longer supported in release 7.0
- ✦ Softfax is not supported on SIP integrations

Language Support

- ✦ **ADMIN** | English, Spanish, French, German, Italian, Dutch
- ✦ **UC CLIENT MANAGER** | English, Spanish, French, German, Italian, Dutch
- ✦ **WEB CLIENT** | English, Spanish, French, German, Italian, Dutch
- ✦ **VOICE PROMPTS** | English, Spanish, French, German, Italian, Dutch
- ✦ **TTS** | English, Spanish, French, German, Italian, Dutch
- ✦ **ASR** | English, Spanish, French, German, Italian, Dutch

List of Fixed Items

CR NUMBER	SYNOPSIS
11618	He was attempting to use the feature when you are logged into the TUI and you want to print a fax to the default fax number to an external number it is not being received by the fax machine. I logged into the system and I saw that the trace was dialing out the number for the internal number and external number but there was no indication that the fax machine was receiving it.
11824	LDAP - The Unified Messaging checkbox is selected on the Unified Messaging tab of a user's entry on Exchange Server. When the user is imported and the mailbox is saved, the Desktop capability is optioned as CTI. It would seem the mailbox should be optioned as Advanced or Unified. This issue is with LDAP importer
11902	Open Temporary Location property window from Web Client. Select an option (e.g. Automated Name and Location greeting) from Location Greeting tab. Click on Save and Close, message "Error on page" is displayed on the left-bottom corner of the screen and the setting cannot be saved.

12007	From mailbox 6020 web client My Addresses tab, set phone number 6022 as default. Send a voice message to the mailbox, the message lamp is on. Listen to the unread message then skip it, the message lamp is off even though the message status is still unread.
12066	The following 2 lines should be added to the SIP ini file in the PBX section: Use Request URI = Yes Cut Request URI = 9
12204	Problem with Mass Recall. The issue is that the Voice message goes to the mailbox where the voice menu is used rather than the mailbox that is selected in the voice menu action
12212	Groupware Forms crashes Outlook 2003.
12213	Voice Server should not play prompt to press ## return to mailbox session when doing live reply on Iwatsu SIP.
12226	Play Message from outlook using phone. Get an exception within UMST logs.
12228	Both Outlook XP (2002) and Outlook 2000 crashes, when you switch between folders. For Outlook XP, the voicemail file, which opens by clicking the phone symbol, does not even bring in the record button, etc. Groupware Forms crashes Outlook XP (2002) when you go to another folder and then go back to the Inbox.
12229	IMAPTSE crashes at customer site intermittently after a day.
12272	TUI - Message stops playing if user presses 7, 8, 9 keys to FFWD, REWD message on SIP integration
12273	For upgrades the Typical configuration should not have TTS and ASR enabled since these are chargeable upgrades.
12274	When a message is recorded in Outlook it cannot be played on the TUI by the recipient.
12275	Redirect (Call forward / Location with ICM and DID calls) change via CSTA - New Method of detecting ringing at a station and performing a directed call pickup & transfer
12123	Messages get synchronized in a LOOP. The customer has a MAIL TRAQ email server that is used to unify with our voice server. When they turned the UM on the system started synchronizing the messages over and over in a loop. We looked at the settings and there was no issue with the message being forwarded or something. The messages seem to be missing the IMAP ID
12203	The EFSP Virtual directory is not created during install
12206	When sending messages via TUI the message is delivered right away not at the specified future date.
12190	When sending to a distribution list from an IMAP user to a standard user, the message light does not come on.

12223	I unchecked the default customized mailbox and selected the guess one to be my default. Did a test and when trying to select the default 7.0 back an error showed saying Unable to save telephone user interface. The customized mailbox showed empty.
11981	Iwatsu SIP License (checked box for SIP in sentinel) is not needed to use the system. It should not be the case. Only if SIP is checked in the sentinel, the system should allow you to use it.
12250	Wrong format was shown in FG for the prompts. ULAW should be shown instead of ALAW.
11028	TOLEE - Dialogic (Analog) 7.0.0.9005 Installation After a new install, the CTI Settings in Admin were not set.
12257	The option, from a fresh install, to select a Teltronics 20/20 is missing. It still has a listing for a Harris 20/20
12144	On Jan.25, 2007 Esna in-house live system. Channel 11 got incoming call and went normal until hung-up. Seems eesip.dll or eevoice.dll got Event 14 from call control, but never fired to upper application. This causes a hookstate, always off-hook and failed
12276	In case DID call and transfer, instead of playing "Transfer you to..." it plays "Just a moment while I locate your party..." (mess2904.vox" which is more user friendly.
