

PBXPlus Software Update

For 4.2.x+

System Software Version 4.8.0

Date: 8/12/12

- OSLEC open source echo canceler has been added.
 - This option is available on all hardware cards and can greatly improve echo even coming from outside sources. Again, only applies to Digium analog and PRI cards.
- Feature Code Changes
 - Due to a conflict with feature codes, dialing follow me or cascade notify list are done with 3*+ext and 4*+ <voicemail box #> respectively.
- SPC users should now be able to print labels from the key settings page.
- Diagnostics now has new section allowing for packet capture on PBX side.
- Improvements made to RAID systems. Status display now has more info and software RAID supports hot-swap if you have a hot-swap drive bay.
- Added buttons for Hardware Info and PRI Status on Hardware Provider page.
- Agent Recordings added, link available from Agents page.
- Enterprise phonebook preliminary support added. Note going into phone functions on HD Phones and enabling “fuzzy search” uses the directory for auto-complete functionality.
- Custom Routes now have a flag that allows them to be included before or after other destinations are included.
- Chat Server added - Settings are on PBXSetup->Chat
 - Note that users are created for extensions which are configured as call manager users.
 - This is disabled by default. To run it you will need users with call manager licenses assigned to them. Enable the server, then press apply changes to update the chat server with your latest settings. Note that if you disable the chat server, you will need to re-enable it and press apply changes to update it with any changes that you have made while it was disabled.

IPitomy Communications Software Release Notes 4.8.0

- New ACD option to send text messages to configured chat users when calls are abandoned. Enter the extension number of the chat users in a comma separated list in order to configure this. For example: 222,333,444.
- Added button to database page that restores a factory default database. Note there are some nuances, voicemail messages and prompts will still exist and your network settings will not match your database. Be sure to update your network settings and save and apply after using this.
- Bug Fixes:
 - Fixed possible corruption of FTP backups.
 - Reports users requires ACD license to view ACD queue reports.
 - Fixed issue with hot-swap on software RAID systems. Note that if you have a software RAID system and have swapped out a drive already, then you should contact support and to have them verify that your 2nd drive has a valid boot loader.
 - Removed the Web Server page under System->Access Control as the functionality was obsolete.
 - Fixed issue with Pause queue member feature code not functioning in all cases.

PBXPlus Software Update

For 4.2.x+

System Software Version 4.6.1

Date: 5/18/2012

- Agent and Ring Group Changes
 - This release implements comprehensive changes to ACD Agents. Note if you are using active agents: (agents logging in with 3* and staying on that call while in queue), you do not want to update to this release until you can change your process to use callback agents.
 - Active (3* agent login) Agents have been removed. All agents behave as Agent Callback Login agents used to.
 - Note agents can only receive one queue call and will not receive additional inbound calls if their phone is in use. This occurs regardless of the ring group setting "ring in use".
 - Feature Code Changes
 - 2* is used to log in an agent, extension number is no longer entered. You log in at whatever phone you are located at.
 - If you wish to log an agent into a phone that you are not setting at you can dial 2*+ext and then log in the agent.
 - 3* is used to log out an agent. There is currently not an agent PIN required, but we will be changing this to a system wide option in a future release.
 - 0*+agent number pauses agent
 - 1*+agent number un-pauses agent
 - This Version is required to support IPitomy's new Queue Manager Software. A beta will be available shortly.
 - Moved Automated Phone Firmware Update Controls to Phone Global page.
 - Disabled firmware updates through phone settings page.
 - Hardware Providers has new option to dial out a trunk group in ascending or descending order.
 - Support for new IP220 phone model - this phone will be assigned as an IP2xx series phone.
 - Added support for new HD Phone setting Missed Calls Display. This can be found on the Settings page for the phone assigned to an extension, under Display.
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- Bug Fixes
 - Implemented workaround for out of spec behavior from some PRI providers - Call collisions would cause out of use channel because provider failed to

IPitomy Communications Software Release Notes 4.8.0

respond to max of 2 restart requests on a channel before timer expired. Work around resets the channel anyways.

- Fix for phone QoS parameters not always being set to same parameters as the system.
- Fixed several issues with mass editing phone configuration. It was changing several configuration parameters to defaults even if set to Do Not Change.

PBXPlus Software Update

For 4.2.x

System Software Version 4.4.2

Date: 3/15/2012

Upgrading

- Due to confusion with changes related to remote phones we have reverted the changes to remote extensions from 4.4.1 and we have made additional modifications.
 - New Extensions will have the following defaults
 - DTMFMode: RFC2833
 - Call-Limit: 6
 - Insecure: auto (new setting value)
 - Note auto is equivalent to Port+Invite (very), for LAN phones and “No” for WAN phones
 - User type of all new extensions will be type peer
 - Old extensions will still use type friend unless you modify the setting yourself.
 - Extensions that have already been set to work with 4.4.1 changes should continue operate normally.
 - User Type is now editable per extension.
 - Insecure and UserType can both be mass edited. Note that for mass editing, if you want the default value of a drop down to be set for all extensions, then say for example you mass edit 10 phones and the value in the DTMF drop down is RFC2833. If you want everything to be RFC2833, you need to change it to something else, then back to RFC2833. Only values highlighted in green are set for selected phones when you mass edit.
 - In summary, you shouldn't have to change anything on a working 4.4.0 or 4.4.1 system to make remote phones work. If they don't, you can restore old behavior (prior to 4.4.1) by setting User Type to 'friend' and insecure to Port+Invite.
- Bug Fixes
 - Phones created with auto-provisioning will now properly set the default call limit.

PBXPlus Software Update

For 4.2.x

System Software Version 4.4.1

Date: 3/9/2012*

Upgrading

- Note for people with multiple remote extensions from the same remote location: When you upgrade to this version you may need to adjust the settings on your remote extensions. The setting is called “insecure”. You can find it under Edit Extension->Advanced->Network Settings. Change the setting “insecure” to “no” for remote phones. You can also mass edit this setting if you have multiple phones.

HD Phone Changes

- Edit HD Phone Template

➔ You can now edit the default phone template so that changes that are not available in the PBX GUI are now available through modification of the default template. Note that this is a global template so that changes will apply to all phones. This feature is available under PBXSetup->Phone Global.

◆ An example of the proper use of this feature would be to change the VLAN settings so that they are not erased when the phone updates its configuration files.

◆ Note that we do not currently validate the changes you make except to ensure that it is valid XML. It is easy to reset to default, but be careful making changes here as you can cause issues with incorrect values.

- Updated default mic level for speaker phone to 4
- Default Extension DTMF mode changed to RFC2833 which is optimal. Note IP550s perform better with SIP INFO, so be sure to set this up appropriately depending on which phones you are installing. Currently installed extensions will not be effected by this change.
- Phone firmware included in base install is now 2.2.6.5. Package 1.8-1. Note if you upgrade an existing system this isn't automatically installed. You need to go to PBXSetup->Services and click Check Now to update to latest HD phone firmware.

Interface changes

- Updated tooltip and field names for various options under PBXSetup->Services
- Agents configuration now has a link under PBXSetup. (ACD must be enabled)
- Scheduled Calls are now listed under destinations (Scheduled calls must be enabled).

Scheduled calls are now a routable destination

- The effect is that you can place these in the dial plan to make a call when an event happens. For example, if someone leaves your tech support queue because it is empty, you can have a multicast page announce the event.

Bug Fixes

- QoS parameters in HD phones will now match system setting for SIP
- When auto-provisioning a phone to an extension that is set as an IP320, the system will now properly reject incorrect phone models.
- Adjusted default subscription timer for phones so that BLFs eventually resubscribe when PBX is restarted. Changed from 1 hour to 30 minutes
- Agents will no longer be disconnected when pressing '*'
- Recordings for calls made directly to extensions work again. Recording is saved in voicemail under work.
- Fixed issue with IP330s not being counted for IPitomy Only Licenses

*Notes updated 3/14/12 to explain remote phone difficulties

PBXPlus Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.4.0 Date: 2/6/2012

- Call Manager
 - Updated call manager connection to drop lagging users - this would sometimes cause problems for users that were not lagging.
 - Fixed an issue where call manager server would crash, this occurred periodically if network connectivity was being completely interrupted
 - Fixed issue where user could not delete manager recordings
- Updated AC/D Tooltips
- Fixed issue with Callback agents, where a parked call would not timeout to system operator if agent callback failed.
- Fixed issues with transfer and call Park for Callback Agents
- MAC address field on SIP extension page will now filter out common delimiters such as - and :
- Changed the time that backup jobs are run so that it is different from and runs after call log cleanup and voicemail expiration.
- Extension Mass Editing
 - Allow incoming intercom paging, allow whisper, allow others to listen, whisper and record now work properly
- Phone Key Settings
 - Blank Labels on BLFs will now be filled in with extension number when you print
 - Blank Labels on BLFs will now be set to the monitored extension number
- HDPhones
 - Call Waiting feature is supported in phone settings
 - IP330 support complete
 - IP320 updates should work now.
- PBXSetup->Services Removed obsolete logging section
- Update to PBX Core software
 - Improves situation where Invite is sent and device sending invite drops all connectivity

Known Issues:

- Call Manager R2
 - Calls improperly report as INTERNAL when they are INBOUND or OUTBOUND in some cases. Update will be released for R2 to fix this.

PBXPlus Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.6 Date: 9/15/2011

- Systems shipped on 4.2.6 will now have HD Phone firmware 2.2.2.7
- This version includes several bug fixes
 - Permissions issue with HD Phones +csv upload + auto provision resolved
Fixed issue that occurs when using a combination of csv upload and auto-provisioning on the phones. Note the fix will repair systems currently experiencing the issue.
 - Fix for permissions in mobile app for files that have been moved to Old.

PBXPlus Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.5 Date: 8/23/2011

All updates now perform a file system check on reboot. This will cause the update to take 3-7 minutes longer the first time you perform an update. Subsequent updates will take less time.

It is recommended if you do not update to this update immediately, that you navigate to PBXSetup->Services and click Force File System check.

Note that 4.0.8 has been updated to 4.0.9 for users on 4.0.x prior to 4.0.8. This version also performs a file system check on reboot.

PBXPlus Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.4 Date: 8/22/2011

- **Access Control added for different sections of IPPBX web interface.**
Separate sections are Admin, Phone Configuration (for configuration file downloads), and Mobile.

- These settings are available under System->Service Control
- **Fixed issue in Auto-Discovery with address provided to scan networks by default**
- **Mobile App is now present and allows users access to voicemail and forwarding over PBX web interface. The web app is especially formatted for Mobile devices.**
 - You can access your voicemail messages and Forwarding settings through the mobile app.
 - The app is accessed at <http://<pbxip>/mobile/>
 - Note: to log in you must enable access for each extension that you wish to allow to log in. The setting is off by default but can be set on any number of extensions with a single edit by using the Multiple Editing features of the extensions page.
 - You can control settings regarding this App on PBXSetup->Mobile page.
 - The settings are:
 - Require SSL: default is enabled. This redirects all traffic to https and uses specified port if set.
 - Send VM over HTTP: default is disabled. iPhone and Android devices will not play sound files from HTTPS web locations, unless certificate is valid, trusted, and is accessed through same name as certificate. So we use the External HTTP port setting to redirect people to http URL that allows playback of voice files.
 - External HTTP port is used for redirect to voicemail
 - External HTTPS port is not yet used but will be used for redirects from HTTP in a future release.
 - Certificate Common Name: this field is used to generate a certificate for your pbx web interface. This certificate is self-signed so it will not be trusted automatically. Once you have saved the name, press generate certificate. After doing this you will need to reboot the PBX in order for the new certificate to take effect. To install the new certificate as trusted on your mobile device, you navigate to: [http\(s\)://<pbx ip>/mobile/localhost.crt](http(s)://<pbx ip>/mobile/localhost.crt), on your mobile device. This will prompt you to install a certificate. After installing the certificate you should be able to play voicemail files over HTTPS as well.
- **Diagnostics Section**
 - New diagnostics section in menu contains Network Diagnostics page
 - This page contains dialogs that enable you to perform some basic network discovery operations through the web interface of the PBX.

IPitomy Communications Software Release Notes 4.8.0

- Operations
 - Ping: This is a basic single ping that can be used to check if a host or IP address is up. The field accepts valid IP addresses or host names.
 - Traceroute: This performs 5 seconds of traceroute to a specified host or IP address.
 - DNSLookup: Use PBX DNS settings to look up a hostname. Note a properly configured DNS server will report that it is looking up the name using 127.0.0.1 as the nameserver. If this is not the case, set your PBX to a static IP and press save on the networking page.
 - Scan Network: note the timeout on this function is 60 seconds so if you try to scan a large network it will time out. Valid values for this are CIDR or Subnet specifications, (XXX.XXX.XXX.XXX/XX or XXX.XXX.XXX.XXX/XXX.XXX.XXX.XXX).
- **If a HD Phone is set up as remote and uses a remote IP, time server will use PBX's time server instead of PBX, even if it is set to use PBX as time server, (as it is unlikely the PBX time sever is accessible from a remote address).**
- **Fixed issue with multicast group paging where deleting member from 1 group would delete from all groups**

PBXPlus Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.3 Date: 7/07/2011

- Fixed issue where phone configuration could be reinitialized by saving on the Edit Extension page.

Known Issues

- In Chrome, editing phone configuration may make browser display a dialog indicating that the page load is taking too long. If this is displayed click 'Wait' and the page will load.
- Phone Firmware 2.1.8.8-1645 and earlier versions have an issue where audio can stop working on the phone until it is rebooted. Note in this version the issue only occurs on 3-way calls, (i.e. calls initiated with 'Conf' button). Calls must be > 30 min.

IP1100+ Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.2 Date: 7/05/2011

- ~~• Firmware and Kernel Upgrade features now check currently installed version and does not upgrade if the versions match. This did not cause failures, but it provided an unnecessary opportunity for phones to be unplugged during upgrades.~~
- |
- Upgrade Firmware/Kernel buttons are no-longer displayed when the phone firmware matches the installed version and you are editing a single phone.
- HD Phone firmware updated to 2.1.8.8-1645
 - Note this fixes an issue where long calls could cause audio on phone to fail until reboot.
- Note this software version is required to recognize HD Phones shipped after Jul 1st, 2011.

Known Issues

- In Chrome, editing phone configuration may make browser display a dialog indicating that the page load is taking too long. If this is displayed click 'Wait' and the page will load.
- Phone Firmware 2.1.8.8-1645 and earlier versions have an issue where audio can stop working on the phone until it is rebooted. Note in this version the issue only occurs on 3-way calls, (i.e. calls initiated with 'Conf' button). Calls must be > 30 min.

IP1100+ Software Update For 4.2.x (and 4.1.x beta) System Software Version 4.2.1 Date: 6/30/2011

- Firmware Updates on PBXSetup->Services now update HD Phone firmware
- HD Phone firmware updated to 2.1.8.5-1620
- Note this software version is required to recognize HD Phones shipped after Jul 1st, 2011.

Known Issues

- In Chrome, editing phone configuration may make browser display a dialog indicating that the page load is taking too long. If this is displayed click 'Wait' and the page will load.

IP1100+ Software Update For 4.0.8 (and 4.1.x beta) System Software Version 4.2.0 Date: 6/27/2011

Note that if you are upgrading from a version prior to 4.0.8 you MUST upgrade to 4.0.8 FIRST or you will be unable to load 4.2.0.

- **New Look and feel with improved performance**
- **Improved auto-discovery performance - changed options**
- **Improved auto-discovery display**
- **Added Support for New HD Phones**
 - Firmware included in this release: 2.1.8.4-1570
 - Kernel Version: 2.2.3
- **All Licensed Features are now displayed on the Services page**
- **HTTP Download Support**

This is configurable in Phone Global - password optional - URL is <http://<ip>/ippbx/phonecfg/>. Note this works with Aastra phones if manually configured to do so. It also works with our new HD phones, (although they can only access the URL on port 80 on their current firmware 2.1.8.1-1570).
- **System kernel updated for better software RAID performance.**
- **File system tools updated for better file system recovery options on power failure or improper shutdown.**

IPitomy Communications Software Release Notes 4.8.0

Tech Notes

- Updated a JavaScript library. If you have issues with display and are using IE 8, 9, Firefox 4,5 or Chrome, be sure you clear you cache and try to reload the web page before calling support.
 - There is an option under the page Phone Global to turn on manual kernel and firmware upgrades for the new HD phones.
 - **It is not necessary to turn on this option to upgrade firmware.**
 - Firmware will upgrade automatically either nightly, on reboot, or when you mass edit or edit phones and select "Save and Configure".
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- **Please read the information on this PBXSetup->Phone Global before updating any phones. You can render the phone inoperable if you unplug it during the update process. The update process means while the phone is displaying the message that it is Upgrading Firmware or Software.**
 - Note that if you click Upgrade Firmware or Upgrade Kernel, the phone is NOT done upgrading when the web page indicates it is complete. The PBX notifies you when it is done uploading the file to the phone. The phone itself needs to process the upgrade file so it will display an "Upgrading" message. DO NOT UNPLUG THE PHONE WHILE THIS MESSAGE IS DISPLAYED. This can take a long time ~5 min so please be patient.
 - Disable this option when you are not manually upgrading phones.
- Note: For optimal DTMF performance for 2XX, 3XX, 4XX, 6XX series phones, please set all extensions using them to DTMF Mode: RFC2833.
 - Note that if you are upgrading from a version prior to 4.0.8 you MUST upgrade to 4.0.8 FIRST or you will be unable to load 4.2.0.

Bug Fixes

- Fixed issue with situation where someone deletes system default class of service. You will now receive a warning message to create/set one and retry apply changes.
- Fix for issues with upgrades when not connected to network
- Fixed issue where spaces were being added on fields in outbound routing
- Fix for Xorcomm analog in Ring Groups on 4.x

IP1100+ Software Update

For 3.x-4.0.7

System Software Version 4.0.8

Date: 5/10/2011

Improved Software RAID status display

- **Support for USB Connection to APC UPS**

System can now perform shutdown when UPS indicates it is low on power.

- **Increased update file size.**

Note this version must be loaded prior to updating to any new versions.

- **Updated Javascript library to fix issues with IE9 and new versions of Firefox and Chrome.**

IP1100+ Software Update

For 3.x-4.0.6

System Software Version 4.0.7

Date: 3/28/2011

- **Hostname can now be set and is displayed on each page**

This feature makes it easier to identify a system, particularly when editing multiple systems. The default name is 'ipitomy pbx'. The name is displayed in the upper right corner of each page as well as in the title bar.
- **RTP Keep-Alive can now be set on Extension, SIP Provider and SIP Global**

This setting allows the system to operate with systems that must have silence suppression enabled. Note for Vintalk SIP Provider you should set this to 1 for the provider if you are planning on forwarding calls to PSTN numbers. 0 disables this field and leaving it blank will use the default value, (off or global if set).
- **Bug Fixes:**
 - Follow me priorities now properly follow the number of rings specified, (all entries in a priority follow the highest number of rings specified at that priority). The effect of this is that it will currently extend the existing followme settings, as well as create more variation in how long different priorities can be set to ring. A ring is considered to be 5 seconds long.

IP1100+ Software Update For 3.x, 4.x Systems

System Software Version 4.0.6

Date: 03/11/2011

Added Support for TE405 – 4 port T1/E1 Card

Bug Fixes

If you have an ACD queue Exit Menu set and then delete the menu, the system will no longer require that you save on the Queue page before applying changes.

IP1100+ Software Update For 3.x, 4.x Systems

System Software Version 4.0.5

Date: 03/03/2011

Bug Fixes

Addresses issue with routes that have Force Use PSTN Cid = yes. If set to yes and more than 1 trunk group is in the route, the call can fail to use the second route. To work around this issue on previous releases, either disable Force Use PSTN CID or only use this option with 1 trunk group in the route.

IP1100+ Software Update For 3.x, 4.x Systems

System Software Version 4.0.4

Date: 02/25/2011

Bug Fixes

Underlying PBX software patched to address CVE-2011-0495 – Note if you do not apply this update you can set Enable Pedantic Checking to NA or NO in PBXSetup->SIP Advanced to avoid this issue in previous releases.

Fixed issue with parameter for call waiting display on IP550 and IP120 models.

IP1100+ Software Update For 3.x, 4.x Systems

System Software Version 4.0.3 Date: 02/11/2011

New Settings Send Remote Party ID, Trust Remote Party ID

SIP Providers and Extensions can now set these settings individually, instead of relying on the global setting.

Bug Fixes

Global Setting Send Remote Party ID is now set to yes this resolves issues with CID presentation and current IP550 and IP120 firmware. All extensions configured for IP120s or IP550s have had Send Remote Party ID set to yes. Note if you were having issues with this on a previous 4.x version, you can set the global variable for Send Remote Party ID to yes and it should resolve the issue.

IP1100+ Software Update

For 3.x

System Software Version 4.0.1

Date: 2/1/2011

•Navigation Menu has been updated

Navigation menu style has been updated to a newer style. Two new menu items have been added for items that previously did not have an item: Call Routing->Class of Service and Reporting->QueueMonitoring.

•IP550 parameters added to PBX configuration

Display missed calls, Show softkey dots, and disable phone forwarding are now available in the PBX GUI when configuring IP550 phones.

•ACD Agent Announcement

Announce field now supported to allow announcement to be played to agent. This announcement can be set per queue so that the queue can be identified prior to the agent receiving the call.

•Licensing changes

IPitomy Only licenses are now supported. This allows for purchase of lower-cost licenses for IPitomy phones.

•Software RAID Support

Support is now in for lower-cost redundancy. Note this is available on IP1100 and IP1200 models which did not previously have a RAID solution.

•Internal PBX Software Changes

IPitomy has made changes to our base software that will allow us to support newer Digium dual port T1 boards. The changes should improve performance of DTMF mode RFC2833, as well. Another change involves the delivery of calls in ACD groups that are set as Ring All with Ring in Use and AutoFill set to yes. The queue will only deliver 1 additional call at a time so that calls are answered in the

IPitomy Communications Software Release Notes 4.8.0

order that they are received. In previous releases, this configuration would allow users to selectively pick, skip calls, or inadvertently ignore a caller. This is no longer possible. In an upcoming release, we will be creating a feature that allows removal of queue logic from a ring group, to bypass this functionality.

•Bug Fixes

Fixed Reporting User's Export Button

Fixed SPC Time Zone – now follows PBX Timezone

Fixed from address in Ban Service Email Alerts – will now use proper address

Fixed Aastra Page/BLF key so it works properly now

Fixed Service level field on ACD Page – was not saving properly in some instances

Default call limit is now 6

Fixed deleting extensions that are set as queue exit extensions in an ACD Group

Fixed timeout for cascading message notification

Fixed issues with deleting the default class of service

Fix departments page

Fixed issue with exclude from directory setting not working on Voicemail box page.

Backups are now listed by date. Automatic backups are marked with an '**'.

Load Recommended Defaults on Host Access page now loads 5060 UDP instead of TCP.

Fixed issue with Cascading Message Notification – calls were dropping after a short time.

Added sorting on several pages where it was not being done: schedules and ring groups.

IP1100+ Software Update For 3.x

System Software Version 3.4.2

Date: 11/11/2010

Bug Fixes

Issue where you could would get an error when creating a ring group with ACD enabled is fixed.

Issue with calculating Agent Pause time in ACD Reports fixed.

IP1100+ Software Update

For 3.x

System Software Version 3.4.1

Date: 11/5/2010

•DTMF Menu Administration

You can now set an enable an admin PIN and 5 custom prompts on a menu. The PIN will allow anyone calling the menu to enter the PIN and access a DTMF-based menu for configuring and recording prompts for the menu.

•IP550 parameters added to PBX configuration

Call Waiting tone, call waiting display, digit timeout, backlight, and backlight timer can now be set from the PBX Phone Settings page.

•Delete of Extensions now prompts for confirmation

Per customer request, we now prompt for confirmation when you attempt to delete an extension.

•SIP Provider changes

RFC2833 Compensate option added to SIP Providers; this option is required for some SIP providers. Also we now allow for a much larger registration string, as well as multiple registration strings if necessary.

•SPC Login for Queue Reports

Can now log in to SPC with username 'reports' and password specified under PBXSetup->General. This gives an end user a portal into CDR and Queue Reports as well as Live Queue Monitoring.

•New Option on Outbound Route to pass inbound CID to outbound.

Note this only works if your provider allows it and in many cases there will be different behaviors on local vs. long distance calls. You can use this to have Follow-Me or call forwarding pass the CID Name and number to your mobile phone!

IPitomy Communications Software Release Notes 4.8.0

•**Formatting changes and fix to flicker on Live Queue Display**

Live queue display has been reformatted for easier reading and use on large screen displays.

•**Bug Fixes**

Multicast Paging: In some cases multicast paging was distorting audio. This issue has been resolved.

Log Restore: Now restarts logger after restoring logs. Previously required reboot for logging to resume.

Recordings have had their volume increased. Volume level on recorded prompts was lower than the actual call volume in some cases.

IP1100+ Software Update For 3.x

System Software Version 3.2.2

Date: 9/8/2010

•Changes to Menu Settings

Response timeout now refers to time allotted after prompt if no digits are pressed.

It accepts a range from 0-60 seconds.

Digit Timeout controls inter-digit timing and can be set to a value from 1-20. You can use fractional numbers like 1.5. This field is in seconds.

IP1100+ Software Update For 3.x

System Software Version 3.2.1

Date: 9/3/2010

•Branch Class of Service

Users can now select a class of service for branch offices. This allows you to more fully restrict dialing per branch.

•Under-licensed Warning

Users now receive a warning if they configure more extensions than they have licenses. All of the extensions will now display, they just will not be usable. This allows users to more easily fix this situation.

•Codec Priority

You can now specify the Codecs and their order of preference on SIP Providers, Extensions, and Branch Offices

•FAX Detection for Hardware cards

Users can now enable FAX detection on hardware PRI or analog cards. This allows you to detect a fax while the call is in a menu or while it is ringing an extension. The destination to which the FAX is routed is determined by the corresponding setting in the Extension or Menu. Note this feature does not work on SIP trunks.

•Conference Changes

Conferences are now licensed and the extension numbers on them may be changed. The default license allows for 2 conferences. Additionally, an intro prompt may be specified to play before the user hears the normal conference menu. Conferences can now be dialed directly from menus if the number is known. **This update is required to provide talking indication on latest call manager release 2.0.0.4.**

IPitomy Communications Software Release Notes 4.8.0

•Call Scheduling

New licensed feature allows for periodic calls to be made. This can be used for announcements, bells, alarms etc. Currently being used by several customers to provide bell ringing at schools.

•Monitoring Display

Extensions on Monitoring page are now color coded and sorted.

•Page BLF Keys

New key type that will page when pressed but otherwise behave like normal extension BLF keys.

•Bug Fixes

Fixed issue with prompts not properly displaying in Smart Personal Console
Fixed ordering of Music on hold files in a group. They are played in alphabetical order now.

Fixed key settings page for IP120 – now displaying proper advanced settings.
Added H264 Video Codec to available codecs.

IP1100+ Software Update

For 3.1.x

System Software Version 3.1-2598

Date: 6/25/2010

Bug Fixes

- Fixed issue with Inbound CID rewriting. In certain configurations rewritten calls could fail to route properly.

IP1100+ Software Update

For 3.1.x

System Software Version 3.1-2595

Date: 6/21/2010

- **Changed the default database so we do not load SIP restriction**
This should reduce confusion on new installations.
- **Cascading Message Notification**
This feature can now be enabled per mailbox. It is configured in a similar way to a follow me list. The notification interval, which determines how frequently the mailbox notifications are sent out, is configured globally at this time.
- **Prepend Prefix to CID on DIDs and Ring Groups**
Now you can insert a CID prefix into incoming calls that are routed as a DID or through a ring group.
- **Password Strength Visualizer to aid in creating strong password**
The SIP password on extensions now has a visual representation of the password strength
- **Log Watch / Ban Service Implemented**
We have implemented a new service which watches system logs for failed login attempts on extensions. After a number of failed attempts the service will temporarily (several days or until system restart) ban the offending IP address. When the ban occurs an email will be sent to the "Admin Email Address" which is a new field that has been added to the General Settings page. Note that this service is disabled by default. You can change the settings for this service on the General Settings page.
- **Fix for Zap Channels in Ring Groups**
- **Security Update**
If you change IP address while logged in to the system, you will be logged out.

IPitomy Communications Software Release Notes 4.8.0

- **Control of Log Retention**

New setting on PBXSetup->Services page allows control of how long your CDR logs are retained.

- **Default Call-Limit on created extensions will now be 4**

This is a security change to limit number of calls that are possible through a given extension.

- **DIDs can now be added in large quantities**

In DID field on Hardware Provider Page and on SIP Provider Page you can now put in a large list of numbers 1 per line, (tested with over 900 numbers at once). You can also set the destination for and delete the phone numbers in groups by selecting multiple numbers.

- **Time Field in Exported CDR Logs is human-readable**

Value is no longer in epoch time.

- **Mailbox Operator and Mailbox Exit Destination per Mailbox**

You can now set mailbox operator and exit destination per mailbox. The mailbox operator also affects dialing 0 from the extension associated with the mailbox

- **Support for Polycom 500 and 501 Series Phones**

Note phones still need to be pointed towards PBX manually or with DHCP option

- **New Day/Night BLF Key**

Off = Automatic Blinking = Night Solid = Day. Press Key for menu that allows changing the mode.

- **Override CID Settings per Outbound Route**

- When editing an outbound route, you can now, enable/disable extension CID override. You can also override the default CID name and number for the trunks. Note this is per route not per trunk in route.

- **Bug Fix – Greetings in Smart Personal Console**

The display and control of recorded mailbox greetings in Smart Personal Console is working again.

Known Issues:

- Set Old on email and delete after email can both be enabled. When this happens, you will not receive an email notification. In the future we will make these features mutually exclusive.

IP1100+ Software Update For 3.1.x

System Software Version 3.1-2459 Date: 5/19/2010

1.0 Fix to logging and Stability

- This update fixes a critical issue that was introduced after 3.0-2260. If you are on 3.1-2347 or 3.1-2458 you need to apply this update. Issues will occur with logging and may cause the system to be unstable if you do not apply this fix.

2.0 Known Issues

- Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.

IP1200+ Software Update

For IP1200/1500/2000/5000 3.1.x

System Software Version 3.1-2458

Date: 4/26/2010

1.0 Support for Aastra 6739 added

- Support for this phone is now included note that in current Aastra software release speed dials cannot be dialed while a call is connected. This is set to be fixed in their next software release.
- Aastra models 5xi are now displayed as 675xi

2.0 Bugs Fixed

- Fixed several display issues with recent updates made to Microsoft Internet Explorer
- Voicemail Boxes are now sorted numerically in dual drop downs..
- Added localhost to recommended defaults for ACL

3.0 Known Issues

- Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.

IP1200+ Software Update

For IP1200/1500/2000/5000 3.1.x

System Software Version 3.1-2437

Date: 4/7/2010

1.0 Multi-site Monitoring Capability Introduced for CallManager R2

Introduced support for call manager to monitor extensions on several systems.

2.0 Added popup to List Branch Offices and Associated Extensions

- This should make it easier to program large multi-site configurations.
- Button is on Destinations->Branch Offices page

3.0 Multicast Paging Support

- Multicast paging is now supported. This will allow for more intensive paging environments to create less of a load on their network. Also useful because it does not light BLFs.

4.0 Automatic Firmware updates for IP550 and IP120

- System can be configured to check periodically for new firmware updates.
- This check can be performed manually or automatically.
- Configuration for this is on PBXSetup->Services

5.0 Email Enhancements

- Added SSL Support and ability to change Server Port (Works with GMAIL!)
- New Test Button added as well.

6.0 Voicemail Clear option added

- Now have ability to clear messages from a voicemail box.

7.0 ACL

- Added simple ACL to provide more security options
- We recommend you use this to secure traffic on internet visible systems that lack a firewall with proper ACL

8.0 System Speed Dials

- Added system speed dials to PBXSetup->Features page

IPitomy Communications Software Release Notes 4.8.0

- Can be uploaded as CSV file
- 98 speed dials maximum

9.0 Call Forwarding Options on Extensions

- Call forwarding settings in Smart Personal Console and in Destinations->Extensions have been changed to use Dual Dropdown menus. These menus make configuring the settings and finding the correct Extension considerably easier.

10.0 CDR / Queue Logs

- Various enhancements to improve performance
- SMDR Export available
- Added ability to select dates for CDR logs

11.0 SIP Providers

- Added ability to set port, auth user, from user and realm.

12.0 Backup

- Test button added to test FTP backups

13.0 InGenius Connector

- Added support for InGenius Connector
- Available with proper license

14.0 Hardware Providers

- New option to allow for hardware to act like a provider. This is called Use Inbound CoS. If set to off the provider acts normally. If set to a class of service then numbers dialed into the associated trunks will route outbound through the specified routes in the class of service. Note this disables all inbound functionality related to the trunks for scheduling and DID routing.

15.0 Added Permissions to extensions for Call Manager Users

- These permissions restrict listen/whisper/record functionality per user.

16.0 Timezones added for Newfoundland and Canada-Atlantic

17.0 Bugs Fixed

- Fixed issue where Internal Only was not working for Outbound Transfer Numbers feature
- Voicemail Storage usage is now correct
- CDR Reports now specify more human friendly names when reading detailed information

IPitomy Communications Software Release Notes 4.8.0

- CDR records now specify which extension in ring group answered a call

18.0 Known Issues

- .Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.

IP1200+ Software Update

For IP1200/1500/2000/5000 3.x

System Software Version 3.02260

Date: 11/13/2009

1.0 Bugs Fixed

- Fixed issue where Apply Schedule was not being applied under certain circumstances
- Updated IPitomy Contact Information.

2.0 Known Issues

- Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.
- Voicemail size used summary is currently inaccurate. Will be fixed in future update.

IP1200+ Software Update

For IP1200/1500/2000/5000 3.x

System Software Version 3.02233

Date: 10/21/2009

1.0 BLXFER Key supported Added for Aastra phones

- Aastra phones support BLF key that does auto transfer of current call to BLF extension when pressed.

2.0 Updated version IP550 firmware to 1.0.6.16

- Note this will ship with newly installed systems but will not be included if you upgrade, so remember to update to latest IP550 firmware manually if upgrading.

3.0 Bugs Fixed

- Fixed issue with conversion of some old database files to new file format.
- RAID systems will no longer become unlicensed when internet access is unavailable for extended time periods.
- Fixed issue with updater failing when New Xorcomm drivers have been installed. This issue is now resolved.

4.0 Known Issues

- Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.
- Voicemail size used summary is currently inaccurate. Will be fixed in future update.

IP1200+ Software Update

For IP1200/1500/2000/5000 3.x

System Software Version 3.02222

Date: 10/12/2009

1.0 Followme customization

- The Prompts related to followme can now be customized. A 1 second of silence prompt has been added to the default configuration to allow for users to silence the various prompts.
- Followme will now allow a user to put the extension of the followme in the followme list. This will simply ring the extension and not follow any forwarding rules.
- Music on hold can now be customized.

2.0 Backups

- Old backup files can be imported but can no longer be created.
- New backup can optionally contain: Music on hold, prompts, license file, logs, system configuration database, and voicemail.
- Any old database files on the system at the time of an upgrade will automatically be converted to the new format.
- One of the benefits of the new format is that the file may be renamed and it will still work properly, as long as the file extension: '.ipbak', stays the same.

3.0 Automated Backups

- Backup files can be created automatically, up to 4 files can be stored and the oldest will be overwritten at the time of a new backup.
- These backups can be performed Daily, Weekly, or Monthly. Backups can also be sent to an external FTP server.

4.0 Detection of forwarding loops

- The system will now detect and delay forwards that have followed the same unconditional forward rule more than once on a single call. This could previously have impacted system performance.

5.0 NTP Status and Resynchronize Button

- Added greater control over the NTP daemon and status information. This includes viewing the status of the connected NTP server, its offset, delay and jitter.
- Added a Synchronize now option which polls the time server immediately (useful when the hardware clock drifted more than a half hour off).
- If your system is repeatedly indicating the wrong time after power-loss, you should synchronize and then reboot the system so that the hardware clock is synchronized to the time server.

6.0 Changing DTMF Method in extension now changes setting in phone

- The DTMF method of a device configured for a particular extension will be set by default to follow the DTMF method set in the extension configuration for that device.
- Previously this required a manual change on the phone.
- Works for both IP550 and Aastra phones.

7.0 DTMF Tone Duration

- Parameter added for hardware providers. This effects the length of auto-generated DTMF tones when bridged to SIP devices use out of band DTMF transmissions. You should not have to change this parameter unless you are having difficulty with DTMF recognition on external IVRs when dialed through a Digium hardware board.

8.0 Included Phone Firmware for upcoming release of IP120 Telephone

9.0 Updated version IP550 firmware to 1.0.6.12

- Note this will ship with newly installed systems but will not be included if you upgrade, so remember to update to latest IP550 firmware manually if upgrading.

10.0 Outbound Transfer Numbers

- Added List of numbers that when they are dialed, the person receiving the call has the ability to transfer calls using ## feature code.

For example: if you put your cell phone number in the list, then when someone calls you on your cell phone from the system, you can press ## and you will hear: "Transfer". You can now enter the extension number you wish to transfer to. Note you are transferring the caller not your cell. After the transfer your cell would be disconnected.

- You can access this feature through PBXSetup->General.
- The Transfer permissions section allows the transfer to use the dialing permissions for internal destinations only, or you can use the permissions of any existing extension in the system.

11.0 Bugs Fixed

IPitomy Communications Software Release Notes 4.8.0

- IP550 phones were reporting failure to restart on virtually all operations performed through auto-discovery, even though they were properly rebooting. This has been improved and the false reports happen rarely now.
- QoS Settings set for SIP in PBX are now automatically set for the phones.

12.0 Known Issues

- Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.
- Voicemail size used summary is currently inaccurate. Will be fixed in future update.

IP1200+ Software Update For IP1200/1500/2000/5000 3.x System Software Version 3.02140 Date: 7/31/09

1.0 Menu Prompt Padding

Due to delays in audio setup of RTP paths we had originally set a 2 second delay prior to playing the prompt for a menu. This setting still defaults to 2 seconds but can now be set to 0-10 seconds so that people in various environments that have different delays can control this.

2.0 Included IP550 firmware updated to version 1.0.6.7

This does not load when you load the update, however, new systems with this software will include this firmware version.

3.0 Park Timeout

This can now be set from PBXSetup->General. Call will timeout to location it was parked from and then fail over to the System Operator location.

4.0 Ring Group features added

Due to the utility of several settings that were exclusively ACD settings, we have migrated autofill, ring in use, and agent ring time into standard ring group settings. Note that for any ringall strategy you should probably set your agent ring time to the same value as the timeout for the group.

5.0 Call Reporting

This release is the first step in our major overhaul of our CDR reporting. You will notice that your call logs are extremely detailed and accurately track the entire path of a call through the system. These logs can be exported and we now have a Web Service API for external reporting applications. The Web Service API can provide data to 3rd party applications in near real time.

6.0 SIP insecure setting allows No

Setting the insecure setting to no on a provider or extension forces the device to authenticate on all actions. Note: many devices will not authenticate properly with this setting, but may help resolve NAT issues with multiple registrations to a single SIP provider.

7.0 Allow pri_net signaling to be configured

IPitomy Communications Software Release Notes 4.8.0

This is the CO side of a PRI connection. Advanced users may find this useful.

8.0 Bugs Fixed

- Set Old on Email was broken in the previous release. It is now working properly.
- Corrected issue with PBXSetup->SIP Setting called "Enabled DNS Server lookup" this has been changed to read Enabled DNS SRV Lookups which is more accurate as to what this actually controls. In previous releases, enabling this setting could lead to performance issues. You should not enable this setting unless you are asked to by your SIP service provider.
- Fixed number of display issues in Internet Explorer 8
- Corrected incorrect configuration of Intercom Keys on IP550 phones. Setting now works when configured through the PBX GUI.
- Allow Xorcomm Atribank extensions in ring groups. Note this should not be used for ACD as status may not report properly.
- Fixed issue with configured time server address not changing on phones when the PBX IP is changed
- Load time of PBXSetup->Voicemail link to show boxes with messages improved significantly.
- Improved load time of SPC pages for systems with large numbers of voicemail messages.
- ACD setting announce-frequency is now available. This was hidden before and set to off. It was causing periodic announcements to fail.

9.0 Known Issues

Cannot enable Set Old and Delete After simultaneously or messages will disappear. It does not make sense to enable both of these options but we will make them mutually exclusive in a future release.

IPitomy PBX Software Release 3.0 Update - (3.0-2009) - Previous Release was 3.0-2008

Fixed issue with Internet Explorer displaying debugging information in outbound routing.

IPitomy PBX Software Release 3.0 Update - (3.0-2008) - Previous Release was 3.0-1980

Note: This does not update your IP550 firmware. DO NOT LOAD ON 2.x systems.

- Improved Group/Agents Reporting
- Fixed issue with voicemail broadcast having invalid entries when broadcast was to a mailbox that is deleted
- Fixed issue with park timeout after failing to return to person who originally parked the call. The call will now ring the system operator in this situation.
- Allow for selecting multiple instances of the same provider in outbound routes. This will allow for IP400 line select features as well as dialing into various other external devices which may use the same port but different prefixes.
- Update to allow voicemail exit to work in all cases, (even when forwarded from another extension).
- Fixed issue with follow-me not working properly when routed to from a destination other than an extension forward.
- Implemented performance enhancement that scales down the system's reliance on DNS for situations where either DNS is unavailable or frequently unreachable.
- Updaters no longer update phone firmware files in TFTP folder. However all systems shipped with 3.0-2008 will have IP550 firmware version 1.0.5.20.
- Improved Memory usage on web server
- Hide ACD reporting from non-licensed users
- DNS proxy is restarted when network is restarted
- This update is safe to update 8K stack systems
- Allow + sent as part of DID
- Added button to download system licensing info as a text file. (No more cutting and pasting)
- Removed obsolete option of emailing internal errors

IPitomy Communications Software Release Notes 4.8.0

IPitomy PBX Software Release 3.0-1957

- 1) Fixed several issues in call manager
- 2) Updated RTP port base for IP550 in common.conf file
- 3) Added Relax DTMF option for Digium hardware
- 4) Desktop Call Manager Support Added
- 5) Fixed issue with Outlook Dialer
- 6) Fixed issue where changing an extension number then creating an
- 7) extension with number that was changed caused error
- 8) Fixed '0' as valid character in password
- 9) Fixed astribank detection to work with driver changes

IPitomy PBX Software Release 3.0 Update - (3.0-1900)

Note: Due to lack of backwards compatibility with non 3.x versions system software will need to be reinstalled in order to support 3.x software versions. This will cause the loss of any data saved to the system including: music on hold, voicemail greetings and messages, prompt sound files, database files, and tftp files that have been uploaded. You can backup any of these files and restore them to your new system once the base software has been updated. Database configuration is compatible so your settings will convert. DO NOT RUN THIS UPDATE ON A NON 3.x SYSTEM.

Changes / Features:

1) General

- a) Look and feel updated
- b) Added drop downs for easier selection of destinations when routing calls.
- c) Added support for inline parameters passed to destinations
- d) This is enabled only for Queues at the moment but this functionality will be built upon extensively in future releases.

2) Extensions

- a) Ability to Mass edit either all fields or selected fields
- b) Departments
- c) Administrative permissions (can edit phone / forwarding / schedule / followme settings)
- d) Mass Editing of phone key configuration is now also possible
- e) Added button to export existing extension configuration into a CSV file. This file can then be formatted easily in excel to easily create a company directory or uploaded to another system.
- f) Added followme support
- g) Music On Hold is now configurable per extension
- h) BLF's for park and conference rooms now supported
- i) New Pause Key pauses all incoming calls (including queues) and sets your BLF status to Busy.
- j) Note that BLFs will not work unless a call-limit is set on an extension. Recommended setting is 99. The previous default of 0 will cause a phone to be unable to receive calls.

3) Xorcom Astribank support

- a) Added support for USB Xorcom's Astribank devices (FXO/FXS support). This gives up the ability to support many native analog extensions.
- b) PBXSetup->SIP
 - i) Altered the local net settings so that we can have multiple entries. This is important for people that have multiple non-NAT'd local network
- c) Altered SIP and RTP TOS values to reflect current the standard. Added video support. These TOS values can now be independently set for each protocol.

IPitomy Communications Software Release Notes 4.8.0

- 4) Ring Groups
 - a) With ACD enabled in your licensing you will see a number of new features have been added to ring groups
 - b) Agents have been added. You can edit the agents while you are editing a ring group.
 - c) Parameter to allow agents to record a call using the record feature code
 - d) Setting the ring time field to -1 will now cause the queue to ring indefinitely.
 - e) Interface for adding members improved
 - f) Interface for adding agents added.
 - g) Permission to record a ring group is now configurable in the ring group settings
 - h) Support for agent and member priorities.
 - i) Added queue statistics page. This displays live data for selected queues. The link is on the Ring Groups page.
 - j) Also available is <http://<pbx ip address>/ippbx/queuemonitor.php>.
 - k) This page does not require a login.
 - l) Several ACD related feature codes have been added:
 - m) Pause Phone Queues: 0*
 - n) Unpause Phone Queues: 1*
 - o) Pause Agent Queues: 0* + Agent #
 - p) Agent Queues: 1* + Agent #
 - q) Callback Login 2*
- 5) Call recordings
 - a) Recordings no longer show up under the recordings page. Recordings will be listed in the recording user's work folder in their voicemail box. These recordings are accessible through the web or through voicemail login.
- 6) Voicemail
 - a) When you call a voicemail box and hear the greeting you can press * and you will be prompted for the login for this mailbox.
 - b) Added support for copying messages to additional mailboxes when a message is first received.
- 7) Aastra phones
 - a) Firmware for all models updated to latest IPitomy-tested version.
 - b) Support for IP550 phones added through both Auto-Discovery and Auto-Provisioning
 - c) Added support for graphing queue data.
 - d) Fixed issue with default database containing extraneous follow-me records