



Console.NET v4.0.0 Release Notes

Important!

- Console.NET 4.x.x is not compatible with BCM 3.5 or lower. You must upgrade the BCM to version 3.6 or higher.
- Upgrading to Console.NET version 4.x.x from version 3.x and lower will require a new license to operate. If the purchase of the previous version was made in the last 60 days or the yearly Assurance Plan is active, the new license will be provided at no charge.
- Console.NET now contains an optional feature "Telephone Message Notification" that is unlocked by an optional purchase.
- Console.NET installation is only supported on an English OS environment
- Console.NET help files are only provided in English.

Limitations & Exclusions

Console.Net is not considered as a critical application for operation and handling of calls on Nortel's BCM & Norstar. ConverTec makes every effort to ensure that Console.NET functions consistent with the installation & user guide documentation, however there are many aspects of functional operation that are influenced by items outside of ConverTec's control. For this reason ConverTec cannot be responsible for guaranteeing 100% operation of the software at all times. The following list describes limitations that are considered to be known and or normal aspects of the software functionality.

Application Restarting

- When devices become disabled or un-monitored, PBX Server may require a restart to recover device monitoring.
- When system DN's are re-numbered, Telephone System may require reboot and or PBX Server requires restart
- When BCM Is backed up, PBX Server may require restart
- When LAN Connection is lost, PBX will require restart

Other

- Popup Blocker and Internet Explorer plug-ins such as Google and Yahoo may lock sessions preventing login, server command line "iisreset" required to resolve.
- Possible Microsoft Web Server component error will require all users to exit and log back in to restore operation.
- Event/Command delayed response is expected from time to time and is influenced by a higher number of extensions being viewed and the amount of simultaneous calls. A reasonable delay is considered to be 1-3 seconds during rare demanding/peak operations
- (Norstar Only) Paging external speakers must be released from telephone
- (Norstar Only) Calls parked from a telephone cannot be un-parked by Console
- (Norstar Only) DND Status is lost when application is closed. DND must be removed and re-applied at telephone to re-display in Console.

Enhancements from 3.0.4b to 4.0.0

BCM 4.x & BCM 50 Rel.2 Compatibility

- Compatible with BCM 4.x & BCM 50 Rel.2 LANCTE client
- Added functionality to display BLF status of extensions involved in an Ad-Hoc conference.

Note: At the time of release, Nortel's changes to enhance performance of IP phones limit Console.NET ability to identify IP extensions that are activated but temporarily disconnected.

Browser /Client Optimization

- Console.Net now utilizes Microsoft Ajax to significantly reduce the resources required to refresh the Console.NET client browser window resulting in more responsive and stable operation, particularly for users with high call volume and a large number of extensions.

Keyboard Control

- Keyboard Transfers to Internal and External destinations are now performed in Screened/Assisted mode by default to give the added convenience of introducing callers. For customers that wish to operate Keyboard Transfers in Blind mode where there is no need to introduce or Cancel the transfer, ConverTec Support can alter the configuration to support this method.
- Added functionality to attach a message when using Keyboard Control to perform a "Call Park". By typing the letter "P" followed by a space with the message and pressing "Enter", the call will Park with the attached note.

URL Lookup

- Added independent Web Based CRM lookup capability from a Console.NET Customer record based on a DID target line match. By storing a URL web link in the Console.NET Company record and associating a DID receive number, answering a call on a matching DID allows manual or automatic URL lookup based upon sending Caller ID Phone Number for a record search

Support Information

- Added links to the Information Icon within Console.NET to provide easier access to ConverTec's website and support.

Fixes

Console.NET

- Fixed report for single day that contained additional call data for next day.
- BCM customers that park internal calls will now be able to see the park code in Console.NET

- Resolved issue where the recipient of a “Call Waiting” during an active call was not able to retrieve the call if their extension was programmed with Call Forward Busy.

PBX Server

- PBX error related to overwriting existing PBX manager database has been fixed.
- Fixed issue preventing Diagnostic Log file from being viewed at times

Enhancements from 3.0.2b to 3.0.4

- **Keyboard Control** – the following Keyboard control features have been implemented;
 - Answer / Release
 - Transfer - Blind/Screened
 - Transfer to Voice Mail
 - Dial - Internal / External
 - Park / Park-Retrieve
 - Voice Call
 - Text Message
 - Message Notification
 - Call Waiting
 - Link
 - Touch Tones
- **Norstar New set Discovery**
 - When new telephones are added to a Norstar system, Console.Net now automatically detects and adds the new extension after it places and receives a local call.

Enhancements from 3.0.1 to 3.0.2b

- **Client Stability**
 - Improved stability of client by reducing the chances of Client Session timeouts
- **Reports**
 - Added option for number of digits to show in reports for outbound calls. This provides the flexibility to filter any digits from the report beyond the set value. The default is 11 digits displayed from the beginning of the dialing string.
- **Display holding calls as Active (in use)**
 - An option called “Ext. in use for Hold” contained in the PBX Management Utility causes extensions with calls on hold to display as still active on the call. Prior to this option, calls placed on hold at an

extension would not display any status. Note: Extensions that are Console.NET users will continue to display no status when a call is placed on hold at the user extension.

- **Server Messages**

Re-named the title description for "Server messages" under Configuration to better reflect the represented function. Notification messages that are created for Console.NET users changed from "Messages" to "Message Notifications". Messages created for use with the optional Telephone Messaging feature changed from "Notification Messages" "Telephone Messages".

Fixes

- **Call timer**

A glitch in version 3.0.1 prevented the call timer from functioning for calls placed on Hold or Parked. Calls now correctly display the time during the Hold and Park period.

Fixes and Enhancements from 3.0.0 to 3.0.1

- **Client Compatibility**

- Added functionality to operate using Microsoft Internet Explorer 7.0 (Tested with Beta Version)

- **Telephone Messaging**

- Messages applied at a telephone while Console.NET users are logged out will now be displayed in Console.NET shortly after logging in. Messages will take approximately 6 seconds before showing up in Console.NET

- **External Transfer Enhancement**

- While on an active call and selecting an external number to dial from the Contacts in Navigator, the following enhancements reduce unnecessary steps.
 - Initial call goes on Exclusive hold
 - External Transfer Contact number is dialed
 - Selecting "RLS" from within Console.NET will complete the Transfer of the call holding to the external destination. Selecting "Cancel" will disconnect the external dialed number and automatically retrieve the call placed on hold.

- **External Transfer** (Using Centrex Link at CO)

- A new option has been added to Server Configuration allowing External Transfers to utilize a single line. This feature can only be used with phone service utilizing "Centrex Link at Central Office" feature commonly associated with Centrex phone lines.

- **Link** (Feature Button)

- Added link feature for users that have Centrex lines utilizing “Link at Central Office” feature.

- **Remote Screen Transfer**
 - Added the ability to perform Screen Transfer to a remote networked system(s). This functionality is based on proper Console.NET licensing and telephone system networking / call routing allowing the operation.
- **Sticky Notes**
 - To attach a note to a call being placed on Hold or Parked, simply type the appropriate note in the message window prior to placing the call on Hold or Park from within Console.NET. The previous need to click on the yellow envelope to the right of the message window has been eliminated.
- **Reports**
 - Added new Detailed Extension report for all extensions.
 - Fixed a rare bug related to Caller ID Name displayed as Unavailable in majority of reports even though the name is presented with the Calling Line ID. This fix will work on all existing call data.
- **Configuration Permissions**
 - If a user does not have sufficient rights to access all areas of Configuration, the user will be notified that they require "Admin" rights. Previously, the Configuration window would just duplicate for every attempt to access an area that the user did not have Admin rights.
- **PBX Manager Utility**
 - Added button to enter Skillset DN's for transfer ability within Console.NET BLF.
 - Added ability to advance IP address entries using the "Tab" keyboard shortcut.
 - Changed format for Skillset and Norstar DN Input to advance fields using <CR> same as when entering the user DN's.
 - Corrected text displayed in Wizard when adding Users in Console.NET.
 - Added functionality to save PBX Manager settings when upgrading from 3.0.0 to 3.0.x
 - Fixed Norstar DN Discovery to allow a manual Discovery Service to be performed at any time on an existing installation.
 - Fixed Bug with digit entry if adding a system with shorter DN length than previous entered system.
 - Changed message during Norstar DN discovery to indicate the operation may take several minutes.
 - Fixed bug not allowing a system to be modified after installation

- **PBX Service**
 - Added compatibility for BCM 4.0
 - Added functionality to support Centrex Link at CO for external call transfer.
 - PBX Service will now longer shut down after Nortel CTE client error. PBX Service will attempt to re-register with LAN CTE every minute until a connection is re-established. This is a significant improvement for installations containing multiple BCM system integration.
 - Fixed "Msg" indicator not showing up on the telephone display after applying a Telephone Message.
 - Fixed a bug related to upgrading from a previous version that contained two or more Norstar systems.
 - Fixed bug with transfer to remote voice mail not functioning after initial installation without restarting service.

- **Database**
 - Added pre-defined telephone messages to database after upgrading from previous version. These messages are in English only and can be changed by customer for other language preferences.
 - Fixed bug related to a space created in "Full Name" field causing improper sorting by name after editing an extension in Directory Number Config.

- **Console.NET Communication Error**
 - Console.NET will attempt to automatically recover from CTE communication errors and notify users when communication is restored. When any one user clicks OK to acknowledge the communication restoration, all user sessions are automatically terminated to begin new sessions.
 - Changed messages displayed to user during communication errors to be more informative.
 - By default, Console.NET now suppresses minor Client communication errors and session disconnects. An option, "Run in error Checking Mode" is now available in Server/Config to re-enable minor client communication error messages and terminates those sessions.