Release Notes for NBX® Release 4.4.12

NBX V3000 Networked Telephony Solution

! **NOTE:** The NBX V3000 is a new hardware platform. NBX system software Release 4.4 is the only software supported on the NBX V3000.

NOTE: The NBX V3000 system is shipped with a factory default 4-digit dial plan. If you import any 3-digit plan, you must manually specify any 3-digit extension ranges that are not set by the imported plan.

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New Features in NBX Release 4.4

3Com NBX V3000 Networked Telephony Solution

The 3Com NBX V3000 Networked Telephony Solution raises the bar for ease of installation and administration by combining all of the fundamental telephone features required by small customers in one cost-effective compact platform.

By including 4 analog FXO ports, 1 analog FXS port, 4 ports/ 400 hours of NBX Voice Mail, 15 NBX 3102 Business Telephone licenses, and a 250-device call processor all in one platform, small businesses can have their IP phone system up and running in less than 30 minutes*. The NBX V3000 is also scaleable to 1500 devices and it can use the full line of optional NBX cards via the NBX Gateway Chassis.

Ideal for small to midsize businesses and branch offices with up to 1500 devices per location, the NBX V3000 features fourth-generation 3Com NBX (R4.4) system software that simplifies third-party applications integration, enables seamless multi-site intra-company dialing and toll-bypass applications, and supports VPIM voice message exchange between sites. The NBX V3000 solution brings you cost-effective access to enterprise-caliber communications, easy-to-use features, intuitive Web browser–based administration, and an open architecture for straightforward applications integration.

*Basic system setup only — 15 phones or fewer and installed with 3Com SuperStack 3 Switch 4400. Not including customized dial plan.

3Com NBX R4.4 System Software

3Com NBX R4.4 System Software provides software support for the new NBX V3000 Networked Telephony Solution and delivers two important new features: zone paging and personal operator. Zone paging allows the customer to customize up to nine paging groups that allow select users on the NBX system to be paged. Personal Operator allows users to choose a phone number to be their operator coverage rather than using the default system operator.

Applications in Release 4.4

In addition to the Release 4.4 system software, Release 4.4 contains these applications:

- NBX Complement Attendant Software R4.3.0
- NBX Call Reports R4.3.2
- NBX ConneXtions Gateway R4.0.1
- NBX pcXset™ Soft Telephone R4.3.0
- NBX TAPI Service Provider R4.3.5
- NBX Palm Dialer R1.1.3
- 3Com Network Supervisor V4.0.1
- NBX Desktop Call Assistant R4.3.0
- NBX Media Driver (formerly called WAV Driver) R4.3.0

Problems Corrected in Release 4.4.12

Analog Line Cards

- NBX Telephone users no longer hear echo during calls to outside telephones over analog line card ports if they speak while the call is ringing. (ID 24607)
- Callers now hear Music On Hold under these conditions:
  - A channel on an Analog Line Card is mapped directly to a telephone.
  - The channel on the card has Music On Hold selected but not Music On Transfer.
  - An external call arrives at the mapped telephone over the channel and is place on hold.

  Previously, the caller heard Music On Hold only if Music On Transfer was also configured on the channel.

  (ID 24586)

Analog Terminal Cards

- Users can now place system speed dial calls successfully from an analog telephone that is connected to an NBX system through an Analog Terminal Card port under these conditions:
  - The call is placed over a Digital Line Card channel.
  - The number of digits dialed is less than the maximum number of digits specified in the NBX dial plan.

  (ID 24690)

Automated Attendant

- Time dependent greetings now work when they are set to be active only on Thursdays. (ID 24859)

Call Forward

- The error message “FEATURE FAILED” appeared in the display panel of a user A’s telephone under these conditions:
  - User A enabled Call Forward All (CFA) and forwards calls to user B’s telephone.
  - User B enabled CFA and forwards calls to user C’s telephone.
  - User C’s telephone is configured to forward calls to voicemail after 6 rings.
  - An internal or external call to user A’s telephone rang on user C’s telephone (after being forwarded).
  - After several rings, the error message appeared.
  - If user C enables CFA and forwards calls to user A’s telephone, creating a forwarding loop, the same error message appeared in the display panel of user B’s telephone.

  This problem has been resolved and these error messages no longer appear.(ID 23408)

Conference Calls

- An IP address is now properly made available for future use after a conference call ends. Previously, if an IP address was used by a 3Com 3103 Telephone during a conference call, it was left in an “in use” state. (ID 24449)

Digital Line Cards

- Callers did not hear ringback under these conditions:
  - An external call to an NBX system arrived on a channel on a 3C10116D Digital Line Card (T1).
  - The call was answered by the Auto Attendant and then transferred to an internal extension.

  Provided that Music on Transfer is not configured, the caller now hears ringback during the transfer process. (ID 24581)
- When an IP Virtual Local Area Network (VLAN) was enabled on the NBX system, a 3C10116D Digital Line Card (T1) inappropriately tagged audio packets that were being sent to a remote telephone. Packets destined for a remote telephone are no longer tagged. (ID 24593)

Do Not Disturb (DND)

- When two telephones are forwarded to each other and both have DND configured, the NBX system now properly handles calls to either of the telephones. (ID 23550)

Hunt Groups

- A call to a hunt group previously could not be answered under these conditions:
  - Only one person from the hunt group was logged in to the hunt group.
  - That person was on another call when the new call arrived.
  - After the call rang for more than 5 minutes, the hunt group member finished the current call, hung up, and tried to answer the new call but could not.
- This problem no longer occurs, (ID 24085)

NBX Telephones

- NBX 3101 or 3102 Telephones no longer experience problems under these conditions:
  - A PC is attached to the second port on the telephone.
  - There is heavy network traffic to or from the PC.
  - The telephone is involved in multicast network traffic such as paging or conferencing.

  (ID 24831)

System Clock

The time of day on a V3000 NBX system is now more accurate if the system is running BIOS version 1.7.1. (ID 24084)

Problems Corrected in Release 4.4.8

3Com Telephones

- On occasion, some models of 3Com telephones, Attendant Consoles, and Analog Terminal Adapters 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 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 Adapters 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)

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 4.3.2

3Com Telephones

- If the system administrator enables echo suppression on the handset of an NBX telephone and then someone reboots that telephone, echo suppression is now properly enabled. Previously, the system administrator had to reboot the NBX system after enabling handset echo suppression. (ID 25881)

Analog Line Cards

- A 3C10114C Analog Line Card running on a V3000 NBX system, it now properly handles the DDN format for caller ID information. (ID 23216)
- NBX Telephone users who place calls that go out over an analog telephone line using the 3C10114CX Analog Line Card no longer hear echoes of the DTMF tones as they dial. (ID 22320)

Call Detail Reports (CDR)

- When a call is parked and then unparked, CDR now records the correct time for both operations. Previously, the time for the parking operation was recorded as zero. (ID 23168)

Digital Line Cards

- If a digital line card is configured for PRI operation with ETSI as the protocol and the telephone company equipment sends a disconnect with in-band tones, the NBX system now has the ability to disconnect immediately and not wait for the 30 second timer. If you are experiencing the 30-second timer issue and want it changed, contact 3Com Customer Service for assistance. (ID 22965)
- On a 3C10116D that is configured for PRI operation, if the system administrator reconfigures the audio gain setting, the new setting now takes effect without the need for a system reboot. Previously, new audio settings took effect with no reboot only if the 3C10116D was configured for T1 operation. (ID 22969)
- Callers now properly hear audio from the Unified Messaging System (UMS) under these conditions:
  - An external call arrives over an ISDN PRI line and is directed to an NBX telephone.
  - The telephone's call coverage is over ISDN PRI to an external system running UMS voicemail.
- Previously, callers did not hear any UMS voicemail audio. Instead they heard only ringback. (ID 23200)

Desktop Call Assistant (DCA)

- The DCA now works properly with an NBX 3101 Basic Telephone. Previously, users were unable to transfer calls.(ID 23278)

Do Not Disturb

- If an analog telephone user transfers a call to an NBX telephone that is in Do Not Disturb mode, the call is not properly routed to the call coverage point configured for the NBX telephone. Previously, the call rang back to the analog telephone. (ID 22433)

NBX System

- If the NBX call processor receives a malformed IP packet in which the slave status element is illegal, the system no longer crashes. (ID 23097)
- When an NBX V3000 system is rebooted, it no longer loses its serial number information. Previously, in some cases, the serial number information was inappropriately erased from memory (PROM). (ID 23362)

NBX pcXset

- Users of the pcXset application can now send external paging messages. Previously, only internal pages were possible from pcXset. (ID 22535)

Port Scanning Software

- Customers who run port scanning software on their network for security purposes no longer cause the NBX system to halt. Previously, when the software scanned one of the ports that the NBX system uses, the system stopped operation. (ID 23180)

NBX Telephones

- The 3101 Basic Telephone now properly displays FWD in the display panel when the phone has been configured to forward all calls to voice mail. Previously, there was no indication in the display panel when calls were forwarded to voice mail. (ID 22642)

NBX Voicemail

- If a user sends a voicemail message to a very long distribution list, the voicemail port no longer suspends operation. (ID 22852)

TAPI

- Calls are no longer left in an unrecoverable state when a lineMakeCall is issued under these conditions:
  - The dialed number is invalid according to the NBX dial plan (for example, the number begins with a 7). Previously, the call was left in the DIALING state and could not be cancelled.
  - A digit timeout occurs (for example, the number 9 is dialed but no other digits are sent). Previously, the call was left in the DIALTONE state and could not be cancelled.

  (ID 4812)

Problems Corrected Since the Initial Release of 4.4

DNS

- When a DNS server responds to the NBX as the authoritative name server for the root namespace, the NBX system no longer experiences problems. Previously, voice mail became unavailable and web services were suspended. (ID 5420)

Hunt Groups

- If a call to a hunt group is not answered and goes to voicemail, the diverted party information is now correct. (ID 4633 and 4828)
- A Call to a linear hunt group can now be answered when the hunt group is configured this way:
  - The hunt group is forwarded to itself.
  - All members of the hunt group are busy when the call arrives.
  - The call begins ringing through the hunt group after it is forwarded.

  (ID 22368)

Multicast Audio

- After an upgrade from R4.3 to R4.4, all of the multicast channels now appear in the channel list. (ID 25409)

NBX eXchange Call Center

- If the target telephone on a screened transfer is not answered and the call arrives at the “no answer” destination, the caller ID information is now correct. (ID 4821)
- See ID 25357 under TAPI.

NBX V3000

- The V3000 no longer waits for and extra 2 minutes during initialization. (ID 4781)
- The V3000 now provides a unique system ID when queried. Previously, it was returning an ID appropriate for an NBX 100 system. (ID 22410)

Speed Dials

- If you repeatedly dial a speed dial from an analog telephone that is connected to the NBX system through an Analog Terminal Adapter (ATA), the ATA port continues to operate properly. Previously, after approximately 25 repetitions of an analog phone speed dial, the ATA port became unavailable. (ID 21884)

TAPI

- Calls into a TAPI Route Point now contain the correct Request ID. (ID 4819)
- If an extension is called from the NBX Auto Attendant and a pretranslator is used, the dialed extension information is not properly supplied in the appropriate TAPI information field. (ID 4823)

  Notes on ID 4823: If the user dials a string from the Auto Attendant that is translated (e.g., via the Dialplan) to go to a Hunt Group that has a Bridged Extension (Primary or Secondary) as a member, the TAPI information for that Bridged Extension will not show the user dialed pre-translated string as the Redirection number (i.e., where the call was redirected to). In that case, the Redirection number will be the Hunt Group extension. If the user dials a string from the Auto Attendant that is translated to go directly to a Bridged Extension (Primary or Secondary), the TAPI information for that extension will not contain the user dialed pre-translated string (no Redirection number is provided).
- When a user picks up a parked call, TAPI client software is now given the correct reason why the call was unparked. (ID 25357)
- When a call is parked, only one success message is sent to TAPI. Previously, two messages were sent and the duplication caused problems. (ID 22420)

Problems Corrected Since Release 4.3

Note: Some problems listed in this section apply specifically to NBX 100 or SuperStack 3 NBX systems. Although these systems do not support NBX Release 4.4, the problems have been resolved for all future releases of NBX software on all three NBX platforms.

3Com eXchange Call Center

- Previously, when there was an idle agent on the system, occasionally calls were not routed to an available agent and were not counted as queued. This problem no longer occurs. (ID 4602)
- If a caller that is connected to the Auto Attendant connects to a hunt group, the person answering the call now sees the hunt group number on the LINECALLINFO line in the telephone display panel. (ID 4941)

- If "Handsfree on Transfer" is enabled system-wide, an external call that is redirected to an agent after being queued to an NBX TAPI Route Point extension no longer initiates Hands Free mode if the agent has enabled the Hands Free feature on the telephone. Hands Free mode applies only to internal calls. (ID 5096)

3Com Telephones

- In the telephone directory that appears on a 3Com telephone's display panel, names that begin with lower-case letters now appear in proper alphabetic order. Previously, all names beginning with upper-case letters appeared first in the list, followed by names beginning with lower-case letters. (ID 5000)

- Previously, if the router that was being used by NBX telephones used Virtual Router Redundancy Protocol (VRRP) and that router failed, traffic from the telephones continued to work but traffic to the telephones failed. Now, traffic in both directions flows properly. (ID 5103)

Analog Terminal Card

- A caller now hears audio from a conferenced IP telephone under these conditions:
  - A call is placed from analog telephone A to analog telephone B, both of which are connected to a 3C10117C Analog Terminal Card on NBX system A.
  - NBX system A uses IP On-the-Fly and both telephone A and telephone B are Ethernet (layer 2) telephones.
  - The caller conferences a third telephone into the call. The third telephone is on the same subnet as NBX system A, but is an IP (layer 3) telephone connected to NBX system B.
  - NBX system B is on a different subnet than NBX system A. Previously, the caller on telephone A did not hear any audio from the IP telephone connected to NBX system B.

  (ID 4895)

AudioCodes Gateways

- A caller no longer hears ringing instead of being immediately connected to a voice menu under these conditions:
  - The call was placed from a SIP telephone connected to an AudioCodes box.
  - The AudioCodes box was connected to an NBX system through an ISDN PRI line.
  - The NBX system was connected to the Public Switched Telephone Network (PSTN) through an ISDN PRI line.
  - The call destination was on the PSTN.

  (ID 4903)

Automated Attendant

- If an Automated Attendant menu record becomes corrupted for any reason, the NBX system now boots properly and corrects the corruption. Previously, the corruption caused a system interruption during the boot process. (ID 5188)

- If, after recording an Auto Attendant prompt, you hang up the telephone without pressing the pound key (#), the voice mail port that you were using is properly returned to service. Previously, if you failed to press the pound key the voice mail port became unavailable for use. (ID 5198)

Automatic Backup

- Previously, if you used the automatic database backup tool and enabled the checkbox to include voice mail in the backup, voice mail was not included in subsequent backups. To include voice mail in the backups, you had to enable the check box a second time. Now, enabling the checkbox once is sufficient. (ID 5308)

Call Transfer

- If user A attempts to transfer a call to user B when user B was on a call, the message “On A Call” now properly appears in the display panel on user A’s telephone. Previously, this message did not appear. (ID 4926)

Caller ID

- When an NBX system is connected to some Northern Telecom DMS100 voice switches, caller ID information is now properly received from the telephone company equipment. (IDs 3990 and 3991)

- The system administrator can now select the way in which Caller ID information is transmitted from an NBX system to the Public Switched Telephone Network (PSTN) for forwarded or transferred trunk-to-trunk calls. Before NBX release R4.1.77, a call to an NBX system that was forwarded or transferred to an outgoing trunk contained the Caller ID information of the forwarding party, not the originating party. In NBX release R4.1.77 and later releases, a forwarded or transferred trunk-to-trunk call contains the Caller ID information of the originating party. However, some PSTNs do not connect calls unless the Caller ID information matches the forwarding telephone’s ID. Customers who want to send the forwarding party Caller ID on forwarded or transferred trunk-to-trunk calls must consult their CSO representative for the instructions on how to make a change to the nboss.cfg file. (ID 4929)

Citel and Analog Telephones

- On an analog telephone connected to an NBX system with a Citel Gateway board, a caller who enters Feature Codes 403 through 408 now properly sees a “Not Supported” message in the display panel of the telephone. Previously, the caller inappropriately heard an error tone and the display panel flashed, but did not contain the appropriate message. (ID 4766)

Digital Line Cards

- If, in the NBX NetSet interface, you reconfigure the IP settings on a Digital Line Card and change only the default gateway address, the change now occurs. Previously, such a change did not occur unless at least one other parameter was also changed. (ID 4608)

- Previously, if an incoming call contained a user-to-user Information Element that was empty, the NBX system inappropriately generated an error message. No message is now generated because this situation is allowed according to the specification. (ID 4905)

- On some trunk-to-trunk call transfers, if the called number was busy, the NBX system disconnected the call instead of playing a busy tone. The system now appropriately plays the busy tone. (ID 4995)

- In the ISDN PRI stack, the Progress Indicator Information Element now contains the correct information. (ID 4999)

- If a call arrives at an NBX system on any Digital Line Card channel and is routed to any outgoing channel that is not in service (on either a Digital Line Card or an Analog Line Card), the caller now properly hears a busy signal. Previously, the caller heard ringing but the call was never answered. (ID 5007)

- If a call was made over an E1 channel to a fax machine but the caller did not hang up after the fax machine disconnected, subsequent calls were connected to the fax audio and users heard clicking. This no longer occurs. (ID 5166)

Error Logs

- The following error message no longer appears inappropriately in the Nboss error log file:

  ```
  TermSession    E 2004 : LastNumDialed by diverting party is NULL -
  SendCallState() will not contain szDivertingPartyDialedNum information
  ```

  (ID 4653)

Hunt Groups

- Previously, an incoming call to a hunt group that contained Caller ID information caused system memory partition errors and, potentially, a system halt under these conditions:

  - The call was not answered

  - The call coverage point of the first hunt group was another hunt group

  This problem has been resolved. (ID 5338)

- Previously, a call could not be answered under these conditions:

  - The call was made to a linear hunt group, all members of which were busy,

  - The call forwarding point of the hunt group was the same hunt group or another hunt group.

  This issue has been resolved. (ID 5345)

IMAP E-Mail Client

- If you use the NBX Forward application software to forward e-mail from the NBX system to one or more IMAP e-mail clients, the NBX system no longer experiences a memory leak. (ID 4506)

NBX System Log Files

- Messages beginning with “Q931 Utils” no longer appear in the NBX system log files. These messages were previously added to the log files to help debug a problem and were never removed after the problem was resolved. (ID 4930)

NBX System Software

- A memory leak that occurred when an NBX system was connected through an AudioCodes gateway to a Unified Messaging System has been fixed. (ID 4839)

NBX Voice Messaging

- Callers who have more than 100 voicemail messages can now listen to any of the messages using their PC. Previously, they could listen to only the first 99 messages on their PCs but to all messages using their telephones. (ID 4504)

- Callers who create and send a voicemail message to a distribution list that contains their own names no longer see an incorrect time duration for the message. Also, when those callers listen to the message, they no longer hear “The following message cannot be delivered to mailbox number xxxx.” (ID 4829)

- Previously, if you included a greeting-only voice mailbox in a distribution list for voice mail messages and you sent a voice mail message to the list, you received a message indicating that the greeting-only mailbox was full. Now you properly receive a message saying that you cannot send voice mail to a greeting-only voice mailbox. (ID 4853)

Off-Site Notification

- Off-Site Notification no longer fails if, prior to the time of an Off-Site Notification message being sent by the NBX system, the default Class of Service groups “Default User Group” and “Super User Group,” were deleted. (ID 4726)

- If an off-site notification attempt failed, the NBX system was not waiting before making the second attempt, even if there was a timer value configured. The system now waits until the timer expires before making the next attempt. (ID 5260)

Virtual Tie Lines (VTLs)

- CLIR Next and CLIR All functions now work on VTL calls. (ID 4584)

- If a caller on a SuperStack 3 NBX system places a VTL hopoff call to an NBX 100 system, and the destination number is not valid, the VTL connection is now properly disconnected. Previously, a timing problem caused the VTL connection to remain in an unusable state. (ID 4834)

- A caller now properly hears a busy signal under these conditions:

    - A call is placed from NBX system A over VTL to NBX system B.

    - The call hops off from NBX system B over an ISDN PRI line to an external telephone number.

    - The number being called is busy.

    Previously, the caller heard ringing. (ID 4939)

- Previously, if you placed a VTL call from an NBX 100 system to a SuperStack 3 NBX system and then hopped off onto an ISDN PRI line, the telephone that you called received two calls. One was the correct call and the other contained no audio. The no-audio call no longer occurs. (ID 5318)

Known Anomalies and Considerations in Release 4.4.12

ID numbers in parentheses are for internal 3Com use only.

Browser Issues

- If you click the Help button on any screen in the NBX NetSet utility, then close the Help window and click the Help button again, the Help window might display incomplete information. (ID 3118)
- Viewing the NBX NetSet utility with Microsoft Internet Explorer might result in this error message, “Page cannot be located” along with the error number 800C0007 (ID 3121)

  Workaround for ID 3121:

  1. From the Microsoft Internet Explorer *Tools* menu or the *View* menu (depending on your version of Internet Explorer), select *Internet Options*.
  2. Click the Advanced tab, and scroll to *HTTP1.1 Settings*.
  3. Clear the two checkboxes titled “Use HTTP1.1” and “Use HTTP1.1 through proxy connections.”
  4. Reboot the PC.

CALLER ID

- A call from an internal extension that is forwarded to an external number might fail to connect if the CO checks the validity of the caller ID string before completing the call. (ID 5192)

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 4764)
- 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards IP settings are reported inconsistently in NBX NetSet. The field in the IP Settings screen sometimes reports "Common" IP addresses as “0.0.0.0” instead of the correct address. (ID 4874, 4875)
- 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 5011)
- 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 bi-polar violations. The problem does not happen if the line code is AMI, instead of HDB3. (ID 5129)

Hunt Groups and Calling Groups

- If you select several hundred users to be included in a hunt group that you are creating, the transfer of these names into the hunt group takes several minutes to be completed. (ID 3150)
- 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 3158)

International

- The Italian prompt for the Off-Site Notification is incorrect. To access the prompt, log into your personal mailbox, press 9 for mailbox options, and then press 4. The prompt you hear refers to logging off the voicemail box instead of the prompt for setting up Off-Site Notification. (ID 3157)
- The Exit prompt (“To return to the previous menu, press *”) is missing from UK voice mail, Mailbox Options menu. (ID 5239)

NBX Devices Configured Behind a Home Router/Firewall

- If you have an NBX device configured behind a D-Link DI-640 router, the port to which the device is attached may become disabled periodically. The problem resides in the router software not the NBX software. (ID 3927)

  Workaround for ID 3927: Disconnect the NBX device, reboot the router, and reconnect the NBX device.
- If you have an NBX device configured behind a 4-port LinkSys Cable/DSL plus Voice Router, the NBX device can no longer communicate with the host NBX system if you change the port to which the device is connected or if you change the IP address of the device. (ID 3928)

  Workaround for ID 3928: Remove and reapply power to the LinkSys router.
- If you send a VPIM message to an NBX device configured behind a home router/firewall, the VPIM software does not use the correct IP address. (ID 3960)

NBX Media Driver

- If you run the NBX Media Driver Configuration Wizard on a PC running Windows NT, clicking the System Information button results in an error: "System information is unavailable at this time." (ID 5290)

  Workaround for ID 5290: You can access System Information through *Start* > *Programs* > *Administrative Tools* or the Windows NT Control Panel.

NBX Palm Dialer Application

The NBX Palm Dialer application supports only versions 3.5 and 4.1 of the Palm operating system.

- Under the following conditions:
  - You use a Palm Personal Digital Assistant (PDA) with version 3.5.2 of the Palm Operating System.
  - You are on a call.
  - You try to set up a conference call or to transfer the existing call.

  the error message “make call first / no resources” appears in the display panel of your NBX Business Telephone and the status light associated with the next System Appearance button remains lit indefinitely. (IDs 743 and 3163)

NBX System Software

- Enabling VLAN Control disables WAV devices. (ID 1917)
- If you navigate to *System Settings* > *Regional Settings* > *Advanced*, the Israel and Russia entries in the list should show English as the language because the documentation is not translated into Hebrew or Russian. (ID 4000)

NBX TAPI Service Provider (NBXTSP)

- You cannot use Remote TSP clients with Windows NT, Windows XP Home, or Windows 98. (ID 4640)
- If you replace a telephone that is using a TAPI application, you must reboot the NBX system before the new telephone will be able to connect to and work with the TAPI application. (ID 5159)

NBX Telephone Guide

- When NBX users are listening to voice mail messages, they can press 7 to listen to portions of those messages again (rewind) or press 9 to move forward within messages (fast forward). The NBX Telephone Guide incorrectly states that each press of the 7 or 9 keys results in the same rewind or fast forward time (approximately 5 seconds). The first time that either key is pressed, the rewind or fast forward time is 2 to 3 seconds. All subsequent times are approximately 5 seconds. (ID 22706)

NBX Voice Messaging

- If you use the Call Logs on your NBX telephone while you are listening to one of your voice mail messages, the messaging system behavior is not predictable. For example, the message you are listening to may be deleted or saved, or you may hear the time and date stamp information for the message. (ID 3796)
- If you configure e-mail as your first and second method of off-site notification, you receive the first e-mail notification with the voice message attached but the second e-mail has no attachment. (ID 3144)
- Under some conditions, the VPIM Statistics indicate that a higher-than-actual number of calls were successfully delivered. (ID 3258)

Polycom Telephony Equipment

- If a Polycom Telephone is located behind a home router or firewall device, the time and date information in the display panel is updated only when certain external events occur. For example, if you make or receive a call, the display panel information, including the time and date information, is updated. (ID 3910)

Virtual Tie Lines (VTLs)

- If an external call is forwarded from one NBX system to another over a VTL connection before the Central Office equipment provides caller ID information, the caller ID information may not be sent over the VTL connection to update the destination telephone's display panel. (ID 3996)

Documentation Comments

As we work to make the documentation easier for you to use, we invite you to send us your feedback on errors that you find in the books and Help systems, and also on areas that you would like to see explained more fully.

Please send your documentation comments to us at the following address:

Voice_TechComm_Comments@3com.com

IMPORTANT: As always, please address all questions about the NBX hardware and software to your 3Com NBX Voice-Authorized Partner.

Thank you.

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