

MaxCS Release 8.0 CU1 Application Notes

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AltiGen Communications, Inc.
679 River Oaks Parkway, San Jose, CA 95134
Telephone: 888-AltiGen (258-4436) | Fax: 408-597-9020
E-mail: info@altigen.com Web site: www.altigen.com

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About This Guide

This guide describes the enhancements that are included in MaxCS 8.0 CU1. They include:

- **Time zone update** – AltiReport admins can now set a separate time zone for each MaxCS server. This is done in the Query Preference setup; there are new fields for you to set the time zone for each server. When AltiReport users schedule favorite reports, the scheduled time will now use the time zone based upon the time zone of the user's server. See page 3.
- **Callback from Queue update** – You can now configure Callback to not be offered if no agents are logged into the target workgroup. See page 4.
- **Paging update** – Users can now send pages across different MaxCS systems.
- **ADTRAN support update** – A new parameter has been added for ADTRAN TLS support. See page 5.
- **Polycom updates** (starting on page 6)
 - Transfer a call to an extension's voicemail mailbox.
 - Support for Polycom VVS firmware version 5.4.2.
 - Support for RealPresence Group 500 video devices. Refer to the *MaxCS 8.0 RealPresence 500 Configuration Guide*.

Installing MaxCS 8.0 CU1

To download this update:

1. Log into <https://partner.altigen.com>.
2. Near the top, click **File Updates**.
3. On the left, below "WTS System," click **General Availability**.
4. From the list, click the MaxCS 8.0 update. You can download the file on the next page.

Considerations:

- This update can be used for new MaxCS deployments.
- This update can be applied to **MaxCS Release 8.0.0.504 and later** (it cannot be applied to any release of MaxCS 8.0 earlier than 8.0.0.504, which may include some Beta releases).
- This update cannot be used to upgrade from MaxCS Release MaxCS 6.x or 7.x. If you are currently running MaxCS Release 6.x or Release 7.x, you must first upgrade to MaxCS Release 8.0.0.504. From there, you can then apply this update.

Requirements

- .Net 4.5 is required for MaxSupervisor, MaxAgent, and MaxCommunicator.
- All client applications are supported on Windows 7 and later operating systems.

To install MaxCS CU1, follow the instructions in the readme file in the MAXCS ACM folder. That file also contains a list of SCRs that were fixed in this update.

Time Zone Update

This release includes a new time zone setting for MaxCS server. The default MaxCS server time zone is the same as the AltiReport server time zone.

To set or change the time zone for the MaxCS server:

1. Log in as an AltiReport administrator.
2. Click **MaxCS Registration**.
3. Select a MaxCS server and click **Edit**.
4. Select a time zone for the MaxCS server.

Users can set the time zone for the MaxCS server:

1. Log in as an AltiReport user.
2. Click **Query preference setup**.
3. Select a time zone for the MaxCS server. The default time zone is the same as the time zone set by the AltiReport administrator. The user's time zone setting takes precedence over the Administrator's time zone setting.

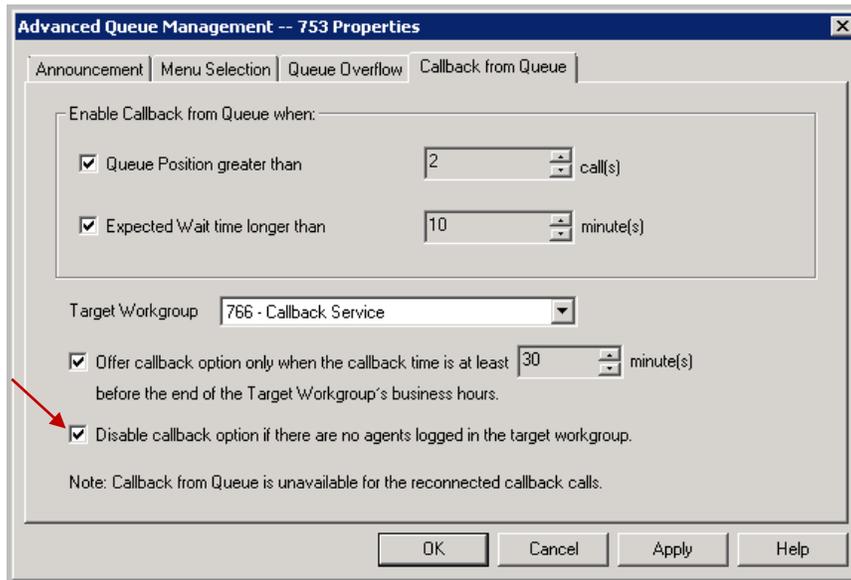
Time zone information is displayed in each report.

New Callback Option

A new option automatically disables callback offers to callers if there are no agents logged into the target workgroup.

To enable or disable this option,

1. Select **Call Center > Workgroup Configuration > Queue Management**.
2. Select the workgroup that will be offering the callback option.
3. In the *Queue Control* group, select **Advanced** and click **Setup**.
4. Switch to the **Callback from Queue** tab.
5. Enable or disable the *Disable the Callback option if there are no agents logged into the target workgroup*.
 - If you enable this option, then this workgroup will not offer a callback option to callers if there are no agents logged into the workgroup that is specified to handle the return calls.
 - If you clear this option, then this workgroup will still offer a callback option, even when there are no agents logged into the workgroup that will handle the return calls.



Paging Between Different MaxCS Servers

Users can now page extensions on another MaxCS server. Guidelines:

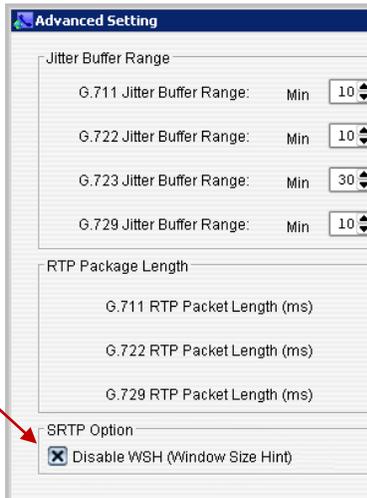
- Cross-server paging works over SIP-tie trunks
- Both servers must be in the same enterprise domain
- The target paging group must be designated as a “Global Paging” group
- The target extensions must be AltiGen 705, 710, 720, or 805 phones
- Polycom phones will not receive and play the page
- Users can use any type of phone to send a page

New Parameter for ADTRAN support

Included in this update is a new *Enterprise Manager* option, which allows administrators to enable or disable Window Size Hint (WSH) for certain SIP devices.

This option has been provided for ADTRAN SIP gateway SRTP support. ADTRAN gateways cannot accept WSH in the SDP. If MaxCS receives an SRTP Invite without a WSH parameter in the SDP, MaxCS will not include WSH in the SDP for subsequent SIP messages in the same call session. When MaxCS sends an Invite to a SIP device using TLS/SRTP, if the WSH parameter in the corresponding codec profile is disabled, then WSH will not be included in the SDP.

You set this by choosing the ADTRAN device's Profile (in Enterprise Manager), clicking the **Advanced** button, and either checking or clearing the **Disable WSH (Window Size Hint)** option at the bottom.



For instructions on configuring ADTRAN devices with MaxCS, review the ADTRAN deployment guides, which are stored in the AltiGen Partner Knowledgebase at <http://know.altigen.com>. To locate these guides, log in and search on the keyword “adtran.”

Polycom Updates

There are several Polycom enhancements included in this update.

Polycom VVX Firmware 5.4.2

MaxCS now supports Polycom VVX firmware version 5.4.2.

After you have applied this update, you must use HTTPS (instead of HTTP) to access the Polycom Web Configuration Utility web page. Depending upon your browser, you may see a certificate and security warning when you reach that site; you can disregard this warning.

There are changes in Polycom behavior in this update. Some are a result of firmware version 5.4.2, others are enhancements. These changes are described on the next few pages. Please make your users aware of them.

Upgrade Process

Upgrade procedures vary, depending upon the phone model.

- VVX 300, 310, 400, 410, 500, and 600 phones will automatically upgrade to the new firmware after you apply this update. The upgrade process will take approximately 10 minutes to complete; do not unplug the phone while the firmware is updating.
- For model VVX 1500, a manual upgrade to firmware version 5.4.2 is required. You must carefully follow Polycom’s guide to upgrade this model. An RMA maybe required if you do not follow the steps exactly. These steps include a bootblock upgrade. Follow the procedures in Technical Bulletin 695 to ensure that the VVX1500 phone upgrades correctly. If these extra steps are not performed, the phone may need to be returned to the manufacturer. Refer to the following documents:
 - http://support.polycom.com/PolycomService/support/us/support/video/business_media_phones/vvx1500d.html

- http://supportdocs.polycom.com/PolycomService/support/global/documents/support/technical/products/voice/upgrading_vv1500_5_2_0_tb695.pdf

Change in the Blind Transfer Process

The process of performing a Blind transfer on VVX phones has changed as a result of the new firmware.

To perform a Blind transfer with firmware 5.4.2,

1. The user should tap the **Transfer** button for 1 full second.
2. A menu will open. The user should select the **Blind transfer** option. Depending upon the VVX phone model, the user can use the touch screen, use the up and down arrows, or press the number key 2 and 'Select' to choose the Blind transfer option.

Changes in the Parked Call / BLF Call Transfer Process

The process of making a transfer on VVX with a retrieved parked call or BLF call have changed in this release:

1. The user parks a call and later retrieves it, or the user connects to a BLF call.
2. The user taps the **Transfer** softkey or presses the **Transfer** phone button.
3. The phone will prompt the user to enter the number (instead of prompting for the SIP URI).
4. After entering the number, the user must now tap the **Send** softkey.

Changes in Paging Behavior

Enhancements to the paging process are included in this update.

- If the user has calls on hold or parked calls, but has is no active call, a normal priority page will now go through.
- If the user is on a call or is on hold and a normal page come in, the user will see a notification. The user can choose whether to accept or reject the page.

Transfer to an Extension's Voicemail

In this release, Polycom users can now transfer a call directly to an extension's voicemail mailbox. The feature code for this function is #18.

1. The agent presses the **Transfer** button while on a call, then presses #18 and the extension number.
2. When the agent hears the transfer phrase, the agent can either press **Transfer** again or hang up in order to complete the transfer.

Support for Polycom RealPresence Group 500

This release of MaxCS supports the RealPresence Group 500 video device, which provides both audio and video.

AltiGen Technical Support

AltiGen does not provide general configuration support for AudioCodes products. For general configuration information, refer to your AudioCodes documentation.

AltiGen provides technical support to Authorized AltiGen Partners and distributors only. End user customers, please contact your Authorized AltiGen Partner for technical support.

Authorized AltiGen Partners and distributors may contact AltiGen technical support by the following methods:

- You may request technical support on AltiGen's Partner web site, at <https://partner.altigen.com>. Open a case on this site; a Technical Support representative will respond within one business day.
- Call 888-ALTIGEN, option 5, or 408-597-9000, option 5, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PT, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following information:

- Partner ID
- AltiGen Certified Engineer ID
- Product serial number
- AltiWare or MAXCS version number
- Number and types of boards in the system
- Server model
- The telephone number where you can be reached