



3Com[®] ExecutiveAssistant Release Notes for Release 6.00

System Requirements

This version of 3Com ExecutiveAssistant (EA) works with NBX version 6.0.57 or later.

Server Operating Systems

The ExecutiveAssistant server software runs on either of the following operating systems:

- Microsoft Windows XP (SP 2)
- Microsoft Windows Server 2003 (SP 2)

Client Operating Systems

The ExecutiveAssistant client software runs on either of the following operating systems:

- Microsoft Windows 2000 PRO (SP 4)
- Microsoft Windows Server 2000 (SP 4)
- Microsoft Windows XP (SP 2)
- Microsoft Windows Server 2003 (SP 2)

New Features

Star-One/Star-Two

Calls that are routed through ExecutiveAssistant are eligible for the new Star-One feature. Specifically, if the call is either On Demand or Always Recording, and if the user has an Advanced or Supervisor client, then the user is eligible to press Star-One during the call to conference or transfer using EA's conferencing technology.

In-And-Out

The existing Speech Dialer functionality of EA has now been expanded to allow entry of DTMF from a remote phone to facilitate the opportunity for a user to call into the system and have that call placed out from an NBX trunk.

Known Anomalies and Limitations related to Version 6.00

The known issues associated with this release are as follows:

- If upgrading your server to EA 6.0 then you must upgrade your client machines to EA 6.0 as well.
- The EA client program at the user's station restarts itself when a second voice prompt is attempted to play back before the first prompt is finished. (ID 53356)
- When setting up a conference call via the 3Com NBX phone, the Caller ID displays on the 3Com NBX phone LCD; however, as the call transitions from a conference call to a non-conference call as a result of the call's initial extension using the NBX Drop Conference feature, the LCD display of the originating party will display the Media Port extension instead of the original Caller ID. (ID 48125)

Workaround for ID 48125: To re-display the caller ID, the original user should transition his phone between handset and speakerphone, or on-hold to off-hold. This is not an issue if using the Star-One/Star-Two feature to add and remove parties from a conference.

- EA will work with the NBX running in SIP mode but only interfacing with 3Com phones via TAPI and using 3Com Media Driver Licenses. 3Com SIP phones are not supported.

Star-One/Star-Two

- If the number entered by the party pressing Star-One is not valid, or if there are no more Media Ports available, then the function fails
- If Star-One is pressed on an NBX phone on the same NBX as EA, then the other parties do not hear the DTMF tones. If it is pressed from a phone outside of that NBX, then the other parties hear the DTMF tones for Star-One or Star-Two, but not the subsequent tones that are dialed after Star-One
- After 12 parties in a single conference, latency will start to grow upon each subsequent caller added.

In-And-Out

- Do not pause more than 2.5 seconds between any two digits when entering the number

General Recording/Monitoring Functionality

- If more than 10 supervisors will operate the software's GUI at once, you must run this on a Windows Server with enough Windows' Client Access Licenses (CALs) to cover the number of simultaneous users.
- The NBX should be configured to cover some inbound/outbound call routing coverage so that calls are handled automatically if ExecutiveAssistant is not running. For some call paths, however, such as outbound calls, as well as DID, extension-to-extension or NBX auto-attendant calls, it is recommended that the Sentry.exe application run on a separate machine. This application ensures that calls still route correctly if the ExecutiveAssistant system is turned off or disabled for any reason.
- Caller ID (and Called Number for outbound calls) displays on the LCD display of the telephone. Both the Caller ID number and name display on the first line of the LCD display. The Media Port's name appears on the second line of the LCD display. If using analog lines, an incoming call needs to be delayed 4 seconds before reaching ExecutiveAssistant (a 1-second delay may also be necessary for digital lines).
- For incoming calls processed outside of ExecutiveAssistant (transferred from another extension, going through NBX auto-attendant, or reaching users through DID, hunt groups or ACD), the calls can be recorded as long as the devices are using proper routing or pretranslators. In this scenario, if the employee does not answer the phone and it is sent to voice mail, the voice mail references the Media Port number instead of the Caller ID of the caller (and when listening to voice mails from a phone, does not identify as "from an outside caller").
- Caller ID information for those incoming calls that are recorded or on-demand for recording is not available from the 3Com telephone Call Logs button. However, recent call information and call logs information is available through the ExecutiveAssistant user interface.
- *[For analog line installations only]* : Calls answered directly with analog line appearances via key mode operation cannot be recorded or monitored. In those cases, full and seamless recording can either be accomplished by using the built-in (no additional charge) ACD functionality of ExecutiveAssistant or NBX, or by changing over to a Calling Group model for incoming calls.

Silent On-Demand Recording

- The number of Media Driver ports required include those used for ALL calls that might need to record, not just the ones that are recording. For a call to be eligible for On Demand, it must be passed through ExecutiveAssistant with its two Media Drivers ports in use.

- In order for a caller to be available for silent recording, monitor or barge-in, that call must be in the On Demand state – therefore, the call must be set up at call start with two Media Ports.
- Even if the call has been directed to an outside number (like a cell phone using find-me-follow-me), “**” is still available to initiate a record. If it is pressed while the call is being announced in find-me-follow-me, the caller will not hear the touch-tones. If it is pressed during a call from the outside number, the caller will hear the touch-tones.

Silent Monitoring, Barge-in and Whisper

- Only calls that are set to Always Record or On Demand are available for Silent Monitor, Barge-in, or Whisper by an authorized manager (via a Supervisor client license).
- Participants in a call have no audio or visual indication of being monitored.
- When monitoring (or barging/whispering) a call, the Supervisor uses another Media Driver Port.

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 ExecutiveAssistant, related hardware, and software to your authorized 3Com Reseller.

For more information refer to the 3Com Service FAQs and select NBX – ExecutiveAssistant from the pull down bar (<http://servicefaq.3com.com/>).

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