

# **Allworx<sup>®</sup> System Software**

## **Release Notes**

### **Release 9.0.3.4**

Updated January 26, 2021



## Copyright

## Documentation

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## Environmental Conditions

### Allworx servers and IP phones:

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Operating: Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)

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Storage: Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

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The following trademarks are owned by Allworx:

Allworx® Verge™ IP phone series  
Allworx® 92xx™ IP phone series  
Allworx® Verge™ 9304  
Allworx® Verge™ 9308  
Allworx® Verge™ 9312  
Allworx® Verge™ 9318Ex

Allworx® Reach™  
Allworx® Reach Link™  
Allworx® Reach Extend™

Allworx® Interact™  
Allworx® Interact™ Professional  
Allworx® Interact Sync™  
Allworx® Interact Softphone™

Allworx® View™  
Allworx® View™ ACD

Allworx® OfficeSafe™  
Allworx® Migrate™  
Allworx® PowerFlex™

Allworx® Connect™ servers  
Allworx® Connect™ 731 server  
Allworx® Connect™ 536/530 server  
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## Allworx Systems Release Notes – Release 9.0.3.4

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Revision	Date	Description
A	28-OCT-2020	New Release 9.0.1.26
B	9-NOV-2020	New Patch Release 9.0.1.28
C	10-DEC-2020	New Patch Release 9.0.2.3
D	26-JAN-2021	New Patch Release 9.0.3.4

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### Introduction

This document is an overview of the new features in Allworx® Server software 9.0.3.4 and Allworx Phone firmware. Included in this document are:

- Important Installation Information
- Descriptions of New Features in Release 8.6
- List of Known Issues

This document does not describe how to install and use the software. Refer to the *Allworx System Software Administrator Guide* and additional user guides, including the phone user guides, for more information.

### Who Should Read This Document?

The following users should read this document:

- Value Added Resellers
- System Administrators

### See Also

- Allworx Server Administrators can find additional documentation (Administrator Guide, User Guides, FAQs) on the Allworx Partner Portal (<https://allworxportal.com/>).
- End users can find additional documentation at [www.allworx.com](http://www.allworx.com). The documents available include, but are not limited to, the following:
  - *Allworx Verge IP Phone Series Quick Start Guide*
  - *Verge IP Phone Series Function Card*
  - *FAQs for Allworx Verge IP Phone Users*
  - *Allworx Verge IP Phone Series User Guide*
  - *My Allworx Manager User Guide*

### Product Overview and End User Training Videos

A series of online videos is available for sales demonstrations and customer training. You'll find overviews of Allworx hardware and applications, as well as instructional videos about how to use Allworx Verge IP phones and applications.

Videos can be accessed in two ways:

- From the Allworx website at <https://www.allworx.com/resources> – select either **Videos - Product Overview** or **Videos - User Training** from the drop-down menu in the middle of the page.
- From the website's Partner Portal (<https://allworxportal.com/>) – click the video link on the *Support & Training* page. The *Allworx Training Video Clicksheet* can be opened from the first link on that page and provides a list with titles, descriptions, and links to the training videos. The "Clicksheet" is a PDF

file that can be shared directly with end users so they can access the videos without logging in to the Partner Portal.

### Supported Web Browsers

The Allworx server supports the following browsers for system administration:

- Microsoft Internet Explorer 11 and later (desktop mode)
- Microsoft Edge (Latest version)
- Google Chrome (Latest version)
- Mozilla Firefox (Latest version)

### Allworx System Software Compatibility (minimum)

Product/Resource	Version (or later)	Product/Resource	Version (or later)
Server Software	9.0.3.4	Reach for Android	5.2.4.622
Phone Firmware <sup>1</sup>	9.0.3.4	Reach for iOS	5.1.4.0
Px 6/2 Expander Firmware <sup>1</sup>	9.0.3.4	TSP Driver	3.0.1.0 <sup>2</sup>
OfficeSafe	8.0.7	View	1.4.58.0
Interact <sup>3</sup>	4.4.10.2185	Spanish Language Pack	8.6.1.4
Migrate Tool	1.0.7.255	French Canadian Language Pack	8.6.1.4

<sup>1</sup>The server software includes the phone and Px 6/2 Expander firmware.

<sup>2</sup>Upgrade the TSP driver on each user’s PC to be compatible with this version of server software.

<sup>3</sup> The Allworx System Software version 8.5 and above require using the Interact application version 4.0 or higher.

**Note:** *iAllworx 1.0.8 (release 3/7/2013) and Allworx Mobile Link for Android 1.1.1.20, (release 2/8/2012) are no longer supported by Allworx System Software 8.6.*

## Verge IP Phone Series Software compatibility

The Verge IP phone series requires the following minimum software versions:

Product/Resource	Software Version (or higher)	
	Verge 9304	Verge 9308 Verge 9312 Verge 9318Ex
Allworx System Software	8.4	8.2
Interact	4.0	4.0
Reach for Android	N/A	3.0
Reach for iOS	N/A	3.0

## Important Installation Information

**Note:** Allworx System Software Versions 8.1 and higher do not support the Allworx 24x server.

**Note:** Allworx System Software Versions 8.6 and higher do not support the Allworx 6x, 6x12, and 48x servers.

1. Always perform an Allworx OfficeSafe backup of the Allworx server before beginning a software upgrade.
2. Always upgrade software sequentially.
3. Skipping major release versions for upgrades is not a recommended practice. If the server is running a release lower than 8.1, upgrade the software sequentially until the server is running Release 8.5. For example, if the server is at 8.0, upgrade 8.0 to 8.1, upgrade 8.1 to 8.2, upgrade 8.2 to 8.3, upgrade 8.3 to 8.4, upgrade 8.4 to 8.5, and then upgrade to Release 8.6. See Server 7.7 release notes for instructions on upgrading servers running software lower than Release 7.4.
4. The server must have a Software Upgrade Feature Key to upgrade to this release from 8.4 or lower.
5. Perform the installation in Normal Mode using the **Maintenance > Update** screen. Do **not** install this release while the server is in Safe Mode. If the server only boots into Safe Mode, restore a backup of the previous load, and then use the Update screen to load this release.
6. All Connect server models have common software. If upgrading over the Internet, the Allworx server automatically selects the correct file. If you are installing the software using the installation files manually downloaded from the Allworx Portal, make sure you have the correct files:

Server Model	File
Connect Servers	Connect_9.0.3.4.zip

7. Phone firmware is universal between the Allworx server products. Phones are interoperable between different server models.

8. After the server installation is complete, close out your web browser completely and re-open it before logging back into the server. Cached information might otherwise cause the Admin screens to be blank or displayed improperly.
9. Reboot Allworx phones and port expanders after the installation of the server software version to obtain the new firmware releases. If it is necessary to interrupt the phone boot cycle, do the following:
  - a. **92xx IP phones**
    - i. Do one of the following:
      1. 9202e – Press the **Mute/DND** function button 3 times.
      2. All other 92xx IP phones - Press the **Release** function button 3 times.

The message “Initialization load aborted” displays on the phone screen.

- ii. Press one of the following soft keys:
  1. **CONFIG** – requires entering the admin password (allworx). Navigate to the **Network Settings** option and update and save the options as necessary. Reboot the phone using the **Reboot** soft key.
  2. **REBOOT** – restarts the phone.
  3. **FCNTST** – starts the function test operation.

- b. **Verge IP phones**

- i. Start the Boot cycle, and then press and hold the programmable button located on the right side, third from bottom during the initialization sequence until the button lights amber (approximately 10 seconds). The **Settings** screen displays.
- ii. Press the **Admin** soft key and enter the Phone Admin Password – **allworx**. Press the **Select** button. Select the **Network Settings** option.
- iii. Update the Network Settings as required, and then press the **Back** soft key twice.
- iv. Press the **Reboot** soft key to restart the phone with the new settings.

10. If an Allworx IP phone displays a Config / Init Error, reboot it again. If that is not successful, restore factory defaults from within the handset Configuration menu.
11. For reliable operation of Allworx Multi-site installations, upgrade all servers in the network to the same software release. **To upgrade to Allworx System Software release 8.6 and above, all servers in the multisite need to be Allworx Connect servers.**
12. If a phone administration password is configured on the Allworx server (**Servers > VoIP**), it is required to enter the password to access the Network Settings menu on attached Allworx phones. The password on phones that are not registered to any server (e.g. if the boot cycle was interrupted) is “allworx”.

**Note:** For security purposes, the server prevents “allworx” from being used as the phone administration password for registered phones.
13. If connecting a new 9224 phone to a network with VLANs, first set the VLAN mode to Enabled on the phone and set the Phone VLAN to the phone VLAN ID on the network. After the phone boots successfully with the new firmware, change the VLAN mode to the preferred setting.

14. Connect servers must be activated to become operational. Enter the activation code on the Maintenance \ Registration page in the Allworx System Administration web page. See the *Connect Server Family Installation Guide* for more details.
15. The Allworx System Software version 8.5 and above **require** using the Interact application, **version 4.0 or higher**.
16. The Allworx System Software Version 8.5 was the **last** version to support the 6x, 6x12, and 48x servers. Version 8.6 and higher Allworx System Software versions will only support the Allworx Connect server models.

### To Power off the Allworx server:

1. Power off the Allworx Server:
  - a. Press the power button on the Allworx server for less than four seconds. The server begins the shutdown process and the power light blinks green to confirm the power down cycle.
  - b. Permit sufficient time for the Allworx server to complete the power down cycle. This process varies in length of time from a few seconds to a few minutes.

If the Allworx server has not properly shutdown, force a shutdown by holding the power button for more than four seconds. Finally, if the Allworx server does not shut down, as a last resort pull the AC power cord from the wall outlet.

**CAUTION:** *Forcing an Allworx server shutdown may cause database corruption conditions causing further service disruption.*

2. Restart the Allworx server in one of the following modes:
  - \* **Safe Mode:** Press and hold the power button for at least one second, and then release it before four seconds has elapsed. The button flashes amber during the Safe Mode boot sequence.
  - \* **Normal Mode:** Press the power button for less than 1 second. The button flashes green during the Normal Mode boot sequence.

## New for Release 9.0.1.26

The table below identifies the new features added to the Allworx System and Allworx applications. All new Allworx features are compatible with each Allworx Connect server.

### Notes:

- 9.0 software is not supported for use in 6x, 6x12, and 48x servers.
- Although the majority of features below are not included in the 91xx and 92x phones, they are supported to be used in a 9.0 system.

## Products

- Allworx System Software – Version 9.0.1.26
- Verge IP Phones

## Features

Allworx System Software
System extensions can be selected as the owner of a phone
Phone plug and play (PnP) system extension assignment and PnP disabled by default
One free Interact Softphone license included with the Allworx System Software
Increase the number of system extensions available
Allow <b>Message Center</b> and <b>Operator</b> as selections in the <i>Primary Dial Plan - Dial Number</i> and the <i>Public Contact &gt; Phone Number</i> fields
Option to suppress the <i>Dialing</i> message when transferring from an Auto Attendant
Park notifications automatically disabled when a Park to Extension programmable function key is deleted
By default, the server now uses the music file supplied with the 9.0 software to play as music on hold
By default, <i>Use Extension Mode</i> is selected in the Internal Dial Plan
Custom logo image can be uploaded for display on Verge phone sleep screens
Automatically sends an email to the user alerting them that their Voicemailbox is full – no additional configuration for users already receiving voicemails as emails
Automatically plays a message alerting the Message Center user that their Voicemailbox is full – no configuration required
New <i>PFK Programming</i> report provides a searchable listing of the programmable function keys and features assigned to each Verge phone, Interact Softphone, and Reach handset
Enable alert that provides increased awareness that an ACD agent is in the <i>Busy/No Answer</i> state
Verge IP Phones
Voicemail full indication displayed on the Verge phone
The phone number label is shown with matching the caller ID to Contacts
Add new phones by selecting from System extensions as well as users when using Plug and Play installation
Display a custom logo on the phone sleep screen
Audible and visual notifications that provide increased awareness that the ACD agent is in the <i>Busy/No Answer</i> state

## Allworx System Software Updates

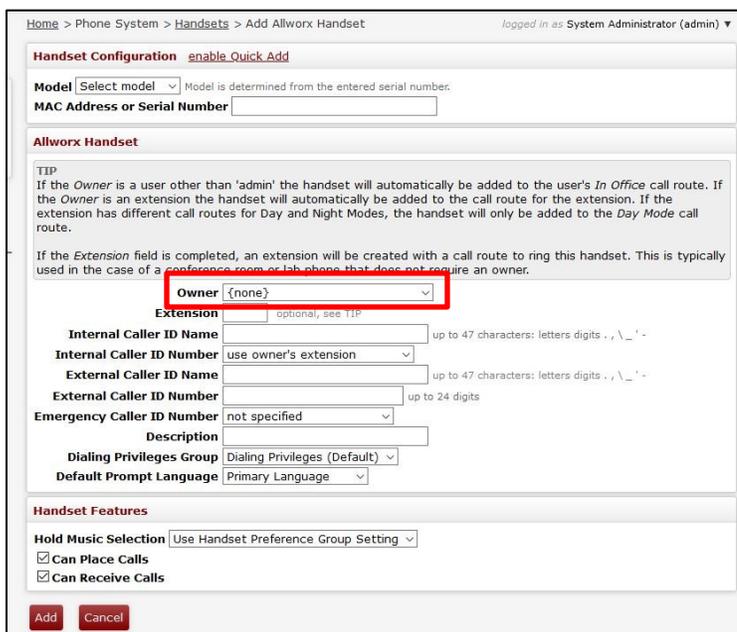
The Allworx System Software has the following new features and enhancements:

- System extensions can now be selected as the owner of a phone handset
- Easier process for the addition/installation of new phones
- Free Interact Softphone license
- Convenience extensions for internal call routing that do not count toward the System Extension limit
- Additional options available for the final leg of a call route and the phone number of a Contact
- Ability to remove the “dialing” audio message when transferring from an auto attendant
- Default is now to play the file supplied for Music on Hold
- Default is now having *Use Extension Mode* selected in the Internal Dial Plan
- Ability to add a custom logo to the phone screen
- Ability to generate a *PFK Programming* report to view the programmable function keys and features assigned to each Verge phone, Interact Softphone, and Reach handset
- Option to enable Verge phone pop-up and audible notifications for ACD agents in a *Busy/No Answer* state
- New notifications to alert users that their Voicemailbox is full; a visible indicator on the Verge phone idle screen, audio notification when calling in to the Message Center, automatic email messages
- Improved notification of *Busy/No Answer* state for users of the Verge 9300 series phones

The following sections provide detailed information about the new features available with Allworx System Software version 9.0

### System Extension as Phone Owner

System extensions now appear in the drop-down menu when selecting the owners of handsets (phones). All the functionality of user owners of phones is now extended to system extension owners.



Home > Phone System > Handsets > Add Allworx Handset logged in as: System Administrator (admin) ▼

**Handset Configuration** [enable Quick Add](#)

Model  Model is determined from the entered serial number.

MAC Address or Serial Number

**Allworx Handset**

TIP  
If the Owner is a user other than 'admin' the handset will automatically be added to the user's *In Office* call route. If the Owner is an extension the handset will automatically be added to the call route for the extension. If the extension has different call routes for Day and Night Modes, the handset will only be added to the *Day Mode* call route.

If the *Extension* field is completed, an extension will be created with a call route to ring this handset. This is typically used in the case of a *conference room or lab phone that does not require an owner.*

Owner

Extension  optional, see TIP

Internal Caller ID Name  up to 47 characters: letters digits . , \ \_ ' -

Internal Caller ID Number  use owner's extension

External Caller ID Name  up to 47 characters: letters digits . , \ \_ ' -

External Caller ID Number  up to 24 digits

Emergency Caller ID Number  not specified

Description

Dialing Privileges Group

Default Prompt Language

**Handset Features**

Hold Music Selection

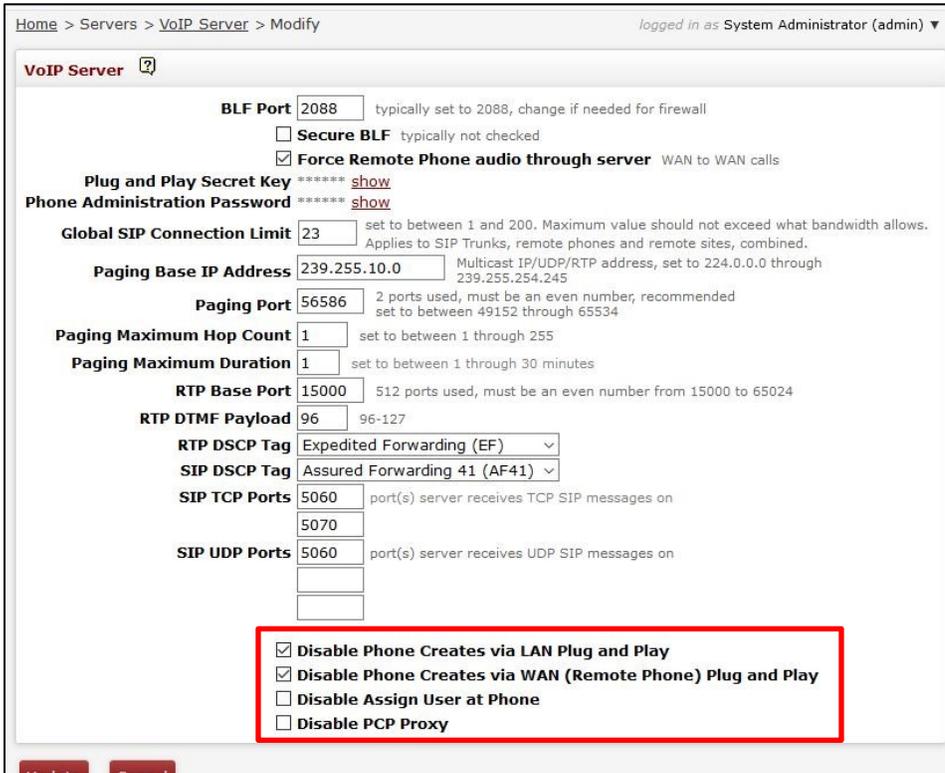
Can Place Calls

Can Receive Calls

## New Phones Plug and Play Install

This change makes installing new phones using the Plug and Play option even easier. Now when you press the *Add* soft key a listing lets you choose System extensions (not Convenience extensions) as well as users to automatically create a single destination call route.

Another change has been made for increased security. With this release, the plug and play options on the *VoIP Server* page of the Allworx System Administration web page is disabled by default.



Home > Servers > VoIP Server > Modify logged in as System Administrator (admin) ▼

**VoIP Server** ⓘ

**BLF Port**  typically set to 2088, change if needed for firewall

**Secure BLF** typically not checked

**Force Remote Phone audio through server** WAN to WAN calls

**Plug and Play Secret Key** \*\*\*\*\* [show](#)

**Phone Administration Password** \*\*\*\*\* [show](#)

**Global SIP Connection Limit**  set to between 1 and 200. Maximum value should not exceed what bandwidth allows. Applies to SIP Trunks, remote phones and remote sites, combined.

**Paging Base IP Address**  Multicast IP/UDP/RTP address, set to 224.0.0.0 through 239.255.254.245

**Paging Port**  2 ports used, must be an even number, recommended set to between 49152 through 65534

**Paging Maximum Hop Count**  set to between 1 through 255

**Paging Maximum Duration**  set to between 1 through 30 minutes

**RTP Base Port**  512 ports used, must be an even number from 15000 to 65024

**RTP DTMF Payload**  96-127

**RTP DSCP Tag**

**SIP DSCP Tag**

**SIP TCP Ports**  port(s) server receives TCP SIP messages on

**SIP UDP Ports**  port(s) server receives UDP SIP messages on

**Disable Phone Creates via LAN Plug and Play**

**Disable Phone Creates via WAN (Remote Phone) Plug and Play**

**Disable Assign User at Phone**

**Disable PCP Proxy**

**Note:** Servers upgrading from releases prior to 9.0 will retain their existing plug and play settings.

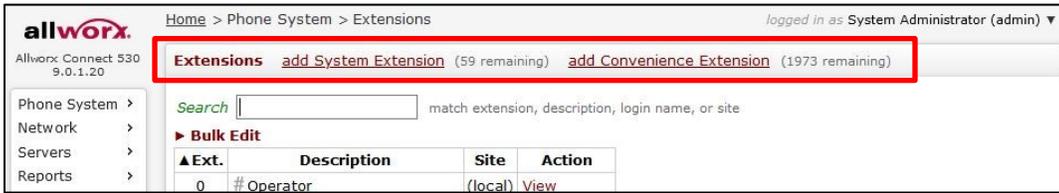
## Interact Softphone

The 9.0 release of the Allworx System Software now includes one license for Allworx Interact Softphone. At installation license is displayed as a **1** in the *Total Licenses* column on the *Feature Key* page of the Allworx System Administration web page. This feature provides users with the opportunity to try the Softphone application and become familiar with its capabilities. As usual, additional licensed can be purchased from Allworx.

## Additional Extensions Available

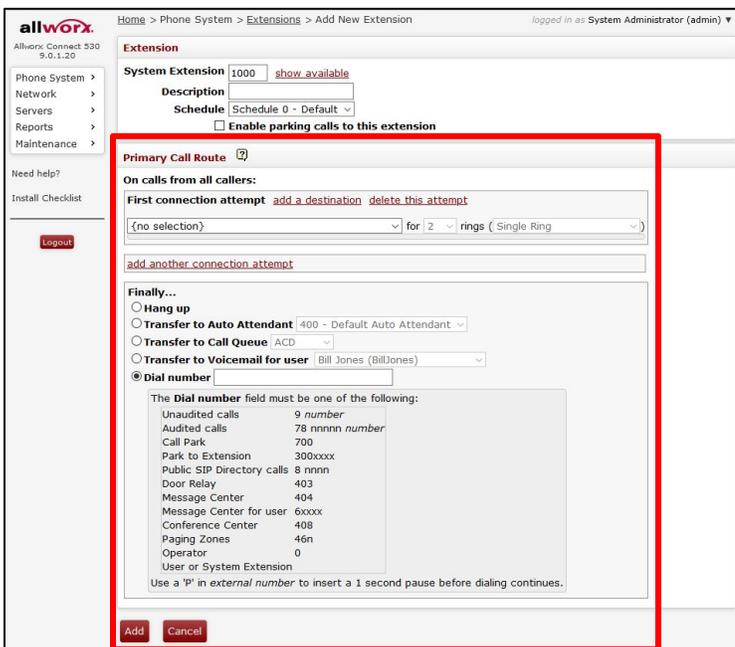
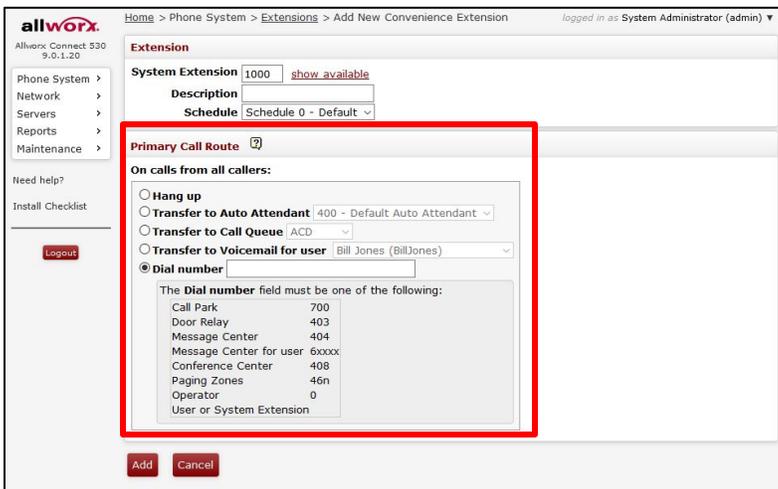
A new type of extension is now available with the 9.0 release of the Allworx System Software. These new extensions are called *Convenience Extensions* and they do not count against the System Extension limit. There is no limit to the number of Convenience Extensions users can have (within the number space available in the internal dial plan). These new extensions can only be used to route to other extensions or server applications

like queues, auto attendants, and voicemail boxes. They cannot be routed to any devices or external phone numbers.



## Call Route Configuration

This release now provides both **Message Center** and **Operator** as selections in the final destination in a Call Route.



These new options are also available as options for a Public Contact *Phone Number*.

Public Contact

Speed Dial Number: 350

Phone Number:  (required, see TIP below)

Prefix:

Name: First  Middle  Last

Suffix:

Organization:

Nickname:

**TIP**

The **Phone Number** field must be one of the following:

Unaudited calls	9 number
Audited calls	78 nnnnn number
Call Park	700
Park to Extension	300xxxx
Call Pickup	7xxxx
Public SIP Directory calls	8 nnnn
Door Relay	403
Message Center	404
Message Center for user	6xxxx
Conference Center	408
Paging Zones	46n
Operator	0
User or System Extension	

Use a 'P' in external number to insert a 1 second pause before dialing continues.

Use a 'W' in external number to prompt the user to continue before dialing continues.

When using a 92xx series phone, or dialing the Speed Dial Number directly from any phone, the 'W' is treated as 'P' and a 1 second pause is inserted before dialing continues.

## Dialing Message

This feature allows users to turn off the dialing message that is played to callers when they are transferred from the main menu of an auto attendant. This feature is not available, and has no effect on, auto attendant sub menus.

Auto Attendant 1

Schedule: Schedule 0 - Default

Remote Multi-Site Users: included in Dial-By-Name and Dial-By-Directory Menus

Dial-By-Name Menu (#1): enabled

Dial-By-Name Prompt: play

Dial-By-Name Spell Option: spell first or last name

Dial-By-Directory Menu (#2): enabled

Dial-By-Directory Prompt: play

Dial-By-Directory List Order: list in name order

Dial-It-Now Prompt: play

**Dialing... Prompt: play** (highlighted)

Repeat Menu Behavior: do not play

Repeat Options Prompt: play

Play greeting/custom message to completion: disabled

Speed Dial Numbers: not allowed

Day Mode Internal Call Restriction: Auto Attendant Default

Night Mode Internal Call Restriction: Auto Attendant Default

After: 8 seconds with no input

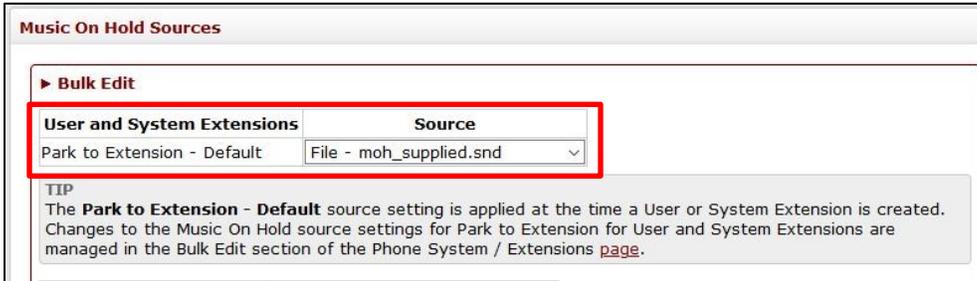
Replay Menu

Transfer to: make a selection

Select **do not play** from the drop-down menu to stop the dialing message from being played when transferring from the auto attendant main menu.

## Music on Hold

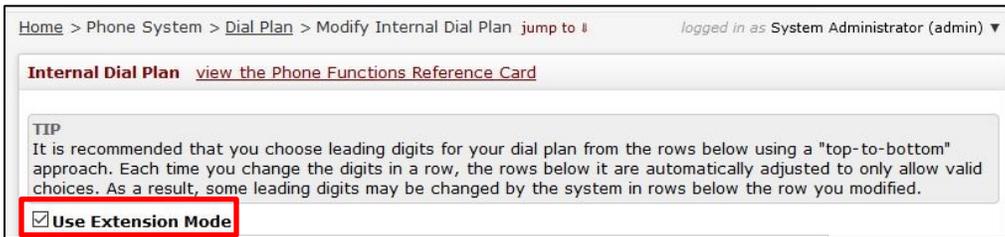
A music file is provided with the Allworx System Software. With the 9.0 release, it is set as the default audio file to be played when a caller is placed on hold or waiting in a queue. This change prevents silence on hold when **Line in** is selected, but the customer does not have a source connected.



**Note:** This change only takes affect if a server is wiped or reset to factory defaults.

## Extension Mode

With this release of the Allworx System Software provides the convenience of having the *Use Extension Mode* checkbox is selected by default on the *Internal Dial Plan* page.



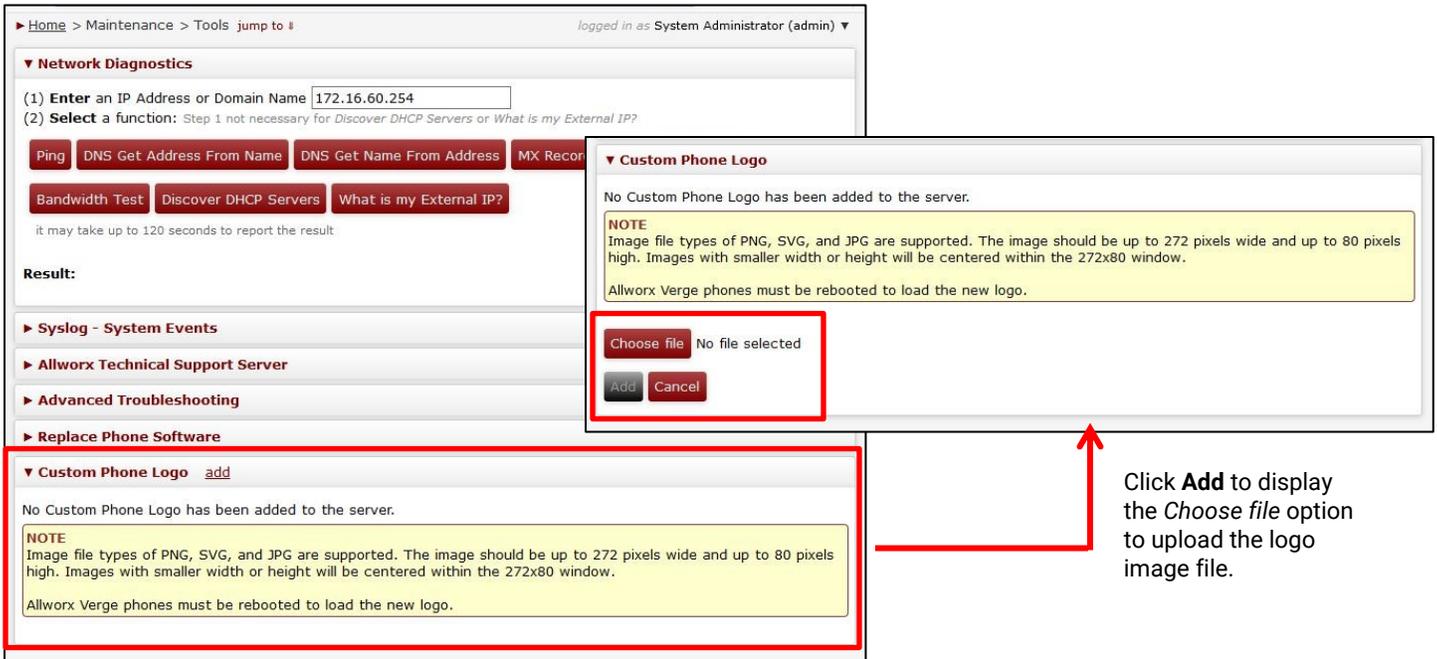
Be aware that the various prefix values resulting from this operation are the same as they would have been if an administrator were to take a 8.6 server out of the box in non-extension mode and then select *User Extension Mode*.

For server upgrades from previous versions, the current dial plan remains unaffected and only the 'factory' dial plan values are changed. A *reboot with factory defaults restored* does not change the internal dial plan.

**Note:** This change only takes affect if a server is wiped or reset to factory defaults.

## Custom Phone Sleep Screen Logo

This feature provides a method for uploading a custom logo that can be displayed on the Verge phones when in Sleep Mode.



These files can be in the following formats:

- GIF
- PNG
- JPEG/Exif
- JPEG/JFIF
- SVG

The file can be no larger than 96 kilobytes and bitmap images can have a resolution no higher than 272 pixels wide by 80 pixels high. Bitmap images smaller than 272 x 80 are not scaled up.

## PFK Programming Report

This new feature available in release 9.0.x.x provides the ability to generate a *PFK Programming* report to view the programmable function keys and features assigned to each Allworx phone.



To access the report, navigate to **Reports > Phones**. Now, in addition to the diagnostic log file download, this page displays phones and handsets that have the selected PFK type assigned.

Home > Reports > Phones logged in as System Administrator (admin) ▼

**Phone Diagnostic Log Files**

Diagnostic Log Files can be downloaded from phones that are registered with this server (and su

Choose phone

**PFK Programming Report**

Display phones with selected PFK Type

Phone	PFK Type	Configuration
Allworx 9312 Bill Jones (BillJones) MAC: 00-0A-DD-8E-F7-90 <a href="#">View Configuration</a>	ACD Appearance	Ring Type: AUTO Busy No Answer Reminder: Disabled
Allworx Reach Bill Jones - Reserved (BillJones) <a href="#">View Configuration</a>	Call Appearance	Bill Jones - Reserved Ring Type: AUTO
Allworx Interact Softphone Chris Jones - B06PC01A - #5101 <a href="#">View Configuration</a>	ACD Appearance	Ring Type: AUTO Busy No Answer Reminder: Disabled
Allworx Interact Softphone Frank Lane - Reserved <a href="#">View Configuration</a>	Call Appearance	Frank Lane - Reserved Ring Type: AUTO
Allworx 9204 Sue Smith (SSmith) MAC: 00-0A-DD-85-C5-D3 <a href="#">View Configuration</a>	Call Appearance	Sue Smith Ring Type: AUTO
Allworx Interact Softphone Sue Smith - B06PC01A - #5106 <a href="#">View Configuration</a>	ACD Appearance	Ring Type: AUTO Busy No Answer Reminder: Disabled

In addition to *All PFK Types*, this drop-down menu displays only the types of PFKs currently in use within the system.

Click this link to open the *Allworx Reach Configuration* window.

Click this link to open the **Phone System > Handsets > View**

When the report is first generated, the message *Creating report, please wait...* may appear before being replaced with the generated PFK table.

## Improved Notification of Busy/No Answer State

There is a new Allworx System Administration web page option available for ACD Appearance PFKs. Follow these steps to enable a new notification for agents who are in the *Busy/No Answer* state for the queues to which they are assigned. This feature is implemented only for the Verge 9300 series phones.

1. Navigate to **Phone System > Handset**.
2. Locate the ACD Appearance PFK configuration information for the Handset and click **View Configuration**.
3. In the *Programmable Function Keys* section click **modify**.

**Programmable Function Keys**

► Show PFK auto-assignment options

Select a PFK column to Modify:

Home Page Left Right | Left Page Left Right | Top Page Left Right | Right Page Left Right | Bottom Page Left Right

Key	User Can Edit	Type	Location
6	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
5	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
4	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
3	<input checked="" type="checkbox"/>	Emergency Alert	Emergency Alert Audible alarm duration: 70 seconds change
2	<input checked="" type="checkbox"/>	ACD Appearance	Ring Type: AUTO Busy/No Answer Notification is disabled. change
1	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕

Update Cancel

**NOTE**  
Allworx 9312 model phones *do not* require a reboot for changes to take effect.

The status of the notification displays.

4. Click **change**.

**ACD Appearance**

Ring Type | AUTO

Notifies ACD agent that they are in the Busy/No Answer state.

Busy/No Answer Notification

Audible Notification Interval 0 seconds (enter 0 to disable, or 10 to 600 seconds)

Notification settings do not apply to Allworx 9100 and 9200 series phones.

Done Cancel

These notification settings only apply to 9300 series phones.

5. Click to select the *Busy/No Answer Notification* check box.

6. Enter the *Audible Notification Interval* in seconds.
7. Click **Done**.

Key	User Can Edit	Type	Location
6	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
5	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
4	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕
3	<input checked="" type="checkbox"/>	Emergency Alert Audible alarm duration: 70 seconds <a href="#">change</a>	↑ ↓ 📄 ✕
2	<input checked="" type="checkbox"/>	ACD Appearance Ring Type: Double Ring Busy/No Answer Notification is enabled Audible Notification Interval: 30 seconds. <a href="#">change</a> (click the Update button to keep this change)	↑ ↓ 📄 ✕
1	<input checked="" type="checkbox"/>	Not Used	↑ ↓ 📄 ✕

Update Cancel

The status of the notification displays in the *Type* column.

8. Click **Update** to save the change. The change is reflected in the text displayed for the PFK.

Programmable Function Keys [modify](#)  Standard configuration (with PFK Pages)  Expander configuration

Select a PFK column to View:

Home Page  Left  Right | Left Page  Left  Right | Top Page  Left  Right | Right Page  Left  Right | Bottom Page  Left  Right

Key	User Can Edit	Type
6	<input checked="" type="checkbox"/>	(not defined)
5	<input checked="" type="checkbox"/>	(not defined)
4	<input checked="" type="checkbox"/>	(not defined)
3	<input checked="" type="checkbox"/>	Emergency Alert Audible alarm duration: 70 seconds
2	<input checked="" type="checkbox"/>	ACD Appearance Ring Type: Double Ring Busy/No Answer Notification is enabled, Audible alert every 30 seconds.
1	<input checked="" type="checkbox"/>	(not defined)

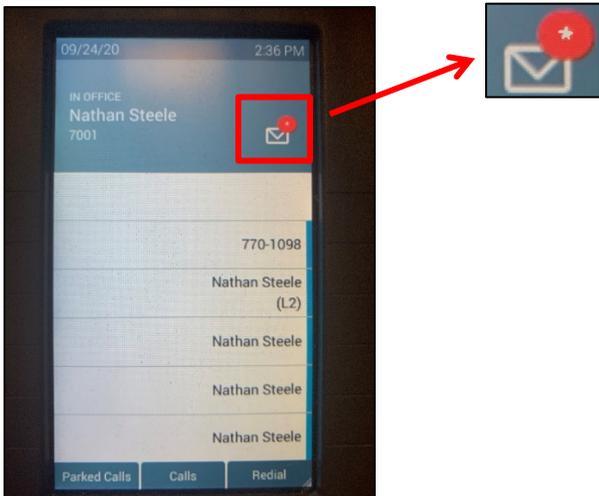
**Note:** Although it appears that you can assign this new feature in 92xx Phones, it is not supported.

## Verge IP Phones

This section provides information about the features that are available on Verge IP phones with the release of Allworx System Software version 9.0.

### Voicemail Full

The idle screen of Verge phone handsets display a message indicating to the user that their voicemail is full.



This feature also includes an audio message when the user calls the Message Center.

### Plug and Play Installation

Remember that you can choose System extensions (not Convenience extensions) as well as users to automatically create a single destination call route when using the plug and play installation.

### Custom Logo

Verge phones can now display a custom logo when in Sleep Mode. The logo image is provided by the customer and uploaded to the server by the Allworx administrator. When uploaded, the logo automatically displays on each Verge phone in the Allworx system.

The default Allworx logo continues to be the same size as it has been. However, the custom logo is twice the height and up to the full width of the phone screen (based on model).

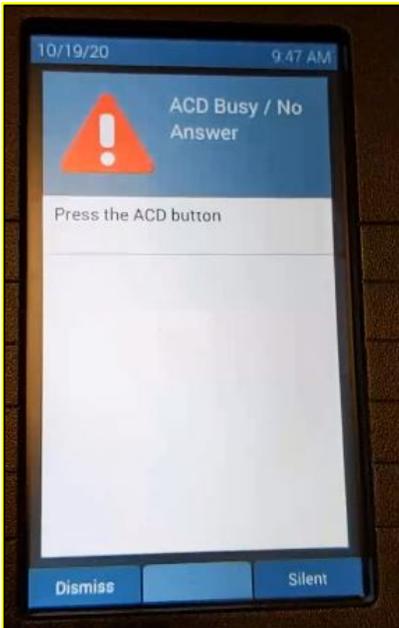
**Note:** In order to display the custom logo, phones must be rebooted after uploading a new image to the server.

### Contact Labels

Verge phones now show the label associated with a matched contact's phone number for each entry in the list (e.g. office, home, cell phone).

## Busy/No Answer Notification Update

When enabled Busy/No Answer notifications are displayed on the screen of Verge phones.



Press the **Dismiss** softkey to end the alert.

## Features and Requirements

The table below indicates the software requirements for Allworx servers and features.

	Connect Server Model					Server Model			
	320	324	530	536	731	6x	6x12	24x	48x
<b>Allworx System Software</b>									
System Software 8.0	X	X	X	X	X	X	X	X	X
System Software 8.1 to 8.5	X	X	X	X	X	X	X		X
System Software 8.6 and higher	X	X	X	X	X				
<b>Allworx System Software 9.0 Support</b>									
System extensions can be selected as the owner of a phone	X	X	X	X	X				
Phone plug and play (PnP) system extension assignment and PnP disabled by default	X	X	X	X	X				
One free Interact Softphone license included with the Allworx System Software	X	X	X	X	X				
Increase the number of system extensions available	X	X	X	X	X				
Allow <b>Message Center</b> and <b>Operator</b> as selections in the <i>Primary Dial Plan - Dial Number</i> and the <i>Public Contact &gt; Phone Number</i> fields	X	X	X	X	X				
Option to suppress the <i>Dialing</i> message when transferring from an Auto Attendant	X	X	X	X	X				
Park notifications automatically disabled when a Park to Extension programmable function key is deleted	X	X	X	X	X				



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	Connect Server Model					Server Model			
	320	324	530	536	731	6x	6x12	24x	48x
By default, the server now uses the music file supplied with the 9.0 software to play as music on hold	X	X	X	X	X				
By default, <i>Use Extension Mode</i> is selected in the Internal Dial Plan	X	X	X	X	X				
Custom logo image can be uploaded for display on Verge phone sleep screens	X	X	X	X	X				
Automatically sends an email to the user alerting them that their Voicemailbox is full – no additional configuration for users already receiving voicemails as emails	X	X	X	X	X				
Automatically plays a message alerting the Message Center user that their Voicemailbox is full – no configuration required	X	X	X	X	X				
New <i>PFK Programming</i> report provides a searchable listing of the programmable function keys and features assigned to each Verge phone, Interact Softphone, and Reach handset	X	X	X	X	X				
Enable alert that provides increased visibility of the indicator that the user is in the <i>Busy/No Answer</i> state – this feature is implemented only for the Verge 9300 series phones	X	X	X	X	X				
<b>Allworx System Software 8.6 Support</b>									
Interact Softphone	X	X	X	X	X				
Multi-site capacity of 1975 users and 1975 system extensions. Individual server limits have not been changed	X	X	X	X	X				
ACD agent setting Time allowed in No Answer / Busy state and automatically return to idle			X	X	X				
<b>Allworx System Software 8.5.4 Support</b>									
Reboot-less reconfigure of Verge phones	X	X	X	X	X	X	X		X
<b>Allworx System Software 8.5.3 Support</b>									
Programmable Button Pages	X	X	X	X	X	X	X		X
Tone Configuration for Emergency Alert PFK	X	X	X	X	X	X	X		X
Configuration notes for line type and maintenance	X	X	X	X	X	X	X		X
Custom voicemail to email signature	X	X	X	X	X	X	X		X
New default ring type settings	X	X	X	X	X	X	X		X
Reboot only handsets assigned to a handset preference group	X	X	X	X	X	X	X		X
Enhanced incoming call handling	X	X	X	X	X	X	X		X
Add phones and assign users via CSV upload	X	X	X	X	X	X	X		X
Increased System Event log capacity	X	X	X	X	X	X	X		X
Create Allworx handsets using a serial number (bar code support)	X	X	X	X	X	X	X		X
Improved SIP call handling for anonymous calls	X	X	X	X	X	X	X		X
Delete an associated routing plan when deleting a DID block	X	X	X	X	X	X	X		X
<b>Allworx System Software 8.5 Support</b>									
Support up to 250 users					X				
Support up to 60 users			X	X					
Secure Remote Administration	X	X	X	X	X				
Upload and Manage Public Contact images	X	X	X	X	X				
Import audit PIN codes from CSV file	X	X	X	X	X	X	X		X
Built-In Music On Hold options	X	X	X	X	X	X	X		X



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	Connect Server Model					Server Model			
	320	324	530	536	731	6x	6x12	24x	48x
Include PIN/Password require change when importing users from a CSV file	X	X	X	X	X	X	X		X
Extended UTF-8 French and Spanish character support	X	X	X	X	X	X	X		X
Select codecs for SIP Proxies or SIP Gateways	X	X	X	X	X	X	X		X
Customizable SIP port numbers	X	X	X	X	X	X	X		X
Park to Extension	X	X	X	X	X	X	X		X
Incoming call notifications	X	X	X	X	X	X	X		X
Dynamic programmable button configuration	X	X	X	X	X	X	X		X
Call forward indicator	X	X	X	X	X	X	X		X
User-specific Hot Desk settings	X	X	X	X	X	X	X		X
Secure HTTPS when logging into the phone admin web page	X	X	X	X	X	X	X		X
Restore OfficeSafe backup within same Connect series	X	X	X	X					
<b>Allworx System Software 8.4 Support</b>									
Verge 9304 IP Phone	X	X	X	X	X	X	X		X
Override the current day/night mode and/or greetings from the Audio Message Center	X	X	X	X	X	X	X		X
Option to require callers to listen to the greeting/custom message completely	X	X	X	X	X	X	X		X
Automatically retrieve feature keys	X	X	X	X	X	X	X		X
Enhanced support for international phone numbers (E.164 formats)	X	X	X	X	X	X	X		X
<b>Allworx System Software 8.3.7 or Higher Support</b>									
ACD Queues: Option to disable “No agents logged in” alarm setting	X	X	X	X	X	X	X		X
<b>Allworx System Software 8.3 Support</b>									
Reach Extend	X	X	X	X	X	X	X		X
Reach Push Notification Services	X	X	X	X	X	X	X		X
Reach Receive Emergency Notifications	X	X	X	X	X	X	X		X
Updated Handset Network Profiles	X	X	X	X	X	X	X		X
Manage custom queue recordings for Call Queues and ACD queues	X	X	X	X	X	X	X		X
View and upload directory contact images	X	X	X	X	X				
Personal Contacts	X	X	X	X	X	X	X		X
Updated Voicemail options for callers	X	X	X	X	X	X	X		X
Updated User Settings	X	X	X	X	X	X	X		X
Updated Call Transfer Default Settings	X	X	X	X	X	X	X		X
DND programmable button	X	X	X	X	X				
Centrex Flash Support	X	X	X	X	X	X	X		X
Rename Digital Lines to T1 Lines	X	X	X	X	X	X	X		X
<b>Allworx System Software 8.2 Support</b>									
Verge 9308 and 9312 IP Phone (including the Verge 9318Ex expander)	X	X	X	X	X	X	X		X

### Fixed in – Allworx 9.0.3.4

Defect Number	Server Models or Application	Problem Description
44223	93xx phone	Disconnecting a mobile phone's Bluetooth connection (from the mobile phone) while on an active call will terminate the call.
46277	All servers	Interact and 92xx phones will present incorrect caller ID information for calls placed using a Shared Call Appearance (SCA) if the dial plan is modified after setting the internal caller ID number of the SCA.
46295, 46313	93xx phone	Phones will reboot as a result of running out of memory.
46384	All servers	Upgrade OpenSSL to 1.1.1i
46409, 46418	All servers	Certain web pages will exhibit sluggish performance in multi-site configurations with large numbers of users.
46413	All servers	Entering a new or modifying an existing IP address in either the Boot Server Address or Time Server Address fields in a handset network profile template, in the Smart Host Address or Outgoing Mail (SMTP) Server Address fields in the email server SMTP settings, or in the Outgoing Mail (SMTP) Server Address field in the User Email Forwarding settings will result in an error dialog indicating the entry is not a valid domain name and blocks the creation or modification of the entry or entries.

### Fixed in – Allworx 9.0.2.3

Defect Number	Server Models or Application	Problem Description
46082	All servers	The server admin web page for configuring backups allows a malformed IP address to be entered. A warning message is displayed regarding the domain name not being resolvable, which is not indicative of the root cause of the issue. System event log messages are also generated.
46237	All servers	In a multi-site configuration, when using a shared call appearance (SCA) to make an outbound call utilizing a trunk that is hosted on a site other than where the SCA resides, the External Caller ID information defined for that SCA is not used.
46243	93xx phone	Making configuration changes to the phone (e.g., changing the ringer volume) while a user is hot desked into it induces memory to be leaked, eventually causing the phone to reboot.
46318	All servers	When adding a custom phone logo that is an invalid size for a second time (without refreshing or navigating away from the page), the invalid size warning message is not shown.

### Fixed in – Allworx 9.0.1.28

Defect Number	Server Models or Application	Problem Description
46249	All servers	Calls to any extension or speed dial that routes to an external number will fail.

### Fixed in – Allworx 9.0.1.26 (since 8.6.7.2)

Defect Number	Server Models or Application	Problem Description
45794	All servers	When in Visual Voicemail, sometimes the Options softkey does not bring up the associated submenu. This is due to an in-progress action to build a list of recipients (required for forwarding messages).
46126	All servers	When creating a Softphone and specifying a template other than the system default, the template is not applied to the new handset.

### Known Issues

Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
46539	All servers	Under certain conditions a page fault can occur, and the system will stop processing calls. In the system event log the page fault will be preceded by an entry similar to "--- Device {name} was not in internal format", where {name} is any string of characters.	Workaround: Reboot the server.  To be addressed in a future Allworx System Software release.
46496	All servers	Connect server fails to Safe Mode after a migration from an x-series server that had previously been the target of a migration from a Connect server. Workaround: Contact Allworx technical support for instructions.	Workaround: Contact Allworx technical support for instructions.  To be addressed in a future Allworx System Software release.
46074	All servers	Calls may be dropped after some period of time (e.g., 5-15 minutes) when calls from a SIP proxy are routed through one server to a phone on another server in a multi-site configuration due to an unexpected 401 Unauthorized message being sent to the SIP proxy.	To be addressed in a future Allworx System Software release.
45895	All servers	System Software 9.0 has a new feature that notifies users that their voice mailbox is full. However, following an upgrade to this newer version any user that already has a full mailbox will not receive notifications.	Workaround: Have affected users clear out some messages (which should happen naturally as they use the system). They will receive notifications if their mailboxes become full again.  This issue will not be fixed.
45856	All servers	Adding three (3) 9318Ex expanders to an existing 9312 handset may result in non-functioning expanders.	Workaround: From the server admin web page: 1) Navigate to the affected handset's configuration page and note that the 'Expander configuration (no PFK Pages)' radio button is selected. 2) Click on 'modify' in the Programmable Functions Keys panel. 3) Without making any changes, click on 'Update'.  To be addressed in a future Allworx System Software release.
45810, 45809	All servers	Under certain circumstances SIP traffic (e.g., calls, registrations) may cease being processed. Server web pages may still be accessed.	Workaround: Reboot the server.
45808	92xx phone	When using Interact with a 92xx phone, if an ACD agent sets their Busy Reason to some non-available state very quickly after ending a call, their phone may get stuck in Wrap-Up.	Workaround: Log the ACD user out and then in again.  To be addressed in a future Allworx System Software release.
45794	93xx phone	When in Visual Voicemail, sometimes the Options softkey does not bring up the associated submenu. This is due to an in-progress action to build a list of recipients (required for forwarding messages).	Workaround: Wait for the recipient list to complete, then press the Options softkey again.  To be addressed in a future Allworx System Software release.
45228	All servers	For multi-site configuration, when an emergency (i.e., 911) call goes out through an outside line on a 2nd site, phones are alerted on both the originating site and the 2nd site.	To be addressed in a future Allworx System Software release.



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Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
		Phones on the 2nd site will display the station number that originated the call (which cannot be used for a callback from the 2nd site) and display caller ID for a device local to the 2nd site (if there is a match).	
44968	All servers	Certain conditions related to DNS can cause the server to appear locked up. The only known method of recovery is to reboot the server.	To be addressed in a future Allworx System Software release.
44948	93xx phone	Verge phones display incorrect caller ID information online appearance PFKs when placing outbound calls via a SIP trunk using early media.	To be addressed in a future Allworx System Software release.
44932	93xx phone	Verge 9312's with more than 1 9318Ex may randomly reboot.	To be addressed in a future Allworx System Software release.
44815	All servers	Calls on Reach devices with SIP and RTP coming from two different IP address will fail to have audio.	Workaround: Use a network path that does not separate SIP and RTP traffic in this fashion.  To be addressed in a future Allworx System Software release.
43972	93xx phones	Phones can get into a state where voicemails can no longer be deleted from within Visual Voicemail.	Workaround: Reboot the phone.  To be addressed in a future Allworx System Software release.
43852	93xx phone	After a call on an ACD Appearance, during wrap-up the phone displays ACTIVE CALL.	To be fixed in future Allworx System Software Release
43463	All servers	To and From headers switched in re-INVITE to proxy with Anonymous in Contact header, causing some parked and held calls to terminate.	To be fixed in future Allworx System Software Release
43367	93xx phones	Redraw issues when pressing blank PFKs while logging into visual voice mail	Workaround: Recovery is to cancel out of the Button Programming to return to Visual Voice Mail Login  To be fixed in future Allworx System Software Release
43378	93xx phones	When attempting to send a second voice mail in the same visual voice mail session, the attempt will not be successful, and the user will be unable to create a new voice mail	Workaround: Log out of message center and log back in  To be fixed in future Allworx System Software Release
43357	All servers	PRI thread crash after line configuration to anything but 'None' or 'National ISDN-2' if no T1 is connected.	To be fixed in future Allworx System Software Release
43356	All servers	PRI thread tTskCES3 suspended on fatal error	To be fixed in future Allworx System Software Release
43328	All servers	Server tells phone get handsets twice when multiple handsets are owned by same user	To be fixed in future Allworx System Software Release
43296	All servers	PRI at max calls due to missed channel cleanup	To be fixed in future Allworx System Software Release
43073	All servers	Token pipe blocked when servers exchange large amounts of DID information	To be fixed in future Allworx System Software Release
42833	All servers	Routing DIDs locally doesn't work if DID is routed to a PBX extension	To be fixed in future Allworx System Software Release
42455	All servers	Server Unresponsive and phones losing registration	Workaround: Reboot the server.



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Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
			To be fixed in future Allworx System Software Release
42421	All servers	Page fault when attempting to park to system extension - missing values	Workaround: Reboot the server. To be fixed in future Allworx System Software Release
42369	Connect servers	Page fault in openssl library during certificate processing	Workaround: Reboot the server. To be fixed in future Allworx System Software Release
42357	93xx phones	Verge Contact PFK assignment appears to fail with 'Press to assign'	To be fixed in future Allworx System Software Release
42324	All servers	Calls to paging zone are missing from View	To be fixed in future Allworx System Software Release
41808	93xx phones	Should not display option to save contacts as favorites on Verge handsets that are not assigned an owner	To be fixed in future Allworx System Software Release
41807	92xx phones	Emergency alert PFK cannot be dismissed from 92xx phone when alert alarm set to 0	Workaround: Reboot the phone To be fixed in future Allworx System Software Release
41374	All servers	NetExec page fault	Workaround: Reboot the server. To be fixed in future Allworx System Software Release.
41301	93xx phones	Phone stuck at "Seizing line ..." after retrieving a park to extension call by pressing the line appearance PFK	Workaround: <ol style="list-style-type: none"> <li>1) Press Release PFK which seizes a Call Appearance and places the LA on hold.</li> <li>2) Press the Call Appearance PFK to drop the Call Appearance.</li> <li>3) Retrieve the LA call</li> </ol> To be fixed in future Allworx System Software Release
41242	All servers	An attempt to perform an attended transfer of a ringing call will fail. While it is not possible to perform a transfer on a ringing call from an Allworx phone, some external systems may attempt to do so (e.g., an IVR system).	Workaround: Configure the external system to perform a blind transfer instead of an attended transfer. To be fixed in future Allworx System Software Release.
41162	All servers	Recursive DNS look-ups can fail to resolve for certain cases, such as Office 365 domains, when the Allworx server is configured with no upstream DNS servers.	Workaround: Configure the Allworx server with a primary and, if desired, a secondary upstream DNS server. To be fixed in future Allworx System Software Release.
41104	All servers	Changes to user and system Park to Extension enable/disable settings can cause a race condition where Verge phones will continue to operate for some period of time and either block or allow a call to be parked to an extension when in fact it should do the opposite (based on	Workaround: Administrators should allow a sufficient amount of time for change(s) to take effect and, ideally, should make changes

Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
		the change to the enable/disable setting). It can take anywhere from several seconds to multiple minutes, depending on the specifics of the installation, for the setting change(s) to propagate out to all devices in the system (e.g., all servers in a multi-site, all Verge phones, etc.).	like this when the system is not in use.  No plan to change.
41089	All servers	Recursive DNS look-ups can fail to resolve for certain cases, such as Office 365 domains, when the Allworx server is configured with no upstream DNS servers.	Workaround: Configure the Allworx server with a primary and, if desired, a secondary upstream DNS server.  To be fixed in future Allworx System Software Release.
41077	93xx phones	When the Emergency "Dial Direct" setting is enabled, users are unable to dial the defined emergency number (e.g., 911 or 9911) from the Interact dial pad. Emergency number dialing works normally on all phones.	Workaround: Use the phone to dial all emergency numbers.  To be fixed in future Allworx System Software Release.
40861	All servers	Inbound calls can fail when they request a second media stream with an unsupported codec.	Workaround: Configure the provider to remove the second media stream
40763	All servers	Music on hold (MOH) played when hold paging	To be fixed in future Allworx System Software Release.
40737	All servers	Race condition with delayed ack results in call in undefined state	To be fixed in future Allworx System Software Release.
40251	All servers	bind failed for socket: errno=330 => Address already in use error ... causes call to drop	To be fixed in future Allworx System Software Release.
40214	All servers	ACD queue stats do not include calls terminated for error causing report totals to not be correct. New feature: Allworx 8.5.1.40 introduces a new statistic for tracking calls terminated in error.  Allworx View 1.4.58.0 does not currently support the new Allworx statistic. Allworx View support will be implemented in a future release. Reports will still not include calls terminated by the system due to errors.	To be fixed in future Allworx View Software Release.
38353	All servers	Caller ID number shows proxy user ID when anonymous CID in use.	To be fixed in future Allworx System Software Release.
38342	All servers	Not correctly terminating call upon receipt of SIP 481 response	Workaround: terminate the call manually  To be fixed in future Allworx View Software Release.
38079	All servers	Receive Check Call when placing a call from personal contact with external prefix and plus	Workaround: remove the external prefix from the contact entry
37994	All servers	Sometimes a call can get stuck as active in View, but not in CDR or Interact (BLF).	Workaround: Reboot the Allworx server
37712	93xx phones	When a phone is configured with two call appearances but only has a call appearance PFK for the second appearance, the phone will not provide proper BLF status.	Workaround: Make sure that there is at least one call appearance PFK for the first (default) call appearance.  To be fixed in future Allworx System Software Release.



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Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
37176	92xx phones	Very sporadically, 92xx phones will have static or a "whoosh" sound when answering a call. All calls after that occurrence will also have noise.	Workaround: Reboot the phone.  To be fixed in future Allworx System Software Release.
37119	Connect servers	Setting a user contact image via the server's admin web pages may cause the server to crash.	Workaround: Set user image via Reach or Interact applications.  To be fixed in future Allworx System Software Release.
35903	93xx phones	iOS 11 added a new feature called "Do not disturb while driving". This feature when enabled will prevent the iPhone from alerting the user to anything but calls. When the iPhone is paired/connected to a Verge running software before 8.2.10.x Verge will cause the iPhone to enable the feature. The user can disable the feature on the iPhone while connected to Verge to enable alerts.	To be fixed in a future Allworx System Software Release.
35864	All servers	The "send digits as dialed" setting for outside lines can sometimes be temporarily ignored on a call when the previous call has failed.	To be fixed in future Allworx System Software Release.
35105	All servers	Under some circumstances the server reports INT_ERRORS when a SIP invite fails. This error is benign.	To be fixed in a future Allworx System Software Release.
35044	93xx phones	When an iPhone user is paired and connected to Verge for call audio the call audio may not be directed to Verge phone if the user is actively using the headset to play music (media audio) to the headset. Instead, the iPhone will automatically send the call audio to the headset.	This is the way that the iPhone functions.  No plan to change.
34891	93xx phones	Attended soft key is displayed on a transfer when the only Call Appearance PFKs are assigned to a different user.	To be fixed in a future Allworx System Software Release.
34832	9312 phones	User with VXi B250-XT Bluetooth headset cannot change the volume using the volume control buttons on Verge.	The VXi B250-XT Bluetooth headset does not support that operation.  No plan to change.
34581	92xx phones	In rare instances, 9204G phones may incorrectly respond to broadcast packets on the data VLAN. This may cause issues if there are other network configuration issues. The only reported symptom seen since this problem was introduced in System Software Release 7.2 is that a 9204G phone obtained a DHCP lease from a DHCP server on the data VLAN instead of the phone VLAN.	Workaround: Resolve site network misconfiguration or provide a separate network connection to attached PCs.  No plan to change.
34543	All servers	Attended SCA call transfer across multi-site has incorrect Caller ID.	To be fixed in a future Allworx System Software Release.
33913	93xx phones	The Konftel Ego green check mark button is used only to answer an incoming call. It cannot be used to take the phone off hook to start a dialing operation.	This is the way that the Konftel Ego functions.  No plan to change.
33897	93xx phones	The Konftel Ego will not reconnect on power up automatically.	Workaround: This is the way that the Ego functions (see the Ego User Guide, page 9, in the "Reconnection Already Paired Devices" section). After powering up the Konftel Ego, the user must



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Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
			press the Bluetooth button on the Ego to reconnect to Verge.  No plan to change.
33376	93xx phones	Call Handoff from Verge in Conference Center to Reach requires re-entry of Conference ID and password.	To be fixed in a future Allworx System Software Release.
33331	93xx phones	When a Verge phone cannot communicate with an NTP server, the time and date will not be displayed, and call history entries will have timestamps that are in the 1970's.	Workaround: Ensure that the phone is directed at a functioning and reachable NTP server.  A future feature enhancement will help to minimize this issue.
33266	92xx phones	Allworx 92xx phones fail to reboot from phone's web admin page while phones are in Init / load failed state.	No plan to change.
33136	All servers	Follow me will skip the connection attempt if immediately followed by a follow me connection attempt.	To be fixed in a future Allworx System Software Release.
32311	93xx phones	iPhone Bluetooth sometimes does not automatically reconnect to the 9312 phones when it comes into range.	This is an issue with iPhone behavior. To reconnect to the 9312, open the Bluetooth settings on the iPhone.
31353	93xx phones	The user is not warned that a wired headset may no longer work after adding a Bluetooth headset to the phone.	To be fixed in a future Allworx System Software Release.  Workaround: Configure a Headset programmable button on the phone for the wired headset.
31283	93xx phones	Cannot abort the start-up in progress and go directly into configuration mode.	The phone works as designed. The method to enter configuration mode is described on page 3 of this document.  An alternative cannot be offered.
31194	93xx phones	Pressing the Contact PFK while on a call with the same contact will perform a quick transfer to that contact which will end the call.	To be fixed in a future Allworx System Software Release.
31178	All servers	Server will not negotiate G.722 codec when resuming a held call.	To be fixed in a future Allworx System Software Release.
30184	93xx phones	Phones performs an extra automatic reboot when the Syslog Server Port setting is changed in the Handset Preference Group.	To be fixed in a future Allworx System Software Release.
29360	All servers	Sometimes an Auto Attendant will fail to copy.	Workaround: Delete and re-record the Auto Attendant greeting and then copy.  To be fixed in a future Allworx System Software Release.
27486	93xx phones	SNMP NETWORK-SERVICES-MIB fails.	To be fixed in a future Allworx System Software Release.
27357	93xx phones	Verge does not display the pair confirmation code as presented by the iPhone. The iPhone shows this prompt only if the pair process is started on the iPhone.	Workaround: Either start the Verge / iPhone pairing process from the Verge phone or acknowledge the pairing request on the iPhone even though Verge is not displaying the confirmation code.



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Case Number	Server or Phone Models	Problem Description	Workaround / Fix Plan
			No plan to change.
27192	93xx phones	IF-MIB: ifPhysAddress not reporting MAC address.	To be fixed in a future Allworx System Software Release.
26291	All servers	Blind transfer to invalid internal numbers are not prevented.	To be fixed in a future Allworx System Software Release.
25681	Connect servers	Server contains incorrect audio prompts.	To be fixed in a future Allworx System Software Release.
25219	All servers	Dial-By-Directory may skip newly recorded username when Dial-by-Directory is used within 10 seconds of user changing the recording of their name.	To be fixed in a future Allworx System Software Release.
24786	All servers	In Allworx View, a handset conference shows incorrect caller in active calls after "continue without me".	To be fixed in a future Allworx System Software Release.
24711	All servers	There is remote circumstance that can cause the Live Calls Report to report a call that is no longer on the system. (Reports > Live Calls)	Workaround: Reboot the server.  To be fixed in a future Allworx System Software Release.
22804	All servers	Deleted Reach user can still place calls from Reach until the application is restarted.	To be fixed in a future Allworx System Software Release.
22575	All servers	When adding a new Allworx Handset and entering a MAC address that is already configured on the system, entered settings are removed after displaying error message for MAC address already exists	To be fixed in a future Allworx System Software Release.
21900	Connect	Some versions of IE do not request the icon from the server when SSL is used without a Trusted Certificate for the server being installed in the browser.	Workaround: Install a Trusted Certificate and the icon appears.
20538	All servers	Erroneously reported call control messages may corrupt call tracking log messages.	To be fixed in a future Allworx System Software Release.
20509	All servers	Reach Link: CO and T1 fallback fail to extension with "Dial number" as final destination.	To be fixed in a future Allworx System Software Release.
16827	All servers	Multisite Audio Call test failing if System Administrator extension differs between sites	To be fixed in a future Allworx System Software Release.
16559	Connect	Session Description Protocol (SDP) offer must contain audio before video before video calls.	To be fixed in a future Allworx System Software Release.