



XO Hosted PBX Customer Release Notes

March 2015 Release Notes

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1 Overview

This release includes a number of new service capabilities in addition to targeted bug fixes to address preexisting issues submitted via the ticketing process. This document outlines the development candidates included in the production release.

2 Feature / Service Expansion

2.1 UC Services

2.1.1 Overview

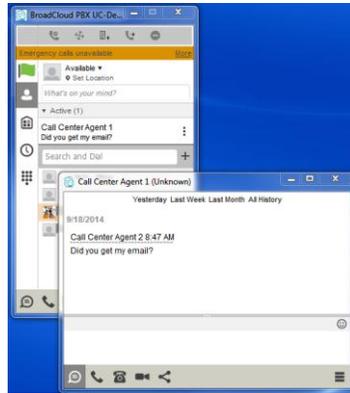
Unified Communications (UC) Services are additional value-added features incorporated into the existing XO Hosted PBX UC - Desktop and UC - Mobile clients. The UC application provides the end user a mechanism to utilize a business identity from virtually any device, anywhere, giving always on access to business line features and settings. UC further improves the XO Hosted PBX offer by growing the toolset for users to communicate and collaborate; in turn, increasing the stickiness of the overall service with customers.

The new UC client features available to XO Hosted PBX client users are IM&P (Instant Messaging & Presence), Desktop Sharing, My Room, and for Desktop users only, File transfer and an Outlook Plug-in. Each feature is described below:

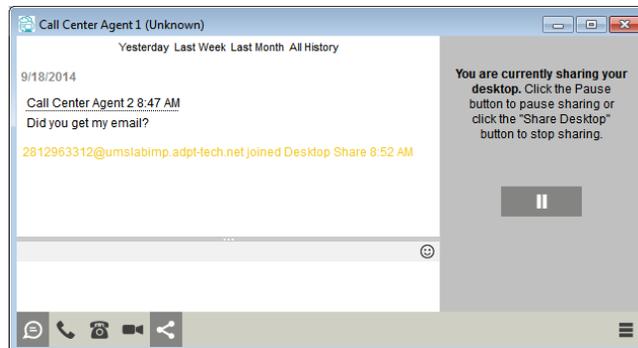
- Instant Messaging (IM) – IM or Chat provides the capability to use the UC-Desktop and UC-Mobile clients to chat with co-workers. A chat session with a contact can be started by simply double-clicking the contact name on the contact list. The Communication dialog box appears and the user can start typing the first message. The contact's name, avatar, and presence are shown in the upper part of the Communication dialog box.

A voice or video call can be started with the buttons found in the bottom bar. There is one Communication dialog box per contact, which allows the user to access instant messaging and voice and video calls all in the same window. It is also possible to send instant messages during voice and video calls. Emoticons can be added to messages by typing the corresponding character codes or by selecting a graphic from the menu, which opens by clicking the Smiley button. In both cases, the smiley face is displayed graphically in the message area. When a contact is writing a message, the note “[contact name]: is typing” (in italic font) appears as the last line in the chat.

The time stamp is added only after the contact has sent the message. Chat history is available via the links in the upper part of the window and offline notifications are provided. One-to-one (1-1) chat can also be expanded into a group chat by dragging and dropping contacts to the Chat window or by using a menu option. Links can be clicked and the ability to copy and paste from the Chat window is supported as well.



- Presence – The client can publish the presence of the user as well as display the presence received for the user's contacts. Presence is either automatic (on a call, derived from calendar with Outlook Integration) or selected by the user. Free-form text is available in addition to the statuses Available, Busy, Away, or Offline. The presence icon for the user will alternate to reflect the current status. Presence information for contacts is displayed by a smaller icon in the contact list.
- Desktop Sharing – Allows a UC-Desktop user to share their display on the PC screen to other UC-Desktop users. This feature is useful when collaborating with others on a project or impromptu presentations.

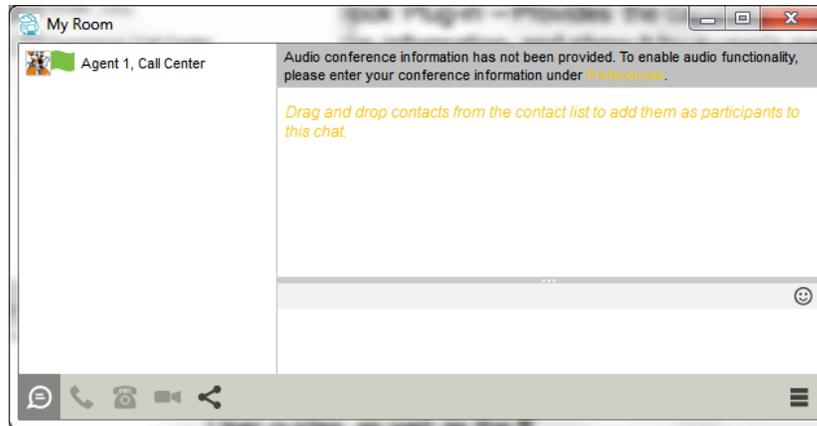


- File Transfer (Desktop only) – The desktop client supports sending files between two users via the Chat window by clicking the Send file icon above the typing area. The receiver must accept the file transfer and can choose where to save the transferred file. This allows for collaboration in environments absent screen sharing.
- My Room – My Room integrates the end-user permanent chat room, permanent collaboration room, and audio bridge into a unified communications view that is particularly suited for regular appointments such as weekly calls.

Starting My Room opens the permanent chat room and the audio part can be joined in by dialing in and pressing the Call button. Desktop share can be initiated by pressing the Share button. Only the room owner can add participants by using the drag-and-drop operation, adding a Participant menu, or starting a desktop share. Participants may be added using the contact list or by selecting a phone number.

Conference bridge details must be set manually through Preferences → Credentials or by right-clicking the Configure menu. All My Room details are made available to other client users via a XO Hosted PBX vCard so that contacts do not have to manually provision contact details.

File transfer is not possible in the ad hoc group Communications window. Silent dialing into Meet-Me conference is supported in My Room.



The WorkTime Collaboration Bundle includes layered features to enhance communication and collaboration.

Feature	Desktop App	Mobile App	Comments
Contact Management Tools	Y	Y	Groups, Favorites, Filters
Desktop Sharing (1:1)	Y		
Desktop Sharing (group)	Y		
File sharing	Y		
Instant Messaging (1:1)	Y	Y	
Instant Messaging (group)	Y	Y	
Instant Messaging History	Y	Y	
MyRoom Collaboration	Y	Y	
Outlook Calendar Integration	Y		
Rich Presence	Y	Y	Includes telephony presence integration

Additionally, these bundles are now included in certain user stations:

- The WorkTime App Bundle is included in the Video Executive, Executive, Standard, and Hosted Square Key. Clients will be ordered and provisioned when the station types are selected.
- The WorkTime Collaboration Bundle is included in the Video Executive.

2.1.2 Implementation / User Dashboard Impacts

There will be an impact to the Implementation process in that all sites will include soft clients for qualifying user stations.

No impacts to user dashboards. Clients will be assigned through My Site \ User Features \ Sharing per standard process.

Other user impacts include new ports may need opening on the customer firewall. See the Customer Firewall Requirements for details.

2.1.3 Known Issues

- For existing users with clients shared to their station, UC Features will be enabled as a post release activity performed by the XO Hosted PBX team. If a user requires UC features prior to this event, removing and re-sharing a client to a station will enable UC Features.
- Mobile Clients and Desktop Clients will be automatically added to the customer's site when ordered with a qualifying station type, but they will need

to be assigned to users manually by the customer administrator as they are today.

- A true-up of adding clients to existing, applicable stations will be a post-release activity.

2.2 Video Calling from Desktop and Mobile Clients

2.2.1 Overview

Video Calling will be enabled as default for Desktop and Mobile clients. Video Calling will be supported between video enabled phones and clients on the same XO Hosted PBX system.

A new Video Call icon will be available in the clients to initiate and receive video calls.

Existing user's configuration settings will be upgraded to support Video Calling in their clients.

Additional information is available in the *XO Hosted PBX UC-Desktop User Guide*, the *XO Hosted PBX UC-Mobile iOS User Guide* and the *XO Hosted PBX UC-Mobile Android User Guide*.

2.2.2 Provisioning Process Impacts

There will be minimal impacts to Provisioning. The provisioning process will include Video Calling automatically when provisioning a User Station with a softphone bundle.

2.2.3 Implementation / User Dashboard Impacts

The impact to the Implementation process will be minimal. Mobile and Desktop clients will be added to the inventory and will be available to be shared the same as they are today. End-users will see the Video Calling icon when they login to the clients.

2.2.4 Known Issues

- A user cannot make video calls and have Call Recording enabled at the same time. The Call Recording platform does not support the video codec.
- Video calling is supported platform wide except in cases of VPN access where video is intra-Customer.

2.3 Outlook Add-In for Desktop Client

2.3.1 Overview

Provides the capability for Windows Outlook users to see the presence status of a UC-Desktop contact in Outlook and to display it next to a user's name. It also provides the ability to launch Chat, Call from Phone, Call From Desktop and Video Call. This is an Outlook Add-in application that must be downloaded and installed on the user's Windows PC that is running Outlook. The file is available to download from My Phone.

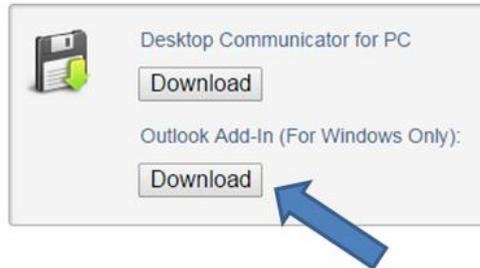


Additional information will be available in the *XO Hosted PBX PBX UC-Desktop User Guide*, the *XO Hosted PBX PBX UC-Mobile iOS User Guide* and the *XO Hosted PBX PBX UC-Mobile Android User Guide*.

2.3.2 Implementation / User Dashboard Impacts

The impact to the Implementation process will be minimal. Mobile and Desktop clients will be added to the inventory and will be available to be shared the same as they are today.

The My Phone user dashboard will be updated to include a link to download and install the plug-in application under My Features/Desktop Softphone tabs.



The customer's email administrator will need to add their end users' SIP Addresses into the Exchange directory for the plug in to function.

2.3.3 Known Issues and Notes

- The Outlook Plug-in is only available for Windows PC users
- The current version of this add-in cannot be used if a user has Microsoft Office Communicator, Microsoft Lync, or Skype version 6.1 or above installed.
- In order to see presence and initiate click-to-dial functions in Outlook, the end customer's email administrator must add the SIP Address / SIP URI for users to the Exchange/Active Directory database. The SIP address format for all XO Hosted PBX customers is phone_number@atvn.adpt-tech.com.

2.4 Sequential Ring

2.4.1 Overview

Sequential Ring is a XO Hosted PBX user level feature that allows a user to create a list of up to 5 additional numbers (six total) to ring in a specific order when they receive an incoming call. Specific criteria must be assigned to activate the feature. The criteria for each Sequential Ring entry can be calls from any number or be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for Sequential Ring service to be used.

Additional information will be available in the *Sequential Ring QRG* and the *My Rules QRG*.

2.4.2 Sales Quote/Order Process Impacts

The sales quote/order process is not impacted as Sequential Ring is an included feature of the supported station types.

2.4.3 Provisioning Process Impacts

The provisioning process is not impacted as Sequential Ring is an included feature of the supported station types.

2.4.4 Implementation / User Dashboard Impacts

Sequential Ring is configurable in the My Phone My Features page.

Location #	Number	Rings	Answer Confirmation
1		3	<input type="checkbox"/>
2		3	<input type="checkbox"/>
3		3	<input type="checkbox"/>
4		3	<input type="checkbox"/>
5		3	<input type="checkbox"/>

Additionally, schedules for Sequential Ring may be applied in the My Phone \ My Rules pane.

2.5 Inbound Fax to Email

2.5.1 Overview

This feature introduces a Fax Messaging service that allows users to receive faxes via e-mail along with their other messages. A notification is sent for fax messaging that is separate from voice messaging.

From the telephony user and Dashboard interfaces, fax messages are treated similar to voice messages. A user can listen to or view the header or envelope, print the fax, and delete the message. In addition, XO Hosted PBX Unified Messaging allows fax messages to be sent to a user or group e-mail address, from which they can be viewed, printed, or forwarded to another user.

This feature allows for receiving fax via email, it does not provide the ability to send faxes via emails.

2.5.2 Sales Quote/Order Process Impacts

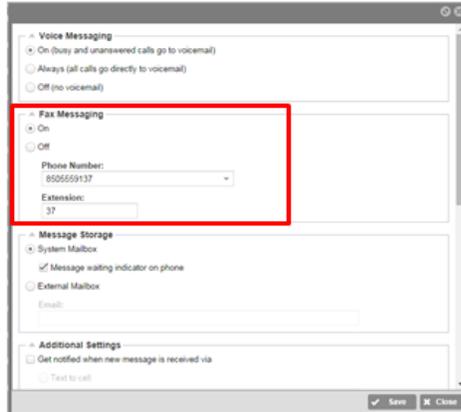
A unique, dedicated telephone number is required for each mailbox to receive faxes will need to be ordered through standard process.

2.5.3 Provisioning Process Impacts

The standard provisioning process applies.

2.5.4 Implementation / User Dashboard Impacts

Administrators enable fax service for a user and assign a TN via My Site \ My Features \ Unified Messaging.



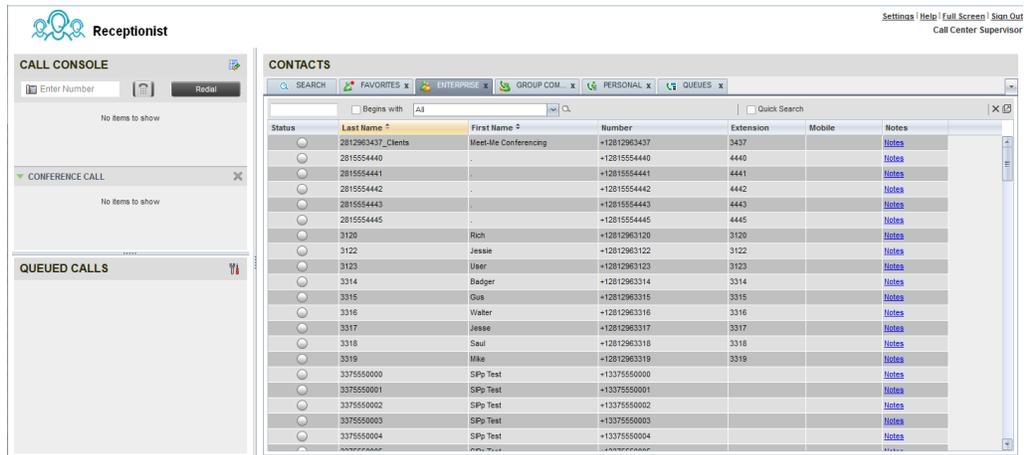
2.5.5 Known Issues

- As a Unified Messaging solution, enabling Fax to email will also send copies of voicemails to the recipient email address.

2.6 Receptionist Client Upgrade

2.6.1 Overview

The Receptionist client is upgraded to version 17.2.152 for improved user presentation and performance improvements. The Contacts pane now presents groupings of users via tabs for easier navigation and use of real estate on the computer screen.



Additional information will be available in the *Receptionist Client Admin Guide* and the *Receptionist Client User Guide*.

2.6.2 Sales Quote/Order Process Impacts

There is no change in the sales quote/order process.

2.6.3 Provisioning Process Impacts

There is no change in the provisioning process.

2.6.4 Implementation / User Dashboard Impacts

The Receptionist client upgrade does not impact the implementation process or user dashboards.

2.6.5 Known Issues

None.

3 Interface Enhancements

3.1 Group Call Park/Group Call Pickup/Barge-In Enhancements

3.1.1 Overview

This release candidate adds the following capabilities to the Group Call Park / Group Call Pickup features:

- Exposure of user Barge-In controls in the User Features tab of My Site, allowing admin to manage the features.
- Option to provide visual indication on the phone to the recall user to distinguish between a reverted call and a new call via BLF, configurable in the My Site dashboard.
- Visual notification on the phone to park a call to monitored stations.
- Option to display Call Park notifications to shared call appearance.

Additional information will be available in the *Monitoring QRG* and the *Sharing QRG*.

3.1.2 Sales Quote/Order Process Impacts

No changes to the Sales Quote/Order process.

3.1.3 Provisioning Process Impacts

No changes to the Provisioning process.

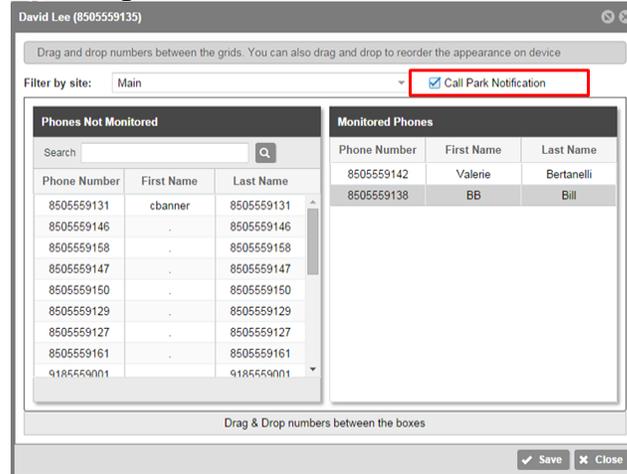
3.1.4 Implementation / User Dashboard Impacts

The My Site dashboard will have the following edits:

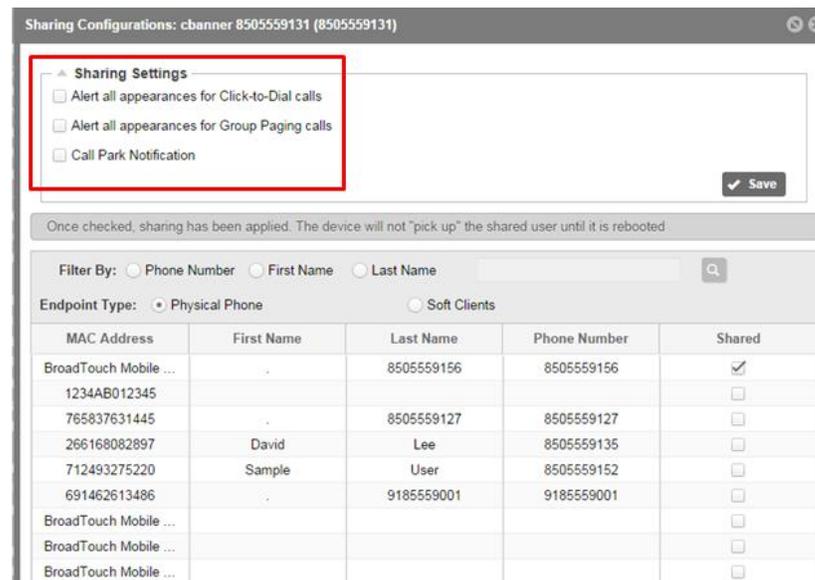
- Barge In



- Monitoring



- Sharing



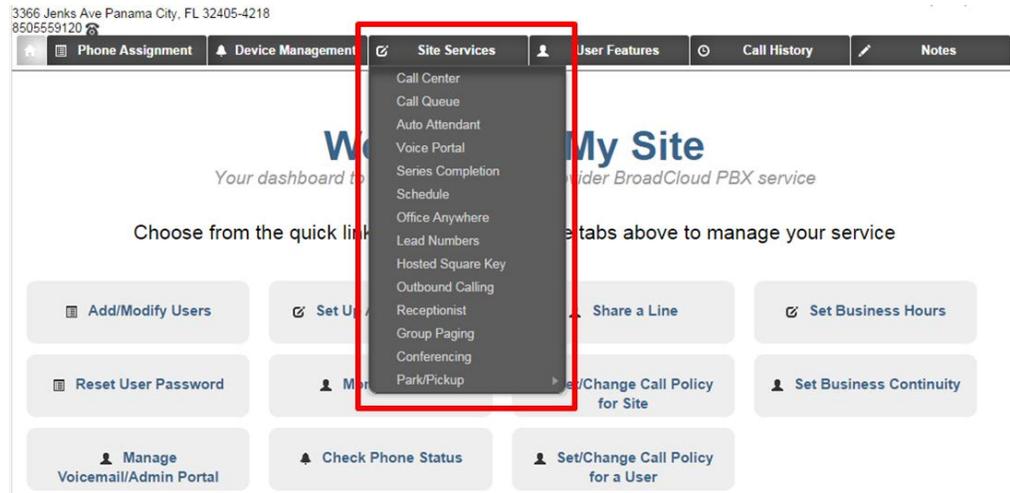
3.1.5 Known Issues

None known.

3.2 My Site Performance Improvement: Drop-Down Menus

3.2.1 Overview

The My Site dashboard is enhanced to support drop down menus for sub-tabs in Site Services and User Features. A menu appears when hovering over the Site Services or User Features tabs. These menus will allow a user to navigate directly to the feature to be managed. This shortcut to the destination pages is especially useful for large sites, and saves time in loading the default panel for Site Service or User Features.



Note: The existing navigation path remains available. Clicking the Site Services or User Feature tab will direct the user to that section, loading the default pane. For User Features the default is Call Waiting. The default pane for Site Services will depend on the features subscribed for that customer site.

Additional information is available in the *My Site Overview QRG*.

3.2.2 Sales Quote/Order Process Impacts

The standard sales quote and order process applies.

3.2.3 Provisioning Process Impacts

The standard Provisioning process applies.

3.2.4 Implementation / User Dashboard Impacts

Implementation process is unchanged.

My Site users will have an additional navigation option and experience performance improvements for larger sites.

3.2.5 Known Issues

None.

3.3 Speed Dial (100)

3.3.1 Overview

The enhanced Speed Dial functionality in the My Phone portal now allows Users to program up to one hundred personal speed dial entries (00 -99) that can be dialed directly from the portal or used on their desk phones.

Speed Dial entries configured in the My Phone – My Number portal are automatically accessible on the User's desk phone.

Name	Number	Speed Code	Options
John Smith	7135551234		
Joe Jackson	2815551234		
Mark Chessnut	8025551234		

To Use a Speed Dial from the phone:

1. Press the speakerphone button or pick up the handset on your phone.
2. Press the # key, then the 2-digit Speed Code, and then the # key again (# + SpeedCode + #)

To Use a Speed Dial from the My Phone portal:

1. Select the number you wish to dial.
2. Click the  icon to initiate a click-to-dial call, alerting the primary device and shared locations with alert on click-to-dial calls enabled.

Additional information is available through the online XO Hosted PBX Knowledge Base at XO Hosted PBX My Phone - My Numbers Reference Guide

3.3.2 Sales Quote/Order Process Impacts

There are no impacts – this is an included feature in the My Phone Dashboard.

3.3.3 Provisioning Process Impacts

There are no impacts – this is an included feature in the My Phone Dashboard.

3.3.4 Implementation / User Dashboard Impacts

There will be an impact to the Implementation process. Speed Dial configuration is now located in the My Numbers section of the My Phone portal. Users will need a login for their My Phone portal which can be obtained from their Site Administrator.

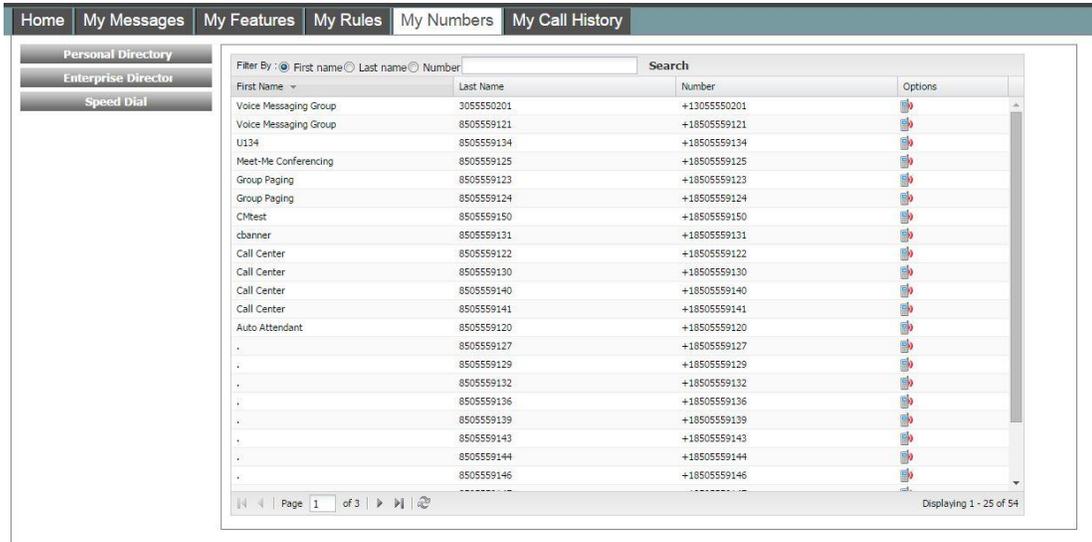
3.3.5 Known Issues / Functionality Changes

None known at this time.

3.4 Enterprise Directory Presentation in My Phone / My Numbers

3.4.1 Overview

The Enterprise Directory in the My Phone – My Numbers section of the portal allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned in their XO Hosted PBX by their Site Administrator. Users have the ability to search Contacts / Groups by Name or Number, as well as, place phone calls directly from the portal via Click-to-Call functionality with the User's desk phone.



Additional information is available in the XO Hosted PBX My Phone – My Numbers Quick Reference Guide.

3.4.2 Sales Quote/Order Process Impacts

There are no impacts – this is an included feature in the My Phone Dashboard.

3.4.3 Provisioning Process Impacts

There are no impacts – this is an included feature in the My Phone Dashboard.

3.4.4 Implementation / User Dashboard Impacts

There are no impacts – this is an included feature in the My Phone Dashboard.

The My Phone dashboard will have Enterprise Directory added to My Numbers.

3.4.5 Known Issues

None known at this time.