

MAX Communication Server
Release 8.5

New Features Guide

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About This Guide

This guide describes the enhancements that have been added since the release of MaxCS 8.0, and list the requirements for Release 8.5.

Related Documentation

Additional information can be found in the following guides:

- *MaxCS 8.5 Upgrade Guide*
- *MaxCS 8.5 UC Deployment Guide*
- *MaxCS 8.5 Deployment Guide*
- *MaxCS 8.5 Administrator Manual*

Overview of Enhancements in MaxCS 8.5

This section lists the enhancements and new features that are included in this release. Details for each feature are included later in this guide, or in other guides where noted.

Enhancements in MaxCS 8.5

MaxCS 8.5 Enhancements	
Unified Communications/ Skype for Business integration	<p>Release 8.5 is fully integrated with Skype for Business, and synchronizes user presence and activity between MAXCS user extensions and Skype for Business clients.</p> <p>AltiGen's Skype for Business integration is supported only on AltiGen's hosted Skype for Business offering. Support for Skype for Business hosting by other service providers is not supported.</p> <ul style="list-style-type: none"> • MAXCS monitors and synchronizes user presence and extension activity between the Skype for Business offering and MAXCS servers, whether the account is on premise or in the Cloud. • Organizations without Exchange Voicemail can configure Skype for Business unanswered calls to be directed to the extension's MAXCS voicemail. • MaxAgent and MaxCommunicator can dock with the user's Skype for Business client.
Exchange integration support for Office 365	<p>Release 8.5 now supports Office 365, in addition to Exchange On-premise support.</p> <p>Refer to the <i>Exchange Integration</i> chapter in the MAXCS Administration Manual for details.</p>

MaxCS 8.5 Enhancements	
Multi-level Admin accounts	<p>Release 8.5 offers four different levels of Admin user:</p> <ul style="list-style-type: none"> • Super Admin – The same type as in previous releases. • Full Admin – The same type as in previous releases; these users can manage all three levels of user. • Basic Admin – These users can manage workgroup and extension configurations, in addition to call routing configuration. • Supervisor – These users can manage workgroup configurations and MaxAdmin utilities such as login/out, change password.
Polycom D60 support	<p>MAXCS supports the D60 DECT cordless phone in one-to-one pairing mode with VVX models.</p> <p>The D60 handset can be paired with a single extension.</p> <p>Polycom VVX firmware version 5.5.0.20556 is required.</p> <p>Refer to the separate guide, <i>MaxCS Polycom D60 Configuration Guide</i>.</p>
New Reports	<p>A new report has been added; report 2103, Trunk Abandoned Call Detail Report. See the <i>AltiReport Manual</i> for details.</p>
New SNMP Trap	<p>A new SNMP trap captures this scenario: The voicemail forwarding option <i>Delete Messages After Forward</i> is enabled, and a voicemail message has been forwarded to an email address but the forwarding process failed. In this case, a trap is sent and the failed voicemail email will be forwarded to that extension.</p>
AltiReport Admin Password security	<p>AltiReport now requires you to change the default Admin password.</p>
MaxMobile Android menu support	<p>The Android version of MaxMobile now supports menu access in the newer operating systems.</p>

Enhancements in MaxCS 8.0 CU2

MaxCS 8.0 CU2 Enhancements	
Salesforce integration	<p>For instructions on configuring the Salesforce Connector, refer to the separate guide, <i>MaxCS Salesforce Configuration Guide</i>.</p>
SightMax support	<p>For instructions on configuring SightMax for MaxCS, refer to the separate guide, <i>SightMax Configuration for MaxCS</i>.</p>
Maintain login status	<p>When a user switches devices, the system now retains the original Workgroup login status.</p>

Enhancements in MaxCS 8.0 CU1

MaxCS 8.0 CU1 Enhancements	
Time Zone update	AltiReport admins can set a separate time zone for each MaxCS server. See page 16.
Callback from Queue feature	You can configure a return call to not be offered if no agents are logged into the target workgroup. See page 16.
Paging enhancement	Users can now send audio pages across different MaxCS systems.
Polycom updates	(Starting on page 17) 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 <i>MaxCS RealPresence 500 Configuration Guide</i>).

Requirements

This section lists the operating system requirements for the various types of MAXCS deployments.

Requirements: New Installations

This MAXCS 8.5 release supports Softswitch, hardware chassis, and MAXCS Private Cloud.

Microsoft .NET 4.5 framework is required.

MAXCS 8.5 uses internal network port 10072 to work with the client applications. Other applications on the users' system should not use this port. Since this is for internal use, no firewall setting should be configured for this port.

O/S Support

The following operating systems are supported.

Max1000

- Windows 7 32-bit SP1

Office 3G/2G/Max2000

- Windows 2008 32-bit SP2

All-in-One Softswitch

- Windows 8.1 Professional 64-bit (supported on Hyper-V version 6.0 and VMware ESX 5.5 and 6.0)
- Windows 7 Professional 64-bit SP1
- Windows Server 2008 R2 64-bit SP1
- Windows Server 2012 R2 64-bit (supported on VMware ESX 5.5 and 6.0)

CDR Database Support

Note that running SQL Server in the same server as MaxCS is not supported.

The following external database are supported.

- Microsoft SQL Server 2008 Express
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012 SP1
- Microsoft SQL Server 2014 SP1
- Microsoft SQL Server 2014 SP1 Express

Email Integration Support

Refer to the *Exchange Integration* chapter of the MAXCS Administration manual or full details about on-premise and Cloud support.

- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2013
- Microsoft Exchange Server 2016
- Microsoft Exchange Online

Microsoft .NET 4.5 framework is required.

Other Requirements

For requirements for MaxCS Administrator and all of the client and related applications, a list of supported hardware boards, and a list of supported IP phones, refer to the *MaxCS 8.5 Softswitch Deployment Guide*.

Requirements: Upgrades from Earlier Releases

If you are upgrading to MaxCS Release 8.5 from an earlier release of MaxCS, see the *MaxCS 8.5 Upgrade Guide* for system requirements and upgrade procedures.

Installation Procedures

For instructions on installing MaxCS Release 8.5, refer to either the *MaxCS 8.5 Deployment Guide* or the *MaxCS 8.5 Upgrade Guide*.

MaxCS 8.5 Enhancements

This section describes enhancements that have been added to MaxCS since Release 8.0 CU2.

Skype for Business Integration

MaxCS now provides presence and activity synchronization between a MaxCS extension and AltiGen-hosted Skype for Business clients.

AltiGen's Skype for Business integration is supported only on AltiGen's hosted Skype for Business offering. Support for Skype for Business hosting by other service providers is not supported.

For every Presence, users can map a specific voicemail greeting in the MaxCS client.

Ordering / Configuring Skype for Business

Partners can order and configure MaxUC or AltiGen Skype for Business service for their accounts. You do this through the MaxCS Private Cloud order portal.

For ordering and configuration instructions, refer to the *AltiGen Unified Communications Onboarding Guide (under development)*.

For instructions on configuring Unified Communications with MaxAdministrator, see the *MaxCS 8.5 UC Deployment Guide*.

Presence Synchronization with MaxCS Clients

If you enable UC for a user, that user's Activity setting in the client will be replaced with the Skype for Business Presence indicator.

MaxCS uses Presence servers, which are used to synchronize between Skype for Business and the MaxCS clients in the following ways:

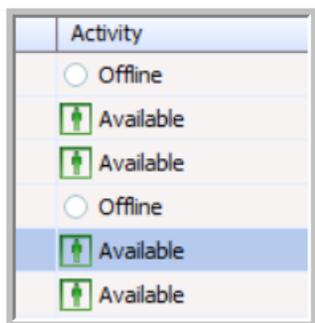
- Presence is pushed from AltiGen-hosted Skype for Business to the MaxCS client. Users cannot change the Presence in the MaxCS client.
- A change in an extension's line state will reset the Presence:
 - An extension that becomes idle resets the Presence to *Available*
 - An extension that accepts a call resets the Presence to *MaxCS Call*
 - An extension that joins a conference call resets the Presence to *MaxCS Conf*

The user can still select a greeting in their MaxCS client application, from voicemail, and from IP 710 and 720 phones.

For example, in the MaxAgent window's Status Bar, the former Activity icon has been removed. The Skype for Business Presence has been added, and the Greeting still appears.



The *Activity* column on the *Directory* tab will now display the Skype for Business Presence.

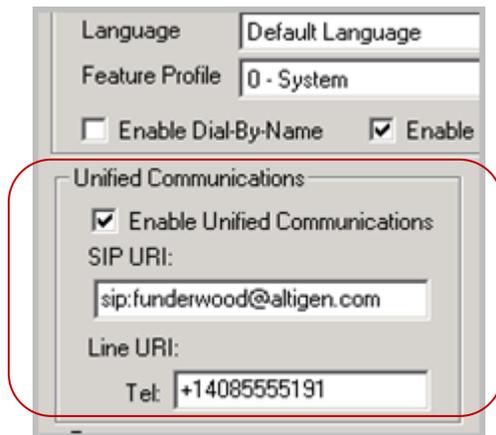


UC-enabled users can still call other extensions directly, simply by dialing the extension number.

Enabling UC for Users

To enable UC for a user,

1. Select **PBX > Extension Configuration**.
2. In the left pane, select the user's extension. On the *General* tab, select the option **Enable Unified Communications** and enter the user's SIP URI. This tells the system that the extension binds with a Skype for Business user. Click **OK**.

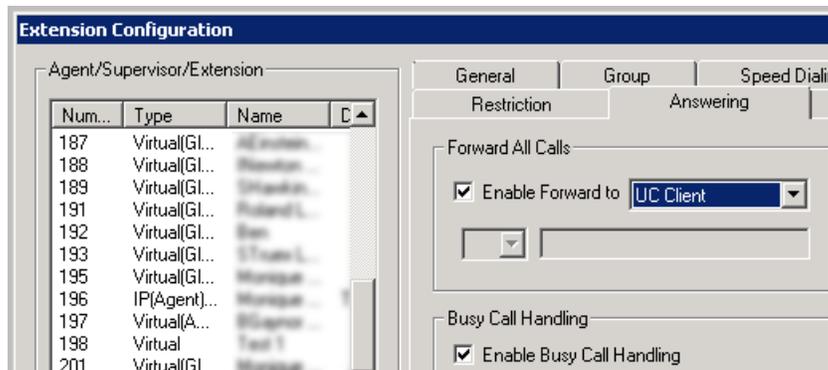


If this Skype for Business account is enterprise voice-enabled, determine the Skype for Business account's *Line URI* from AltiGen and enter it here as well.

3. If you want to forward all incoming extension calls to the binding UC client that you entered in the *General* tab, switch to the *Answering* tab and set the *Enable Forward to* option to **UC Client**. Your Skype for Business account plan from AltiGen must support Enterprise Voice in order to use this feature.

You must set the Ring time to a shorter period than is set in the user's Skype for Business client (**Tools > Options > Call Forwarding**), so that MaxCS can handle the RNA condition.

Important! When you enable this option, all workgroup calls and hunt group calls will **not** ring the agent. Therefore, do not enable this option for any agents who are members of a workgroup or hunt group.



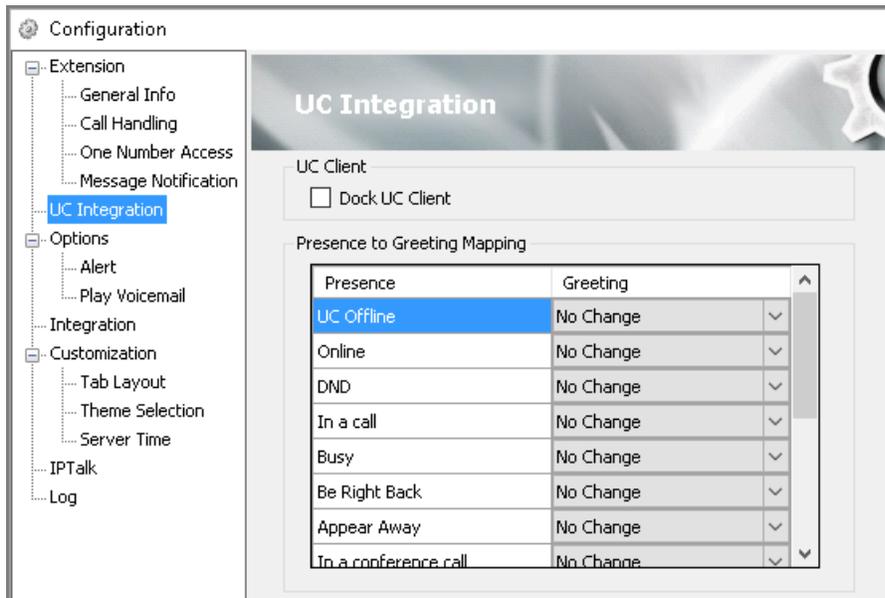
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195	Virtual(Gl...		
196	IP(Agent)...		
197	Virtual(A...		
198	Virtual...		
201	Virtual(Gl...		

Note: Refer to the *MaxCS 8.5 UC Deployment Guide* for detailed instructions on UC deployment and on the two user call integration options.

Mapping MaxCS Client Voicemail Greetings to Presence

Agents can use the MaxCS clients to map Skype for Business Presences to set the VM greetings. If mapping is defined, when the Skype for Business presence changes it will automatically change the voicemail greeting in MaxCS to the selection made by the user.

This mapping is done in the client's **Configuration > UC Integration** panel.



Users can also set the greeting manually.

Skype Docking for MaxCS Clients

With MaxCS 8.5, MaxAgent and MaxCommunicator can now dock with the user's Skype for Business client. The MaxCS client will be on the left; the Skype for Business client beside it, on the right.

Agents can configure whether they want to dock the Skype for Business client. This option is found on the **Configuration > UC Integration** panel (refer to the preceding figure). Agents select or clear the **Dock UC Client** option.

After changing this option, agents should restart the client.

When the Skype for Business client is docked, if the agent closes the MaxCS client, then the Skype for Business client will also close.

Routing Skype for Business Unanswered Calls to MaxCS Voicemail

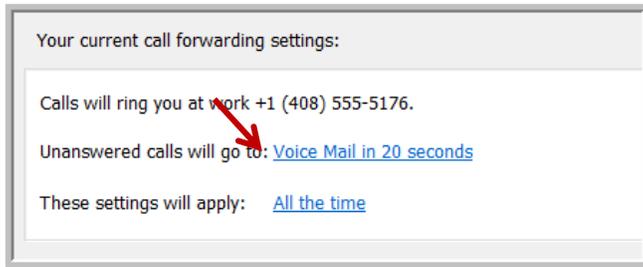
This feature applies only those organizations which do not have voicemail integration with Exchange online.

You can configure extensions so that unanswered Skype for Business incoming calls will be forwarded to the extension's MaxCS voicemail. One limitation of this feature is that users will not be able to access their MaxCS voicemail messages from their Skype for Business clients.

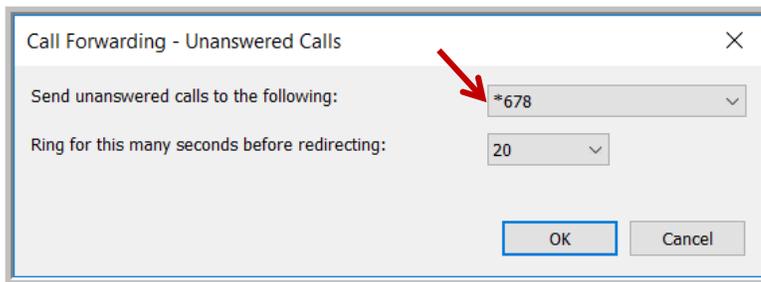
To configure this forwarding, the user follows these steps:

1. In the Skype for Business client, choose **Tools > Options**.
2. In the left menu, select **Call Forwarding**.

3. Click the **Unanswered calls will go to** option.



4. In the next dialog box, select **New Number or Contact**.
5. In the panel that opens next, enter your extension number preceded by an asterisk character (*). For example, if your MaxCS bound extension number is 678, you would enter *678.



6. Specify how many seconds to wait before forwarding the call.

Microsoft Exchange Online Support

Refer to the *Exchange Integration* chapter in the MAXCS Administration manual for details.

Multi-Level Admin Accounts

Release 8.5 offers four different levels of user:

- **Super Admin** – This is the same as the Super Admin user in previous releases; it is primarily used for troubleshooting with Technical Support. This admin type has full access to menus and fields in MaxCS Administrator. There is only one Super Admin user in the system.
- **Full Admin** – This is same scope as the Admin user in previous releases; these users can manage all three levels of user. This admin type has full access to menus and fields in MaxCS Administrator.
Note: You cannot delete the default "Admin" account; this account is used for initial login.
You can create multiple Full Admin users, to track individual configuration changes.
Full Admin users can assign workgroups and AAs for Supervisor users.
- **Basic Admin** – These users can manage workgroup and extension configurations, in addition to call routing configuration. Basic Admin users cannot configure system or trunk details.
You can create multiple Basic Admin users.
Basic Admin users can assign workgroups and AAs for Supervisor users.
- **Supervisor** – These users can manage workgroup configurations and Max Administrator utilities such as log-in/out, change password.

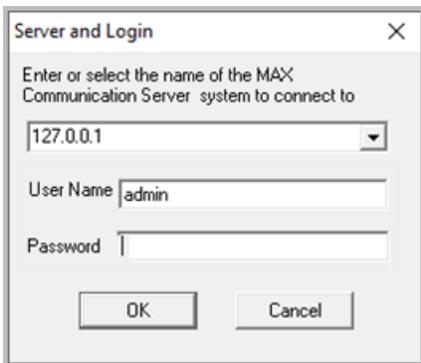
You can create multiple Supervisor users.

Because Basic Admin and Supervisor users do not have full privileges to every field within MaxCS Administrator, some fields and menus will not be enabled for them; others will not be visible. In other words, these users will have access to only the fields, menus, and workgroups for which they have permission.

MaxCS Administrator Login Changes

To accommodate the new Admin user types, the login process has changed in Release 8.5. Unlike in previous releases, you will not see the Trunk view now until after you log in.

Instead of first specifying the MaxCS server, and then entering your username and password in a separate dialog box, you now will see a single login box that includes the MaxCS Server field, the username field, and the password field.

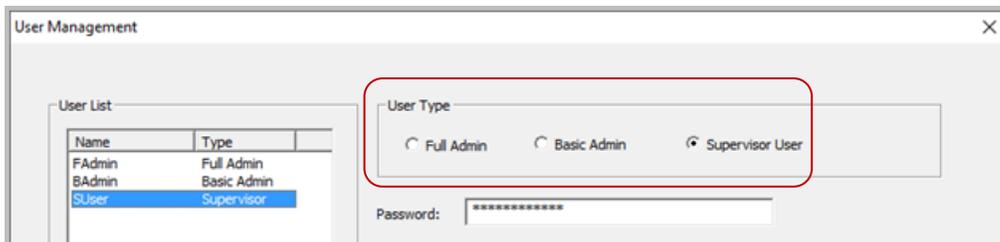


In order to switch to a different server, you must now log out and log back in again.

Adding / Configuring Admin Accounts

To set, or change, the type for a user,

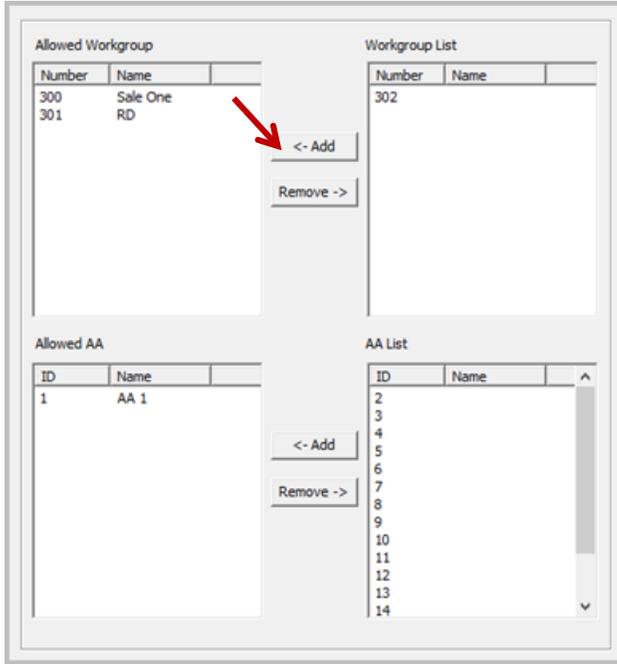
1. On the *System* menu, select **User Management**.
2. If you are adding a new Admin user, click **Add** below the *User List* on the left.
If you are updating an existing Admin user, in the left panel, select the user.
3. Select the user type.



Name	Type
FAdmin	Full Admin
BAdmin	Basic Admin
SUser	Supervisor

4. (Optional) You can specify a new password for this user, if appropriate.
5. If you selected the *Supervisor* type, indicate which workgroups this user can supervise. To do this, select a workgroup in the right panel and click **Add** to add it to the *Allowed Workgroup* panel on the left. To remove a WG, select it on the left and click **Remove**.

You can also indicate which AA entries this *Supervisor* user can manage. To do this, select an AA entry in the right panel and click **Add** to add it to the *Allowed AA* panel on the left. To remove an AA entry, select it on the left and click **Remove**.



6. Click OK.

To remove an Admin user account, select the user in the list and click **Delete**.

Configuration Change Log

With the new Admin user types, MaxCS now tracks configuration changes. The log, configLog.txt, will capture each action taken, including which admin user made the change and what specific configuration was changed. Any password changes will be hashed in the log file.

The number of backup files for the log has been increased to 20.

Trunk Abandoned Call Details Report

A new report has been added to AltiReport; Report 2103 – Trunk Abandoned Call Detail Report. Users can run it for a single workgroup or multiple workgroups.

The report shows inbound calls abandoned for the following cases:

- Caller hung up while the call was ringing (Exit code: 32)
- Caller hung up while in the queue (Exit code: 6)
- Call went to voicemail but did not leave a voicemail message (Exit code: 15)

Polycom Enhancements

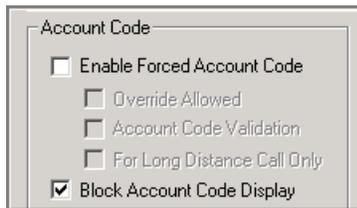
In Release 8.5, MaxCS supports the Polycom D60 handset for VVX model phones. The D60 handset is supported **only** in one-to-one paring mode with the VVX. Please note the following considerations:

- You can pair a D60 handset to a **single extension**. Multiple extension configuration is not supported.
- If a call is answered by the VVX phone, then the call **cannot** be transferred or picked up by the D60.
- If a call is answered on the D60's base station, then the call can be transferred to the D60 handset, and vice versa.

For configuration details, refer to the *MaxCS 8.5 Polycom D60 Configuration Guide*.

Extension Account Code Options

In Release 8.5, the Account Code options for an extension are now located at the bottom of the *Restrictions* tab (**PBX > Extension Configuration**)



The screenshot shows a configuration window titled "Account Code" with the following options:

- Enable Forced Account Code
 - Override Allowed
 - Account Code Validation
 - For Long Distance Call Only
- Block Account Code Display

MaxCS 8.0 CU2 Enhancements

Most of the enhancements that were included in Release 8.0 CU2 are described in separate documents.

- **Salesforce integration** – For instructions on configuring the Salesforce Connector, refer to the separate guide, *MaxCS Salesforce Configuration Guide*.
- **SightMax support** – For instructions on configuring SightMax for MaxCS, refer to the separate guide, *SightMax Configuration for MaxCS*.
- **Maintain Workgroup Login Status** – When a user switches devices, the system now retains the original Workgroup login status.

MaxCS 8.0 CU1 Enhancements

The enhancements that were included in Release 8.0 CU1 are described in this section.

- **Time zone update** – AltiReport admins can now set a separate time zone for each MaxCS server. See page 16.
- **Callback from Queue update** – You can now configure Callback to not be offered if no agents are logged into the target workgroup. See page 16.
- **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 **Error! Bookmark not defined.**

- **Polycom updates** (starting on page 17)
 - 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*.

Time Zone Update

Release 8.0 CU1 included a new time zone setting for MaxCS server. The default MaxCS server time zone is the same as the AltiReport server time zone.

You can 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.

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.

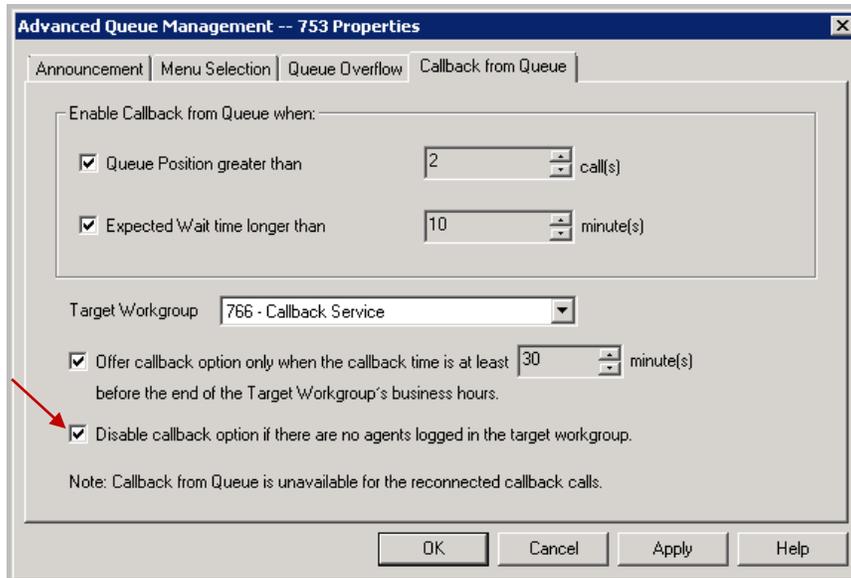
New Callback Option

A new option in MaxCS 8.0 CU1 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

Polycom Updates

There are several Polycom enhancements included in the Release 8.0 CU1 update.

Polycom VVX Firmware 5.4.2

MaxCS 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

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.

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

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

MaxCS supports the RealPresence Group 500 video device, which provides both audio and video. Refer to the separate document, *MaxCS RealPresence 500 Configuration Guide*.

Operational Limitations

AltiGen Technical Support

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