Allworx® Server Software Release Notes

Release 8.1.12.4

Updated December 1, 2016

Table of Contents

Revised: December 1, 2016

Introduction

This document is an overview of the new features in Allworx® Server software 8.1.12.4 and Allworx Phone firmware. Included in this document are:

- Important Installation Information
- Descriptions of New Features in Release 8.1
- List of Defects Fixed
- List of Known Issues

This document does not describe how to install and use the software. Refer to the Allworx System Administration Guide, User's Guide, and Phone Guides for more information.

Who Should Read This Document

The following users should read this document:

- Value Added Resellers
- System Administrators

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

Product/Resource	Version (or later)		Product/Resource	Version (or later)
Server Software	8.1.12.4		Reach Link with Reach for Android	2.0.1.206
Phone Firmware[1]	8.1.12.4		Reach Link with Reach for iOS	2.0.1.3
Px 6/2 Expander Firmware[1]	8.1.12.4		TSP Driver[2]	2.2.6.0
OfficeSafe	8.0.3		View	Any released version
Interact (with 5 and 6 internal digit length)	2.1.0.17 2.3.x.x		Spanish Language Pack	8.1.0.16
Migrate Tool	1.0.1.238		French Canadian Language Pack	8.1.0.16
Reach for Android and iOS (with 5 and 6 internal digit length) Reach for Android Reach for iOS	Any released version 2.0.7.245 2.0.7.6			

[1]The server software includes the phone and Px 6/2 Expander firmware.

[2]Upgrade the TSP software on each user's PC in order to be compatible with this version of server software.

Revised: December 1, 2016

Important Installation Information

NOTE: Allworx Server Software Version 8.1 and higher does not support the Allworx 24x server.

1. Always perform an OfficeSafe backup of the Allworx server before beginning a software upgrade.

2. Always upgrade software sequentially.

   It is not recommended skipping major release versions for upgrades. If the server is running a release earlier than 7.7, then upgrade the software sequentially until the server is running Release 8.0. For example, if the server is at 7.5, then upgrade 7.5 to 7.6, 7.6 to 7.7 and then upgrading to Release 8.0. See Server 7.7 release notes for instructions on upgrading servers running software earlier than 7.4.

3. The server must have a Software Upgrade Feature Key in order to upgrade to this release from 7.7 or lower.

4. 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.

5. All Connect server models have common software. There are separate software distributions for Allworx 48x, 6x, and 6x12 server models. It is very important to install the correct software version for your server. 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
6x	6x_8.1.12.4.zip
6x12	6x12_8.1.12.4.zip
48x	48x_8.1.12.4.zip
Connect Servers	Connect_8.1.12.4.zip

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

7. 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.

8. Reboot Allworx phones and port expanders after the installation of the server software version to obtain the new firmware releases. **Reboot no more than 15 phones at one time or use the Reboot Phones option in the Upgrade menu**.

   Note: You cannot downgrade the Allworx phone and port expander firmware. The system prevents downgrading.

9. 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's Configuration menu.

Revised: December 1, 2016

10. For reliable operation of Allworx Multi-site installations, upgrade all servers in the network to the same software release.

11. If a phone administration password is configured on the Allworx server (Servers > VoIP), it is required to enter the password in order to access the Network Settings menu on attached Allworx phones. The password on phones that are not registered to any server is "allworx".

    Note: For security purposes, the server prevents "allworx" from being used as the phone administration password for registered phones.

12. To avoid unintended or fraudulent use of toll calling capabilities, when release 7.7 is installed for the first time, if any of the Service Group selections for the following Dialing Rules:

    - Long Distance Services (9+1010-xxx)
    - Outside Line Seizure (9#)
    - International Calls (9+011)

    are "All Trunk Devices", the server will automatically change the Service Group to "No Devices". If any of these features will be used by the site, create a service-specific Service Group and choose it for the dialing rules Service Group for the affected Dialing Rules.

    Note: This change also occurs if the server is reset to Factory Defaults

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 system web admin. See the *Connect Server Family Installation Guide* for more details

New for Release 8.1

Refer to the Allworx user publications for more detailed information on these features. All are available for download on the Allworx portal:

- Allworx System Administrators Guide
- Allworx System Users Guide
- Allworx Interact and Interact Professional Users Guide
- Allworx View Users Guide

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**
Allworx System Software									
System Software 8.0	X	X	X	X	X	X	X	X	X
System Software 8.1	X	X	X	X	X	X	X		X
Allworx System Software 8.1 Support									
Five- and Six-Digit Dialing	X	X	X	X	X	X	X		X
Number of Auto Attendants Supported	9	9	16	16	32	16	9		32
Supports 2000 DID Blocks	X	X	X	X	X	X	X		X
Telnet Support						X	X		X

Feature Descriptions

Five- and Six-Digit Dialing

Increased number of digits for internal extension lengths.

In previous versions of the Allworx System Software, internal extension lengths were limited to 3 or 4 digits. Now Allworx administrators with assigned permissions can adjust the internal extension length to 3, 4, 5, or 6 digits (**Phone System** > **Dial Plan** > **Internal Extension Length** > **Modify**). However, this does not include PBX functions such as Auto Attendant. PBX function numbers do not change when the User and System extension length is changed.

Revised: December 1, 2016
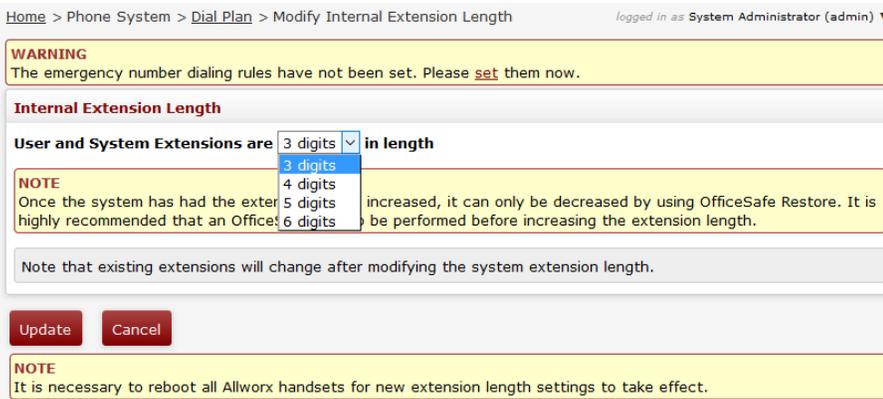
Allworx administrators should perform a Backup using the Allworx OfficeSafe application prior to increasing the internal extension length because Allworx administrators can only decrease the extension length by performing a Restore using the OfficeSafe application, which resets the Allworx server to the backed-up configuration. After increasing the internal extension length to 5 or 6 digits, Allworx administrators can no longer view the available extensions when configuring extensions on the following Allworx System Software web admin pages:

- **Phone System** > **Users** > **add new user**

- **Phone System** > **Users** > **modify**

- **Phone System** > **Extensions** > **add new extension**

This feature is compatible with the following Allworx applications:

- Allworx Reach Version 2.0.7

- Allworx Interact 2.3

Auto Attendant Enhancements

Increased number of Auto Attendants on select Allworx servers.
Previously, the Allworx System Software supported 9 Auto Attendants on all Allworx servers. Now Allworx servers support the following number of Auto Attendants:

	Number of Auto Attendants		
	9	**16**	**32**
6x12	X		
Connect 320	X		
Connect 324	X		
6x		X	
Connect 530		X	
Connect 536		X	
48x			X
Connect 731			X

The Auto Attendant extensions have changed from 431 – 439 to 4301 – 43xx, where xx is the maximum number of Auto Attendants supported by the Allworx server.

Each Auto Attendant has separate Day/Night Mode Menu Shortcuts.

The Day and Night Mode Menu Shortcut settings are available in the **Phone System** > **Auto Attendants** > **modify** > **Menu Shortcuts** section. When setting the Night Mode Menu Shortcuts to **Enabled**, a separate table of displays. When setting the Night Mode Menu Shortcuts to **Use Day Mode** the Auto Attendant uses the Day Mode Menu Shortcut settings for both Day and Night Mode.
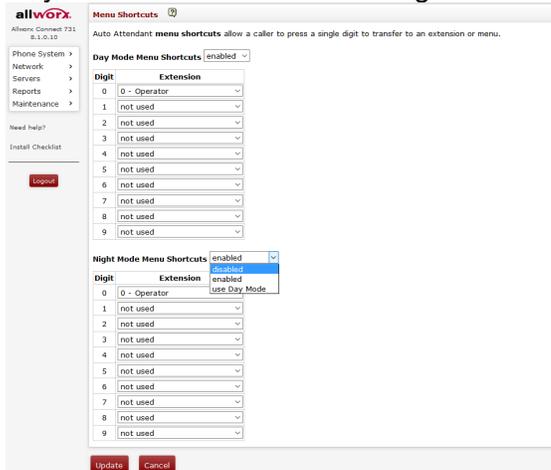
Miscellaneous Changes

- Increased limit on number of DID blocks from 128 to 2000 for increased flexibility.
- For increased security, Allworx Connect servers no longer support Telnet. Allworx Connect servers only support SSH for text terminal interfaces.
- The **Phone System** > **Call Queues / ACD** page now enables each Call Queue to expand or collapse individually.
- The performance monitoring data gathered before an Allworx server reboot persists after the Allworx server reboot.

New for Release 8.1.6.4

Network Profile subtype in Function PFK

The Function PFK contains a "Network Profile" subtype. Once a PFK is assigned this subtype, it can be used to switch between different Network Profiles.

Reboot prompted immediately after Network Profile is changed

Once a user changes the Network Profile from the Config softkey on the handset, the user is immediately prompted to reboot the phone.

All digits dialed (DTMF) from the Message Center are not displayed

Once a user accesses the Message Center on the phone, all digit presses (including PIN and menu options) will not be displayed on the Active Call screen.

Defects fixed in 8.1.12.4

Defect Number	Server Models	Problem Description
31258	All	Server setting port to 0 when Music On Hold source is None
29605	All	Web page does not allow more than 128 DID blocks to be added to a SIP proxy

Defects fixed in 8.1.11.6

Defect Number	Server Models	Problem Description
30212	All	SDP does not support 64-bit integers which may cause server to ignore session media changes
29976	All	Server log messages will display successful/failed login attempts to My Allworx Manager
29676	All	ICMP "Must Fragment" packet will be dropped if MTU increases
29661	All	Maintenance > Backup page should mention using Domain Name of PC as an option for OfficeSafe backups
29595	All	Allow monthly backup on a day other than the 1st of the month

Defects fixed in 8.1.10.7

Defect Number	Server Models	Problem Description
29809	Connect	openssl upgraded to 1.0.2j
29303	All	Peer-to-peer Rejoin option added in a Multi-site allowing a rejoin between two branch sites without involving the other branch sites
2801	All	Allow domain name option for PC running OfficeSafe for backups

Defects fixed in 8.1.9.4

Defect Number	Server Models	Problem Description
28650	All	Codec mismatch on blind transfer
28509	Connect	Server chooses wrong codec when SDP answer contains a codec that was not offered
28477	All	On pressing Redial, phone will re-dial SCA extension after a call on public hold is picked up, instead of the last dialed number from the phone

Revised: December 1, 2016

Defect Number	Server Models	Problem Description
24493	All	Extension call routes "On calls from external Caller ID" are not routed correctly Note: If NANPA is enabled, the "On calls from external Caller ID" rule should start with the area code without prepending a 1

Defects fixed in 8.1.8.5

Defect Number	Server Models	Problem Description
28459	All	Blind transfer of Shared Call Appearance call via BLF PFK may get stuck in Transferring state due to timing issue
28415	All	SIP REFER rejected by server if Referred-By header does not contain port
28362	Servers with ACD support	ACD Agent Busy reason screen timeout too long (90 seconds)

28153	All	In a multi-site with many servers (20 or more servers), new sites may not be able to join the multi-site due to a timing issue with the site list updates and new sites joining
		Note: Recommended steps for upgrade if this bug is encountered:
		    1. Disable the multi-site.
		    2. Upgrade the Controller and enable multi-site.
		    3. Upgrade the branches and add them to the multi-site.

28147	All	If a server with an empty "Starting Phone Number" in a DID block is multisited, it will cause the other servers in the multi-site to become unresponsive
28064	Connect	DSP DTMF detection does not handle time stamps correctly
27982	All but Connect	Upgrade from 7.x to 8.x may fail if a database error occurred prior to upgrade
27388	All	Quickly transferring a resumed call from HOLD may cause the transfer to fail
25428	All	Server Update page does not correctly display status for Automatically accept phone software update selection (Firefox only)
24943	All	Request Failure Message 415 unsupported Media type not formatted correctly per RFC 3261
24743	All	Outbound calls to SIP proxy show proxy description only and no dialed number info in Interact
23990	All	REFER after missed ACK causes phone to terminate call

Defects fixed in 8.1.7.6

Defect Number	Server Models	Problem Description
28043	All	TCP listening socket not clearing error may cause server to become unresponsive
27880	All	Assigned Emergency Caller ID number to handset fails
27849	All	Blank Paging Zone Name causes server to become unresponsive Note: Server now does not allow Paging Zone Name to be blank
27831	All	Import of System Extensions fails to use correct Schedule
27669	Connect,48x,24x,6x	Multisite attended transfer to ACD queue when no agents are available cause agents to go to NO ANSWER state
27290	All	Pressing Info button for Network Profile PFK displays UNKNOWN

Defects fixed in 8.1.6.4

Defect Number	Server Models	Problem Description
27199	Connect	Incorrect error counters when T1 line is unplugged and connected back
27159	Connect	Audible pop/hiss when T1 call is terminated from the server
27042	All	TCP listening/child socket counts getting out of sync
26943	All	Password length for External Outgoing Mail (SMTP) server increased to 256
26872	All	There is no audio for voicemails shared between users included and not included after migration due to the source server having more users than supported by the target server. An example of such voicemail is a voicemail to all users

Defects fixed in 8.1.5.6

Defect Number	Server Models	Problem Description
26352	All	Incorrect behavior when newer model phone with multiple call appearances is replaced with older phone (for example: 9212L is replaced with a 9212)
26323	6x, 48x, 530, 536, 731	Server can page fault when updating language settings
26317	All	Call Park page does not refresh after updating Multi-site Parking
26315	Connect	DTMF digits may intermittently be missed in AA with CO lines
26246	All	Server may page fault under heavy loads with View key installed

Defect Number	Server Models	Problem Description
22856	All	Cannot create a static route with a /32 subnet mask

Defects fixed in 8.1.4.6

Defect Number	Server Models	Problem Description
26227	All	Replacement phone with fewer PFKs than the original phone will crash the web server
26158	6x, 48x, 530, 536, 731	Reset to default setting fails for Auto Attendants after 9
25946	Connect	Upgrade to OpenSSL 1.0.2g
25896	All	Number of conference bridges matches the source server after migration
25738	All	Server may page fault when requesting to get the entire voicemails list
25699	Connect	Improvements to CO lines experiencing static and/or echo
25681	All	Some Connect servers have experienced audio prompts with incorrect content
23687	All	Internal Error when changing description of Generic SIP handset

Defects fixed in 8.1.3.5

Defect Number	Server Models	Problem Description
25718	All	SIP DNS lookup failure at boot stop trying with proxy FQDN.
25678	6x, 48x, 530, 536, 731	Can't change AA assigned to schedule from Message Center for AA greater than 9
25653	All	Page Fault when a site in Multi-site does not respond to a paging invite
25629	All	Auto Attendant "dial by name" and "dial by directory" menu shortcuts can be selected when menu shortcuts are disabled
25628	6x, 48x, 731, 536, 530	Cannot import custom recording for Auto Attendants above number 9
25601	All	Internal calls to ring all queues are immediately reported as completed to View when answered
25599	All	Internal transfers to ACD queues are reported to View as abandoned
25594	Connect	Upgrade to OpenSSL 1.0.2f
25590	All	SCA shared hold durations and retrievals not reported correctly in View

Revised: December 1, 2016

Defect Number	Server Models	Problem Description
25575	All	With large datasets, Migrate tool may repeatedly warn of errors during download. Note: this issue is caused by the Migrate application and requires an update to that application. Review Migrate Tool Release Notes for resolution.
25520	All	Generating Configuration Report will result in corrupted file (missing tabs and fields) and generate internal event codes in the system events log.
25442	All	Server should indicate in the system event log when call routes are not followed because of too many levels of recursion
25428	All	Server Update page does not correctly display status of Automatically accept phone software update selection. Note that the phones will automatically accept the update. (Chrome and IE only)
25427	All	Migration update information missing from Resource Summary page
25408	All	Able to perform CSV user import to an extension that is currently defined as a system extension
25343	All	Description for firewall ports UDP 2088, TCP 8081 should include Reach
25178	All	Unable to perform call pickup on a ringing SCA
24928	All	Park Orbit should be allowed in dial fields
24746	All	Audit pin code and 9# dialing shows DNIS number of 570000 in View call life cycle report for DNIS number
23493	All	View Data Stream: call total and details reports do not report calls abandoned where queue summary does. NOTE: Requires View application update. Review View Release Notes for complete resolution

Defects fixed in 8.1.2.7

Defect Number	Server Models	Problem Description
25372	Connect	CO line may become unresponsive and generate a large number of IECs
25357	All	Schedule PFK will not work if the Schedule Greeting name contains a comma
25333	All	Server may occasionally miss DTMF digits from external SIP calls
25309	All	View stream's active calls list contains inactive calls which never changed status to COMPLETED
24909	All	Call routes with follow me or finally dialed number are not displayed in My Allworx Manager

Revised: December 1, 2016

Known Issues

Defect Number	Server Models	Problem Description	Workaround / Fix Plan
17975	Connect	Allworx handsets do not support Centrex Flash on Connect servers.	No plans to implement on Connect servers.
31308	All	Remove benign log messages when all Shared Call Appearance lines are in use	To be fixed in a future release
31178	All	Server will not negotiate G.722 codec when resuming held call	To be fixed in a future release
30873	All	Call Waiting on Analog handsets may fail if both inbound calls are via digital or analog lines	To be fixed in a future release
30813	All	Call fails when "Modify On Busy Route" is set to dial another extension	To be fixed in a future release
29360	All	Failure to copy Auto Attendant	Workaround: Delete and re-record the Auto Attendant greeting and then copy To be fixed in a future release
29248	48x, 731	Unclear log message whenT1 license key is not installed	To be fixed in a future release
28828	Servers with ACD support	Terminating Wrap-up time from Interact can cause agents to be put in No_Answer state	To be fixed in a future release
27305	All	Server susceptible to Splitter Vulnerability	To be fixed in a future release
26291	All	Blind transfer to invalid internal numbers are not prevented.	To be fixed in a future release
26183	All	Additional copies of "Copy of System User (Default)" template can be created after pressing the Back (arrow) browser control while in the View screen of a user template. (Chrome browsers only)	To be fixed in a future release
26078	All	The STOP option (softkey) is removed while playing recorded messages in visual voicemail	To be fixed in a future release
26077	All	Hanging up handset after completing recording or after listening to voicemail will cause visual voicemail to end	To be fixed in a future release
25904	All	Invalid extension entries in Auto Attendants Dial by Name end with fast busy and "Check Number" message.	To be fixed in a future release
25897	All	SIP Proxy Outside line calls with Anonymous CID routed directly to phones	To be fixed in a future release

Revised: December 1, 2016

Defect Number	Server Models	Problem Description	Workaround / Fix Plan
		display the wrong call ID number.	
25727	All	Codec Mismatch may occur during a blind transfer using SCA	To be fixed in a future release
25686	All	SSRC ID's on RTP generated by Phones are not random/unique	To be fixed in a future release
25681	Connect	Server contains incorrect audio prompts	To be fixed in a future release
25679	All	Call from Enterprise proxy on controller fails on branch.	To be fixed in a future release
25674	All	Calls to multi-site server from handset with undefined Internal Caller ID Number receive fast busy	To be fixed in a future release
25668	All	Internal Event Code when place call into remote site parking orbit	To be fixed in a future release
25634	All	User extensions are visible in Interact when Phone Status Visibility is "Hide Completely"	To be fixed in a future release
25626	All	Caller ID is displayed on phone with "Caller ID Display" disabled	To be fixed in a future release
25593	All	Benign rrdCreate log messages at system startup	To be fixed in a future release
25575	All	With large datasets, Migrate tool may repeatedly warn of errors during download. Note: this issue is caused by the Migrate Tool.	Press "Try again" to continue download

To be fixed in a future Migrate Tool release |
25570	All	Ending a conference from My Allworx Manager will not release conference resources which can cause the conference bridge to incorrectly report it as full.	To be fixed in a future release
25517	Connect	The eCos prompt is not displayed from within a SSH session.	To be fixed in a future release
25516	Connect	The system settings print command from within a SSH session does not display all entries.	To be fixed in a future release
25219	All	Dial-By-Directory may skip newly recorded user name	To be fixed in a future release
24965	Servers with ACD support	Forced logout of an ACD agent is delayed until after wrap up time.	To be fixed in a future release
24964	Connect	4 Wire Return Loss Test takes too long and can yield inaccurate results	To be fixed in a future release
24921	Connect	CO line numbers are not reported correctly in view when line 1 is disabled	To be fixed in a future release
24786	All	In Allworx View, a handset conference shows incorrect caller in active calls after	To be fixed in a future release

Revised: December 1, 2016

Defect Number	Server Models	Problem Description	Workaround / Fix Plan
		"continue without me".	
24766	All	Remote 9212/9224 phones may not register when Queue Alarm is active at boot	To be fixed in a future release
24711	All	Reports > Live Calls reports call no longer active	To be fixed in a future release
24634	Servers with ACD support	ACD call termination for No Agents Available or All Agents Logged Out is not tracked as a statistic	To be fixed in a future release
23777	All	Server may become unresponsive due to timing issues with View during ACD activity	To be fixed in a future release
23743	All	Review of messages created via Visual Voicemail is cut off by inactivity times	To be fixed in a future release
23640	Servers with ACD support	ACD agent cannot log out if admin sets user to "Require PIN change" while the agent is logged in	To be fixed in a future release
23594	All	DTMF tone may play continuously throughout call if arrow keys are press during phone hosted conference setup	To be fixed in a future release
23590	All	Conference button LED does not remain lit throughout conference setup	To be fixed in a future release
23507	All	Migration may time-out with large number of emails on server	To be fixed in a future release
23400	All	Caller ID with commas will not display correctly in Interact call history	To be fixed in a future release
23275	All	Reach may report that a cancelled conference is active.	To be fixed in a future release
23222	All	Call route with multiple Follow Me destinations in a single connection attempt behaves incorrectly	Disable early media on the SIP proxy setup -OR- Change the call route's "Finally:" option to a setting other than Hang up To be fixed in a future release
23195	All	Handsets Caller ID Display setting not working	To be fixed in a future release
22825	Connect	Firefox cannot access the server web admin using a domain name without an installed certificate.	Workaround: use the IP address. Requires a fix to Firefox
22804	All	Deleted Reach user can still place calls from Reach until the application is restarted	To be fixed in a future release

Defect Number	Server Models	Problem Description	Workaround / Fix Plan
22594	Connect	Noise on call after fallback to external phone using CO line on branch site	To be fixed in a future release
22575	All	When adding a new Allworx handset, entered settings are removed after displaying error message for MAC address already exists.	To be fixed in a future release
22574	All	Calls on mapped remote handset are not displayed in Active Systems Calls section of Interact.	To be fixed in a future release
22242	All	With the external call access number set to other than 9 and emergency number direct dial enabled, dialing out will leading 1's (e.g. 81111111) will generate an ambiguous event log messages.	To be fixed in a future release
21900	Connect	The Allworx icon is missing in IE11 when server does not have SSL certificate	Unsupported by IE 11
21337	All	Phone message indicator may stay lit for up to 30 minutes after listening to all new voicemails	To be fixed in a future release
20509	Connect	Reach Link: CO and T1 fallback fail to extension with "Dial number" as final destination.	To be fixed in a future release
16559	Connect	Session Description Protocol (SDP) offer must contain audio before video for video calls.	To be fixed in a future release
11524	48x	Active calls over T1/PRI may be disconnected. Over time, the maximum number of calls that can be handled over PRI is reduced and the Conference Center may become unusable.	To be fixed in a future release
11168	All	Excessive echo on some Intercom calls placed using Allworx 9212L handsets	To be fixed in a future release

Third Party Compatibility Issues

Remote phones and port expanders behind Linksys® NAT devices stop functioning

The Linksys BEFSR41 series NAT devices (and likely other models) have a bug where they can remap UDP ports on 20-minute boundaries. This can cause loss of audio during a call or the inability to place or receive calls. Multiple phones behind the same device exhibit the problem much quicker than a single device. For best results, set phone ports (e.g. SIP, RTP range, etc) independently for each phone and statically map them through the Linksys device. Allworx has tested the SonicWall®, Netgear®, D-Link® and Allworx NAT devices, and these devices do not exhibit this problem.

Revised: December 1, 2016

Third party gateways

The dial plan changes have caused a remapping of the "use default call route" for inbound calls from outside lines. In the past, 795xxx was used to execute the inbound call route for device 5xxx. The prefix has changed from 79 to 429, making the pattern into 4295xxx. Some 3rd party SIP gateways are programmed to call 795xxx for inbound calls. Reprogram these devices to use 4295xxx.

Linksys SRW224G4P

Allworx 9204G phones may not register when connected to a Linksys SRW224G4P (FW 1.0.3 Aug 2007). If this occurs, disable RSTP on the Linksys or lock the speed on the port to GIG.

Network Switches with Spanning Tree Protocol Enabled

When an Allworx Px 6/2 Expander powers up, if STP is enabled on the switch port to which it is attached, DHCP may time out and the Expander may not be able to get an IP address. To avoid this problem, disable STP on the ports for any expanders on your switch.

Headsets

Some users of Hello Direct Ultralight EX Single headsets with 1/8" plug and an adapter have experienced the phone automatically going off-hook or calls being disconnected when they speak loudly. To avoid this problem, speak at a normal volume or use a different model headset.

Revised: December 1, 2016