

Release Note HotCall Add-In 1.11.1, Edition 2

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1 Introduction

This Release Note describes hardware and software requirements to use with the

Quadro's HotCall Add-In software 1.11.1 Date: January 09, 2008

Additional enhancements, bug fixes and known issues incorporated in this software will be listed as known.

Date: January 11, 2008

2 Requirements

The HotCall AddIn is add-in software for Microsoft Outlook that allows Quadro users to make and receive calls from within Microsoft Outlook using their extensions on the Quadro.

2.1 System Requirements

The following specifications are required for the operation of the HotCall Add-In:

Microsoft Outlook version

- Microsoft Outlook 2002 or higher

Network Connectivity

- The Quadro and the host running the HotCall Add-In should be visible to each other.

Please note: If the HotCall Add-In connects to the Quadro from the WAN interface, ensure a filtering rule for the host running the Add-In is created on the Quadro. Creating a rule is not required if the Quadro firewall is not set up or its security level is Low. For more information on creating filtering rules, see the Quadro online help for the Internet Uplink→Filtering Rules page.

2.2 Quadro Software Requirements

The HotCall Add-In Microsoft Outlook is compatible with the following Quadro devices beginning with the software version listed:

- Quadro2x: SW-4.1.50
- Quadro4x/16x: SW-4.1.50

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent HotCall Add-In release.

Release	New Features
1.11.1	Added possibility to create own dialing rules with user-defined options: pattern, prefix and suffix and send a valid number to Quadro's Call Routing table.
	Added possibility to Disable/Re-Enable and Uninstall HotCall from Windows start menu.
	System logs added with possibility of changing the path of log file and sending it to a mail recipient
	Added the "About" HotCall information box.
	Added possibility to disable Outlook's "Call" functionality (its embedded to Outlook and uses TAPI to make a call to selected contact).
1.7	
1.4	

4 Changed Features History

The following table provides a high-level list of new features that have been changed beginning with the most recent HotCall Add-In release.

Release	Changed Features
1.11.1	
1.7	HotCall Settings dialog box redesigned by removing the Hide button and adding Apply, Cancel buttons
1.4	

5 Fixed Issues

Issues fixed since version 1.7:

An issue when the HotCall Add-In extension is an IP Phone		12935
D:	Scenario: <ol style="list-style-type: none"> 1. The HotCall extension is attached to an IP line. 2. Make a call to an incorrect number, e.g. to a number that does not match any pattern in the Call Routing table. 3. No error message is played to the user. 	
C:	The user is not notified of the result of call setup.	
Add "New Distribution List" issue in Outlook 2002		13207
D:	Scenario: After adding a New Distribution List, "LoadContacts:Type mismatch" error appears when trying to call any contact. Besides, only contacts that are located higher than created "Distribution List" are seen in HotCall menu.	
C:		
Reconnect on disconnect timeout does not work		13218
D:	Scenario: If after disconnect the "Reconnect on disconnect" timeout is changed, reconnect takes place.	
C:		
"LoadPhones: Object variable or With block variable not set" error appears in Outlook 2007		13208
D:	Scenario: <ol style="list-style-type: none"> 1. Create a new folder of contacts (for example, a new list of contacts). 2. Add a contact to that folder. It is not possible to make a call to the newly added contact - "LoadPhones: Object variable or With block variable not set" error appears. It is not possible to make a call from user created contact list.	
C:		

6 Known Issues

D: Description

C: Consequences

Fix: How to avoid the situation, or what to do in case the situation has occurred.

"Alt+O+T" shortcut key for HotCall settings does not work with Outlook 2002 12780	
D:	"Alt+O+T" shortcut key to open the HotCall Settings window does not work with Outlook 2002.
C:	No consequences.
Fix:	Use Settings option in the HotCall menu. Will be fixed in the future releases.
"Disable Microsoft TAPI phone" leaves possibility to call using TAPI phone 13197	
D:	When "Disable Microsoft TAPI phone" feature is enabled, it is still possible to make a TAPI call by right clicking on the contact.
C:	No consequences.
Fix:	To be fixed in the next release.
A problem with incoming IP call forwarding to PSTN if HotCall extension is attached to an IP Line and Call Queue service is disabled 13762	
D:	Call is established, but there is no voice stream on both sides.
C:	Keep Call Queue service enabled on HotCall extension.
Fix:	To be fixed in the next release.
Dialing Options part of HotCall settings is not translated to the Italian language 13811	
D:	Even after choosing Italian in regional setting for Windows the Dialing Options are in English.
C:	No consequences.
Fix:	To be fixed in the next release.
"Trying to connect, please wait..." voice message is not played when calling to HotCall extension activated on an IP Line 13952	
D:	Scenario: 1. Hot Call is activated with "Incoming Call Handling" on an IP extension 2. Making incoming SIP call to that Hot Call extension
C:	"Call arrived" window pops up, but the caller does not hear "Trying to connect, please wait..." message. Instead, there is a silence in the caller's handset, until the call is accepted.
Fix:	Enable the Call Queue on that IP extension to resolve this issue. To be fixed in the next release.
A problem with incoming IP call forwarding to an FXS line if HotCall extension is attached to an IP Line and Call Queue service is disabled 13992	
D:	Call is established, but there is no voice stream on both sides.
C:	Keep Call Queue service enabled on the HotCall extension.
Fix:	To be fixed in the next release.

7 Upgrading Instructions

Run the setup file for the Add-In and follow the instructions of the HotCall Add-In setup wizard.

Please note: Before installing/uninstalling the HotCall Add-In, exit Microsoft Outlook first.