

# Transition from WMS2.x to WMS3.x



## Quick Guide

Updated in September 2015

This quick guide explains the main differences between the WMS2.X and 3.X and leads you through the upgrade process

<b>Part 1. General information</b>	<b>3</b>
Improvements and new features	3
Direct Audio and Video	3
Number of concurrent calls	3
W-AIR Presence and Multi Master Mode	3
New login page	3
CTIconnect Improvements (Collaboration)	4
CTIconnect Attendant Console	4
WMS	4
Usage Notes	4
Features not supported by WMS 3.X	5
<b>Part 2. Upgrade procedure</b>	<b>6</b>
Requirements	6
Step 1. Upgrade the PBX to the latest MU8 version	6
Step 2. Refresh the license	6
Step 3. Upgrade PBX to the latest rel380	7

# Part 1. General information

## Improvements and new features

### Direct Audio and Video

- audio and video are transferred between the devices when possible
  - local networks
  - remote offices
- HD Codec is used between the calls of WP Phones
- codecs are set up automatically to optimize the bandwidth
- calls over the internet require less than half bandwidth (15.0 kbit/s instead of 34,4 kbit/s)
- calls over WMS Network require half bandwidth less (26,2 kbit/s instead of 45,0 kbit/s)
- audio and video follow always the shortest path within the network in case of transfers / pick ups

### Number of concurrent calls

Previously the max. number of concurrent calls on the PBX was limited. For the new system, the max. number of concurrent calls on trunk is limited, while the max. number of internal calls (not on trunk), was increased 3 times.

*E.g.: the max number of concurrent calls for the PBX WGW90 is 30, which means that only 30 calls on trunk or approximately 90 internal calls are possible concurrently.*

***Please, take into consideration that the max. number of concurrent calls is limited to the number of channels, and sometimes one call can occupy more than one channel***

### W-AIR Presence and Multi Master Mode

- presence status when accessing the phonebook
- multi master configuration of the W-AIR Network: now more than one master can be present in each network

### New login page

- support of email or phone number as login
- fixed issue with logout on many browsers
- automatic redirect to CTIconnect for users
- link to access administration web interface (WMS) for users with administrative privileges

## CTIconnect Improvements (Collaboration)

- Collaboration is compatible with the browsers Chrome, Safari, IE 10, Firefox 17 and Opera
- Different users can access Collaboration on the same PC and same Browser
- Fax printer driver is compatible with all browsers
- Fax printer works in anonymous / incognito mode
- All browsers work in anonymous / incognito mode

### CTIconnect Attendant Console

- complete integration with Zero Distance
- ready for visually impaired people
- independent call recording for each call
- works without constant connection to PBX
- call management possible also from call pop up windows
- ten lines are manageable at the same time
- statuses and calls are completely synchronized with the connected device

## WMS

- Users
  - send welcome mail
  - change PBX location
  - filter by PBX location
  - delete PBXs
- Dialplan
  - moved Feature Codes and Diaplan Settings
  - added Paging Groups page
  - removed Call Groups strategies *random* and *round robin with memory*

## Usage Notes

### System:

- WMS Network is not available between WMS2.X and WMS3.X PBXs
- Direct RTP is supported between devices on networks by netmask /24
- Direct RTP is supported only for calls between Wildix Devices
- Fax recognition does not work reliably with compressed codecs, such as g.729
- X-Lite Counterpath and other phones which do not support g729 are not supported by the system
  - 2n needs license for g729

- grandstream cameras do not support g729
- Paging is currently supported by local WP Phones excluding WP400 and W-AIR
- Loop calls on same trunk of operator Eutelia are hanged up immediately after answer

### **Attendant Console:**

- In case of Hold, Recording stops and must be started again manually after the call is resumed
- WP Phones (excluding WP400), Zero Distance, W-AIR are supported

### **Dialplan:**

- custom applications syntax must be rechecked
- remote scripts syntax must be rechecked
- Paging Groups and Call Groups must be recreated

### **Microsoft IE10:**

- CTIconnect for IE 10 does not save chat history in browser cache (browser limitation)
- CTIconnect for IE 10 does not store Post-It messages which are lost after page reload (browser limitation)

### **Devices:**

- The auto-provisioning of the following devices is not supported:
  - PORTECH
  - SNOM
- SMS sending via Portech media gateway is not supported

## **Features not supported by WMS 3.X**

- CTI-Hotel interface (rooms view and calendar)
- Call cost block feature (Dialplan rule "Jump to if reached cost limit")
- Call groups monitoring from CTIconnect
- Call parking

# Part 2. Upgrade procedure

## Requirements

- The version installed must be the latest MU8 (rel20mu8) release
- License "Upgrade WMS2 to WMS3"
- All PBXs in a WMS Network must be upgraded to WMS 3 to ensure the correct functioning of the system

## Step 1. Upgrade the PBX to the latest MU8 version

Go to **WMS > Tools and utilities > Upgrade** and upgrade the PBX to the latest release of MU8 (rel20mu8)

## Step 2. Refresh the license

1. Purchase the license "Upgrade WMS2 to WMS3"

2. Go to the **WMS > Settings menu > Tools and utilities > Activation / Licenses**, click on "Refresh via Internet"

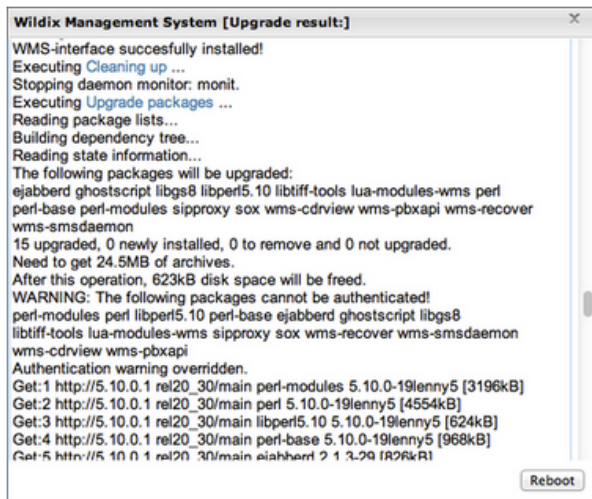
The screenshot shows the 'Activation' section of a web interface. It is divided into three main areas: 'Activated', 'Additional services', and 'Refresh licenses:'.  
1. **Activated**: A table showing gateway details: Gateway model: Wildix GW90, The gateway serial: 080027df203a, Phones allowed: 90, Trunks extensions allowed: 60, Concurrent calls allowed: 30.  
2. **Additional services**: A list of services with 'Yes' status: CTIconnect PRO, CTIconnect PO, Zero distance, CDR View, Fax Server Service, Failover Service, Help Desk Service, and Wildix Integration Service.  
3. **Refresh licenses:**: Two options are shown. The 'Using Internet:' option is selected and highlighted with a red box, with a 'Refresh via Internet' button next to it. The 'Using File:' option is unselected, showing 'Choose File', 'No file chosen', and 'Upload' buttons. Below it is a note: '\* Can be downloaded from <http://pbx.wildix.com/portal/>'. A 'Deactivate license' button is also present.  
At the bottom, a progress bar shows the activation steps: 'Starting activation...', 'Getting gateway ID...', 'Connecting to activation server...', 'Setting license...', and 'Done...'. The 'Done...' step is highlighted with a red box.

## Step 3. Upgrade PBX to the latest rel380

- **WMS > Settings > Tools and utilities > Upgrade** → the repository "**rel380**" must appear in the repository source field\* → Click on "**Perform upgrade**"

\*In case after upgrading to the latest MU8 there appears another repository in the source field (20mu8\_fast), please click to perform the upgrade from this repository before proceeding to upgrade from rel380.

- As soon as the upgrade is finished, the button "**Reboot**" appears:



- Click on "**Reboot**" and wait till you can access the WMS again
- Proceed with upgrading other PBXs in the WMS Network

**After the upgrade the following settings should be redone:**

- **Dialplan menu > Dialplan rules** custom applications present in dialplan procedures should be verified (same as agi scripts)
- **Dialplan menu > Paging Groups and Call Groups:** in the WMS 3.X version Paging Groups and Call Groups have different logic