

Welcome to BCM50, the unified communications solution that gives you an edge on your competition.

The BCM50 documentation is on the BCM50 Documentation CD, which is in your BCM50 kit.

Perform the following steps to view the documentation:

- 1 Insert the BCM50 Documentation CD-ROM into the CD-ROM drive of your computer.
- 2 Double-click the **My Computer** icon.
- 3 Double-click the CD-ROM icon.
- 4 Double-click **Start.pdf**.

This document provides last-minute changes to the BCM50 documentation.

Updated BCM50 documents

Some BCM50 documents were recently updated with new information. You can obtain the following updated documents in the BCM50 documentation collection on Helmsman:

www.nortel.com/helmsman

- *Device Configuration Guide*
- *Installation and Maintenance Guide*
- *Networking Configuration Guide*
- *Reporting for Contact Center*
- *System Overview*
- *Upgrade Guide*

Device Configuration Guide

An updated version of the Market Profile Attributes chapter is available in the Device Configuration Guide, which is on the Helmsman.

Page 75, Feature Settings panel, Table 23 Feature settings (Sheet 1 of 3)

Replace the description column for Page tone with the following:

Select the check box to sound a tone on the sets, before a page begins. Also refer to "Paging on page 219".

Note: This tone is not heard over external page ports.

Default: Selected

Installation and Maintenance Guide

An updated version of the Market Profile Attributes chapter available in the Installation and Maintenance Guide, which is on the Helmsman.

Networking Configuration Guide

Page 112, H323 Settings, Figure 30

Replace Figure 30 with the following graphic.

Page 113, H323 Settings, Table 22 H323 Settings fields (Sheet 2 of 4)

After the Remote capability MWI entry, insert the following row.

Normal route fallback to	None Prime set	Select None or Prime set. If you select Prime set, and completion of the outgoing IP trunk leg of the call in a tandem scenario cannot occur, the call terminates on the Prime set for the line. Default: None
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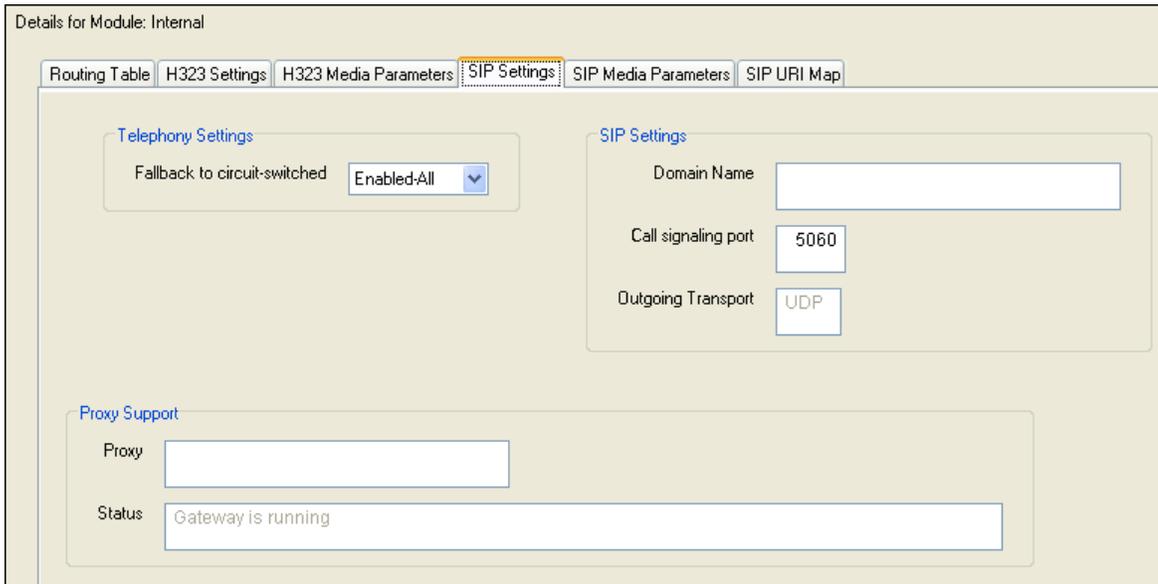
Page 113, H323 Settings, Table 22 H323 Settings fields (Sheet 2 of 4)

After Gatekeeper wildcard entry, insert the following entry.

Ignore in-band DTMF in RTP	<check box>	<p>If you select the checkbox, the BCM ignores audible in-band DTMF tones received over VoIP trunks after the BCM connects the remote end to a locally hosted call center application, or a locally hosted CallPilot application such as auto attendant, voice mail or IVR.</p> <p>Note: Selecting this setting is useful when the far end is a Call Server 2000 (CS2K) & Packet Voice Gateway (PVG) combination where the PVG is provisioned for OOBDTMFSupp=FullSupport resulting in the PVG + CS2K sending out-of-band, as well as in-band, DTMF tones at the same time to the BCM. The PVG may not send both tone notifications depending on whether the call is using G711 and the version of the CS2K software release (i.e. SNxx).</p> <p>This setting should be co-coordinated with the CS2K administrator.</p> <p>Default: Cleared</p>
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Page 118, SIP Settings, Figure 32 SIP Settings

Replace Figure 32 with the following graphic.



Page 118, SIP Settings, Table 24 SIP Settings fields

Replace the Outgoing Transport row with the following.

Outgoing Transport	UDP	<p>The outgoing transport protocol for the gateway.</p> <p>Note: UDP is the only transport supported by the SIP-enabled data services.</p> <p>Default: UDP</p>
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Page 497, Table 110 ISDN Dial-out Interface Channel Characteristics fields

Change the Description column for Channel to read as follows:

Two ISDN channels are available for dial-out, ISDN1, and ISDN2. These channels are assigned automatically.

Page 498, Table 111 ISDN Dial-out Interface Link Parameters fields (Sheet 1 of 2)

Change the range for Maximum Receive Unit and Maximum Transmit Unit from <128–1600> to <128–1500>

Page 503, Table 113 Modem Dial-out Interface Link Parameters fields

Change the range for Maximum Receive Unit and Maximum Transmit Unit from <128–1600> to <128–1500>.

Page 508, Table 116 Modem Dial-in Parameters fields (Sheet 2 of 3)

Change the range for Maximum Receive Unit and Maximum Transmit Unit from <128–1600> to <128–1500>.

Page 511, Table 117 ISDN Dial-in Parameters fields (Sheet 2 of 3)

Change the range for Maximum Receive Unit and Maximum Transmit Unit from <128–1600> to <128–1500>.

Page 513, To add an automatic dial-out interface

After Step 2 insert the following note:

If an interface is enabled and configured for manual dial-out, you must disable the interface before you can configure it for automatic dial-out.

Reporting for Contact Center**Page 19, Upgrading the CCRS and RCC on the same PC for BCM50 2.0**

When you upgrade the Contact Center Reporting Server (CCRS) application service and Reporting for Contact Center (RCC) with both components installed on the same PC, you must perform the following steps.

- 1 Stop the RCC service on the web host PC (RCC Launcher service).
- 2 Wait 3 minutes, and then execute the CCRS application service upgrade as documented in the *Contact Center Set Up and Operation Guide* (NN40040-301).
- 3 After the upgrade reboot the web host PC.
- 4 After the web host PC fully reinitializes, run the RCC upgrade as documented in the *Reporting for Contact Center Set up and Operations Guide* (NN40040-302).
- 5 After the upgrade reboot the web host PC.

System Overview**Page 9, System Overview**

Replace bullet 6 in the list titled "In short, BCM50 delivers:" with New router maintenance.

Upgrade Guide**BCM50a/e integrated router configuration guides**

No feature changes apply the BCM50 1.0 router when you upgrade a BCM50 1.0 system to BCM50 2.0 software. The BCM50 1.0 routers still have their existing feature content and firmware.

Continue to use the BCM50 1.0 router documentation, *BCM50a Integrated Router Configuration Guide* (N0027181) and *BCM50e Integrated Router Configuration Guide* (N0027182) that came with your BCM50 1.0 kit, or download the documents from the Helmsman.

Preface

Add the following text to the Preface of each BCM50a/e integrated router configuration guide.

This guide provides information for both the standard and b-series BCM50 2.0 hardware. The standard and b-series BCM50 2.0 hardware variations are the following:

- BCM50a
- BCM50e
- BCM50ba
- BCM50be

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