Product Bulletin

TITLE: DCS Software V2.3 96.12.31
DATE: JANUARY 30, 1997
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BULLETIN NO.: 054-DCS0
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The following is a list of DCS Release 2 enhancements and fixes between 96.05.15 V2.2 and 96.12.31 V2.3. Your ideas have been instrumental in the continued improvement of the DCS product. Listed first are the problems or "bugs" that may have caused you a service call. Listed second are enhancements that will help you to provide a more user friendly product and provide better service to your customers. The DCS software is separated into two types of software 96.12.31 V2.3 for Basic and 96.12.31 V2.3C for CID version. Enhancements not included in the Basic version are noted so in the Enhancement list.

This DCS Release 2 software requires a database conversion if an existing release 2 program is operating the system. The PCMMC file is on the STA bulletin board system at (305) 592-2344. The file area is 9 or you can browse for PC2_1231.EXE for DCS Basic software or PC2_1231C.EXE for DCS Caller ID software. PC2_1231.EXE and PC_1231C.EXE will create their own directory on the C: drive of the computer that it is executed on. Also, we suggest that the text file CONVERT.TXT is downloaded and read prior to a database conversion. If you have any questions please contact the STA Technical Support department.

NOTICE

STA will begin shipping this new version of Release 2 Software 96.12.31 V2.3 in late February. It will replace the older version 95.05.15 V2.2.

DCS Technical Manual updates relating to this new version are included with this bulletin.

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Bug Fixes in DCS RLS 2 Version 96.12.31 V2.3C

1. **SPEED DIAL INSERTS "B"**
   When using speed dial to call or transfer to an internal voicemail system a "B" was inserted in the dial stream when a pause ("P") was programmed. For example, when station speed dial was programmed as XXX PP XXX the inband digit sting to voice mail was translated as XXX BB XXX. XXX = station number. Both 96.12.31 V2.3 Basic and CID versions correct this problem.

2. **TRUNK_A1 CARD RELAY**
   When the first relay on a TRK_A1 card was programmed there was no audio via the page tip and ring. As a temporary fix the second relay was programmed and used. Both Basic and CID versions of 96.12.31 V2.3 correct this problem and allow first relay to function normally with the TRK_A1 page tip and ring. Also the audible pair with multiple TRK_A1 cards has now been made common. This allows for single amplifier or multiple amplifier use. See Enhancements for more information.

3. **TOLL RESTRICTION APPLIED ON INCOMING CALLS**
   In earlier versions of Release 2 software toll restriction was applied to incoming calls. This caused an unusual problem for voice mail users who attempted to bypass menus by pressing keys when the voice mail answered. This problem would disconnect people who pressed the digits that matched the toll restriction deny table for the voice mail station(s). Example: The voice mail stations are toll restricted from dialing 12,13,14,15,16 etc. on a trunk. A caller would call in from their remote office and hear "Hello thank you for calling..." Caller presses 1 to reach sales and 2 to reach the sales manager. The DCS would disconnect the caller because of the toll restriction. Both 96.12.31 V2.3 Basic and CID versions correct this problem and toll restriction is not applied to an incoming call. If you did not toll restrict your VMA stations you would not have experienced this problem.

4. **MESSAGE DISPLAY**
   When leaving a message (feature access code 41) the LCD display prompts the user to "enter station or group #". Leaving a message to a group can cause message

return problems. The prompt for group has been removed. The display now prompts user to “enter station number”. A group can no longer be entered.

5. **CALL TYPE “A” NOT SENT TO VOICE MAIL**
If the call type flag was set to “A” in MMC 726 no character was sent. Several voice mail manufactures set default call type to the character “A”. This was temporarily corrected by changing the call type character in the voice mail system to something other than “A”. Both 96.12.31 V2.3 Basic and CID versions correct this problem.

6. **LARGE NUMBER OF LCR INPUTS RESET SYSTEM**
If a complex LCR table (MMC 710) was programmed the system would reset as entries neared the maximum number of 500. The information remained in the system memory and the system performed normally. However, this caused great inconvenience to the technician doing the programming. Both 96.12.31 V2.3 Basic and CID versions correct this problem.

7. **HIDDEN SPEED DIAL SHOW**
When using hidden speed dial feature the number momentarily showed when using ground start trunks. Both 96.12.31 V2.3 Basic and CID versions correct this problem.

8. **FIVE PARTY CONFERENCE SQUEAL**
If five party conference was used there was a squeal just prior to the fifth party joining the conference. This usually happened just after the conference controller pressed the CONF key to add the fourth party and then went away when the controller pressed CONF the second time to add himself as the fifth party. Both 96.12.31 V2.3 Basic and CID versions correct this problem.

9. **CALLER ID DISPLAY REPEATED**
Several of you have encountered the problem on some systems but not all of them. You may refer to it as the “CID Sticking” problem. Essencially the CID information displayed for an incoming call, either NAME or NUMBER repeated itself on subsequent calls. Then for no appearant reason returns to normal operation. This was a tough one to find!

There were two factors contributing to this:

a) **CID Review List Size**
Station CID review list size did not seem to add up correctly when programming the "ALL" option. This was due to the program assigning review blocks to stations that did not use review blocks. i.e. Single line and SIM ports. The option to change review list size for "ALL" has been removed. Review block sizes must now be changed on an individual station basis. 96.12.31 V2.3C corrects this problem.

b) **Timer Conflict**
When the Caller ID Message Receive Timer (MMC 501) was greater than the No Ring Detect Timer (MMC 503) and the CID review list was incorrect you may have experienced repeated CID display.

Change the values as follows:

CID Message Receiver Timer MMC 501
Default 8 sec. - Change to 6 sec.

No Ring Detect Timer MMC 503
Default 4 sec. - Change to 7 sec.

This is also the solution for Plantom Ring described later in this bulletin.

10. **T1 DSP SEIZURE**
In a fractional T1 application some service providers busy out unused T1 channels by flagging the AB bits to 11 . AB = 11 means that the trunk is seized in an off hook state. This caused the common resource DSP receivers to be seized to receive digits making them unavailable for other system uses. The DSPs now release if no digits are received within 10 seconds on seized T1 trunks. Both 96.12.31 V2.3 Basic and CID versions correct this problem. This may not have been observed if the proper method of programming unused T1 trunks is applied. Most technicians use the "ALL" command when programming T1 trunks. It is recommended that all unused T1 trunks should be programmed as "UNUSED" in MMC 411. The system then does not allocate resources to unused trunks if programmed correctly. DSP resource considerations should be made for T1 DID or E&M tie line service the same way consider-

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ations for 8SLI card use are made. Remember these types of trunks need a receiver when they are seized. See Part 10 of the Prostar DCS Technical Manual Installation section.

Enhancements in DCS RLS 2 Version 96.12.31 V2.3C

1. **E&M NAME DISPLAY**
   E&M tie lines can be programmed to follow or not follow the DID translation table (MMC 714). Obviously if digits match the system numbering plan tie lines service does not need to use the DID translation tables. Previously using the DID translation table for tie line digit translation provided only that, digit translation. We have improved the DCS software that when tie line service uses the DID translation tables all the programming options in MMC 714 apply. In both 96.12.31 V2.3 Basic and CID versions Name Display and Call Waiting apply to tie line service when programmed (MMC 416 E&M Translation) to use the DID Digit Translation table (MMC 714).

2. **EXTERNAL PAGE COMMON AUDIO**
   The audio output of a TRK_A1/A card has usually been associated with the TRK_A card that the relay is located on. Each TRK_A1 card audio output has a 600 ohm impedance. This caused an impedance mismatch when multiple 600 ohm inputs were connected to a single amplifier input. We have now made the audio output of the TRK_A1 cards common. This allows the use of only one page audio pair even if there are two or more TRK_A1 cards installed. Individual zone access can now be better controlled by the relays as opposed to which TRK_A card is accessed.

3. **ALL TRUNKS OUT OF SERVICE DISPLAY**
   The display on the DCS digital sets are now more meaningful in the event of the loss of all central office lines. The previous display when all trunks were out of service was “ACCESS DENIED” via LCR or TRUNKS UNAVAIL via direct trunk access. The new display in the DCS with either 96.12.31 V2.3 Basic and CID version of software will indicate that there is a catastrophic line failure by indicating “ALL TRUNKS OUT OF SERVICE”. As usual the DCS will continue to scan programmed trunk circuits for loop current to return them to service.

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4. **DISA DTMF DETECT TIMER**
There has been a new timer added to the DCS MMC 501. This timer allows the DCS to drop the DSP connected to the DISA trunk when this timer expires. This is very useful in applications where "talk off" is a problem. "Talk off" is a term used for when a human voice reproduces DTMF tones and may cause a device to react to that tone. In some DISA applications the "talk off" has reproduced the # sign causing the call to disconnect immediately. Default setting = 000 provides the DSP for the entire length of the call. Timer range is 000 to 255 seconds. If the DISA DTMF DETECT timer is changed the DISA caller will not be able to make additional calls after this timer has expired because the DSP has been dropped. The user must make a new DISA call to the system if additional DISA calls need to be made. This is not to be confused with the DISA ICM COUNTER in MMC 500 which determines how many times a new call can be made by pressing the * key. Note that if the DISA DTMF Detect timer is set to 001—255 then the time allowed for the multiple calls is limited to this timer value.

5. **EXECUTIVE BARGE IN TO TRUNK**
This feature has been enhanced to allow Executive Barge-In to a busy trunk. This is very beneficial in the call center application where trunk barge-in is favored over station barge-in. There are 30 available Class of Service (COS) levels available in the DCS. Trunks always reference COS 01. Therefore to accomplish trunk barge-in make COS 01 not secure and allow the station COS to barge-in.

6. **TRUNK GAIN CONTROL**
Two new MMCs have been added to the DCS CID S/W that allows for trunk gain control (more commonly referred to as "padding"). This has been added to the DCS to assist in adjusting loss to trunks. This has become a necessity in areas that have T1 service provided by central offices that used to provide only long distance service. Usually these are a class 4 type central office. The loss plans to these offices are different than to a newer class 5 office that most metropolitan areas are served by. The trouble encountered is usually on the T1 line to the DCS. The symptoms typical to this problem are distorted voice or very loud voice on T1 calls. The adjustments available in the MMCs attached to this product bulletin (MMC 417 and MMC 418) are on a per trunk basis. These MMCs **SHOULD NOT** be used to correct low volume. Low

volume problems can be intermittent and are usually caused by transmission facilities. Available in 96.12.31 V2.3C. This enhancement is not available in DCS 96.12.31 V2.3 Basic version.

Technical Tips

This section is dedicated to answering some of the most common issues regarding understanding of the DCS MMC commands. Future publications of the DCS manual will address these MMC changes to assist you.

1. **CONSTANT OR PHANTOM RING**
   This occurs when trunks are programmed for CID use and the central office lines have a call forward reminder ring or a caller hangs up after the first ring. The CO line will continue to ring indefinitely or until the line is answered. This is due to the Caller ID Message Receive timer (MMC 501) overriding the No Ring Detect Timer (MMC 503). To correct this constant or phantom ringing change the No Ring Detect timer from the default of 4 seconds to 7 seconds. Also change the Caller ID Message Receive timer from default of 8 seconds to 6 seconds. The Caller ID Message Receive timer should be less than the No Ring Detect timer. MMC 503 is attached to this bulletin. This does not happen in DCS Basic software because the CID Message Receive timer does not apply.

2. **AUTO DAY NIGHT FUNCTION**
   There have been reports of the AUTO DAY NIGHT feature not working correctly. This is due to a misunderstanding of the system feature operation. The day/night times are within the same 24 hour period. See the following example and the attached MMC for clarification.

   Example 1: Night time is set to start at 14:00 and end at 15:00 on Monday. This will put the system into night mode for one hour from 2:00PM to 3:00PM.

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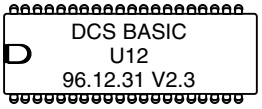
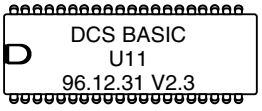
Example 2: Night time is set to start at 17:00 and end at 08:00 on Monday. This means that night time for Monday will END at 08:00 on Monday and night time will START at 17:00 on Monday. The next day, Tuesday is set the same. i.e. Night time is set to start at 17:00 and end at 08:00. Now, the system will go out of night from Monday at 08:00 AM on Tuesday. The system looks at each day as a twentyfour hour period and allows you to set start and stop time within the particular twentyfour hour period that was selected. Do NOT blank out the time. Input 00:00 if no inputs are to be used.

3. **EPROM BASIC AND CID SOFTWARE**
Reference the Installation Section Part 9 of the DCS Technical Manual for Installation Procedures. DCS ROM Software (Main Program) must be installed as a set. Basic is only two EPROMs. CID version is four EPROMs. All four EPROMs must be installed. Do not mix versions.

BASIC VERSION





CID VERSION