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# Product Bulletin

TITLE: Starmail Software V14.1  
and Memory Module 3.1 Improvements

BULLETIN NO.: 058-STAR  
NO. OF PAGES: 1 of 5

DATE: APRIL 03, 1997

ISSUED BY: PRODUCT DEPARTMENT

This update bulletin addresses the latest improvements in Starmail Software V14.1 or later, and Memory Module 3.1 or later.

Like previous Starmail Software two versions exist. "S" software is used for 4 Port Cabinets, and "X" is used for 8 port cabinets.

Software version 14.0 is necessary to be compatible with the new larger sized memory modules (30 hours). We have also taken this opportunity to add **EVEN MORE FEATURES TO THE ECONOMICAL STARMAIL PACKAGE**. These changes are detailed below.

## **SOFTWARE RELEASES, MEMORY MODULE SIZES, UPGRADE METHOD AND SOFTWARE COMPATIBILITY**

### **1. NEW DRIVER JUMPER PINS**

The 30 hour memory module can be identified with the manufacturers name "Seagate". The pin configurations that identify the master and slave drives have changed. These jumper pins only need to be changed if you are using a redundant memory module or you are transferring data from one drive to another. See the attached Technical Manual Update pages for a complete description.

**Note:** *This new software will not work with old (4, 8, 6, 12 hour) drives. The old software 12.X and earlier will not work with new hard drives (17, and 30 hour V.3.1).* It is not possible to upgrade a version 2 disk (2.X) to a version 3 disk drive (3.X). For a complete description of software and disk drive compatibility, see the attached packet of technical manual update information.

### **2. UPGRADE FROM 2.2**

When upgrading from V.2.X Software:

- a) Power down Starmail
- b) Replace 2 EPROMS in Starmail cabinet with new V.14.0 EPROMS
- c) Replace existing disk drive with a new 17 or 30 hour disk drive (old drives cannot be upgraded)
- d) Initialize and reprogram Starmail

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## NEW FEATURES

### 1. MESSAGE REPLY AND MOVE

*Now when a message is replied to or moved the original message is not deleted. A voice mail message may be copied to one or more mailboxes. The original message is retained in the users mailbox. An introduction can be added each time you send a copy of the message to another mailbox. Associate documentation: none.*

### 2. PAGING STRING DELAY

A 10 second delay can be entered in paging string (the data is entered in function 525 as #4). Associated documentation: Function 525.

### 3. DEFAULT OPERATOR POSITION

Default operator position changed from 500 to 0. This corrects certain complications when overflowing from an operator group. See operator translation bellow. Associated documentation: Function 410.

### 4. NEW PROMPTS

Several new prompts have been added to the memory module that will better guide the user and technician. These are: "The following message has been copied", "Group messages cannot be moved", "That entry is out of the programmable range", "Enter the destination for jump branch", "To hear the message again press 4". Associated documentation: none.

### 5. NUMBER OF RINGS TO ANSWER

Function 310 sets the number of rings to answer in the day mode (this is an existing function) function 311 is a newly added function that sets the number of rings to answer in the night mode. Default ring is one.

Note: The 816 will always answer intercom calls on the first ring. Associated documentation: 311

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## 6. MESSAGE WAITING LIGHT CONTROL

When you have single line phones installed that do not support message waiting lights Starmail can send a ring signal to alert the station used of a message waiting. Associated documentation: Functions 516 and 517.

## 7. DIAL BRANCH SCREENED TRANSFER TIMER

Transfer for screened transfer from a dial branch. List in number of rings. Default is 3, range is 2 - 9.

Note: In earlier Starmail software versions a potential problem can exist when a dial branch transfers a call to a ring no answer station. Because Starmail uses a "blind" transfer it loses the identity of the call and the b/a reroute designation may not be followed.

Software V.14.1 or later included an improved method of transferring calls from a dial branch. Previously, the dial branch busy - no /answer reroute was not being followed correctly because transfers were blind. Now dial branch transfers are screened to ensure the correct routing of unanswered calls.

If this arrangement is not acceptable to you the screened transfer option can be turned off with this function.

Note that the screened transfer option only applies to dial branch transfers, all other transfers are automatically blind. Associated documentation: Function 312.

## 8. INITIALIZE SYSTEM

If the technician passcode is not known, a system initialization can be performed with hardware configuration. For more information about this please read INSTALLATION SECTION 2.9. Associated documentation: Function 100.

## 9. EXTENSION RANGE

The maximum allowable extension range in the 816 integration is 21 to 79. The station numbers on an 816 should not be changed when Starmail is used.

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## 10. MAILBOX TRANSLATION

When mailbox translation is set up in function 535 it will only work through auto attendant routing. The inband data for call forward and auto log in are not supported. Associated documentation: Functions 315 and 535.

## 11. EXTERNAL PAGING INTERVAL

The timer for external paging interval is also used for the interval between the cascade pages used in mailboxes 920 to 929. Associated documentation: Function 520.

## 12. MESSAGE RING EXTENSION

When single line phones are installed on the phone system, and message wait lights are not supported, the Starmail can be programmed to ring the station instead of turning on a message light. Associated documentation: Function 516.

## 13. MESSAGE RING INTERVAL

When the "message ring extension" feature is enabled, there is a programmable timer that determines how often the stations will be called. Associated documentation: Function 517.

## 14. EXTERNAL PAGING DIALER

A ten second pause can now be added in the external paging dialer interval. Associated documentation: Function 525.

## 15. INFO BOX SET UP

If mailbox has been previously assigned as a normal mailbox, you must:

- a) Empty all messages from the mailbox
- b) Delete the personal greeting for the mailbox
- c) Delete the mailbox using Function 505
- d) Create the INFO mailbox using Function 570
- e) Record the personal greeting for the INFO box

If this is not done it is possible to think that you have installed an INFO box but in fact it will still be a normal mailbox. There will be two symptoms of this:

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- a) Only a two minute personal greeting can be recorded (instead of the 14 minute INFO greeting)
- b) When calling the mailbox it will be possible to dial "1" and leave a message.

NOTE: The easiest way to route a caller to an INFO box is to use a dial branch with no members, no recording and a busy no/answer reroute going to the INFO box. Associated documentation: Function 570.

16. **SET DATE**

The date on Starmail can now be adjusted. Associated documentation: Function 7325.

17. **FREQUENTLY ASKED QUESTIONS**

We have received a number of questions about the following (I hope this saves you some time):

- a) Number on a privacy list must be in the extension number range
- b) 816 extension numbers cannot exceed 79
- c) 2 and 3 digit extension numbers cannot be mixed.

Please add the attached pages to your Starmail Technical Manual.