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STA is pleased to announce the DCS Release 3 feature package. This improved version of the DCS includes the following:

• New 7B Keyset
• Computer Telephony Integration - TAPI Interface
• Phone Services 2000 - Samsung's very own TAPI Application
• 11 New features or enhancements

RELEASE 3   OVERVIEW

1.   NEW 7B KEYSET

A new DCS keyset with a smaller footprint offering the same great DCS styling and functionality. These will be perfect for those larger offices that need a high number of economical keysets but still want page announcements, live keypads with on-hook dialing and message waiting LEDs demanded by voice mail.

There are 7 programmable keys. The first 3 (top row) have red and green LEDs. The 7B Keyset has the same volume controls, ringer selections, reversible base wedge and programmable options as its bigger cousins. The conveniently larger HOLD and TRANSFER keys are available. The ANS/RLS key has been replaced with a MONITOR key because this keyset does not have full speakerphone operation. It does have voice announcing and call monitoring.

2.   CTI - COMPUTER TELEPHONY INTEGRATION

DCS Release 3 provides TAPI, Telephone Application Programming Interface. This is a single user open architecture interface (OAI) offering first party call control.

TAPI requires an external CTM (Computer Telephony Module) for each computer to keyset connection and the DCS TAPI Service Provider Software. This is provided on a 3.5 inch diskette, labeled 1 of 4, and it is packaged in the CTM box. Communication between the keyset, PC and KSU is carried over the "D" channel of the DLI station port.

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NOTE: The CTM can be ordered with or without a serial cable. The Samsung supplied cable has both a DB9 and DB25 connector on one end. This will fit any PC COM Port.

TSAPI, the system wide link, will NOT be available for approximately 3 months.

3. PHONE SERVICES 2000

PS2000 is Samsung's very own TAPI application. While the computer may never be as reliable as your telephone it can provide a number of enhanced features. Combine Caller ID and PS2000 to "Pop Up" a customer file on your PC monitor. Add notes to your call records. Search a list of calls by clients, date, telephone number, account or key word. See the PS2000 brochure for more details.

This TAPI application is included free with each CTM. A total of 4 diskettes contain the TAPI service provider software, PS2000 application and user manual. Insert diskette #1 and follow the easy on screen setup instructions for Windows 3.1 or Windows 95.

Diskette #4 of the PS2000 package contains the PS2000 User Guide. This can be printed out at your convenience. Additions and updates to the PS2000 User Guide will be available on the Samsung bulletin board, (305) 592-2344. Feel free to distribute as many copies as needed.

4. NEW FEATURES AND ENHANCEMENTS

a) CUSTOMER SET RELOCATION

Release 3 offers a new feature that permits the customer's system administrator or office manager to swap keyset data between two like keysets. This provides for quick and easy relocation of employees from one location to another. The procedure is password protected and can be repeated as necessary. This new feature has sufficient functionality to be convenient but not enough to get into trouble. Technicians can combine this with the copy key programming feature to make moves / changes easier. See MMC #315.

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b) VOICE MAIL TRANSFER KEY

A Voice Mail transfer key allows an operator to **Quickly** send a CO call directly to a specific voice mail box without having to wait for voice mail to answer. This not only means that the operator is not burdened with having to navigate long voice mail menus to reach the destination mailbox but that the transferred party hears the entire personal greeting of the destination mailbox and so is more confident that they are reaching the correct person. This will help eliminate the outside party dialing "0" to exit back to the operator to confirm the message was sent correctly. This new programmable key is particularly useful when a company has a lot of calls for individuals that have a voice mail box but do not have an extension number on the system.

Operation: While on a CO call press the VT key then either dial the voice mailbox number or press a DSS key and hang up.

c) REMOTE HOLD

The Remote Hold feature allows a keyset user to place a CO call on hold at a remote station. This allows the user of the remote station to be paged to pick up the call without having to know the trunk number. Only the extension number of the remote station needs to be known. A page announcement can be "John you have a call" or "John pick up". John knows his own extension number and so can dial 12 + his number from any phone and retrieve the call. This feature also allows time for a user to place a call to a remote station and then proceed to that station to retrieve the call at that location. This is useful when checking files or parts availability for example. You can remote hold as many calls to a destination keyset as the remote keyset has available CALL buttons or DT keys. Single line phones can only have one call on hold at a time. Multiple calls are possible at a keyset because calls are being held at the destination keyset and not at the transferring keyset.

Operation: While on a call press the transfer key then dial the intercom number of the station that the call is to be put on hold. Press the hold key and hangup. Call is now on Remote Hold.

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d) SPECIAL CODE TABLE

This feature has been added to simplify toll restriction schemes and reduce the number of toll restriction entries on systems whose telephone company offers custom calling features that generate a second dialtone. The most common of these features is Caller ID block, (usually ✱67), although One Time 3 Way Calling is also gaining in popularity. When a user seizes a CO line and dials one of these codes the CO will return a second dial tone. The system will now apply toll restriction and LCR to the digits dialed after the special code table.

e) HEADSET ON/OFF KEY

With the increase in the use of headsets it has become apparent to us that this key is required on the DCS system especially in the case of a busy operator or telemarketer. These types of user are almost constantly on the phone and are not idle long enough to perform the current programming operation. In the case of the telemarketing representatives this problem is increased because these stations are almost always non display sets and will probably be a major user of 7 button sets and so do not have good visibility of the change procedure leading to errors. In Release 3 you can have a programmable key on your keyset. Use this key or MMC 110 to select headset or handset mode.

f) NIGHT RING FOR DID

There have been many requests for us to add a night ring destination to DID calls in the DCS. We have now added this capability to the DCS. Release 3 will have a translation table of 200 entries with each entry having a day and night destination.

g) FORWARD FOLLOW ME ADDED TO COS

The Forward Follow Me feature has been added as a separate item to the class of service table. This means that the Forward Follow Me feature can be denied to stations on a class of service basis. This is useful in sales applications where the users have non display phones and so would not know if a rival salesperson was stealing their calls by doing a Forward Follow Me to their station.

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h) NIGHT SERVICE KEY OPERATION

The operation of the current Night Service key has been changed. Previously the Night Service key (N/S key) had a lower priority than the Auto Night Service table programmed in MMC 507. This caused problems whenever there was a public holiday and the owner of the system closed for that day. What happened in this case was that the user pressed the N/S key on the evening before the holiday, however, the next morning, because the timer table has priority, the system exited N/S at the usual time. This gave callers the impression the business is open even though there is no one there. Now that the N/S key is changed to a higher priority than the table then the system will stay in N/S mode until the N/S key is pressed to turn N/S off. This will make the N/S key in effect an override for the Auto N/S table.

i) CALL FOR GROUP DISPLAYS

Previously on the DCS the Group name assigned to a station group was only seen by a display keyset making an intercom call to that group. This meant that when a call was transferred to the group there was no indication of which group the call was for after the transfer had been completed. Also when a new CO call was ringing at a group the group name was not displayed. This situation has been changed to provide better use of the group name display.

OLD DISPLAY:

CALL FOR 5XX
7XX: Trunk Name

NEW DISPLAY:

CALL FOR 5XX
Group Name

j) MOH DURING TRANSFER

An option has been added to MMC 210 to allow music on hold to be heard from the time the transfer key is pressed until the call is answered either at the destination or after it has recalled to the operator. The reason this option has been added is that many systems have an "Advertising on hold" message as the MOH source for the trunks. Many end users become very annoyed when they realize that the expensive professional recording they have had made is only being heard for a

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few seconds on each call. Now you can select MOH as an option instead of ring back tone for:

a) Calls in queue at a group
b) Calls ringing a station
c) Calls camped on to a station

This is a system wide option. Items a), b) and c) get MOH or ring back as a group and can not be selected individually.

SOFTWARE VERSION INFORMATION

This new version of software is V 3.1. It replaces V 2.3C. There is no longer a BASIC and CID version. All DCS features are included in this new 3.1 version. The corresponding version of PCMMC is PC3mmdd.EXE.

Note that you can only install V 3.X Software in a newer version KSU with a 32 pin CPM socket. STA has been shipping these since May 96.

UPDATING TO RELEASE 3

Upgrading to Release 3 is easy using the DCS PCMMC program. The DCS Release 3 PCMMC will be available on the Samsung bulletin board. The Samsung bulletin board can be reached at (305) 592-2344. Using a communications program (i.e. Procomm, BitCom, etc.) call the Samsung bulletin board and download the new release 3 PCMMC. The Release 3 PCMMC is identified by the PC3 in the PC3mmdd.EXE file. This is available in file Area 9 (DCS area) of the bulletin board. This PCMMC is self extracting and will create its own directory on your computer's C: drive when executed.

In order to upgrade the system a complete download of the existing DCS database must be performed. Use the correct version of PCMMC for your current DCS ROM version software. Contact the Samsung Technical Support Department if you are unsure of the compatibility of PCMMC programs with DCS software.

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After a successful download the DCS database file should be copied into the new Release 3 directory. The Release 3 PCMMC program includes a conversion program that is called CONVERDB.EXE. This is located in the Release 3 directory or it can be accessed via the PCMMC program by starting PCMMC and accessing the "-" on the toolbar. In the toolbar window the program is called CONVERT DB. When this program is executed it will ask for the BACKUP DB FILE NAME. This file name is the original database that was copied to the Release 3 directory. After you have entered the original database file name you will be prompted ENTER THE OUTPUT FILE NAME. This is the name you want to give to the new converted database. Don't forget to include the .DCS extender to the file name. PCMMC will not recognize it as a database file without this extender. The conversion process usually will take a few minutes to complete. The time is dependent on the amount of information in the database.

The DCS system can now be powered off and the software installed as described in Part 9 of the DCS Technical Manual.

After the software has been installed the system can be powered up. When the system is running default the system via MMC 811 to clear the memory. Now the new converted database file can be uploaded to the system. After the upload is complete test the system for proper operation.

Now that the DCS is operational, if there is any new hardware to be installed it can be done now. As always after any major additions to the system a database backup should be performed.