Product Bulletin

TITLE: DCS Release 4 Announcement
DATE: October 2, 1998
ISSUED BY: Product Department

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STA is pleased to announce the DCS Release 4 feature package. This new version of software supports the following:

- CADENCE - Auto Attendant/Voice Mail/Fax System on a card
- 64 Button Module
- 8 Port Single Line card with message waiting lamp control
- Feature enhancements

DCS RELEASE 4 OVERVIEW

New 1. CADENCE

The CADENCE Voice Mail system is a fully integrated Auto Attendant/Voice Mail/Fax System on a single DCS circuit card. This optional card is designated the CVM8A and provides 4 or 8 channels of communication. Only one card is permitted per system and it can be installed in any universal card slot.

This fully featured self contained system is connected directly to the DCS data bus and communicates with the DCS processor. This design means that installation time is minimized, operation is streamlined and many features can be implemented that are not normally possible with older, conventional, stand alone Voice Mail/Auto Attendant systems.

All power to run this self contained system comes from the DCS telephone system power supply. Each of the DCS power supplies are rated according to the number of stations it will support. When CADENCE is installed it counts as (8) eight stations of the PSU 40 or PSU 60 rating regardless of the number of Voice Processing Modules installed.

Please ask STA Customer Service or your Regional Sales Manager to provide you with additional information on the CADENCE product.

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New 2. 64 BUTTON MODULE

The new module is different than the existing 32 button AOM. We have put 64 buttons with RED only LEDs in a module that has the same footprint as the 7B keyset. These buttons can be programmed with any of the codes in MMC 722/723 except CALL buttons. These require red and green LEDs.

A maximum of two (2) can be assigned to any keyset. A maximum of four (4) in the DCS system.

This module can **NOT** be used as a stand alone module.

New 3. 8MWSLI CARD

This is an eight (8) port single line card that supports conventional message waiting lamps of 85~96 VDC. The card provides the voltage to operate the lamps. The lamp has a programmable flash rate (100ms to 2000ms ON or OFF times) or can be set to no flash (steady ON).

The configuration rules for the DCS are the same with the 8MWSLI as with the 8SLI.

4. ENHANCEMENTS

a) CID/ANI DISPLAY ENHANCEMENT

MMC 119 now allows display keyset users to select NAME FIRST, NUMBER FIRST or NO DISPLAY for both CID calls and ANI calls in the same system. CID (Caller ID) service provides caller name, number and time stamp via an analog trunk. ANI (Automatic Number Identification) calls only provide the calling number via a digital T1 facility. The DCS inserts the system date and time stamp. This allows greater flexibility in screening calls when having CID and ANI service on the same system.

b) CID DISPLAY HELP

The CID display has been enhanced to allow the user to determine if CID information was received in error or not received at all or if the CID DSP resources are not

available for that call. Release 4.x software allows for trunks that are flagged as CID trunks in MMC 414 CID/ANI Trunk assignments, to display [NO CID received] on an LCD keyset if no CID information is received on the trunk(s) flagged for CID use. The enhancement also provides the display [NO CID DSP] to inform the station that the CID DSP resources were not available for that call. This will help in determining when CID call information is not received if it is due to the network not providing the CID information or if the DCS DSP resources were at fault and the Expansion A1 card should be replaced. A third display has been added to show if erroneous or incomplete CID information is received. The display will show [invalid CID info] if the CID information is multilated or the FSK checksum is incorrect. CID resources differ from ANI because there are eight dedicated FSK DSP's for CID on the Expansion A1. ANI is inband DTMF signaling during the call set up and uses the common DTMFR DSP's. This CID enhancement will help to eliminate any questions about receiving CID data.

c) ANI ON SMDR PRINTOUT

E&M tie lines on a T1 span used for ANI service now show up in the SMDR report. The SMDR header has been updated to reflect CID/ANI Name and CID/ANI Number. Previously these column headers only indicated CID.

d) LCR ENTRIES INCREASED TO 1000

With the addition of so many new area codes and C.O. prefixes accurately setting up LCR routing was becoming increasing difficult in selected cities. To accommodate this we have increased the number of entries in MMC 710 from 500 to 1000.

As there has been no additional RAM memory added to the DCS KSU these additional 500 entries came about at the expense of toll restriction entries. The toll allow and toll deny tables were decreased from 500 to 250 each.

e) DIRECTORY DIALING IN ALPHABETICAL ORDER

All three system directories, PERSONAL, SYSTEM and STATION have been enhanced so that they are alphabetized within each letter group. Previously a new

entry of “JAMES” would appear in the list of “J” but at the end of the list. Now entries with the same beginning letter will be sorted and appear in alphabetical order through all letters, not just the first.

f) DTMF DURING CONFERENCE AND 1A2 EMULATION

If has been Samsung’s position that dialing while engaged in a conference was not required. However, with the addition of our new conversation record feature available with CADENCE, sending DTMF digits during a conference is now practical. This will permit voice mail box access and control during a conference allowing the user to play messages or recorded conversations to other parties in the conference.

NOTE: Only the controller of the conference can send DTMF digits.

DCS RELEASE 4 SOFTWARE CORRECTIONS

1. UCD SUPERVISOR ALARM

The AA/UCD Supervisor alarm would activate prior to calls actually being in queue. This caused the supervisor to believe that the queue information was incorrect. Calls to an AA/UCD group are counted as in queue after the first AA message is heard by the caller. An example of this is as follows:

AA/UCD visual and audible alarm counters in MMC 500 are set for two. Two calls are ringing into the AA/UCD group. The supervisor key audible and visual alarm would be activated. The supervisor would then press the SP key for that group and the call softkey. The display would correctly show “000 calls in queue now”. However, the SP alarms were triggered prematurely. Calls are only in queue after the first UCD message is heard.

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2. CUSTOMERS CAN GAIN ACCESS TO TECHNICIAN LEVEL PROGRAMMING

Station users could access technician level programming after accessing station level programming. If the station user accessed station level programming and pressed the speaker key to advance to another MMC and then input MMC 800 followed by an invalid passcode they could then access Technician level programming. This has been corrected in Release 4.

3. AA/UCD GROUP MEMBER WRAP UP TIMER

The AA/UCD wrap up timer did not work when a call was put on system hold, exclusive hold or call park hold. This has been corrected in Release 4.

4. THE ATTENDANT RECALL TIME WOULD FOLLOW THE RECALL WAIT TIME

This was an unnoticed problem where the Recall Wait Time (the time a held or transferred recalled call would ring at a station) would act as the attendant recall timer. For instance, if the Recall Wait Timer is set for 20 seconds and the Attendant Recall Timer is set for 30 seconds a transferred call would recall to a busy transferring station after 20 seconds and go to the attendant after 20 seconds instead of 30 seconds. This has been corrected in Release 4.

5. MMC 728 CID/ANI TRANSLATION TABLE INPUT WOULD NOT SORT CORRECTLY

If numerical inputs to the CID/ANI translation table were input in a mixed sequence, a lower numbered input would clear the higher numbered inputs. For example if entry 001 (592-2900) and entry 002 (723-7723) existed in MMC 728, then entry 003 (666-5555) was input in the DCS, they would be sorted in numerical sequence. The system would make entry 002 (666-5555) and leave entry 003 as blank. This has been corrected in DCS Release 4 software so now it sorts the entries correctly without erasing any data.

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6. SECOND ANI WOULD NOT APPEAR IN THE CID/ANI REVIEW LIST

This was also a little noticed problem because most users have Call Forwarding in effect when they are on a call. The ANI review problem occurred when a station was on a call and then a second call was transferred from an AA card to the station. When the second call button was ringing the caller would press it to answer the second call. This second call's ANI number information would not appear in the CID/ANI Review list for that station. However, if the first call was put on hold and the ANI call information was displayed on the LCD while the call was ringing the information would be in the Review list. This problem only occurred when the call was answered immediately without having the information displayed on the LCD. This has been corrected in Release 4.

7. UCD FINAL DESTINATION

Final destination in UCD group when set for NONE used to ring group 500. Now "NONE" equals disconnect and "500" rings the operator. Default is 500.

SOFTWARE VERSION INFORMATION

DCS Release 4 feature package is supported by version V4.1 software. It replaces V3.3 dated 97.10.01 that is currently shipping. The CPM and LPM software must match this same version. STA will begin shipping V4.1 software on or about October 12, 1998.

NOTE: Version 4.1 software is only available for 32 PIN KSUs.

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PCMMC FOR DCS RELEASE 4

The corresponding version of PCMMC is PC4mmdd.exe. This can be downloaded from the DCS Bulletin Board beginning October 12, 1998.

In addition to supporting version 4.1 databases the following corrections have been implemented to this version of PCMMC:

1. "Duplication errors" when changing the DID Translation Tables. This is corrected in PC41002.exe.

2. The DB print file was missing a few items in the listing such as Station Call Forwarding status, and System Speed dial entries. The Dbprint.IMG is created when requesting Print under the File menu. This information is the whole system database and takes a while to print out on conventional printers. It is suggested that if only parts of the data base are needed the file can be opened using Microsoft Word and edited before printing.

3. The timer for off hook select was corrected to match KPMMC values of 0-255. Also the name was corrected from Hot Delay Timer to the true definition of Off Hook Select Timer. This field can be found in PCMMC PC41002 under the EDIT/VIEW tollbar under Tenant/Tenant timers.

UPDATING TO RELEASE 4

Upgrading to Release 4 is easy using the DCS PCMMC program. The DCS Release 4 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 4 PCMMC. The Release 4 PCMMC is identified by the PC4 in the PC4mmdd.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.

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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. **THIS DOWNLOAD MUST BE CONVERTED TO DCS RELEASE 3.3 BEFORE IT CAN BE CONVERTED TO DCS RELEASE 4.** Contact the Samsung Technical Support Department if you are unsure of the compatibility of PCMMC programs with DCS software.

After a successful download the DCS RELEASE 3.3 database file should be copied into the new Release 4 directory. The Release 4 PCMMC program includes a conversion program that is called CONVERDB.EXE. This is located in the Release 4 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 4 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.