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Product Bulletin

TITLE: CADENCE Update

DATE: May 10, 1999

ISSUED BY: Product Department

BULLETIN NO.: 071-CADENCE

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We are pleased to announce that since we began shipping CADENCE, the feedback has been very positive. As with any new product, a number of discoveries, questions and comments have been made that we are passing on to you in the hope that it may save you some confusion or work.

The information presented here will be included in future printings of the CADENCE technical documentation.

■ CMU TRANSMISSION ERROR

CMU is a utility for transferring data between CADENCE and a PC using parallel ports. When using CMU you must leave the CADENCE PC programming administration terminal at the main menu. Failure to do this will result in CMU transmission errors.

The CADENCE administration screen will be shown on a terminal emulation program (hyperterm or procomm plus) that is connected to the 9 pin serial port. If this is at one of the sub menus press escape repeatedly until you reach the main menu. The main menu is the menu with a top line that shows "[E]nter security code: Level".

Future versions of CMU will have a warning message about this.

■ CMU DISPLAY

Some of you have reported that some CMU windows are displayed unusually large. This will occur because of an incompatibility with older computers that use a version of comctl32.dll older than 8/24/96.

You can correct this problem by copying a version of comctl.dll dated 8/24/96 or later into your /windows/system directory. Check the Microsoft Web Site for the latest version of this file.

Future versions of CMU will automatically install this updated file.

■ CALL RECORD

As the CADENCE documentation states this feature requires a conference circuit whenever it is in use. Please be mindful of the maximum number of conferences available in our products.

DCS 50si – 6 conferences

DCS – 6 conferences

DCS 400si – 6 conferences

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■ CALL RECORD TONE

By default an intermittent tone will play any time you are recording a call. The duration between tones can be adjusted in MMC 701 – CRD TONE INT TM. Valid values are 000 – 255 seconds. Setting this to 000 will disable the tone.

■ CONVERSATION RECORD

If an attempt is made to record a conversation and there are either no ports available or no conference circuits available the user will receive an error message on the keyset display. Non display phones will not receive this error message.

When an attempt is made to record a conversation there will be a finite delay (one or two seconds) for set up time. A small amount of information at the beginning of the conversation may be missed.

■ CADENCE FILE CONVERSION

A number of people have asked if it is possible to convert a wave file to CADENCE format or CADENCE file to 'wave' format.

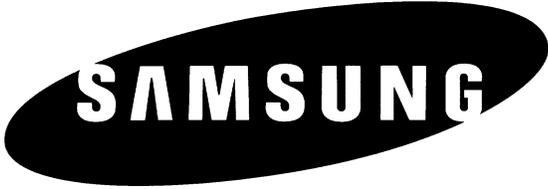
At this time CADENCE does not support this file conversion feature. CADENCE stores files in a proprietary format.

■ ANSWER MACHINE EMULATION

Like Call Record, this also requires a conference circuit. Typically the duration of an AME call will be shorter than a CR call so this is somewhat less of a concern than with Call Record.

■ NESTING GROUPS

We know of an issue where leaving a message for multiple groups may cause CADENCE to reboot. It happens when you make a group and add another group as a member of the first group. This is called 'nesting'. The work around is not to 'nest' groups. Use the "Send a Message" feature to different groups instead of using nested groups. The "Send a Message" feature will allow you to send a message to more than one mailbox. This will be fixed in CADENCE V. 1.1.

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■ CADENCE POWER UP

Please remember that if you install CADENCE in a DCS expansion cabinet, you must observe correct power up procedures. These are defined in section 4.1 of the DCS installation manual. Power down all cabinets, install the CADENCE, power all expansion cabinets and lastly power up the main KSU. If you do not follow these instructions there is a possibility that CADENCE will not start properly. If this occurs simply power down the DCS and apply power in the correct order.

■ CADENCE START UP

When the CADENCE card starts, part of the power up procedure will download data from to DCS database to determine time, date, what mailboxes to create, and system numbering plan. This must be done at least once, but once done this download feature can be turned off in MMC 740 (Download yes / no) this will also save boot up time.

NOTE: If during any test procedures you need to run the DCS system with a default database and power up with this MMC option set to YES (default value) the CADENCE database will be overwritten according to the data in MMC 741 (assign mailboxes) and the default numbering plan. If you plan this type of test, remove CADENCE until the procedure is finished and the customer database is reloaded.

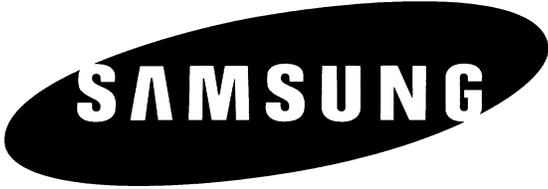
■ DIAL BY NAME

When using the dial by name feature it is important that everyone record their name in their individual mailbox. The manual states this but many of you have missed it. The dial by name feature will not work properly if this is not done.

■ CADENCE DAY / NIGHT OPERATION

CADENCE can change between Day and Night mode automatically according to the day / night mode of the phone system. Because the DCS 400si uses multiple ring plans instead of day / night settings, it contains a new MMC 744. This MMC allows a Day or night setting for each Ring Plan. When the Ring plan changes CADENCE operating mode will be updated accordingly.

In order for CADENCE to automatically change between day and night settings according to the phone system mode, the CADENCE card must be set to 'use external scheduler'. If this is not set CADENCE will use its own internal schedule.

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■ VOLUME CONTROL ADJUSTMENT

It is possible to adjust the playback level (volume) of CADENCE. This must be adjusted via PC / CADENCE administration and can be found in [A]dvanced, [A]dvanced, [S]tandard, Volume. The default is 5 the range is from 0 – 9, the larger the number, the louder the playback.

■ NUMBER PLAN

Please keep in mind that CADENCE versions prior to version 1.5 (scheduled for release Jul – Aug 99) do not support 4 digit mailboxes. Remember this when configuring the DCS family of switches.

■ MULTI LANGUAGE OPERATION

When recording the greetings in a multi language application, use the administrative option 1 for (Record Day Greetings), 2 (Record Night Greetings), and 3 (Record Special Greetings).

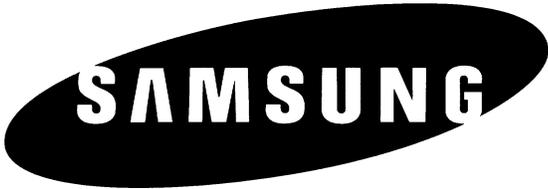
Do not use option 6 (Record Greetings by Number). This option will not allow prompts to be recorded for multi language set up. This will be fixed in the next release (CADENCE V 1.1).

■ UNDERSTANDING LIMITATIONS

We all need to be cautious about overstating the capabilities of some features. The features that seem to generate the most misunderstandings here are CALL RECORD, BACKUP/RESTORE and FAX BROADCAST.

CALL RECORD was designed to record occasional office conversations for memo or training purposes. It is not designed as a call logger (which would cost many thousands of dollars more). Call record is limited to the number of available conferences and does not support an indexing system to allow direct retrieval of a specific message.

BACKUP/RESTORE is designed as a maintenance tool and can not be used to archive all voice messages for an insurance company. CADENCE stores messages in a proprietary format that cannot easily be played back on non CADENCE equipment. Also the lack of an indexing system makes this impractical for anything other than backup / restore.

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FAX BROADCAST was designed so simplify sending a fax to several numbers. It is limited to a 10 number distribution and a maximum of 4 fax ports (DCS 400si) It was not designed to compete with many commercial fax distribution companies. Also please remember that there will be no confirmation of a received fax.

■ AUDIOTEXT

The Audiotext boxes with single digit routing do not support greetings by ID or greetings by language. If it is essential that you have a unique greeting for different callers, we suggest you route callers for each ID or language to different audiotext boxes.

■ MODEM PROGRAMMING

To set up remote programming with a modem.

Option Code 1703 (MODEM TYPE) should be set to 1 for external modem.

Option Code 1700 (ENABLE REMOTE MAINTENANCE) should be enabled.

THE CABLE

Any time we release a product with an RS232 port, 75% of our technical support questions are about cable configuration. We hope this answers your questions. The serial port on CADENCE is made with pins 2 and 3 reversed. This is why a pin to pin cable works for local programming (direct PC connection).

To connect a MODEM to a COM port the cable should be straight through as shown in the following table. To do this, use the standard cable that comes with your modem. This will be a straight through cable, but the cable design assumes that the CADENCE COM port uses pin 2 for RXD and pin 3 for TXD, when in fact they are reversed. To adjust for this you must cross pins 2 and 3 in the modem cable. The easiest way to do this is use a null modem adapter on one end of the cable.

Note that straight through 9 pin to 25 pin cable does not mean pin 1 to pin 1, pin 4 to pin 4, pin 5 to pin 5, etc. The pin assignments on a 9 pin connector are different than the pin assignments on a 25 pin connector.

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The following diagram shows the signal name, the associated pin on both 9 and 25 pin connectors and the signal direction.

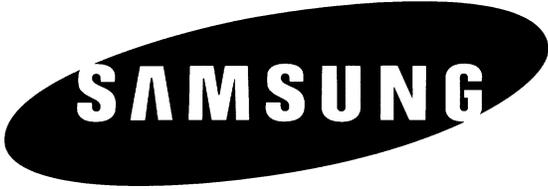
CADENCE MODEM CABLE CONFIGURATION

| Data Terminal Equipment | | Data Communications Equipment |
|---------------------------------|----|------------------------------------|
| CADENCE | | MODEM |
| 9 pin male connection on card | | 25 pin female connections on modem |
| Pin 1 Carrier Detect (CD) | < | Pin 8 Carrier Detect (CD) |
| Pin 2 Transmitted Data (TXD) | > | Pin 2 Transmitted Data (TXD) |
| Pin 3 Receive Data (RXD) | < | Pin 3 Receive Data (RXD) |
| Pin 4 Data Terminal Ready (DTR) | > | Pin 20 Data Terminal Ready (DTR) |
| Pin 5 Signal Ground | -- | Pin 7 Signal Ground |
| Pin 6 Data Set Ready (DSR) | < | Pin 6 Data Set Ready (DSR) |
| Pin 7 Request To Send (RTS) | > | Pin 4 Request To Send (RTS) |
| Pin 8 Clear To Send (CTS) | < | Pin 5 Clear To Send (CTS) |
| Pin 9 Ring Indicator (RI) | < | Pin 22 Ring Indicator (RI) |

Note: Pins 2 and 3 of the 9 pin male connector on the CADENCE card are reversed from the 'normal' 9 pin serial port configuration.

The Remote administration of CADENCE has the following limitations:

- 1) The remote administrator must press ENTER or Ctrl-A three or four times once connected. CADENCE will ask for a password. By default this is AMERICA.
- 2) When the administration session is over the administrator has to explicitly indicate that he / she is going to disconnect before hanging up. This is done by selecting option 6 (disconnect) from the remote option menu (appears when F3 key is pressed – in CADENCE version 1.1 or later).

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- 3) In CADENCE version 1.0 there is a chance that CADENCE may stop responding if the administrator enables remote maintenance a few times in a row without rebooting the CADENCE. This will be fixed in CADENCE 1.1. (the FAX release).

■ LOCAL PROGRAMMING

Remember that when you are connecting a PC directly to CADENCE, you may avoid the pitfalls of making your own cable, by purchasing a set of local programming cables from us. The part number is a CBLK1 and include a serial cable for directly connecting a PC for programming, and a parallel "direct connect" cable for use with CMU to allow upload / download capabilities. We strongly suggest that you have at least one set of these for trouble shooting.

USEFUL ADVICE

■ OVERFLOWING GROUPS TO DIFFERENT DESTINATIONS

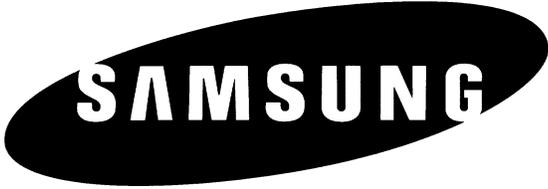
If you are overflowing groups to mailboxes, and also require that one or more groups overflow to the CADENCE main menu. You can achieve this by the following steps.

To get group 505 (e.g.) to overflow to the main menu:

Activate mailbox 505. Remove ext. # and make # of messages 0. You can record an appropriate greeting in mailbox 505 (e.g. the same as the welcome message in main menu).

■ PROGRAMMING OPTIONS FOR CALLERS WHO DO NOT DIAL DIGITS AT THE MAIN MENU

- 1) Route to operator after a programmable time.
This is the default operation, and the usual case since you must normally provide for rotary callers.
- 2) Play error message and disconnect.
To enable this, remove the operator destination or make the operator mailbox inactive.

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- 3) Route to other station after programmable time.
To enable this, change the default operator to another mailbox and assign an associated extension.
- 4) Route to another mailbox after programmable time.
To enable this, change the default operator to the required mailbox and remove the assigned extension number.
- 5) Route the caller to the main menu again if no digits are dialed.
To enable this, change the default operator to another mailbox, remove the assigned extension number and set 'max. messages' to 0. This will of course remove the system dial 0 option so individual mailbox dial 0 destinations must be used. Although the above will address the need, the best method to accomplish this is to use the single digit menu to provide a "to hear this menu again press x" option.

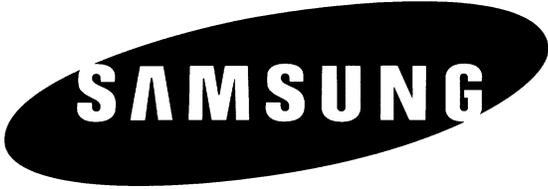
CADENCE can operate in any one of the above conditions in the day mode and if you wish a different condition during the night mode.

■ RETURNING TO THE MAIN MENU FROM AN AUDIOTEXT BOX

Normally the operation of an Audiotext mailbox is to play an announcement and hang up.

In addition to providing this basic functionality CADENCE can reroute callers based on single digit entries or set up Q & A dialog.

When a caller is at an audiotext mailbox he can return to the main menu simply by pressing #. Anyone wanting to use this option should make callers aware of it in the audiotext greeting.

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PHONE SYSTEM ENHANCEMENTS THAT IMPROVE CADENCE FUNCTIONALITY

The following list of new features enhancements and bug fixes have been implemented in:

- DCS s/w v4.2
- DCS 50si s/w V 1.1
- DCS 400si s/w V 1.04

■ AA/UCD CARD ENHANCEMENT

Entries in the translation table will also provide the following features which are useful if a mailbox owner does not have a telephone on the system.

If a caller dials # + nnn he will leave a message directly in the mailbox specified in the destination. No transfer to the station will take place.

If a caller dials * + nnn he will log in to the mailbox specified in the destination. No transfer to the station will take place.

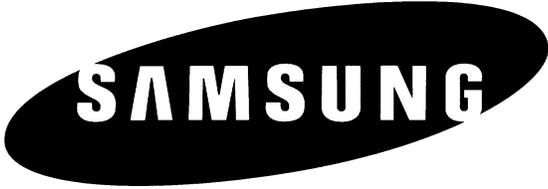
If the translation table contains an entry like nnn = D (D is selected using the fourth soft key). Callers dialing nnn will leave a message directly in the mailbox specified in the destination. No transfer to the station will take place.

Some previous versions of technical manuals incorrectly referred to D as a wild card. The description here supersedes previous descriptions of this feature.

■ AME PASSWORD OPTION

If your keyset has AME password protection (MMC 110) set to YES you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left press the flashing AME light and enter your station password (not your CADENCE password). You will then hear the message being left.

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■ FAX SUPPORT

Some low level code enhancements have been added to support the fax features included in CADENCE 1.1.

■ TRANSFER TO CADENCE

Callers wishing to transfer outside calls to the CADENCE main menu can simply press TRSF + the cadence group. Previously CADENCE would try and find a mailbox matching its own group number. Calls can also be transferred to the main menu by pressing the VT key and hanging up (not entering a mailbox number).

■ GROUP OVERFLOW

A bug existed in previous software that would cause unpredictable results if a group overflowed to a CADENCE port. If a CADENCE group was the destination everything was fine, but a port caused problems. This is now corrected.

■ CID

Caller ID is now correctly sent to CADENCE for transferred calls and AME calls.

■ CADENCE PARK AND PAGE

Previously, the CADENCE park and page feature was not supported for mailboxes that were outside the DCS extension number range. Now any mailbox can use this feature.

■ CALL RECORD ERROR MESSAGE

Previously, if a call record failed the error message said [CAN'T RECORD]. Since a call record will fail because of lack of CADENCE ports or lack of available conference circuits, two new error messages have been added. The new error messages are:

CAN'T RECORD – NO CADENCE PORTS or CAN'T RECORD – NO CONF. PORTS

■ # + DSS

The # key is used to send a quick message (or MEMO) to any voice mailbox. Previously it could only be used with a dialed mailbox number. Now DSS keys are also supported. This operation will leave a voice mail memo in the mailbox matching the DSS key.