SAMSUNG

ELECTRONICS

TECHNICAL BULLETIN

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TITLE: Cadence Programming via DTMF

The purpose of this bulletin is to inform the dealer of programming techniques and information regarding misleading instructions in the voice prompts of the Cadence card.

1. Entering the correct month in a Holiday: After entering the holiday edit mode while using DTMF Programming, Option code 1338 controls the number of the month that the holiday takes place in. Be aware that the number played is in fact one less than the actual month number. For example January = 0, December =11

2. Recording a Holiday greeting prompt: Once the holiday is created and you have picked out and programmed the 4 holiday greeting prompt numbers (09-98) (Welcome, Main part1, Single digit, Main part2) then go into the administrators mailbox, select choice 2 to record system greetings and then choice 6 to record greetings by number. Record the greetings that correspond with the 4 prompt numbers you have picked out for your holiday(s).

3. Option codes 1534 & 1535: Last Name / First Name. Upon entering these programs, Cadence will prompt you to "Enter the sequence followed by pound." This is incorrect. You must enter the three digits and do not press pound. Listen to the instructions after entering the three digits to properly save your entry.

4. Max Messages. Setting a mailbox to "Max Msg: 000" should not allow any messages to be saved in that mailbox. However, if a user enters "#NNN", where NNN = an active mailbox number, from a keyset, this will force a message into the mailbox.

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5. Deleting Faxes. If there is a Fax in a mailbox and the user deletes the fax before retrieving it, the message light and display will still show the message still in the mailbox. To remedy this disconnect the keyset and then reconnect it.

6. Option Code 1444: Number of Notifies. Upon entering this field, you will be prompted to "Enter 1 to hear the current value, 2 to change the value, and 3 to hear a range of valid values." However, when choosing any one of these options, the Cadence will repeat the prompt. This field can only be changed through the serial port of Cadence using a computer terminal.

7. Operator mailbox 000 as an Audio Text. The operator mailbox 000 must not be set up as an Audio Text mailbox. Cadence will not function upon doing this, ignoring all DTMF from internal and external calls.

8. Installing Cadence in DCS expansion cabinets. Installing a Cadence card in a DCS expansion cabinet may cause the cadence to intermittently lock up. Resetting Cadence will bring Cadence back up for an undetermined amount of time. To avoid the possibility of such an occurrence, install Cadence in the main cabinet.

Please note that much, if not all of this confusion can be avoided by using PC programming.

If you have any questions about this or any other Technical bulletins please contact Technical support by phone 1800 737 7008 or by email techsupportmiami@sta.samsung.com.