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Product Bulletin

TITLE: DCS Compact Release 2 Announcement
DATE: November 15, 1997
ISSUED BY: Product Department

BULLETIN NO.: 062-DCSC
NO. OF PAGES: 1 of 11

STA is pleased to announce the DCS Compact Release 2 feature package. This improved version of the DCS Compact includes the following:

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

RELEASE 2 OVERVIEW

1. 7B KEYSET

A new DCS keyset with a smaller footprint offering the same great DCS styling and functionality. These will be perfect for those offices that need a 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 colored 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 - TAPI INTERFACE

TAPI is the CTI interface standard jointly developed by Intel and Microsoft. This standard specifies that stations can individually be connected to local PCs without the PCs having to be interconnected. This type of CTI appears to be the most common for use with personal productivity tools due to the individual nature of its implementation. The TAPI link consists of a CTI Module (CTM) which connects a keyset and the KSU. This module monitors the D channel and strips off the relevant information before sending this information to the serial port of a PC in the TAPI format. This capability has been added to the DCS COMPACT as this method of CTI implementation lends itself to smaller systems due to the individual desktop nature of the CTI link. This is the same improvement added to DCS Release 3.

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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 developed for the COMPACT.

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.

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NEW FEATURES AND ENHANCEMENTS

1. ANS/RLS KEY OPERATION

The operation of the ANS/RLS key has been modified to allow it to be pressed a second time to answer any waiting call that has been camped-on to that station. This will eliminate the need to go on-hook and off-hook by replacing the handset between calls so busy stations such as the operator can speed up their call handling. This is the same improvement added to DCS Release 2.

2. CALL FOR GROUP DISPLAYS

Previously on the DCS Compact 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. This is the same improvement added to DCS Release 3.

OLD DISPLAY: **CALL FOR 5XX**
7XX: Trunk Name

NEW DISPLAY: **CALL FOR 5XX**
Group Name

3. CUSTOMER SET RELOCATION

Release 2 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. This is the same improvement added to DCS Release 3.

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4. DID/DNIS

With the addition of an E&M card to provide the hardware connection, the DCS Compact can now support DNIS or Both Way DID across these trunks. This is because Compact Release 2 has had the two MMC's from the DCS release 3 (MMC's 416 and 714) added to it. The translation table has 200 entries and each entry has both a day and a night ring destination. DCS Compact users can now have multiple 1-800/1-888 numbers terminate on the same switch with DNIS or allow the luxury of a private telephone number for each user using DID without requiring a large number of trunk circuits. As each number in the translation table has its own 11 character name Multiple DID numbers can be told to ring the same keyset and be identified by the name programmed in the translation table. The person answering the call can now respond with an appropriate greeting such as "parts department" or "Dr. Samsung's office". This is the same improvement added to DCS Release 2.

5. DIRECTORY NAME LENGTH = 11

The length of directory names on the system has increased from ten characters to 11 characters to maximize the available display area. The types of names include Station Names, Trunk Names, Speed dial names and names in the DID/DNIS translation table. This is the same improvement added to DCS Release 2.

6. DISA IN COS TABLE

The ability to determine which stations can use their station number/passcode combination to access DISA has been added to the COS table MMC 701. This will further increase the security of the DISA feature as it will limit the number of possible valid passcodes to those stations allowed DISA in COS.

7. DISPLAY DELAY TIMER

The display timer has been split into two separate timers. The new display delay timer controls the length of time feature activation data (such as DND is cancelled) is displayed. The new confirmation tone timer will determine the length of the feature activation/feature confirmation tone. These timers will be in seconds with defaults of three seconds for display delay and one second for confirmation tone. This is the same improvement added to DCS Release 2.

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8. DTMF TO SLT

This feature will allow keysets to send DTMF to any single line port for the purposes of activating page zone controllers, dictation machines, etc. This will allow greater flexibility in the types of peripheral devices that can be connected to the DCS Compact. This is the same improvement added to DCS Release 2.

9. E & M TIE LINES

An E & M Tie line card will be available for use on the DCS Compact. This card will support 2 E&M tie lines and 4 DLI ports and is configurable for either Type 1 (USOC type TLIIIM) or Type 5 operation. Type 1 operation is used when the tie line service is provided by the telephone company and Type 5 operation is used over customer provided "dry" cable. There are also some software features associated with this card that are described under the DNIS/DID feature description.

10. FORWARD DND

This new feature is a combination of the call forwarding and the Do Not Disturb features. Forward Do Not Disturb immediately forwards calls to the programmed destination when the DND or One Time DND feature is activated. The Destination can be set using MMC 102 or by dialing 607 and entering the destination number. Forward DND will apply ONLY when DND is set at the station. When DND is canceled the Forward DND will no longer apply and any forwarding that was in effect prior to the station being placed in DND will still be in effect. This is the same improvement added to DCS Release 3.3.

11. 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. This is the same improvement added to DCS Release 3.

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12. 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 Compact 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 2 you can have a programmable key on your keyset. Use this key or MMC 110 to select headset or handset mode. This is the same improvement added to DCS Release 3.

13. IN/OUT OF GROUP KEY

The operation of the IN/OUT OF GROUP key has been modified to require an extender to identify the station group to which the IN/OUT OF GROUP action applies. This will allow users to go in and out of individual groups if required. This is the same improvement added to DCS Release 2.

14. 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 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

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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. This is the same improvement added to DCS Release 3.

15. 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.

EXAMPLE: Typical 3 day weekend holiday

Auto N/S table	MON	TUE	WED	THU	FRI	SAT	SUN
END	0800	0800	0800	0800	0800		
START	1730	1730	1730	1730	1730		

When Monday is a holiday the user would press the N/S key on Friday at 1729. This will disable the auto N/S tables. When the user returns on Tuesday morning the system remains in N/S from Friday. The user now has to press the N/S key to reactivate the auto N/S tables. This is the same improvement added to DCS Release 3.

16. OFF HOOK TIMER CHANGE

The Off-hook Selection timer has to be modified to allow for "immediate" off hook select to a trunk. In some applications with modems or contact manager programs the minimum timer expiration of 1 second was causing some dialing problem. The off hook select timer range (MMC 501) has been changed from 1 to 255 seconds range to

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0 to 255 seconds. A "0" entry allows the DCS to dial the trunk access code without delay (i.e. 9 or 80). MMC 307 assigns the trunk access code and the number to be dialed if desired. This is the same improvement added to DCS Release 3.3.

17. ONE TIME DND

This feature will allow a user who is currently engaged on a call to activate Do Not Disturb for the duration of that call. When the user completes the call and hangs up, the keyset will automatically deactivate Do Not Disturb and return to idle status. This is the same improvement added to DCS Release 2.

18. PICK UP OPERATOR RECALL

The various call pickup codes and groups can now be used to pick up second level or operator recalls. Operation of first level and station recalls is not affected. This is the same improvement added to DCS Release 2.

19. 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. This is the same improvement added to DCS Release 3.

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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20. 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. This is the same improvement added to DCS Release 3.

21. TRUNK STATUS

The trunk status MMC (MMC 409) will be modified to include the type of trunk connected to each port. This is the same improvement added to DCS Release 2.

22. 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. This is the same improvement added to DCS Release 3.

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.

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SOFTWARE VERSION INFORMATION

This new version of software is V 2.1. It replaces software version V1.2.

UPDATING TO RELEASE 2

Upgrading to Release 2 is easy using the DCSC PCMMC program. The DCSC Release 2 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 2 PCMMC. The Release 2 PCMMC is identified by the CR2 in the CR2mmdd.EXE file. This is available in file Area 8 (DCS Compact 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 DCSC database must be performed. Use the correct version of PCMMC for your current DCSC version software. Contact the Samsung Technical Support Department if you are unsure of the compatibility of PCMMC programs with DCSC software.

After a successful download the DCS database file should be copied into the new Release 2 directory. The Release 2 PCMMC program includes a conversion program that is called CONVERDB.EXE. This is located in the Release 2 directory. 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 2 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 Compact system can now be powered off and the software installed as described in Part 9 of the DCS Compact Technical Manual.

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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.

The Release 2 version of the DCS Compact feature package has many new features plus several enhancements to the existing features. These items are listed below with a short description of each item. This new feature package brings the DCS Compact to approximately the same level as the DCS Release 3 package with the exception of the VDIAL and AA/UCD cards. Any item with a (C) after the item name indicates that that feature requires the CTI version of software. The CTI version replaces the CID version of software.