



Bulletin No.: 121\_iDCS500\_R1

January 10, 2005

## iDCS 500 Software Release Version 1.40

Samsung Telecommunications America is pleased to announce the release of software version 1.40 (04.11.08) for the iDCS 500 Release 1 system. This new version of software provides various problem corrections. Product shipping from STA after 01/10/05 will include the new software.

Many Technicians have already installed version 1.40 software and assisted us with testing and confirming the new software features and bug fixes. Our thanks to all who helped in the effort.

### NEW ENHANCEMENTS

- 1. CTI PC Console** The software has been modified to include support for OfficeServ CTI suite of applications. In the future, several value-added CTI applications will be available for customers to enhance the functionality of the iDCS 500 system.
- 2. CO-CO TM ALL Option** In MMC 210 the CO-CO TM ALL option is added. When this option is set to ON, all trunks in the system will be affected by the CO-CO DISCONNECT timer. Any trunks connected for a period of time which exceeds the timer will automatically be disconnected and made available for other users in the system. This timer will prevent trunks, which do not receive disconnect signals from the TELCO, from remaining connected indefinitely after the call is terminated.
- 3. DISP option is added to MMC 824** When this option set to ON, station number is displayed across the network. This option is helpful in the network environment. Users in the main system can now see the calling parties extension number from another node in the network prior to answering the call. If viewing the station number across the network is not desired, the option can be turned off.
- 4. REMO M/A Option** In MMC 804, this option has no practical use in the United States or Canada. This item has been removed.

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Samsung Telecommunications America  
Business Communications Systems  
1301 East Lookout Drive  
Richardson, TX 75082

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<b>BUG FIXES</b>
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1. **BGM SOURCE Option** The BGM source options are cleared during a system power restart. This option should not be cleared. Modifications were made so the BGM source selection will remain ever after a power restart. This item has been corrected.
2. **Auto Answer UCD Group** In previous software, when setting the auto answer feature for a UCD group, the feature did not work. With this modification, a station in a UCD group can be set to auto answer calls for the main number of the UCD group. This item has been corrected.
3. **Holiday Ring Plan** When the holiday ring plan timer expired, the system does not return to base Ring Plan. With this item fixed, the system will now return to the normal ring plan once the holiday ring plan timer expires. For example, now once the holiday is over, the incoming caller will automatically revert back to the normal ringing pattern of ringing to the receptionist. This item has been corrected.
4. **PRI No Name** When the iDCS 500 system using PRI is operating behind certain NI1 type Central Offices, the PRI number is delivered to the keyset, but the name is not. Modifications have been made to the MCP version 1.40 and PRI (version 1.06) software to correct this problem. Now the Central office equipment using NI1 type of protocols can send PRI name and number to the iDCS 500 system, and the keyset will receive and display both the name and number information correctly in the display of the keyset. This problem only happens in Canada.
5. **TRK, SLI, AA Diagnostics** The TRKB1, SLI and AA were failing when running the diagnostics testing using MMC 854. The results of the test which are located in MMC 851 were showing that every port on these cards were failing the loop back test even when the ports were good.
6. **T1 E&M Hunting** The problem occurs when multiple TEPRI cards using E&Ms circuits in the same trunk group sequence. If the first TEPRI card in the outbound sequence goes out of service, the outbound calls will not hunt or route to the other TEPRI cards in the same trunk group that are in service. When the out of service TEPRI recovers, the call that is waiting grabs the first channel and routes out. The modified software will correct this problem by allowing the outbound calls to use an alternate TEPRI card in the trunk group until the first TEPRI card comes back in service. This item has been corrected.
7. **Networked System Passing CLI (adding digits)** When a station in a remote node places an outside call over tandem trunks, the main system added digits to the outgoing calling line identification number (CLI) of the calling station. This item has been corrected.

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8. **Hotel Rate Calculation** There was a problem with the rate calculation tables in MMC 729. In order to set multiple dialing plans to cost at a different rate, the Second Interval Duration had to have an entry (001 or higher) entered on all the Rate Calculation Tables. Without this entry in the second interval duration, all calls were priced the same using the first Rate Calculation only. This was an error. Now dial plans, for example: 972-555-1234 can be priced different from 501-372-1234 by using different rate calculations without necessarily having to enter a second interval duration in every rate calculation table. This item has been corrected.
9. **Hold Recall** When receiving a transferred call, then placing it on hold, after the hold recall timer expired, the call recalls at the station, (if the station is set for call forward no answer) then follows the call Forward-No-Answer timer instead of the attendant recall timer. Changes have been made to the software for the recall to take effect on the parameter (attendant recall or call forward NA recall) with the shortest recall timer. This item has been modified.
10. **Unstable Modem Connection** Modifications have been made to the software to improve the functionality of the integrated Modem card. It was reported that the modem card was intermittently not connecting or prematurely disconnecting during remote programming. This item has been corrected.
11. **Network systems will not pass 19+ Digits.** When an station in a remote node places an outgoing call over tandem trunks, the main system will not send more than 18 digits to the TELCO. This had an effect on international calling. This item requires MCP software version 1.35 and TEPRI software version 1.06. This item has been corrected.
12. **Alarm Reporting** In a multi cabinet iDCS 500 system, T1 alarms are not recording the proper cabinet and slot for the alarm. When an alarm happens for a T1 card in Cabinets 2 or 3, the alarms are being logged and reported as cabinet 1, slot 10. This is an error. With the modified software T1 cards in cabinets 1 and 2 will be logged and reported for the correct cabinet and slot that the T1 card is actually installed in. This item has been corrected.
13. **Analog DID** The digits on inbound calls to a DID Trunk card (dial pulses) were not being recognized, resulting in the call being routed to the operator. This problem occurred on Single cabinet systems using the iDCS 500LH software version 1.31. This item has been corrected.

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- 14. Cell Phone Call and CID Review List** During an incoming PRI call from a cell phone (no CID name, just the number) to a station set for "NAME FIRST", the caller ID telephone number displays briefly on the top line display, and then "no CID name" is displayed. In the review list, cell phone calls in the list will show a "blank" instead of "no CID name". This item has been corrected. Cell phone calls will now show NO CID NAME instead of being blank.
- 15. Ring Plan Buttons** When setting Ring Plan buttons, the station(s) would not remain in the selected ring plan. Under normal conditions, when the ring plan is set to ON, the ring plan should remain in that ring plan indefinitely until the ring plan is turned off, another ring plan turned ON, or ring time override is selected. This item has been corrected.
- 16. VT Key Transfer** When using a VT transfer key, the # digit is being added in front of the integration digits. This causes problems with the operation of transferring callers to the SVMi Voice Processing Platform. By removing the "#" when the VT key is pressed, the integration digits for the respected station will properly be sent to the SVMi voicemail. Sending the correct integration digits will allow the SVMi to answer with the mailbox greeting. This item has been corrected.
- 17. TEPRI Card Reset** A problem has been reported where the TEPRI card would intermittently reset. This item has been corrected.
- 18. CLIP Review List** A problem has been reported where the information received in the CLIP review list did not always work correctly. This item has been corrected.
- 19. PRI Call Button Lamps** The problem occurs when a user receives an incoming PRI call that rings on call button 1. The user answers the call. A second incoming PRI call arrives on call button 2. The user places call 1 on hold and answers call button 2. Then the user places call button 2 on hold (call 2 light flashing) and returns to call on call button 1 (call 1 light solid). Now the outside party holding on the call button 2 hangs up the call. The problem is the call button lights for both call buttons 1 and 2 go out. The light for call button 1 should remain lit solid. This item has been corrected.
- 20. SMDR and External Forwarding Record** An incoming call arrives at a station that is forwarded all calls to a virtual extension; then the virtual extension is external forwarded to an outside telephone number. When this call happens, the SMDR will report two records for this call. One record (FI=Forward Incoming) for the incoming forwarded call showing the station number and the virtual extension the call is forwarded to. The other record shows (FO=Forward Outgoing) the call being forward from the virtual number to the outside trunk. The problem is the outgoing forward record does not show what virtual extension placed the call. The software has been modified so SMDR shows one record indicating the incoming trunk was answered by the virtual extension, a second record

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shows the same incoming trunk going out on another trunk, indicating a trunk-to-trunk call. This item has been corrected.

21. **UCD Inaccurate Report** Problems have been reported on the UCD reports that the average call time is sometimes inaccurate (Avg. Call duration). This item has been corrected.
22. **UCD Random Queuing Order** A problem is being reported on the UCD groups where the calls that arrive last in the queue are being sent out of the queue ahead of other queued calls that have been in the queue longer. This item has been corrected.
23. **FIRST DIGIT DELAY Timer** In MMC 503, the minimum value of the F-DGT DELY timer has been changed to 0000 msec. The timer's range is 0000 ~2500 msec. The timer can be adjusted in 100 msec intervals. This item has been corrected.
24. **Complete Call Transfer before Called Party Answers** The software has been modified to allow station users making outgoing calls on ISDN lines to complete a transfer without waiting for the called party to answer the call. This item has been corrected.
25. **SIO Baud Rate Setting** The default baud rate of SIO port 3 (with LAN card) or port 5 (without LAN card) has been changed to 9600 bps. This will allow these ports to work easier with Office Serv Manager without having to adjust the baud rate. This item has been corrected.
26. **Call Costing Error** An error in costing occurred when four minutes of additional charges were periodically being added to phone calls of five minutes or longer. This item has been corrected.
27. **Cadence Voicemail Startup** The Cadence voicemail sometimes did not startup when the system is powered OFF then ON because the CPU did not always recognize the Cadence card. The software has been modified to make the CPU delay the startup time to later than the power-up time of the Cadence voicemail. This will allow the cadence voicemail to always power-up before the CPU recognition time. This item has been corrected.

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<b>PCMMC/OfficeServ™ Manager (OSM)</b>
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A compatible version of the OfficeServ Launch Pad (PCMMC) software (version 1.01) and OfficeServ Manager (version 3.03) is also available for programming the iDCS 500 via a PC. This version of OfficeServ Manager is backwards compatible with earlier versions of iDCS 500 system software.

When using OfficeServ Manager software, some MMCs may display on the PC screen that does not apply to the version of software that is running in the DCS system. These MMC entries are reserved for future use. When this occurs, an error message of: “NO CORRESPONDING DATA” will appear on the PC screen.

If you have any questions regarding this Product Bulletin, please contact your Regional Sales Manager, Customer Service Representative, at the number provided below, or via email at [BCS.Sales@samsung.com](mailto:BCS.Sales@samsung.com).