

NEC

Important Upgrade Information

- To use the IntraMail enhancements provided by this version of software, you must use the *NEC IntraMail Utility* version 1.2 to upgrade your IntraMail CompactFlash card. If you don't upgrade your card, the new features will not be available.
- If upgrading from version 3 software prior to 03.10.08 using telephone programming, you must reprogram the options in **1808-IntraMail Subscriber Mailbox Options**, **8005-Intra-Mail Master Mailbox Options**, and **8006-IntraMail Routing Mailboxes** after the upgrade.
- To avoid having to reprogram the above options, use the DS1000/2000 System Administrator to backup and restore the site database.

DS1000

03.22.00

Release Notes

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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New Features in 03.21.02

There are no New Features in this release.

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Enhanced Features in 03.21.02

There are no Enhanced Features in this release.

Caller ID

Caller ID Display May Reset System

Software version 03.21.02 corrects the following problem in prior versions in which displaying Caller ID for simultaneous ANI or SDMF calls could cause a system reset:

1. 22-Button or 34-Button (2-line) Display Telephone has Call Forwarding or DND enabled.
2. ANI or SDMF call rings in on line 2 and displays on the first line of the telephone display.
3. ANI or SDMF call rings in on line 1 and replaces the Caller ID data displaying for line 2 (since it has higher priority).
4. Due to contention with the DND or Call Forwarding display on the second line, the system may reset.

This can no longer occur with software version 03.21.02.

Caller ID Logging

Display Problem After Initializing HNP A Exception List

After **1304-Home Area (HNP A) Exception List** is initialized, the top right of the first line of the telephone display shows **TOLL** to indicate that the table is a Toll Table by default. In software versions prior to 03.21.02, this display was **TO** following initialization.

Direct Inward Line

Day Overflow To Key Ring

The DIL Overflow destination programmed in **1003-Day Overflow Destination** and **1003-Night Overflow Destination** can be an extension, UCD Group master number, Ring Group master number, voice mail master number, or Key Ring (by pressing CLEAR). In software versions prior to 03.21.02, pressing clear would not set the destination to Key Ring. However, this capability was always available from the System Administrator (PC Program).

Direct Station Selection (DSS)

Out Of Range Entries

The following out of range entry problem in **1703-DSS Key Assignment** is corrected in software version 03.21.02:

1. Enter program 1703 and press **HOLD**.
2. You see: **KEY NUMBER**
3. Press **Vol Down**, then **Vol Up** repeatedly. Key numbers will scroll out of range (to 256).

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Software Corrections in 03.21.02

Direct Station Selection (DSS) Console

Program 1704 Allows Hotline and Ring Group Assignments

In 03.2*.* software versions prior to 03.21.02, Ring Group (600-607) and UCD Hunting Group (700-707) master numbers could be entered as DSS Console Hotline key destinations. The keys would not function, but you could enter the assignments. This is corrected in software version 03.21.02. You can no longer make DSS Console Hotline key assignments for Ring Group and UCD Hunting Group master numbers.

Program 1704 Data Entry Error

Software version 03.21.02 corrects a data entry problem in **1704-DSS Console Key Assignment** in prior 03.2*.* versions which would cause the wrong Conversation Record assignment to display. The following is corrected:

1. Enter program 1704 and select DSS block 1.
2. When you see **DSS Key**, press **HOLD** to select key 1.
3. Press **HOLD + ICM**, then press **Vol Up** to scroll up to the **RECORD** option.
4. Press **HOLD + Enter** an extension number that is one *lower* than the extension from which you are programming + **HOLD**.
5. Press **Vol Up** then **Vol Down** to check the assignment. The display shows **RECORD MY MAILBOX** instead of the assigned extension. The assignment is correct, however.

IntraMail

Message Notification Can Lock Up IntraMail Ports

Software version 03.21.02 corrects the following problem that was reported in Tech Tip NEC0065.

- When a caller leaves a message in a mailbox and hangs up, that mailbox may immediately try to do message notification even though the feature has not been activated in that mailbox. This may leave voice mail port locked up.
- This problem can also occur for a Message Notification retry attempt outside of the programmed notification callout time.
- This problem only occurred in 03.2*.* software versions prior to 03.21.02.

Programmable Function Keys

Dummy Extension Entry Removed

In software version 03.21.02, the **DUMMY EXT** entry is removed from the following because it is non-functional:

- **1701-Programmable Function Key Assignments**
- **1704-DSS Console Key Assignments**
- **#KP** User Programmable Features

Speed Dial, Personal

Incorrect Bin Number Editing With LND Key

Software version 03.21.02 corrects the **LND** key editing (backspace) function when programming Personal Speed Dial bins. The problem outlined below would occur when using the **#77** User Programmable Feature as well as **1702-Personal Speed Dial**.

1. When you see **BIN?**, enter a bin number to program (e.g., 701).
2. Press **LND** to edit the bin number entry. The system deletes the bin entry and juxtaposes the characters on the display.
3. You must press **HOLD** to clear the error and re-enter the bin number.

Time And Date

Entering 60 Seconds In Time Resets Time And Date

In software versions prior to 03.21.02, entering 60 for the seconds entry in **0302-Time** will reset the time and date to default (12:00:00 AM and 01/01/2004). In version 03.21.02, an entry of 60 for seconds is ignored by the system.

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Software Corrections in 03.21.02

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New Features in 03.21.06/03.22.00

There are no New Features in this release.

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Enhanced Features in 03.21.06/03.22.00

There are no Enhanced Features in this release.

DS1000 03.21.06/03.22.00 Release Notes

Software Corrections in 03.21.06/03.22.00

Account Codes

Issues when # Key is Enabled for Account Code Entry

Software version 03.21.06/03.22.00 corrects the following potential Account Code entry problems when **0201-# Key to Enter Account Codes** is enabled.

- If the user presses # very quickly after accessing an outside line, Forced and Verified Account Codes (if enabled) can be bypassed.
- If a trunk is not connected when the user presses #, loop current detection can be bypassed and trunk lockup can occur.
- Pressing # very quickly after accessing an outside line can (rarely) cause system reset.

Auto Redial

Auto Redial Reliability Improved

The reliability of Auto Redial when used on trunks with lower transmit and receive levels is improved in software version 03.21.06/03.22.00.

Call Coverage

Delay Ring Timer Inaccurate for Trunk Calls

The accuracy of the **0401-Trunk Delay Ring** timer when used with delay ring Call Coverage keys is corrected in software version 03.21.06/03.22.00. In prior versions, the delayed ring interval for trunk calls ringing a delayed ring Call Coverage key would be about 1/2 of the programmed value.

Pickup of Call Transferred by Voice Mail Resets System

The following reset problem is corrected in software version 03.21.06/03.22.00:

1. Voice Mail transfers (TRF) a call to a Ring Group.
2. An extension with a Call Coverage key for an extension in the Ring Group intercepts the call.
3. The system resets.

Call Forwarding

Program Soft Key Disables Status Display

The following Call Forwarding problem is corrected in software version 03.21.06/03.22.00:

1. At a Super Display keyset, enable Answer Machine Emulation for all calls.
2. Press **PROGRAM**, then **EXIT**.
3. The Call forwarding status doesn't show on the second line of the display until you cycle the hookswitch.

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Software Corrections in 03.21.06/03.22.00

Call Forwarding Off Premise

Voice Prompt Plays to Outside Caller

If Call Forwarding Off Premise attempts to route a trunk call and all trunks are busy, the system will reroute the call according to the trunk's overflow programming. In software versions prior to 03.21.06/03.22.00, the system would incorrectly play the "All lines are busy" voice prompt to the outside caller.

Note: This correction does not apply to Tie lines.

Call Screening

Automatic Call Screening can be Enabled even when Disabled in COS

On a 22- or 34-button display telephone in prior 03.2*.* versions, the user could enable Automatic Call Screening even if the options was disabled in their extension's Class of Service. The **SCRN** soft key label would not appear, but the soft key would function anyway. This is corrected in version 03.21.06/03.22.00.

Cordless Telephone

Base Transfer to Cordless Won't Ring Loop Key

A problem with trunk transfer using the Cordless button on the base unit is corrected in software version 03.21.06/03.22.00. In prior versions, if the transferred trunk appeared only on the cordless loop key, the call would not ring when transferred using the Cordless button on the base.

Message Waiting Icon Doesn't Display

The Message Waiting icon on the cordless telephone is fully functional in software version 03.21.06/03.22.00. It will display when the cordless telephone has a new Voice Mail message or a Message Waiting (if Voice Mail is not installed). In prior 03.2*.* versions, the icon would not display. It was, however, fully functional in 03.1*.* software versions.

Group Ring

Call Coverage Key Can Cause Undesired Operation

Software version 03.21.06/03.22.00 corrects a problem in prior versions with Call Coverage keys assigned to Ring Groups. In prior versions, if an extension user pressed their Ring Group Call Coverage key to answer a call ringing the Ring Group, undesirable operation (including continuous ringing) could result.

IntraMail

Dialing Timeout Entry of 0 Accepted

When **8006-Dialing Timeout** is set to 0 for the active Call Routing Mailbox, the Automated Attendant follows the Timeout destination for the active Dial Action Table as soon as the Instruction Menu completes. In prior 03.2*.* versions, entering 0 would disable the timeout (rather than set the timer to 0).

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Software Corrections in 03.21.06/03.22.00

Digital Pager Callback Number Not Handling Additional Digits

A problem with dialing the complete **8004-Digital Pager Callback Number** entry in prior 03.2*.* versions is corrected in version 03.21.06/03.22.00. The system will now dial any combination of digits (0-9, # and *) and special characters (M, N, or X) up to a maximum of 12.

Last Number Redial

Headset Mode Does Not Ignore Hookswitch

When using Last Number Redial in software versions prior to 03.21.06/03.22.00, the following procedure would inadvertently dial the stored number.

1. Enable the headset mode for the telephone.
2. Press **LND**, and then **Vol Up** to scroll through the Enhanced Last Number Redial list.
3. Lift the handset and then hang up.
(The stored number dials out, although **SPK** is off.)

In software version 03.21.06/03.22.00, the hookswitch action in step 3 is ignored. The call will not dial out until the user presses **SPK**.

Programming

Idle Menu User Programmable Feature Locks up Programming

The following programming problem in prior 03.2*.* software versions is corrected in version 03.21.06/03.22.00:

1. At extension 305 (for example), enter the programming mode, select program 1801, and choose extension 303 (for example).
2. At extension 303, dial **#SM**.
3. Programming locks up. Pressing any key on extension 303 causes the second line of the display at extension 305 to flash: **NO KEYS TO PROGRAM**.
4. The system must be reset to clear the problem.

Program 0505 Can Only Swap Installed Extensions

If software versions prior to 03.21.06/03.22.00, stations on an installed card/circuit that were never physically connected to a keyset could not be swapped in **0505-Extension Swap Utility**. For example, you could not swap extension 302 with extension 305 unless both station ports were at some point connected to a telephone. This is corrected in software version 03.21.06/03.22.00.

Program 1701 Page Key Data Entry Error

A problem in software version 03.21.02 in **1701-Programmable Function Key Assignments** when assigning Page zone data to a page key is fixed in version 03.21.06/03.22.00. In version, 03.21.02, the additional page zone data could not be entered, which prevented the key from functioning.

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Software Corrections in 03.21.06/03.22.00

Program 1807 Data Entry Errors

Software version 03.21.06/03.22.00 corrects numerous data entry errors in **1807-Extension Options (Part 2)** that occurred in prior 03.2*.* versions. The following is an example of the type of error that could occur:

- Enter program 1807 and select an extension other than 300.
- When you see **STA VOICE CALL**, dial 6 (No). You see: **PAGE THRU SPK**. (The correct display should be **STA VOICE CALL?NO.**)

Programmable Key Assignment Data Entry Error

The following User Programmable Feature data entry error is corrected in software version 03.21.06/03.22.00:

1. Dial **#KP** + Press a line key + Press **HOLD**.
2. Press **ICM** and press **Vol Up** until you see **FIXED LOOP GROUP**.
3. Press **HOLD** and enter 0 or 00 for the additional data. (Note that the correct entry in this step should be 90-98.)
4. Press **HOLD**. The display shows **SYSTEM ADMIN?**

Save Number Dialed

Save Key Disabled Except for Outside Calls

In software versions prior to 03.21.06/03.22.00, pressing a Save programmable key while the extension was idle could produce undesirable results (such as incorrect soft keys and display). In software version 03.21.06/03.22.00, if the user presses a Save key while idle they will hear error tone and the display will go blank.

Speed Dial

Long System Speed Dial Name Scrambles Display

A problem with 17-20 character names in **1101-System Speed Dial** is corrected in software version 03.21.06/03.22.00. In prior 03.2*.* versions, characters 17-20 would be scrambled when checked in program 1101, but would display correctly when the bin was dialed.

Personal Speed Dials not Saved without Name Entry

Software version 03.21.06/03.22.00 corrects a problem in prior 03.2*.* versions in which **1702-Personal Speed Dial** would not save the Speed Dial bin unless a name was entered for the bin. In version 03.21.06/03.22.00, name entry is not required.

Time and Date

Entering 60 Seconds Resets Time and Date

When setting the time in **0302-Time** or when using the **#TD** User Programmable Feature, entering 60 for the seconds entry is the same as entering 0. In prior software versions, enter 60 would reset both the time and date to the factory defaults.

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Software Corrections in 03.21.06/03.22.00

Toll Restriction

Program 0601 not Properly Initializing Toll Restriction

Software version 03.21.06/03.22.00 corrects a problem in prior 03.2*.* versions in which program **0601-Configure Toll Level Options** would not correctly initialize the Toll Restriction tables.

Separately Initializing Toll Restriction Tables Switches Table Type

Following system initialization, Toll Restriction tables 0602-0605 are set up as deny tables with no entries (i.e., they deny nothing). In prior 03.2*.* software versions, individually initializing the tables in their respective programs would cause them to switch to allow tables. This is corrected in software version 03.21.06/03.22.00.

Transfer

Transferring a Call to an Extension Without Line Appearance Corrupts Hold Queue

The following procedure, when implemented in system software prior to 03.21.06/03.22.00, would cause a trunk call to become stuck in the system Hold queue. The problem is fixed in software version 03.21.06/03.22.00.

1. Extensions 311 and 312 (for example) each have a Call Coverage key for extension 313. Extensions 311 and 312 each have a loop key for line 17.
2. Extension 313 *does not* have a key for line 17 or a loop key.
3. Line 17 is transferred to extension 313, and is picked up by extension 311 using their Call Coverage key.
4. Extension 311 presses their Call Coverage key for 313. The Loop key for line 17 at extension 311 goes out, and extension 311 voice-announces to extension 313.
5. After about 2 seconds, extension 312 starts to ring and the Call Coverage keys for extension 313 start to flash.
6. Extension 312 presses their Call Coverage key, which leaves extension 312 talking to line 17 and extension 311 voice announced to extension 313.
7. Extension 313 hangs up, leaving extension 311 stuck in the system hold queue.
8. If extension 311 goes off-hook and presses **HOLD**, the system hold queue is cleared.

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Software Corrections in 03.21.06/03.22.00

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