



FILE: E:\VS1\VS1 BULLETINS\U16-B KU REV: 0.0
DATE: December 10, 2001

SUBJECT: Telecor Voice Server Software V2.10 Release 1 Notes

This document describes the release of the Telecor Voice Server (TVS) Software Version 2.10 Release 1 (for systems with a Monochrome video card).

The names of Picazo and Dash have been changed to Telecor.
Version 2.9 must be installed before upgrading to 2.10.

The following topics are covered:

- 1) Bug Fixes
- 2) New Features of Telecor Voice Server Software Version 2.10 Release 1.
- 3) Known Issues with Telecor Voice Server Software Version 2.10 Release 1.

Bug Fixes

Connect98™ Transfer Bug

When transferring a call from Connect98 to another station that is in DND state, the call appears to be successfully transferred, but actually is left on hold without any indication at the Connect98 station. The caller only hears the on hold message.

Dial Tone Attendant98™ Headset

Attendant98 stations hear a dial tone for several seconds and then will hear a busy tone.

System Reset

System resets on 160+ port systems and heavy ACD traffic.

New Features of Telecor Voice Server Software Version 2.10 R1

DP200 Feature buttons

The LEDs of the DP200 Feature buttons illuminate if the programmed feature can be accessed.

System Activation Keys

Beginning with version 2.9, a version-specific System Activation Key is required to access system features. Telecor recommends obtaining the System Activation Key before installing TVS Software Version 2.10. Contact Telecor Technical Support at 1 (800) 464-3274 to obtain System Activation Keys. Telecor Technical Support hours are 8:30 a.m. to 6:00 p.m. EST Monday to Friday.

Note: A system activation key is required for the system to operate properly. A missing or invalid key results in only one active voice channel, which allows basic dialing support and the primary loop tape, but removes all other PBX features (i.e. voice mail, auto attendants). “INVALID KEY” is posted in the title bar, on the “sysinfo” screen, and in the screen saver message. System keys are based upon version, so upgrades require a new key. Keys for ACDs, Voice Channels, Connect Stations, and Attendant Stations are not effected.

Known Issues with Telecor Voice Server Software Version 2.10

1. The TVS does not function properly if a user accesses a remote site through Remote System Access (RSA), and then runs any of the T1 commands while a person on site is also running any of the T1 commands. T1 commands include: **t1 setup [0/1], t1 stat [0/1], t1 comm [0/1], and t1 error [0/1]**.
2. The VS1LDR.EXE program does not detect network cards using IRQ11 if a SC100 is installed in the TVS. If VS1LDR.EXE does not detect a network card, it will not load the network device driver and the TVS will not write SMDR data to the network.
3. Calls that have been parked after being transferred do not ring back to the station that parked them when the park recall time has expired for that station.
4. In some cases, for calls that are targeted from a T1 to an Auto Attendant, the caller misses the beginning of the Auto Attendant greeting because the greeting begins to play before the call is connected to the voice channel. One way to resolve this problem is to put a pause in the Auto Attendant before the greeting starts.
5. The TVS incorrectly reports “You must be on line 1 of your phone to program your feature button, please hang up and call back using line 1.” If you dial 7801 from the single line phone used with Connect98 and PCOM module.
6. The TVS does not recognize #1 to lock a Conference Room and *1 to unlock a Conference Room if dialed from the single line phone used with Connect98 and PCOM module. You must use the Connect98 application to lock and unlock Conference Rooms.