**Firmware Release: DD8818-00-699** (IPP400.002)

**Release Date: 07/25/96**
**Previous Version: DD8818-00-37**

This new release of firmware includes the features and enhancements listed on the following pages of this bulletin.

## AUDIT CDR

**Recording Incomplete Calls**
The phone can now be programmed to record incomplete calls in the Audit Call Detail Records. This option ("Record an Incomplete Call in CDR") has been added to the Options & Registers area of the program.

Follow the steps below to set this option for your particular needs.

    **a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*
    **b.** Use arrow keys to highlight the record to be edited and then press [ENTER].
    **c.** Use arrow keys to highlight the option labeled "*Record an Incomplete Call in CDR*" (under the "Miscellaneous Options" section.).
    **d.** Press [SPACE] to select the setting for this option.

| | |
|---|---|
| **YES** | An Audit CDR is created regardless of whether the call is completed or incomplete. |
| **NO** | An Audit CDR is only created for completed calls. |

## COIN LINE OPERATION

**Use Single Tone Frequencies**
An option has been added to enable or disable single tone frequencies. This feature was added to allow certain central offices in Canada to choose between single tones and DTMF.

Follow the steps below to set this option for your particular needs.

    **a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*
    **b.** Use arrow keys to highlight the record to be edited and then press [ENTER].
    **c.** Use arrow keys to highlight the option labeled "*Use Single Tone Frequencies*" (under the "Coin Line Phone Options" section.).
    **d.** Press [SPACE] to select the setting for this option.

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|---|---|
| **YES** | Phone operated with single tone frequencies. |
| **NO** | Phone operates in DTMF mode. |

## FLAGS

### Programmable Reporting Flags

When the phone reports a programmable flag (flag that is programmed to report to the computer when it becomes set) to the computer, the flag is reported two minutes after it is set. After successful communication with the computer, the flag is reset and the phone does not report in again. If communication is not successful, the phone attempts communication with the computer again in 2 hours, then 4 hours, then in 8 hours. If communication is successful at any of these points or if the phone is polled, the reporting attempts stop. If communication is not successful, the phone continues to try to report the flag every 8 hours until communication is successful. Previously, the phone would attempt to report the flag every two minutes until a successful communication occurred.

## FRAUD DETECTION

### Extended Delay For Dial Tone On Wink

An anti-fraud option has been added to the phone that enables or disables the phone from delaying the sending of three 1-digits (111) for anti-fraud if the phone detects a wink from the central office. This delay is provided for situations where dial tone is delayed from the central office after a wink signal is detected.

Follow the steps below to set this option for your particular needs.

      **a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*
      **b.** Use arrow keys to highlight the record to be edited and then press [ENTER].
      **c.** Use arrow keys to highlight the option labeled "*Extended Delay for Dial Tone on Wink*" (under the "Anti-Fraud Options" section.).
      **d**. Press [SPACE] to select the setting for this option.

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|---|---|
| **YES** | Anti-fraud "111" digits are delayed being sent out on to the line if the phone detects a wink signal from the central office. |
| **NO** | Anti-fraud digits are not delayed being sent out on to the line if the phone detects a wink signal from the central office. |

## OPTIONS & REGISTERS

### 1-888 Type Calls

The phone now uses cost band 104 to process 1-888 and 1-800 type calls. Previously, only 1-800 type calls were processed using cost band 104.

### All Calls Permitted During Relay Jam

The phone may now be programmed to enable or disable all calls in situations when the coin relay is not operating correctly.

Follow the steps below to set this option for your particular needs.

**a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*

**b.** Use arrow keys to highlight the record to be edited and then press [ENTER].

**c.** Use arrow keys to highlight the option labeled "*All Calls Permitted During Relay Jam*" (under the "Miscellaneous Options" section.).

**d.** Press [SPACE] to select the setting for this option.

| YES | Phone allows all calls if the coin relay is not operating properly. |
|-----|--------------------------------------------------------------------|
| NO  | Phone denies coin calls if the coin relay is not operating properly. |

## CAUTION

**Under certain conditions it is possible for the relay to be jammed in such a way that deposited coins are returned to the user on completed calls.**

### Capturing Digits after 1-800 or 950 Calls

The phone can now be programmed to record the digits that are dialed after a 1-800 or 950 number is dialed. This option ("Capture Digits After 1-800 or 950 Calls") has been added to the Options & Registers area of the program.

**Note**: If this option is enabled, the phone saves up to 40 digits that are entered after a 1-800 or 950 number is dialed. The captured digits can be viewed either by selecting the "Audit CDR" option from the [F7] Utilities screen or by printing an audit CDR report.

Follow the steps below to set this option for your particular needs.

**a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*

**b.** Use arrow keys to highlight the record to be edited and then press [ENTER].

**c.** Use arrow keys to highlight the option labeled "*Capture Digits After 1-800/950 Calls*" (under the "Miscellaneous Options" section).

**d.** Press [SPACE] to select the setting for this option.

**Note:** Enabling this feature accelerates the use of memory within the phone that is used for call record storage.

| YES | Phone captures digits after a 1-800 or 950 number is dialed. |
|-----|-------------------------------------------------------------|
| NO  | Phone does not capture digits after a 1-800 or 950 number is dialed. |

### Coin Calls

The phone now drops and reseizes the line if there are up to 3-digits remaining to be dialed after the user meets the required coin deposit. Previously, there may have been occasions where a routed call encountered a busy signal if the digits that were remaining to be dialed, were sent out on to the line before the line was dropped and reseized.

**Disable 10-second delay for 0- & 00-**

An option to delay keypad activity for 10-seconds, immediately after a 0- or 00- call is made, has been added to the phone. Follow the steps below to set this option for your particular needs.

    **a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*

    **b.** Use arrow keys to highlight the record to be edited and then press [ENTER].

    **c.** Use arrow keys to highlight the option labeled "***Disable 10-Sec Delay for 0- & 00-***" (under the "Anti-Fraud Options" section.).

    **d.** Press [SPACE] to select the setting for this option.

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|---|---|
| **YES** | Keypad activity is not delayed after a 0- or 00- call is made. |
| **NO** | Keypad activity is delayed for a period of 10-seconds immediately after a 0- or 00- call is made. |

**Enable Overtime Messages**

An option has been added to enable a voice prompt notifying the user to deposit more money for additional time. The message is as follows: "Please deposit XX for the next XX minutes or your call will be disconnected". In order for this option to work, the overtime period in the cost band used for the call must be set to a value between 1-15 minutes.

Follow the steps below to set this option for your particular needs.

    **a.** Press "3" from the main menu of ExpressNet®: *[Edit Options & Registers].*

    **b.** Use arrow keys to highlight the record to be edited and then press [ENTER].

    **c.** Use arrow keys to highlight the option labeled "***Enable Overtime Message***" (under the "Special Purpose Options" section.).

    **d.** Press [SPACE] to select the setting for this option.

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|---|---|
| **YES** | A voice message is sounded prompting the user to deposit more money for additional time. |
| **NO** | A voice message is not sounded to prompt the user to deposit more money for additional time. |

**Relay Jam**

- If a relay jam occurs in the phone, one successful fire of the relay clears (resets) the relay jam flag (RJ). Previously, more than one successful firing of the relay may have been required to clear the flag.
- The number of relay misfires needed to occur before the phone sets the relay jam flag (RJ), has been increased. This reduces the number of false relay jam flags being set.

**Routing**

The phone now sends vertical service codes (if present) during the routing process. The phone first insures that there is no access code (1-800, 950, 10XXX, etc.) to be sent before allowing the vertical service codes to be sent.

## POLLING

The phone now sounds the message "Please wait one moment" up to eight times per call if the handset comes off hook during a time that the phone and the computer are communicating with each other. Previously, the voice message was sounded up to two times only.

## SECURITY CODES

The *#6 reporting options can now be programmed to be blocked if the user does not know the security code to access these options. If a security code is programmed, and the user does not enter the correct security code, the phone sounds the following message: "***Error 27***". If a security code is not programmed for the *#6X reporting commands in the Options & Registers Record used by the phone, access to these reporting options is always enabled.

### *#6 Reporting Options

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|---|
| *#61 ANI Verification |
| *#62 Firmware/Software Version |
| *#64 Voice Flag Codes |
| *#65 Reporting Number |

Follow the steps below to assign a security code for the *#6X reporting commands.

**a.** Press "3" from the main menu of ExpressNet®: ***[Edit Options & Registers].***
**b.** Use arrow keys to highlight the record to be edited and then press [ENTER].
**c.** Use arrow keys to highlight the option labeled "***Credit Express Security Code***" (under the "Security Codes" section.).
**d.** Enter the 4-digit security code.