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March 7, 2000

Product Bulletin

Store & Forward Call Routing

We have received reports that, under certain conditions, store and forward calls may not be routed as expected when utilizing firmware versions that have been released after DDXX19-XX-231. It has further been reported that this condition only exists if the Forced Price Quote option within the Options and Registers Menu of the ExpressNet III[®] software is enabled.

We are currently investigating this situation and additional information will be provided as it becomes available.

We apologize for any inconvenience this may have caused you.

If you have any additional questions, please contact Protel[®] Technical Support at 1-800-925-8881.

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