Strata® DK Technical Bulletin

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PC Attendant Console Version 1.5 Software Release

The Strata DK PC Attendant Console software is enhanced in Version 1.5. This V1.5 software provides new capabilities and corrects some problems reported from the field. Toshiba recommends that any PC Attendant Console connected to a Strata DK system with an RCTUE/F processor, or that any site with operating issues, should be upgraded to V1.5. Upgrade software is available from Toshiba Customer Service by ordering part number DK-PCATT-SW at no charge until September 30, 1998. Also, the existing *Strata DK I&M Manual* will be revised with these changes.

Version 1.5 includes the following enhancements/changes:

RCTUE/F Processor Number Plan Changes

Numbering changes have been added to accommodate the RCTUE/F processor with its increased capacities. Although the current console software handles the RCTUE/F software, a number of administrative items could not be performed with the current version. In the new version, when you select the RCTUE/F processor option in Telephony Setup the following occurs, which makes set up easier and quicker:

- 1. Personal Speed Dial numbers are numbered *100~*139.
- 2. System Speed Dial numbers are numbered *200~*999.
- 3. The number of DNIS codes increases from 300 to 500.
- 4. External page zones numbering changes to #351 to #358.

Call Pickup Feature Change

The Call Pickup feature uses individual Directory Number [DN] Pickup, rather than the Station Pickup. This enables the attendant to pick up specific [DNs] rather than any line ringing on a given phone.

Note Strata DK versions without this feature (Dial Code **#5#2** + [DN]) will need to use Speed Dial or Feature Buttons for Call Pickup.

Line Group Names

Line Group names can now be entered in the Setup, Line Settings. Line Group names are displayed in the Incoming Lines Box on the Main Screen. This provides easy identification of incoming calls to the console.

Auto Night Transfer

Several issues are encountered when complex schedules are used in the Auto Night Transfer feature. These have been addressed. It is still important to remember to set all time changes at least five minutes apart from other entries. This gives the PC Attendant Console enough time to synchronize the status and time with the Strata DK.

Message Center

A number of enhancements requested for the Message Center feature have been implemented. These include eliminating the reappearance of deleted messages, correcting the date format on printed messages, ensuring that all tick boxes are reported on the messages when printed, and enabling the attendant to access the Message Center for both internal and external callers.

Lockup Issues

Improvements were made to reduce the causes of the console software getting into undefined states requiring the PC to be restarted to clear the problem. This makes the PC Attendant Console software more stable.

Enhanced Call Log

The diagnostic tool for recording events occurring within the PC Attendant has been enhanced to automatically rename the log files. This helps to prevent accidentally overwriting previously collected information. Each time CTRL + ALT + L is used to enable the log files, the previous files are renamed with the extension ".sav." When you forward site log files to Toshiba for problem analysis, send both the pcatt1.log and pcatt2.log, as well as pcatt1.sav and pcatt2.sav files.

New Installation Program

The installation program lets you choose between upgrading or making a new installation. New installations create entirely new data files. As a protective measure, in case you accidently choose New, when you wanted Upgrade, any existing data files are saved with the file extension ".old" and can be retrieved and renamed. Then you can re-install using Upgrading option, which uses the existing data files and updates the information for use with the updated version.

Installing the Software

First, follow the instructions in the current *Strata DK I&M Manual* under "To install the PC attendant console" on Page 9-34.

► To install the software

- 1. Turn on the PC and open the Microsoft® Windows® Program Manager.
- 2. Insert diskette #1 in drive A (or B).
- 3. Run A:\setup (or B:\setup) from Windows. Select "Upgrade from V1.0/V1.x to V1.5" or "New Installation." The installation process proceeds and requests you to remove Diskette #1 and insert Diskette #2 as the program is decompressed and installed.

A new program group is added to the Windows Program Manager for the PC Attendant. This includes three icons for running the PC Attendant, PCATT BACKUP, and TELEPHONY SETUP.

4. Follow the existing procedures in the *Strata DK I&M Manual*, "PC Attendant Console Software Installation" on Page 9-34, "Step 2: Add the Driver."