



Release Notes

Octel[®] 50 Release 4.0

Enclosed is Octel[®] 50 Release 4.0. This note includes important information regarding the enclosed software and documentation.

Getting Started with the Octel 50 System

An installation checklist is provided later in this note to guide authorized representatives through all the steps necessary for setting up and maintaining an Octel 50 system at a customer site. Detailed procedures necessary to complete the steps in the installation checklist are provided in the *Octel 50 Installation Guide*. Collectively, the steps presented in the *Installation Guide* allow you to effectively implement different types and sizes of Octel 50 systems and minimize the time necessary for supporting those systems once they are implemented.

Octel 50 Software and Documentation Issues

Note the following important Release 4.0 considerations:

- In Chapter 10, "Integrating with an Uninterruptible Power Supply, there are two errors that should be noted. On page 2, the last bullet on the page, under requirements for running UPS integration should be disregarded. You are not prompted during Octel 50 installation whether you want the UPS monitor to launch automatically on bootup. Also in that chapter, on page 3, step 4 under the procedure for running UPS integration, is incorrect. You are not required to enable the Shutdown System After Daily Maintenance parameter in system setup.
- There are several Octel 50 phrases, including the subscriber tutorial, that refer to a "Subscriber's Guide." Users should refer to the *Quick Reference Guide* instead.
- If during Octel 50 installation or upgrade, the screen goes blank when you select Exit on the Configuration Utility screen, press the reset button on the PC. If the PC has no restart button, turn off power to the PC, then turn it back on. Once the PC restarts and the menu to run Octel 50, run Setup, or return to DOS displays, press <1> to run Octel 50, and proceed with the remaining installation steps.
- On systems using Rhetorex voice boards, a problem may occur when attempting to run CCA that causes the utility to halt while checking for dial tone. If this occurs, press <CTRL+ALT+DEL> to reboot the PC and run AccuCall instead.
- There is an outstanding issue affecting Octel 50 4.0 systems integrated with Toshiba DK24 switches. Currently, the busy signal integration is failing in some instances. To work around this issue, create a backup of the following files (they all reside in the \CVR directory) prior to performing the upgrade, restore these files to the \CVR directory after the upgrade process is completed, then restart the Octel 50 system:
 - *.PAR
 - CCA.CFG
 - CADENCE.CFG.

If the integration continues to fail after you restore these files and restart the Octel 50 system, or if you are installing a new Octel 50 system with a Toshiba DK24 switch, contact a technical support representative for detailed instructions on running the AccuCall utility.

- Subscribers accessing the Call Handling menu over the phone interface may periodically hear an erroneous prompt stating, *"Nine is not an available option,"* even when no keypress is made at that menu. Use the following procedure to adjust a parameter in the Configure utility and rectify the erroneous prompt anomaly:
 1. Shut down the Octel 50 system, if it is currently running.
 2. Type `CD\CVR` to change to the \CVR directory.
 3. Type `CONFIGUR` to open the Configure utility.
 4. Press `<F5>` to select the VP Driver option.
 5. Use the up and down arrow keys to scroll to the line stating, "The default playback GAIN is x" (where x is a number).
 6. Use the left and right arrow keys to highlight the x value identified and type `-1` so the line now reads, "The default playback GAIN is -1."
 7. To exit the screen, press `<F10>`. The main Configur screen displays.
 8. To exit the utility, press `<F10>`. When prompted, type `Y` to save the change.
 9. Reboot the PC by pressing `<CTRL+ALT+DEL>`. Once the PC reboots and the menu displays, press `<1>` to start Octel 50.
- AMIS messages sent with Economy dispatch that are sent before or after the scheduled Economy dispatch hours are currently being dispatched immediately.
- An issue exists where a unique set of actions can cause the screen display and the PC's keyboard to lock up. The scenario that can cause this issue is as follows:

If the Command Interface display is active, and you select to display a report (without first closing the Command Interface), then select to display the Mailbox Status display (without closing the other two active displays), and then, with the Exit button highlighted, you close the Mailbox Status screen by pressing `<Enter>`, the display will lockup once there is port activity, and the system will not accept keyboard entries.

An indication that this has occurred is that a blinking cursor will appear in the lower-left corner of the Mailbox Status display or, in some cases, if Debug Mode is enabled, line activity may be displayed on top of the Mailbox Status display.

Octel 50 Release 4.0 Installation Checklist

Use this form to monitor your progress as you complete each step necessary to install, set up, and test a new Octel 50 system. Information on completing each step is detailed in the *Installation Guide*.

There are two sections to this checklist:

- Tasks that must be completed before you go to the customer site
- Tasks that must be completed at the customer site to set up and configure the Octel 50 system. It is very important that you complete all relevant tasks at the customer site in the order that they are listed. Failure to do so may result in the Octel 50 system not functioning properly.

Place a check next to each task as it is completed.

Site: _____

Before Going to the Customer Site:

- _____ Determine the customer's system needs and gather customer information (using Chapter 2, "Determining System Needs," in the *Installation Guide* and the sheets in Appendix A, "Templates," in the *Supervisor's Guide*).
- _____ Assemble the required materials:
 - _____ Assembled PC, including:
 - _____ CPU (Memory and hard disk should already be installed)
 - _____ CPU power cord
 - _____ Monitor
 - _____ Monitor power cord
 - _____ Monitor-to-CPU cord
 - _____ Keyboard
 - _____ Mouse
 - _____ Octel 50 Installation Guide and Supervisor's Guide, Quick Reference Guides, and Release Notes
 - _____ Configuration Note for the customer's switch
 - _____ Sentinel
 - _____ UPS (optional—customer-provided)
 - _____ Tape Backup, software, and manual (optional—customer-provided)
 - _____ Printer and cable (optional—customer-provided)
 - _____ Butt set
 - _____ Ground strap
 - _____ Modular cables (RJ-14: 4-connector)
- _____ For advanced trouble isolation:
 - _____ Digit grabber (The PHD Telecommunicator from Ziad is recommended.
Call (614) 464-1900 for more information on this butt set and digit grabber product.)
 - _____ Line simulator

At the Customer Site:

Complete the following steps to connect the Octel 50 PC and install and configure the system:

- _____ Connect the monitor to the PC and plug the power cord into the UPS, if you are using one, or into an electrical outlet.
- _____ Verify phone system readiness (see Chapter 3, "Installing the Hardware," in the *Installation Guide*).
- _____ Install the Sentinel to the Octel 50 PC's parallel port (see Chapter 3, "Installing the Hardware," in the *Installation Guide*).
- _____ Connect the phone and fax lines ((see Chapter 3, "Installing the Hardware," in the *Installation Guide*).
- _____ Install the Serial Integration Device, if necessary (see the Configuration Note for the phone switch).
- _____ Connect the UPS serial connection to COM1 (Optional—customer-provided; see the UPS documentation).
- _____ If you are using a modem for remote maintenance, connect the modem to the switch or an outside line.
- _____ Install any optional equipment provided by the customer (for example, tape backup unit, printer; see the documentation for the individual equipment).
- _____ Attach the power cord to the PC and plug the power cord into the UPS, if being used, or into an electrical outlet.
- _____ Turn on power to the PC. Install DOS, if it is not already installed.
- _____ Install the Octel 50 software. For information, see Chapter 4, "*Installing the Software*," in the *Installation Guide*.
- _____ Shut down Octel 50 (see Chapter 12, "*Maintaining the System*," in the *Installation Guide* for Octel 50 shutdown procedures).
- _____ If you are using a UPS with Octel 50, remove the UPS power cord from the electrical outlet and verify that the PC continues to run (the UPS will beep to indicate that it is supplying power to the PC). If the PC turns off when you remove the UPS power cord from the electrical outlet, verify that the UPS is connected properly.
- _____ If the Octel 50 system is using network messaging or fax retrieval, you may need to identify the local area code and associated prefixes. See Chapter 6, "Configuring Dial Plan," in the *Installation Guide* for information on running the Dial Plan utility.
- _____ Press <CTRL+ALT+DEL> to restart the system. Once the system reboots, a menu with options to run Octel 50, run Setup, or return to DOS displays. Press <1> to run Octel 50.
- _____ Set up the system's prompts, business hours, and Automated Attendant. See Chapter 4, "The Attendant Menu," in the *Supervisor's Guide*.
- _____ Edit the system's classes of service as required. See the topic, "Class of Service," in Chapter 7, "The Options Menu," in the *Supervisor's Guide*.
- _____ Create subscriber mailboxes and set up any required features, such as Message Notification and Call Queuing. See Chapter 3, "*The Mailbox Menu*," in the *Supervisor's Guide*.
- _____ Test the system (see Chapter 13, "*Testing and Troubleshooting the System*," in the *Installation Guide*).
- _____ Complete the Security Checklist provided in Chapter 12, "Maintaining the System," in the *Installation Guide*.
- _____ Document site and installation information on the Customer Database Information sheet (provided in Appendix A, "*Templates*," in the *Supervisor's Guide*), copy it, and store it behind the Additional Information tab in the *Installation Guide*.