

KTS Technical Assistance Centre Service Information Bulletin

XEN Topaz Version 2.00 CPU Software

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Introduction

This Service Information Bulletin applies to XEN Topaz Key Telephone Systems.

Version 2.00 CPU software, for the XEN Topaz Key Telephone System, is commercially available from NEC Business Solutions Pty. It incorporates some enhancements to existing features, and some new features that make the XEN Topaz KTS more flexible, versatile, and exciting.

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Version 2.00 CPU Software: New and Enhanced Memory Blocks

The following is a table of the Memory Blocks that have been added and/or modified because of the enhancements in version 2.00 CPU software:

MB	Modify	Function Name	Programming Value	Default
40-02-03	New	Mailbox Setup – One Digit Dialling	1 = Enable	1 = Enable
40-13-01	New	Mailbox Setup – One Digit dialling Destination	- Extension Number - Dept Group Pilot Number - Voicemail Master Number - Common/Personal ABB No.	Mailbox No's 001~024 - Dial 1 Personal ABB 918 - Dial 2 Personal ABB 919 - Dial 0, 3~9 = Not Specified Mailbox No's 025~300 - Dial 0~9 = Not Specified
25-06-02	Modified	DID/DISA One digit Code Attendant Setup – Destination Number (Dependant upon MB 25-06-03)	- Extension Number - Dept Group Pilot Number - Voicemail Master Number - Common ABB No.	Not Specified
25-06-03	New	DID/DISA One digit Code Attendant Setup – Destination Type	- Internal Extension No. - Common ABB No.	0 = Internal Extension No.

New Feature: Analogue Voice Mail Integration

Analogue Voice Mail Integration now means that there is an interface between the Xen Topaz system and a locally provided analogue voice mail system.

When a station is forwarded to the voice mail system and a call arrives at that forwarded station, the caller is sent directly to the individuals' personal mailbox. A message waiting indication can then be sent to the station informing them that a new message was received.

Programming Required:

- MB 11-07-01 Department Group Pilot Number – Use this to assign the Department Group with a valid number within the extension number range.
- MB 15-03-03 Single Line Telephone Basic Data Setup (Terminal Type) – Required to assign all analogue voice mail ports as type 1 = Special.
- MB 16-02-01 Department Group Assignment For Extensions – Assign the analogue voice mail extensions to a Department Group (1-32) and set the priority assignment.
- MB 45-01-01 Voice Mail Extension Group – Assign the Department Group number (1-32) to which will be assigned to the voice mail group.

Feature Operation & Service Conditions

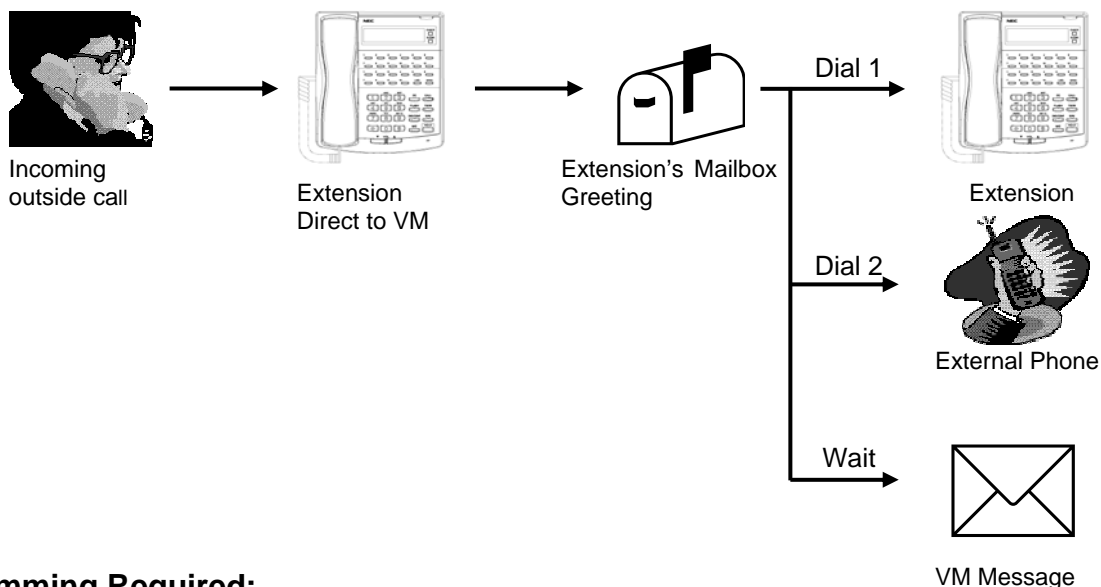
Please refer to the feature “Voice Mail Integration” of the Release 2 Features & Specification Manual available on the KISS website <http://www.kts.nec.com.au/>

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Enhancement: Voice Mail Transfer Operation

Using the Personal Automated Attendant feature, MLT users can forward their calls to voice mail (press Automated Attendant Key SC:851:70). Callers are now given the option to transfer externally or internally (Extension, Department Group, Voice Mail or Common/Personal Abbreviated Dialling Bin) by dialling a single digit, as directed by the mail box greeting message. Each mailbox (001~300) has its own set of single digit dialling options assigned in system programming.



Programming Required:

- MB 40-02-03 **(NEW)** Voice Mail Setup (One-digit dialling) – Enable or disable one-digit dialling for each voicemail box. (0=Disable & 1=Enable)
- MB 40-13-01 **(NEW)** Voice Mail Setup (One-digit dialling destinations) – The destination may be assigned as one of the following:
- Extension Number, or
 - Department Group Pilot, or
 - Voice Mail Master Number, or
 - Common/Personal Abbreviated Dialling Bin Number (required for dialling external numbers).

Feature Operation & Service Conditions

Please refer to the feature “Voice Mail” of the Release 2 Features & Specification Manual available on the KISS website <http://www.kts.nec.com.au/>

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Enhancement: Single Line Telephone Voice Mail Access

Analogue telephone users can forward their calls to voice mail on an immediate or busy/no answer condition. When retrieving messages by dialling into the voice mail system using (884) the users will automatically login into their own mailbox, instead of receiving the general greeting. A new voice mail service code (67#) has been added to set Personal Automated Attendant for a Busy/No Answer condition.

Analogue telephones users receive voice mail indication of a new message via either a flashing lamp, or VRS announcement (if DSPDBU card is installed).

Feature Operation & Service Conditions

Please refer to the feature "Voice Mail" of the Release 2 Features & Specification Manual available on the KISS website <http://www.kts.nec.com.au/>

Enhancement: Automated Attendant External Transfer

The Trunk-based Automated Attendant feature previously allowed a caller to dial a single digit or extension number to be transferred to an extension or VE, etc. Callers can now be transferred to an external number when they dial a single digit. The data assignment in PRG 25-06-02 now accepts a Common Abbreviated Dialling Bin number.

Programming Required:

- MB 22-02-01 Incoming Call Trunk Setup – set to (VRS or Delay VRS/DISA)
- MB 25-02-01 DID/DISA VRS Message – set to VAU and additional data Message No (01~48)
- MB 25-06-02 **(Modified)** DID/DISA One – Digit Code Attendant Setup (Destination Number) – can be set to the following:
 - Extension Number, or
 - Department Group, or
 - Voice Mail Master Number, or
 - Common Abbreviated Dialling Bin Number.
- MB 25-06-03 **(NEW)** DID/DISA One – Digit Code Attendant Setup (Destination Type) – can be set to the following:
 - Internal Extension Number, or
 - Common Abbreviated Dialling Bin Number.

Feature Operation & Service Conditions

Please refer to the feature "Voice Recording Services" of the Release 2 Features & Specification Manual available on the KISS website <http://www.kts.nec.com.au/>

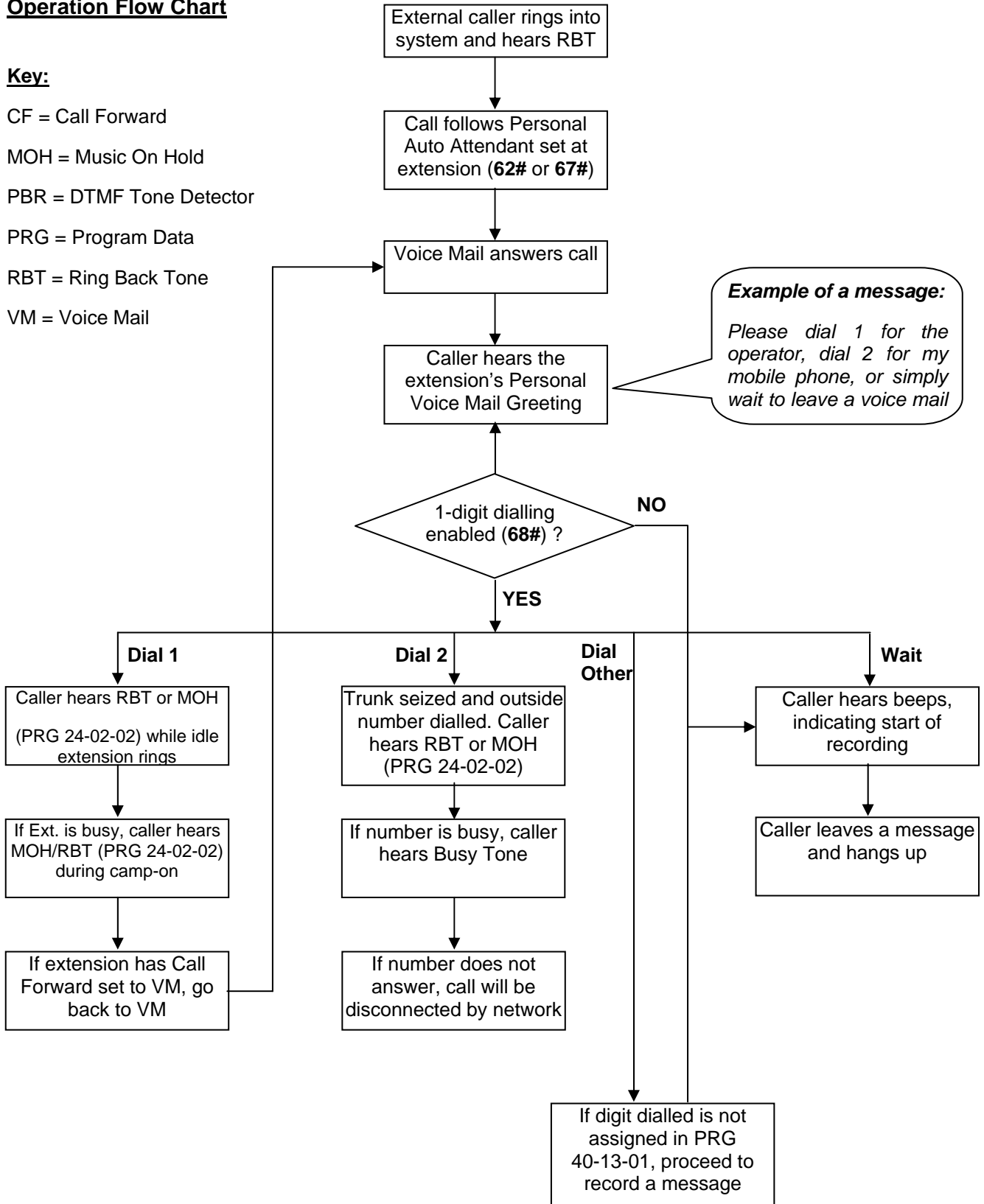
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Operation Flow Chart

Key:

- CF = Call Forward
- MOH = Music On Hold
- PBR = DTMF Tone Detector
- PRG = Program Data
- RBT = Ring Back Tone
- VM = Voice Mail



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Enhancement: Voice Mail Service Codes

Function	Service Code	Optional Function	Option Code
Help	0#		
Play Message	1#	Replay Message	1#
		Pause/Restart the Playback	4#
		Erase Message and Play Next Message	7#
		Save Message and Play Next Message	9#
		Copy the Message	2#
		Skip Playback Forward 8	3#
		Skip Playback Backward 8	6#
		Broadcast the Message	28#
		Exit	*#
Erase All Messages	7#	Confirm Erase	0#
End Recording of Message	9#		
Broadcast Message to a Multiple Address Group	2#		
Greeting Message 1	Play	31#	
	Record	32#	
	Erase	37#	
Greeting Message 2	Play	35#	
	Record	33#	
	Erase	38#	
Greeting Message 3	Play	36#	
	Record	34#	
	Erase	39#	
Message Notification	61#	Notify to an Extension	1#
		Notify to an External Number	2#
		Cancel Notification	0#
		Exit	*#
Set Automated Attendant – All Call	62#		
Play Messages “First In First Out”	63#		
Play Messages “Last In First Out”	64#		
Password Setting	65#		
Message Registration Control Setting	66#		
Set Automated Attendant – Busy/No Answer (NEW)	67#		
Single Digit Dialling Enable/Disable (NEW)	68#		
Exit	*#		

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Enhancement: Music on Hold during Automated Attendant Transfer

This enhancement will provide the selection of MOH or Ring Back Tone during an Automated Attendant transfer when a caller presses a digit during the Automated Attendant announcement.

Previous versions 1.00 & v1.01 only support Ring Back Tone during Automated Attendant transfer feature. Programming command 24-02-02 for version 2.00 systems will now be applied to Automated Attendant transferred calls, whereas previously it was used only for calls transferred by a station user.

Feature Operation & Service Conditions

Please refer to the feature "Voice Recording Service" of the Release 2 Features & Specification Manual available on the KISS website <http://www.kts.nec.com.au/>

Enhancement: DSPDB cards and Voice Mail Prompts

The DSPDB-B1 card installed onto the 924M KSU provides additional DSP resources, including 32 tone receivers (DTMF/Busy Tone/Caller ID), 64 Tone senders (Caller ID) and 32 Conference circuits. No compact flash card is supplied with the package.

When the compact flash card is installed onto the DSPDB-A1 card (replaces the current CF card) or DSPDB-B1 card to provide 16 VRS channels and 8 Voice Mail channels, in addition to the DSP resources provided by the DSPDB card itself. Each model of the CF card provides a different amount of message recording time, as follows:

CF Card Model	CF Card Size	Recording Time
CF-B1	512MB	15 Hours
CF-C1	256MB	7.5 Hours
CF-D1	128MB	4.5 Hours

As a further enhancement to the DSPDB-B1 card, and a continuous improvement to the Xen Topaz system, NEC Business Solutions has introduced new "English" voice mail prompts to the existing DSPDB-B1 card. This is to deliver standard voice prompt messages to the individual user and calling parties when accessing the voice mail unit.

These new voice mail prompts are now available for download from the KISS website. The upgrade procedure will be covered later in this Service Information Bulletin.

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Enhancements to Default Settings in V1.01

The following changes have been made to the Program defaults since V1.01.

Program No.	Item No.	V1.01 Default	V2.00 Default
13-01: Abbreviated Dialling Function Setup	01- Speed Dial Auto Outgoing Call Mode	Trunk Access Mode (0)	Intercom Access Mode (1)
20-02 : System Options for MLT's	09 - Disconnect Supervision	Disabled (0)	Enabled (1)
20-09 : Class of Service Options (Incoming Call Service)	01 - Second Call for DID/DISA/DIL	0 (OFF)	1 (ON)
20-11 : Class of Service Options (Hold/Transfer Service)	21 - On Hook Trunk to Trunk Transfer Restriction	Not Checked (0)	Checked (1)
20-15 : Ring Cycle Setup	03 - Internal Incoming Call	On 0.3 / Off 0.3 / On 0.3 / Off 2.1 (8)	On 1.0 / Off 2.0 (3)
	05 - DDI/DID	On 0.3 / Off 0.3 / On 0.3 / Off 2.1 (8)	On 0.2 / Off 0.2 / On 0.2 / Off 0.2 / On 0.2 / Off 0.2 (9)
	11 - VAU Delay Message Incoming Call	On 0.5 / Off 0.5 / On 0.5 / Off 1.5 (6)	On 0.3 / Off 0.3 / On 0.3 / Off 2.1 (8)
20-20 : Message Setup for Non-Caller ID Data	01 - Private Call	UNAVAILABLE INFO	PRIVATE
	02 - Call from Out of Service Area	OUT OF STATE	OUT OF AREA
22-09 : DID Basic Data Setup	01 - Dial-in Receive Digits	4	2
25-07 : System Timer for VRS/DISA Service	02 - VRS/DISA No Answer Time	10	0
25-08 : DISA User ID Setup	01 - DISA User ID Setup	ID 01 ~15 = Not Assigned	ID 01=000001 ID 02=000002 ID 15=000015
40-10 : Voice Announcement Service Option	06 - VRS/VMS Message Playback Level	N/A	32
40-13 : Mailbox Setup - One Digit Dialling Destination	01 – Destination Ports 01~24, Dial 1	N/A	Common/Personal Abbr. Bin No. (1) = 918
	01 – Destination Ports 01~24, Dial 2	N/A	Common/Personal Abbr. Bin No. (1) = 919
	01 – Destination - All other settings	N/A	Internal Dial No. (0) = Not Specified
80-01-02 : Service Tone Setup	Ring-Back	Basic Tone No.	580Hz (3)
		Duration	1000.0ms (10)
		Gain Level	-3.0dB (26)
		Basic Tone No.	No Tone (0)
		Duration	2000.0ms (20)
		Gain	0.0dB (32)
		Basic Tone No.	440/480Hz (10)
		Duration	400.0ms (4)
		Gain Level	0.0dB (32)
		Basic Tone No.	No Tone (0)
		Duration	1500.0ms (15)
		Gain Level	0.0dB (32)

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Enhancements to Field Issues

Our Engineers have also incorporated changes to version 2.00 software to overcome issues identified by our Channel Partners and their customers. Below is a list of issues reported in the field that are now resolved.

Software Version Issue raised with	Issues	Resolution
Version 1.00	Click noise through the speaker or handpiece when answering PSTN calls.	This was resolved in version 2.00 software.
Version 1.00	Busy Tone Detection during a trunk to trunk transfer does not work on the outgoing line.	This was resolved in version 2.00 software.
Version 1.00	Call Forward off-site does not for internal calls from a SLT to a MLT.	This was resolved in version 2.00 software.
Version 1.00	The “#” is not dialed when entered into the common speed dial.	This was resolved in version 2.00 software.
Version 1.00	When PRG 14-02-12 is set for the PSTN trunks, the trunks stay busy for 40 seconds.	This was resolved in version 2.00 software.
Version 1.00	SLT extension doesn't work as a Ringdown Extension (Hot Line).	This was resolved in version 2.00 software.
Version 1.00	Headset use causes the supervised transfer not to function.	This was resolved in version 2.00 software.
Version 1.00	Headset ringing is not provided to the headset.	This was resolved in version 2.00 software.
Version 1.00	Delay VRS in (PRG 22-02) does function when second ring group is enabled.	This was resolved in version 2.00 software.
Version 1.00	Tone patterns within PRG 20-15 series are confusing and require changing.	This was resolved in version 2.00 software.
Version 1.00	PSTN trunks not releasing after handled by the Voice Mail card.	This was resolved in version 2.00 software.

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Important Installation Notes:

1. For each installation, change the setting of Program 80-03-01 (DTMF Tone Receiver Setup) to 0 (0-25dBm). Do this for both Type 1 (Extensions) and Type 2 (Trunks). The system must be reset for the changes to take effect.
2. When a software upgrade is performed from V1.xx to V2.xx, ensure that Program 40-10-06 (VRS/VMS Message Playback Level) is set to the default of 32, or other appropriate value. If this value is set to 0, the VRS/VMS prompts will not be heard.
3. When the Topaz system is set to Voice Call mode (Program 20-02-12 = 0), an internal call that is switched from Voice Call to Ring mode by dialling 1 will not follow a Call Forward No Answer set on the called extension.
4. When Delay Message is assigned it is possible to set a disconnect time after the end of VRS message. Assign Program 22-14-xx as follows to ensure that calls follows the disconnect timer assigned in Program 22-14-07.

01 - 1st Waiting Message Start Time = 1
02 - 1st Waiting Message No. = 1
03 - 1st Waiting Message Sending Count = 1
04 - 2nd Waiting Message No. = 1 (*do not leave as 0*)
05 - 2nd Waiting Message Sending Count = 1 (*do not leave as 0*)
06 - Message Interval Tone Kind Tone = MOH
07 - After End of VRS Waiting Message Disconnect Time = 10sec (*set as required*)

Main Software Upgrade Procedure Version 2.00

Please ensure that this procedure is followed accurately. Further information can also be found in the version 2 System Hardware Manual available on the KISS website <http://www.kts.nec.com.au/>

You may choose to upgrade the Xen Topaz main software using either a Compact Flash card or WebPro. Both methods require an EXIFU-A1 card (with CF slot and LAN port) to be installed (temporarily is desired) into the Topaz system.

The new Main System software version for each method can be obtained from the KISS Website <http://www.kts.nec.com.au/> under the download link for the XEN Topaz System.

Upgrade via Compact Flash:

1. Obtain the software release file "topaz_release_2.00_cf.zip" from the KISS Website.
2. Ensure that the Compact Flash card has been formatted as a "**FAT**" file system and **not** a "FAT32" file system as this format is not supported during this upgrade procedure. This can be located under the properties for the Compact Flash card. If this is formatted correctly, then unzip the above file to the root directory of the Compact Flash drive.

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3. Use the PCPro software v2.00 and download the current system database. Ensure that the download is saved. If you wish to save the system data via the Compact Flash, please refer to the System Hardware Manual under System Start-up (Chapter 9 – Section 2.3 “Save the customer data”).
4. Switch the system OFF, then remove the main cover from the KSU, and ensure that the switch SW1 is set to the “COLD” position.
5. Temporarily insert the EXIFU-A1 card into the appropriate slot marked as CN2 on the Xen Topaz system, that's if the system doesn't already have one.
6. Insert the Compact Flash card into the CF slot on the EXIFU-A1 card.
7. Power ON the system. Observe the following led conditions during the upgrade process. Led 1 turns on solid red, while led 4 starts fast flashing for (approx 2~3 mins). When the upgrade process is complete, then led 4 will stop flashing, and switch OFF.
8. Set SW 1 to the “HOT” position, and then power OFF the system.
9. Remove the Compact Flash card from the CF slot on the EXIFU-A1 card. Power the system ON once again, and then confirm that the system software version has been upgraded by pressing “OPAC” and dialling “3”. Should show the main version & checksum.
10. Then using the PCPro software v2.00 to upload the previously saved customer database. Once completed and if it's required to remove the temporarily installed EXIFU-A1 card, then it's necessary to power OFF the system before removing the EXIFU-A1 card.

For more information & diagrams of the full procedure, please refer to the Xen Topaz System Hardware Manual, Chapter 10 – Maintenance, Section 2 – Main Software Upgrading.

Upgrade via WebPro:

1. Obtain the software release file “topaz_release_2.00.bin”. If this has been received as a zipped file, unzip the file to your hard disk.
2. Connect to the Xen Topaz system via the WebPro using your PC browser application.
3. Use the PCPro software v2.00, and download the current system database. Ensure that the download is saved. If you wish to save the system data via the Compact flash, please refer to the System Hardware Manual under System Start-up (Chapter 9 – Section 2.3 “Save the customer data”).
4. Click on the 'Firmware Update' link from the WebPro 'Home' page.
5. Click the 'Browse' button, and select the provided firmware update file (topaz_release_2.00.bin) and then click the 'Open' button.

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CAUTION! An invalid firmware file will render the system unworkable, and if this occurs, then perform the upgrade using the Compact Flash method as described above.

6. Then click the 'Update firmware' link. The update procedure may take a few minutes to complete. In this time do not interact with your browser window until the update has been completed.
7. Once the update is complete, perform a system initialisation for the updated changes to take place. Existing system programming will take effect after the initialisation.
8. Then using the PCPro software v2.00 to upload the previously saved customer database. Once completed and if it's required to remove the temporarily installed EXIFU-A1 card, then it's necessary to power OFF the system before removing the EXIFU-A1 card.

VOICE MAIL PROMPT UPGRADE PROCEDURE

1. Obtain the latest Topaz Prompts file "Prompts.zip" from the KISS Website.

2. Switch OFF the Topaz KSU.

CAUTION: Ensure the KSU battery switch is set to the ON position before switching off the system. It is recommended that the system database be downloaded and saved prior to any maintenance work.

3. Remove the Compact Flash (CF) card from the DSPDBU card installed on the mainboard. Grasp the edge of the CF card and pull to the right.
4. Insert the CF card into a Compact Flash card reader attached to a PC/Laptop.

NOTE: You must use the original CF card removed from the DSPDBU. Another CF card will not work due to embedded copyright protection.

5. Unzip the downloaded file "Prompts.zip" into the "VM" directory of the Compact Flash drive (e.g. E:\VM). This will overwrite the existing prompt files with the new set.

NOTE: Existing voice mail messages and user recorded greeting messages will not be affected by this procedure.

6. Once the write process is completed, remove the CF card from the reader and reinstall into the DSPDBU card.

CAUTION: Follow the process appropriate to your computer to safely remove the CF card.

7. Switch ON the power of the Topaz KSU.
8. Test the system to ensure the new prompts play correctly. You may adjust the playback level of the prompts (and other recorded messages) from the DSPDBU card in Program 40-10-06.

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Version 2.00 CPU Software and PCPro software Compatibility

Version 2.00 CPU software has been tested, and approved for use with Version 2.00 PCPro software.

Availability

Version 1.00 and 1.01 systems can be upgraded to version 2.00 CPU Software. The new Main System software version 2.00 can be obtained from the KISS Website <http://www.kts.nec.com.au/> under the download link for the XEN Topaz System.

For further information please call 1800 819 766
Or visit our web site at <http://www.kts.nec.com.au/>

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