



**Release Note for
DBS 576 and 576HD Systems**

***Models VB-44410, VB-44411, VB-44421, VB-444201,
VB-444301, VB-44440A, VB-44442, VB-444402***

**CPC Software Upgrade
(Version 5.20)**

RN576/HDV520

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Panasonic®
Digital Communications & Security Company
Communication Systems Group

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Overview

This Release Note describes the enhancements and corrections made in the new V5.20 software for the following DBS 576 and DBS 576HD CPC/MPU models:

Part Number	Item
VB-44410	CPC-96
VB-444201	CPC-288
VB-444301	CPC-576
VB-44440	CPC-HS
VB-44441	CPC-HM
VB-44442	CPC-HL

Corrected Problems

Symptom	Cause	Correction / Current Operation
CPC V5.1 and previous	CPC V5.1 and previous	CPC V5.20
User hears busy signal when pressing the MSG key.	If a user attempts to retrieve voice mail messages when the first voice mail port is busy, the DBS 576/HD does not hunt to the next voice mail extension.	This problem has been corrected in V5.20. The DBS 576/HD now hunts for an open voice mail extension. <u>Restrictions:</u> This correction applies to IFM voice mail and API voice mail systems only.
Caller ID information is not shown for voice mail messages. The extension does display the correct Caller ID information when the call is received.	This occurs in systems using IFM Voice Mail, for calls: <ul style="list-style-type: none"> Transferred from the Auto Attendant (unmonitored), then forwarded to the user's voice mail mailbox Transferred from one extension to another within the same node, then forwarded to voice mail by Call Forward (NO ANS/ALL/BUSY). Transferred to voice mail by an extension (VM transfer key) 	This problem has been corrected in V5.20. <u>Restrictions (for IFM Voice Mail):</u> <ul style="list-style-type: none"> Caller ID is not transmitted to centralized voice mail across a node.

Symptom CPC V5.1 and previous	Cause CPC V5.1 and previous	Correction / Current Operation CPC V5.20
<p>The extension does not display the Caller ID information for an outside call.</p> <p>If the call is sent to voice mail, the correct Caller ID information is shown for the message.</p>	<p>This occurs in systems using IFM Voice Mail, when the Auto Attendant monitors the transfer of an outside call to an extension.</p> <p>The extension display shows the Auto Attendant's voice mail extension number instead of the Caller ID information for the original caller.</p>	<p>This problem has been corrected in V5.20.</p> <p><u>Restrictions (for IFM Voice Mail):</u></p> <ul style="list-style-type: none"> • Caller ID is not transmitted to centralized voice mail across a node. • Caller ID name only (not number) is displayed on the first line of the LCD display. • Caller ID information is not displayed on the second line of the LCD display.
<p>When a call is forwarded from two or more extensions to voice mail, the call is sent to the last extension's voice mail mailbox.</p>	<p>The system is set to use the last ringing extension's mailbox in the following scenario:</p> <ol style="list-style-type: none"> 1. A CO call is made to an extension. 2. The extension does not answer, so the call is forwarded to another extension. 3. The call forwards to the mailbox of the second extension. 	<p>This problem has been corrected in V5.20.</p> <p>A new program setting, FF1 0 02 0033 Incoming Call Fwd. ID Extension for Voice Mail, has been added. This setting allows System Administrators to select which call forward ID is sent to voice mail on a system-wide basis: the first ringing extension or the last.</p> <p><i>Default:</i> Last Incoming call ext. mailbox.</p> <p><u>Restrictions:</u></p> <p>In networked systems, when a call is forwarded from the first extension to a second extension in a different node, the Caller ID information for the second extension will be sent to voice mail.</p>
<p>Pressing the FLASH key makes the MUTE key inoperative.</p>	<p>In a system that is Behind Centrex, when the user presses the FLASH key to retrieve a second call, or to use Centrex Conference, the system regards this as a new call and the MUTE key ceases to work.</p>	<p>This problem has been corrected in V5.20.</p> <p>The MUTE key operates normally after the FLASH key is pressed.</p> <p><u>Restriction:</u></p> <ol style="list-style-type: none"> 1. The MUTE function is cancelled when digits are dialed. 2. Also applies to systems connected across normal CO lines.

Symptom CPC V5.1 and previous	Cause CPC V5.1 and previous	Correction / Current Operation CPC V5.20
<p>Callers on hold do not hear the Music-On-Hold (MOH) source assigned to the Tenant Group of the held trunk.</p>	<p>Callers on hold hear the MOH source selected for the Tenant Group of the extension that placed the call on hold.</p>	<p>This problem has been corrected in V5.20.</p> <p>Callers on hold hear the MOH source selected for the held trunk Tenant Group.</p> <p>The MOH source is selected for each trunk with program setting FF1 0 12 (0001-0072) Hold (0-3) Hold.</p> <p><u>Restriction:</u></p> <ol style="list-style-type: none"> 1. The system automatically converts Tenant Group "0" to Tenant Group "1". 2. Callers on conference hold hear a fixed hold tone.
<p>Occasionally, when a hunt group member presses the MSG key to retrieve voice mail messages, they hear the Main Greeting instead.</p>	<ol style="list-style-type: none"> 1. An extension receives a call for a hunt group, and does not answer the call. 2. The system continues to the next extension in the hunt group. 3. A subsequent caller then leaves a message for the first extension. 4. The user at the first extension returns and presses the MSG key to listen to their messages. They are sent to the Main Greeting. <p>To access their messages, the user must either press the ON/OFF key or hang up, and then press the MSG key a second time.</p>	<p>This problem has been corrected in V5.20.</p> <p>The user can retrieve his/her voice mail messages by pressing the MSG key.</p>

Symptom CPC V5.1 and previous	Cause CPC V5.1 and previous	Correction / Current Operation CPC V5.20
<p>Unauthorized users can obtain a user's private access codes by pressing the REDIAL key.</p>	<ol style="list-style-type: none"> 1. User makes an outside line and enters an external code such as a bank account PIN, or other private access number. 2. A different person presses the REDIAL key on the key phone, and the extension user's access code is displayed. 	<p>This problem has been corrected in V5.20.</p> <p>A new program setting FF3 0 BSSC 04 32 Hold (0 or 1) Hold, Redial Display Restriction, has been added so users can select whether previously dialed digits appear (or do not appear) on the LCD display after the REDIAL key is pressed.</p> <p><u>Restrictions:</u> All numbers dialed with REDIAL are affected (telephone numbers and ID codes.)</p> <p><u>Note:</u></p> <ol style="list-style-type: none"> 1. Does not affect the SMDR feature. 2. This setting also applies to the Auto Repeat Dial feature and the Confirmation of Redial Information feature.

Upgrade Procedures

CPC-576

All previous versions of software may be upgraded to version 5.20. One PC-Card is required per system.

CPC-288 and CPC-96

All previous versions of software may be upgraded to version 5.20. Code rotary switch position 4 can be used to upgrade multiple systems with one PC-card.

CPC-HS, CPC-HM, and CPC-HL

All previous versions of software may be upgraded to version 5.20. One compact flash card may upgrade multiple systems.

For more details

Refer to the "Software Upgrade Procedure" for specific CPC types in *Section 400 -Programming*. DBS576 software on PC-Cards is specific to the CPC type (CPC-96, CPC-288, and CPC-576). DBS576HD software on PC-Cards is specific to the CPC type.

To Obtain Software and Documentation

This software is available through the normal software request channel. Related user documentation is available at: b2b.panasonic.com.