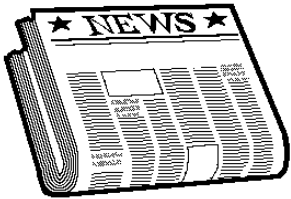


R2-10 Prism Release Notes

Telescan LLC

Prism Release Notes
September, 2010

Highlights of this Release



In addition to new features, this update to Spectrum Prism incorporates a number of corrections and performance enhancements for both the Prism program and the offline Prism Account Editor.

What's Inside

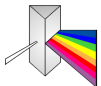
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Outbound Caller ID configuration

Within the past few months, there have been several reports of failure to show the caller ID Prism sends to the receiving telephone. It was found that certain telephone service providers now require transmission of the caller ID with specific characteristics. A configuration change to apply the required characteristics to the caller ID sent on outbound calls has been tested at several Prism installations. The change allows the reception of caller ID for the specific carriers, and there has been no negative effect on calls directed to telephones serviced by other carriers.

This update installs a modified configuration on the Prism system. Because of limitations in the Windows NT drivers, this change can only be installed on Windows 2003 systems.



SDM Trunk Cross Reference

For technical reasons, there is not a direct correspondence between Prism's port id's and the SDM trunk or dial id's. With the R2-10 release of Prism software, an additional column of information has been added to the Trunk (port) Activity window. The column is labeled "SDM" and provides a quick reference to the trunk or port ID reported in Spectrum Data Manager's call displays and reports.

Some examples from the partial screen shown:

Port 006 : Inbound-only call ports show the SDM trunk.

Port 015 : Outbound-only ports show the SDM dial trunk

Port 014 : In/Out ports show both SDM trunk ids, inbound:outbound

Port 059 : Non-call ports, or ports not available for calls reported by SDM will be blank in the SDM column.

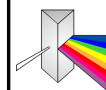
In the Prism call detail logs, the inbound or outbound port field may be shown in the form "5/7". This represents the Prism / SDM port identifiers. If there is no associated SDM port ID the field will contain a single value representing the Prism port.

Activity Display		
Port	SDM	Type
006 : ISDN	7	
007 : ISDN	8	
008 : ISDN	9	
009 : ISDN	10	
010 : ISDN	11	
011 : ISDN	12	
012 : ISDN	13	
013 : Stn 7		
014 : ISDN : A	14:1	
015 : ISDN : C	2	
016 : ISDN : C	3	
017 : ISDN : C	4	
018 : ISDN : C	5	
019 : ISDN : D	6	
020 : ISDN : D	7	
021 : ISDN : D	8	
022 : ISDN : D	9	
059 : Stn 10		
060 : Stn 12		
061 : Stn 13		
062 : Stn 14		
063 : Dial : Q		
064 : Dial : Q		

Operator intercom call logging

Intercom calls between two workstations are now logged to the [AdminLog] for the day. Each entry identified as an intercom call includes the date and time, station and operator id that initiated the call, station and operator id that received the call, and the duration in minutes and seconds. An example from the log file is shown:

06/28/10 10:41:04:966 [ICM] Stn:10 <JPJ> to Stn:1 <SYS> Duration 0:09 0



Voice Mail Improvements and Corrections

1. Improvements

- Store the caller ID with recorded messages, depending on date of your installation, an update to the database structure may be required.
- During message retrieval; if the caller ID is available, play it when the date and time are played
- Retrieval from multiple mailboxes on a single check-in call
- Do not allow pause during menu play
- Box setup allows block creation

2. Corrections

- Standalone alternate mailbox: do not transfer to internal box if account external record
- Corrected potential problem with pause during message play
- Problems with multiple external voice mail systems corrected
- Corrected problem with Centurisoft mailbox length
- Record into account default mailbox if not overridden by SDM

Prism Fixes & Enhancement

Fixes:

- Fixed problem with dial line clear during “Dual Dial” patch setup
- Internal fix for dial out setup
- Fix problem with certain log file sizes
- Include sub-account data in Account List file

Enhancement:

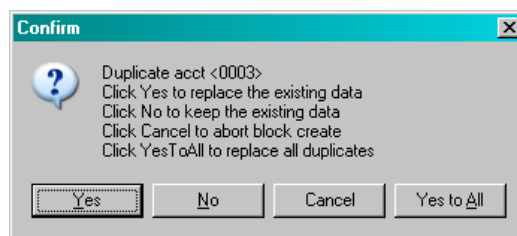
With this this release, during creation of a block of accounts any existing account data can be retained. When duplicate data is detected, there are four options available:

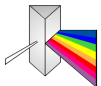
“Yes” - this will replace the existing data with the new data.

“No” - select this option to retain the existing data, any new data for this account will be discarded.

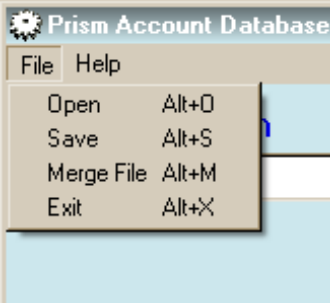
“Cancel” - this option will terminate the block create process, and the current data for the indicated account will be retained. All new accounts created up to this point will be retained.

“Yes to All” - block creation will be continued. Any duplicate data will be overwritten without confirmation.





Off Line Account Editor



This release of the account editor includes the ability to combine (merge) account database files. With an account database loaded (indexed on the Account Index field), open the “File” drop-down menu.

Select “Merge File” to be presented with a file selection panel identical to the panel presented for “Open File”. File selection and error correction dialogs are the same as for opening a database file. Refer to the “Load Existing File” section of the manual for instructions. Accounts from the merge from file will

be added to the account database. If a duplicate account index is detected, a decision regarding disposition of the duplicate data must be made.

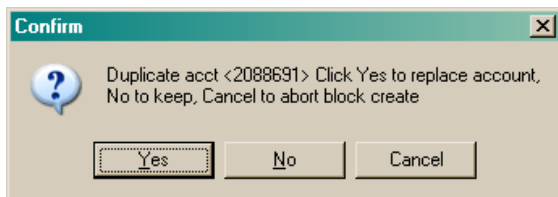
There are four options related to duplicate accounts during a merge operation:

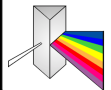
1. “Yes” - select this option to replace the current account data
2. “No” - select this option to retain the existing data.

The merge file data for this account will not become part of the combined database.

3. “No to All” - this option will retain all existing duplicate data records. The confirmation query will not be repeated.
4. “Yes to All” - this option will replace existing duplicate data records with records from the merge file. The confirmation query will not be repeated.

Duplicate accounts are also detected during the creation of a block of accounts. You have the options to replace the existing data, retain the existing data or cancel the remainder of the block creation.



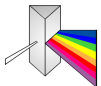


Installation

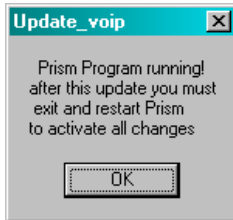
1. Insert the update CD into Prism's CD / DVD drive. The CD should auto-start and you will be presented with this selection window. If the CD does not auto start, "explore" the CD and double-click "UpdateMenu.exe".



2. To update Prism, click on "Update Prism Program". This can be done while Prism is running. You can accept all installation defaults. After basic installation (file copy), the program update utility will be run (Instructions on next page). The Prism program must be restarted for new features to take effect.
3. If your installation includes Prism VMail, a menu selection for updating that subsystem will be displayed. ***** Neither Prism or VAdmin can be active during this update. *****
4. The standalone Prism account editor can be installed on any Windows® computer. You can accept all defaults for installation. This installation will install both the account editor and the Prism documentation on the target computer.
5. Click the "X" in the upper right corner, or "Finished" after you have completed the updates.

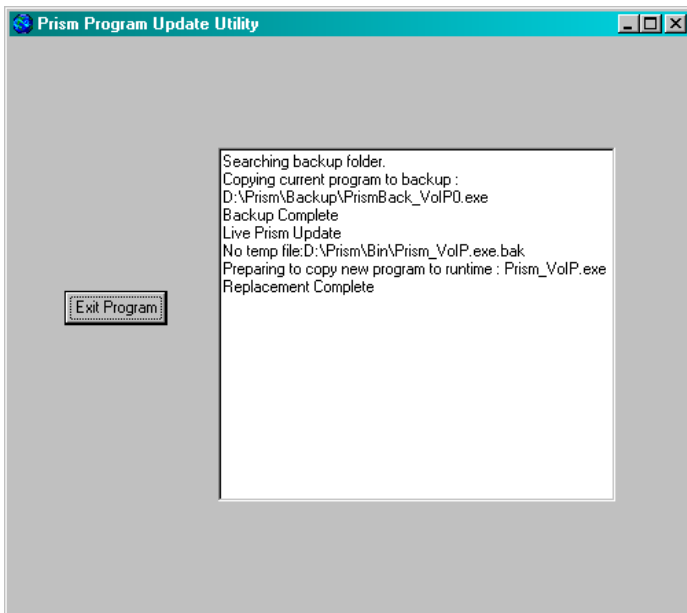


Installation



1. After the update program has copied the new files to Prism's hard drive, an additional utility program to install the new files will be started. If Prism is running, you will have to acknowledge the need for a restart in the following window:

2. In the window that opens next, click the 'Update Prism' button and confirm the update. Update progress will be shown in the text box.



3. After the update is complete, close the window by clicking the 'X' in the upper right corner and start or re-start the Prism program.