# Release Note DCC 1.12, Edition 1

# 1  Introduction

This Release Note describes hardware and software requirements to use with the

**Desktop Communication Console (DCC) software 1.12 Date: April 12, 2013**

Additional enhancements, bug fixes and known issues incorporated in this software will be listed as known.

# Date: April 19, 2013

# 2  Requirements

The Epygi Desktop Communication Console (DCC) is a PC-based tool that can be configured to work with a remote or local extension of a Quadro IP PBX. DCC allows users to have internal chats, see the status of other employees' phones and completely control their desktop handset.

The graphical user interface of the DCC is specifically designed to integrate with the Quadro's receptionist features, such as extension status watching.

The extension status watching allows the status of specified Quadro extensions to be viewed to show ringing, busy or not-registered. This simplifies the call handling procedure in a number of ways. When transferring a call to or setting up a conference call with a watched extension, the receptionist can see the current state of the extension and based on that state to decide whether or not to proceed.

## 2.1  System Requirements

The following system specifications are the minimum required for the proper operation of the DCC:

- Operating systems: Windows XP, Vista, Windows 7, Windows server 2008 and 2003.
- 10 MB free space on hard drive.
- 50 MB RAM.
- Internet connection.
- Microsoft Office Outlook installed and properly configured.

**Please Note:** Depend on the version of used MS Office Outlook (32-bit or 64-bit) the appropriate executable file (x86.exe or x64.exe) should be selected when installing DCC.

## 2.2  Quadro Software Requirements

The DCC is compatible with the following Quadro IP PBXs beginning with the software version listed:

- QX1000: SW-5.3.12
- QuadroM32x: SW-5.3.13
- QuadroM8L/26x/26xi/12Li: SW-5.3.12
- Quadro4L: SW-5.3.11
- Quadro6L: SW-5.3.11
- Quadro2x2: SW-5.3.11
- Quadro2x/4x/16x: SW-5.3.10

# 3  New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent DCC release.

| Release | New Features |
|---|---|
| **1.12** | Added **Check for Updates** option for DCC auto update. |
| | Added possibility to load MS Outlook Contacts from all contacts folders. |
| | Added possibility to load Contacts from LDAP directory. |
| **1.10** | |

# 4  Changed Features History

No changed features here at the moment.

# 5  Fixed Issues

**Issues fixed since version 1.10:**

| Display name update is not working properly | 17695 |
|---|---|
| D: | 1. If you rename one of watched extensions in DCC and then on Quadro you change the display name of the same extension - DCC will automatically change the name to the new one set on Quadro(will lose your custom name)<br><br>2. You do not change any name in DCC, close DCC application, then on Quadro you change the Display Name of one of watched extensions - on next DCC startup, DCC will still show the old name(will not show the new one). |
| C: | |

| DCC freezes when IM contains TAB character | 11246 |
|---|---|
| D: | |
| C: | |

| It is not possible to transfer call with consultation in case of incoming SIP call 17467 | |
|---|---|
| D: | |
| C: | |

# 6  Known Issues

D:      Description
C:      Consequences
Fix:    How to avoid the situation, or what to do in case the situation has occurred.

| It is not possible to listen to voice mails recorded via G.729 in DCC | |
|---|---|
| D: | There is no indication about the voice mail playback failure. Pressing the "play" button just does nothing |
| C: | |

| | |
|---|---|
| Fix: | Will be fixed in the next releases. |

**If the voice mail of the DCC extension is disabled and the call is not answered, in History it is marked as "Missed" but not "Not Answered" as it is done when voicemail is enabled.**

| | |
|---|---|
| D: | |
| C: | |
| Fix: | Will be fixed in the next releases. |

**If the called extension doesn't answer and the call goes to voice mail, in the History the call is marked as "Answered"**

| | |
|---|---|
| D: | |
| C: | |
| Fix: | Will be fixed in the next releases. |

**Find Me/Follow Me doesn't work when the call comes from DCC extension**

| | |
|---|---|
| D: | |
| C: | |
| Fix: | Will be fixed in the next releases. |

**The DCC extension is not placed in Call Queue but gets "Temporarily Unavailable"**

| | |
|---|---|
| D: | When the DCC is calling to some extension which is on a call and has Call Queue activated on it, the call is not placed on Call Queue, but disconnected without any prompt |
| C: | |
| Fix: | Will be fixed in the next releases. |

# 7  Installing and Upgrading Instructions

Before starting the installation of the DCC, ensure no previous versions are currently running.

To install the DCC, run the executable file "setup.exe" and follow the instructions of the Desktop Communication Console Setup wizard.

Later you can launch the DCC by running its executable file "dcc.exe" that is by default installed in the C:\Program Files\Epygi Technologies\DCC directory. You may also launch the DCC by clicking on its shortcut in the Start-up menu (by default Epygi Technologies\DCC), or by double-clicking on its icon on the desktop, or by clicking on its quick launch icon.


DCCs (lines) can be registered to the same Epygi PBX only for a trial period of 30 days counted from the DCC installation day. After this period expires, the DCC will require that the corresponding PBX extensions use a license.

To allow the DCC to be used on an Epygi PBX, an optional software feature key should be purchased to expand the number of available licenses. The DCC is available in two versions but are almost identical in appearance. For normal office users, the basic license will allow most of the features that can be used on a normal phone directly from the DCC application. Features restricted to the professional version include call intercept, barge-in, silent monitoring and whisper. The total number of watched extensions will also be lower on the basic version versus the professional which is intended for the main answering position for the company like a receptionist. The professional DCC version includes all the options found with the basic license plus a few additions. Features unique to the professional license include call intercept, barge-in, silent monitoring and whisper. Most of the advanced features listed will require the one-time activation of the Barge-in Activation Key on the Epygi PBX which enables these features for the entire system. Also increased are the number of watched extensions that can be displayed at a single time. Most offices will only need a few of the professional licenses, and the majority of users will require the basic version. To purchase a key, please contact your distributor.