

Telescan

# Spectrum Data Manager R1-15

*including Agent, Secure Delivery and Communications Server*

2015 Release 1

April 2015

## Overview

This document describes the enhancements made to the programs listed at the right. Featured in this update is a new set of web-based displays that show system activity in real-time. Also featured are enhancements to the desktop version of Secure Delivery.

In addition to the enhancements, various changes and corrections were made to the programs. These are listed at the end of the document.

Some of the enhancements and new features require that two or more of the programs be updated. Please note the section below labeled *Order of Updating Programs*.

### Software Updated in Release 1 — 2015

<b>Spectrum Data Manager</b>	<b>Version 15.1.0.0</b>
<b>Secure Delivery Server</b>	<b>Version 15.1.0.0</b>
<b>Alpha Server</b>	<b>Version 15.1.0.0</b>
<b>Email Server</b>	<b>Version 15.1.0.0</b>
<b>Fax Server</b>	<b>Version 15.1.0.0</b>
<b>SMS Server</b>	<b>Version 15.1.0.0</b>
<b>Spectrum Agent</b>	<b>Version 15.1.0.0</b>
<b>SmartScript Designer</b>	<b>Version 15.1.0.0</b>
<b>On-Call Editor</b>	<b>Version 15.1.0.0</b>
<b>Information Tables Editor</b>	<b>Version 15.1.0.0</b>

## Installing the Update

Included in your shipment are instructions for updating each of the programs, along with the corresponding update CDs. These include:



1. *Spectrum Data Manager, Secure Delivery and Comm Server R1-15*
2. *Spectrum Agent — Script Designer — On-Call Editor — Information Tables Editor R1-15*

### ***Order of Updating Programs***

The recommended order for applying the updates is as follows: SDM, followed by the Secure Delivery Server and the Communications Server programs, then the Agent. The SmartScript Designer, the On-Call Editor and the Information Tables Editor may then be updated or installed on the computers at which they are used.

### ***Manuals and Additional Documentation***

Manuals and other additional documentation may be found on the Spectrum Agent CD in a folder named **'Telescan Digital Documentation'**.

Carefully review the separately enclosed installation instructions and call with any questions. Phone support for the update is available from 9:00 AM to 5:00 PM Central Time at (314) 426-7662.

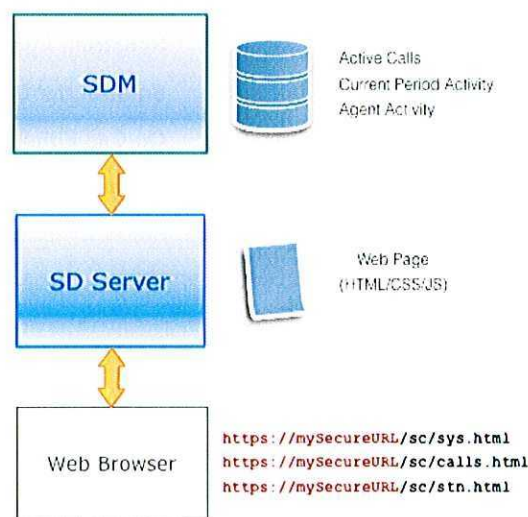
## System 'Dashboard' Displays

A set of new web-based updating displays have been added to the system. They are an extension of the Spectrum Charts feature and, like the Charts, they are accessed through the Secure Delivery Server. Three new applications have been added:

- **System Activity**
- **Call Activity**
- **Station Activity**

These displays are web-based, therefore they do not require the Agent software. And since they are accessible from any capable web-browser, they can be used on mobile devices as well as desktop browsers. They are also amenable for use on overhead displays in the board room.

The diagram below illustrates how SDM and Secure Delivery Server are used when accessing the new displays.



The URL's to the right of the 'Web Browser' in the diagram are representative of the URL's that you will use to access the three new displays. You will substitute *your* Secure Delivery URL for the **red portion** and, depending on which of the three displays you wish to access, enter either `/sc/sys.html` or `/sc/calls.html` or `/sc/stn.html` following it.

When the desired URL is entered in your browser, the SD Server will download the appropriate web page. Once the display's web page is active in the browser and you have entered your username and password, you should click on the 'Start' button. At that point, the display will periodically update by requesting new data from SDM via the Secure Delivery Server. You can pause the display by pressing the 'Stop' button.

# System 'Dashboard' Displays

## System Activity

The *System Activity* display is accessed through the Secure Delivery Server using the following URL:

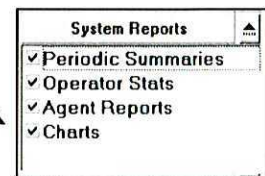
`https://mySecureURL/sc/sys.html`

Note: substitute your Secure Delivery URL in place of `https://mySecureURL`.

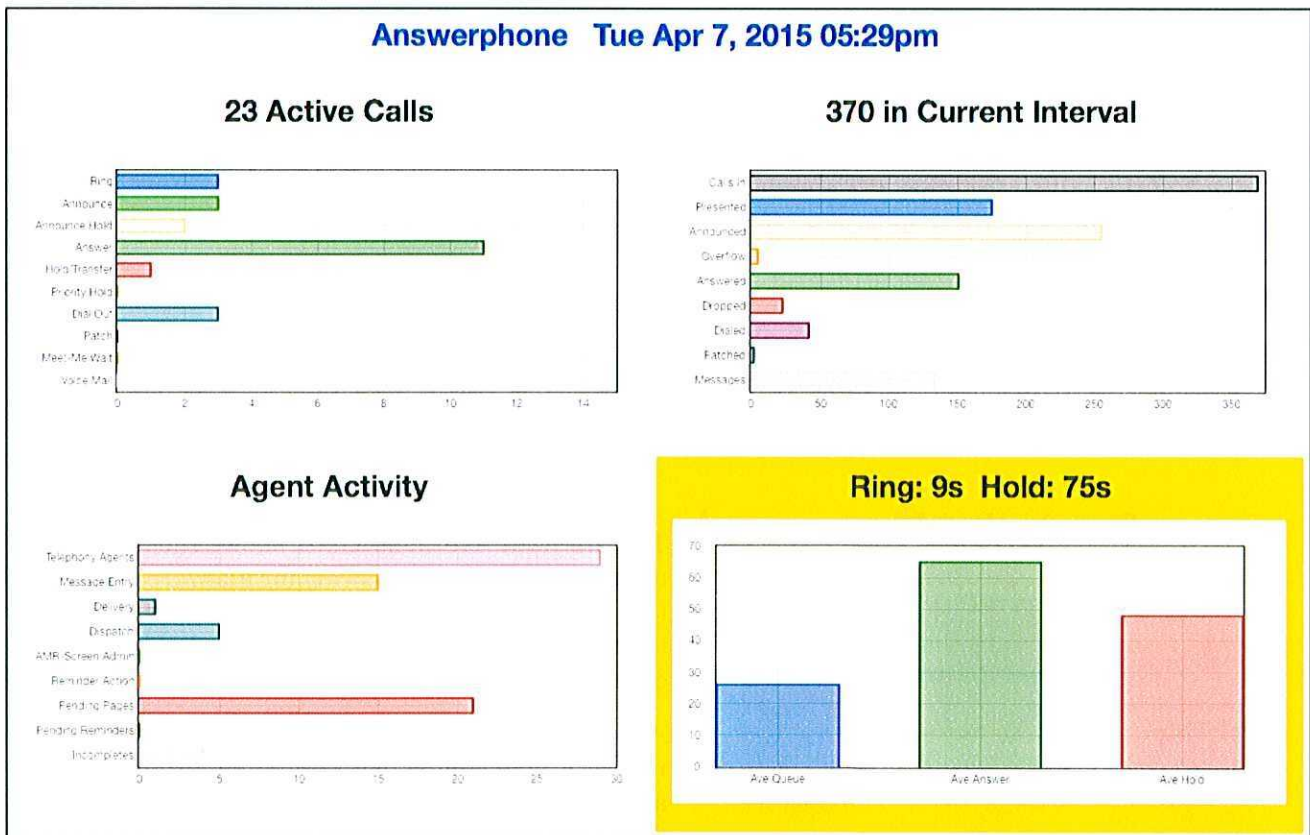
The initial display is shown below. Enter your username and password. Then click on the 'Start' button.



The username and password are established through SDM using *Setup — Operator ID's*. The 'Charts' capability needs to be checked under 'System Reports'.



Following is a sample *System Activity* display:



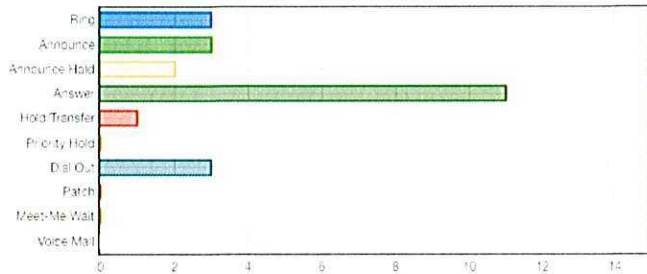
The *System Activity* display consists of four charts, which update every 2 seconds.

# System 'Dashboard' Displays

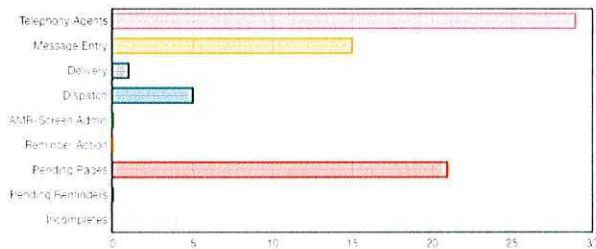
The 'Active Calls' chart shows the current state of the inbound and outbound call traffic.

The header over the chart shows the total number of active calls represented in the chart.

## 23 Active Calls



## Agent Activity

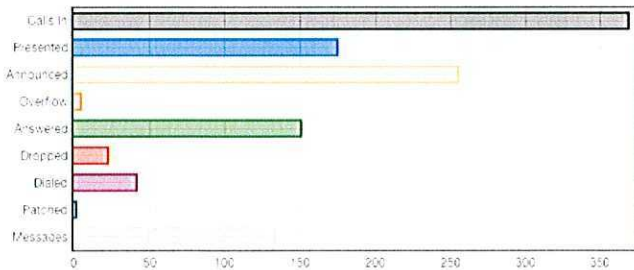


The top bar in the 'Agent Activity' chart shows the number of signed-on telephony-enabled operators. The next five bars indicate the non-Standby activity of the operators. The bottom three bars show a count of the pending pages, reminders and incompletes. Note that the 'pending pages' currently does not distinguish between expired and non-expired pages.

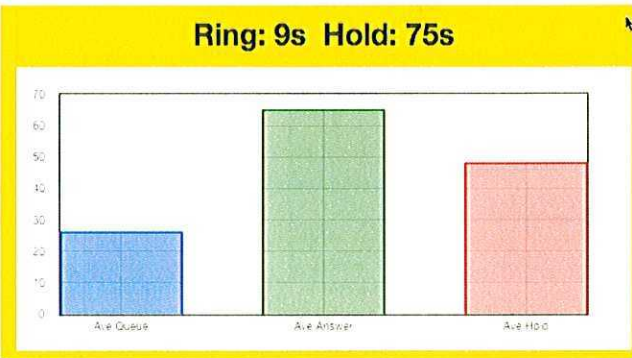
The 'Current Interval' chart shows the disposition of the call traffic since the start of the current 15 minute interval, as well as the number of messages taken in the current interval.

This chart will clear every 15 minutes, starting on the hour.

## 370 in Current Interval



## Ring: 9s Hold: 75s



The 'Interval Averages' chart shows the average queue time (time-to-answer) for answered calls in the current interval, as well as the average talk time for answered calls and average hold time for calls placed on hold by an operator.

Above the chart is displayed the current longest ring and hold times (including hold after an announcement). If the current hold time exceeds 30 seconds, the background turns yellow.

If the current ring time exceeds 24 seconds, the background turns red. Priority is given to ring time. If no calls are ringing or on hold, the average queue time for the current interval is displayed.

## System 'Dashboard' Displays

### Call Activity

The *Call Activity* display is accessed through the Secure Delivery Server using the following URL:

<https://mySecureURL/sc/calls.html>

Note: substitute your Secure Delivery URL in place of *https://mySecureURL*.

The initial display is shown below. Enter your username and password. Then click on the 'Start' button.



A sample *Call Activity* display is shown below. The inbound calls are listed on the left. The outbound calls are on the right.

Inbound				Outbound			
Inbound	State	Account	Station	Outbound	State	Account	Station
4	Talk	0410 Catskill Area Hospice	36 BRB	34	Talk	3671 Bel-Aire Amusement LLC	50 CAH
5	Announce	1859 Prime Care Physicians (2)		52	Talk	1524 Simmons Elevator	89 SLR
7	Announce	1836 Urological Institute					
8	Announce	1860 Drs Letterlillo & Swicker					
9	Talk	0335 McVeigh Funeral Home	23 NAG				
10	Announce	0593 British American					
11	Talk	1831 Dr's Perumal, Almonte, &	33 KMB				
25	Hold	0727 Cintas Fire & First Aid	21 MXA				
26	Talk	0549 StPeters Medical Oncology	68 AAA				
27	Talk	0731 Whiting Oil Company	96 KLL				
29	Annoc. Hold	0281 N.Y.O.H. - Troy					
31	Annoc. Hold	4115 Parris & Associates					
41	Talk	8773 Eagle Internal Medicine	29 JPS				
42	Hold	4958 Martha Jefferson Ortho	41 BLL				
44	Hold	4421 Hospice of the Piedmont	6 PAB				
45	Talk	4485 VA Dept of Forestry	93 KDS				
52	Talk	8626 Carolina Neurosurgery	44 ATK				
57	Announce	2742 Delta Psychology Center					
59	Talk	4326 Ahmed, M. & Haque, M.;Mds	18 AAB				
63	Talk	8342 Tri-County Installations	39 VAB				
66	Talk	1310 Stancliff Ludemann McMorr	45 ARB				
67	Annoc. Hold	2528 Sch'dy Housing Authority					
69	Hold	2894 Powers & Santola, Esq's	41 BLL				
70	Annoc. Hold	3607 Upstate Hemacology Oncolo					
74	Annoc. Hold	7687 Surinder Jindal, MD					
75	Talk	2461 Pulmonary/Critical Care	46 AMH				

An alternative layout of the *Call Activity* display can be accessed with the following URL:

<https://mySecureURL/sc/calls1.html>

This will show the inbound and outbound calls 'stacked', with the inbound calls listed first, rather than 'side-by-side' as shown above.

- The columns labeled 'Inbound' and 'Outbound' show the associated logical channel number. Outbound channels in the range 1 to 32 designate the outbound side of an in-out patch. Outbound channels numbered 33 and above are regular dial-out calls.
- The 'Station' column will show the most recent station and operator ID to be attached to the call. If this column is blank, then no operator has been associated with the call.

# System 'Dashboard' Displays

## Station Activity

The *Station Activity* display is accessed through the Secure Delivery Server using the following URL:

<https://mySecureURL/sc/stn.html>

Note: substitute your Secure Delivery URL in place of *https://mySecureURL*.

The initial display is shown below. Enter your username and password. Then click on the 'Start' button.



The *Hide Open ID's* checkbox will allow you to only show signed-on stations.

A sample *Station Activity* display is shown below.

Answerphone Tue Apr 7, 2015 05:23pm										
29 Active Agents										
Station	IP	Opr	Telephony	State	Account	Message For	Pages	Rmdrs	IWork	
2	192.168.0.102	PLG 5	IN(14) 34s	Entering Message	0313 Polinello Fuels, Inc.	LEE	0	0	0	
3	192.168.0.103	AJN 6	IN(23) 55s	Entering Message	2180 Image Care - Latham	OFFICE	0	0	0	
4	192.168.0.104	MAC 3		Standby			0	0	0	
6	192.168.0.106	PAB 5		Standby	0018 Tammy Gapp-Claydon		0	1	0	
12	192.168.0.112	MAS 4		Entering Page	8783 Hospice of Davidson Cty		7	0	2	
17	192.168.0.117	JHM 3	OUT(39) 17s	Dialling Out	0460 Vision Data Equipment		0	0	0	
18	192.168.0.118	AAB 3	IN(20) 80s	Entering Message	0119 Environment One	OFFICE	0	0	0	
19	192.168.0.119	JAB 5		Entering Message	0636 Living Resources Home Car	OFFICE	4	0	2	
21	192.168.0.121	MXA 1	IN(55) 46s	Entering Message	8702 Central Carolina Surgery		0	0	0	
23	192.168.0.123	NAG 4	IN(33) 122s	Redelivering	0410 Catskill Area Hospice		0	0	0	
28	192.168.0.128	MAC 3		Standby			0	0	0	
29	192.168.0.129	JPS 7		Entering Message	0663 Dr. Shalom Kleval	OFFICE	0	0	0	
33	192.168.0.133	KMB 3		Viewing Memo			0	0	0	
35	65.166.9.90	SHB 3		Standby			0	0	0	
36	66.208.225.113	BRB 2	IN(19) 5s	Standby	4159 Aqua Guard Foundation		0	0	0	
39	65.166.9.90	VAB 4	IN(76) 62s	Entering Message	2894 Powers & Santola, Esq's	OFFICE	0	0	0	
40	66.208.225.113	VAA 5		Entering Memo			2	0	2	
41	65.166.9.90	SLL 9	IN(43) 78s	Entering Message	8706 Carolina Surgical Arts	ON CALL	0	0	0	
44	64.129.221.206	ATK 2	IN(58) 2s	Standby	8326 Tufano Movers		0	0	0	
45	50.192.45.129	ARB 4	IN(16) 24s	Entering Message	0398 NorthPointe Apts		0	0	0	
46	64.129.221.206	AMH 3	IN(50) 43s	Entering Message	8605 Murphy Walner Ortho (1)		0	0	0	
50	50.192.45.129	CAH 7	OUT(34) 6s	Entering Page	8631 American Red Cross		0	0	1	
57	74.84.255.121	MCP 6		Standby			1	0	0	
58	74.84.255.121	AAA 1		Standby	4016 Anthony Lipari Associates		0	0	0	
63	74.70.162.187	EPC 3		Selecting Message	0024 Quote Call Account		0	0	0	
89	69.117.101.170	SLR 6	IN(42) 22s	Entering Message	4433 *Byrum Parr Funeral Home		0	0	0	
93	97.66.23.82	KDS 3	IN(45) 194s	Entering Message	4485 VA Dept of Forestry		0	0	0	
94	97.66.23.82	KLC 1	IN(57) 55s	Entering Message	3671 Bel-Aire Amusement LLC	O/C	0	0	0	
96	97.66.23.82	KLL 3	IN(71) 110s	Entering Message	2484 Jones, Hacker, Murphy		0	0	0	

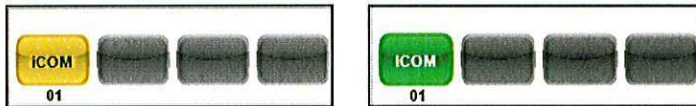
## System 'Dashboard' Displays

- The *Opr* column shows the operator ID and skill level. The entries in this column are also color-coded based on the skill level.
- The *Telephony* column shows the operator's association with a call, if any, including intercom activity. For inbound and outbound calls, it also shows the logical channel and the number of seconds the operator has been on the call.
- The *Pages* column shows the number of pending pages that the operator is responsible for. Currently, it does not distinguish between expired and non-expired page tickets.
- The *Rmdrs* column shows the number of reminders assigned to the station that have not yet been completed.
- The *iWork* column shows the number of incomplete messages and tickets at the station.

## Enhanced Intercom Interface and Status

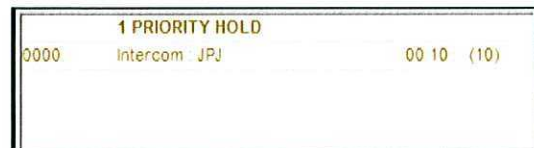
The Agent intercom interface has been enhanced to distinguish pending and active intercom calls from other call types.

The button label will indicate 'iCOM' for a pending intercom call and 'ICOM' for an active one. In addition, the color distinguishes pending from active: green is active.



Intercom calls are also now shown in the call queues. They are in the 'Priority Hold' section.

If a station has both priority hold and intercom calls pending, they can be selected through the TALK buttons in the same way that the operator handles multiple priority hold calls.



The various station activity displays at the Agent and SDM will now also show intercom activity.

At right is the Station Activity display at the main SDM interface. In this example, Station 10 has initiated an intercom call to station 1.

Current Station Status: 2 Telephony (up to 32 Allowed) 0 Data-only

Station	Net	State	Id	Telephony	Account	Pages	Rmdrs	IntCom	PND
1	192.168.1.110	Standby	JPJ	...		0	0	10->	0
2	...	Idle		...					
3	...	Idle		...					
4	...	Idle		...					
5	...	Idle		...					
6	...	Idle		...					
7	...	Idle		...					
8	...	Idle		...					
9	...	Idle		...					
10	127.0.0.1	Standby	SYS	...		0	0	->1	0

With this update, intercom calls are no longer recorded in the voice logger.

**Note: The R1-15 Prism is required for this feature to function.**

## Agent SIP Audio Enhancements

Improvements have been made in the Agent SIP audio interface.

- If an active SIP audio connection is manually disabled through the configuration screen in the Agent program, the Agent will automatically un-register itself from the SIP Server.
- If the Agent is configured to 'Disconnect at Sign-off', it will now also automatically un-register itself from the SIP Server.
- If the Agent loses its registration with the SIP Server, it will automatically try to re-register every few seconds, rather than waiting for the next 10 minute interval to expire.
- The operator can now, at any time, manually force the Agent to re-register with the SIP Server. This is done by Shift-Left-Clicking on the telephony icon in the lower right section of the Agent window.

These latter two enhancements will improve the recovery of SIP Audio in situations where the operator's station has experienced network connectivity issues, for example, loss of Internet.

## Agent Browser Enhancement

SDM supports a 'Browser' folder that is intended to allow the retrieval and display of simple HTML and embedded Javascript files at the Agent station. In that sense, SDM functions as a simple file loader for the Agent Browser window. Access to the files in the 'Browser' folder is accomplished using a hypertext command, such as the following:

```
{Show map to office&&sdm:officemap.htm}
```

With this update, something more akin to a web server is offered for access to SDM's 'Browser' folder. This is accomplished by using the Secure Delivery Server as the path to access files in SDM's 'Browser' folder. For example:

```
{Show map to office&&sds:officemap.htm}
```

Note the 'sds:' in the command. This hypertext command will accomplish the same result as the prior command, but offers more capabilities. Unlike SDM, the Secure Delivery Server can gracefully handle large files. It is also capable of handling embedded references to other files, which is common when, for instance, saving an Excel spreadsheet as HTML.

To enable this feature at an Agent station, go to the 'Browser' tab on the Agent 'Configuration' window. Enter your Secure Delivery URL in the new field labeled 'SDS URL:'

SDS URL:

Note that this feature will not work if the configured URL uses the Secure Delivery Gateway, although there are options available when the Gateway is used. Contact Telescan Customer Support for assistance if you are interested in using this feature.



## Secure Delivery Desktop

When accessing Secure Delivery from a desktop or tablet browser, it is recommended that you use the version that has been enhanced for desktop use. This version is accessed by placing '/a' at the end of the Secure Delivery URL. Let's say, for example, that from a desktop browser, you normally access Secure Delivery with the following URL:

`https://secure.myansweringservice.com`

Try entering the following:

`https://secure.myansweringservice.com/a`

You will be presented the same login screen. But after logging in, the interface will allow more capabilities than the version designed for mobile use. This new version is referred to as the 'Admin' version, because it allows a person with administrative capabilities to access messages and notes for multiple people and accounts. Although the 'Admin' version will work for non-Admin people, the latter will be restricted to accessing only their own messages and notes.

The screenshot shows the Admin interface for Robert W. Vornberg. The top navigation bar includes filters for 'New', 'In-Process', 'Complete', 'Notes', and 'Newest First'. A search box is located in the top right. The left sidebar lists clients under three primary accounts: Account 0000, Account 0001, and Account 0002. The main content area displays a list of messages and notes, including internal messages and notes from the user, with details like subject, sender, date, and recipients.

At left is an example of the Admin interface. This person has administrative access to messages and notes, as evidenced by the grouping of multiple people under their associated Primary Account.

Messages and notes are ordered in the list chronologically, either newest-to-oldest or oldest-to-newest, depending on the checkbox at the top, labeled 'Newest First'.

The list can be filtered using the checkboxes labeled 'New', 'In-Process', 'Complete' and 'Notes'.

The list can also be filtered based on content by using the 'Search' box in the upper right.

To view the messages and notes for an account, click on the blue account header.

To view the messages for a person, click on that person's name.

# Secure Delivery Desktop



The menu of icons in the upper left of the screen allows various operations.

Click this button to log off. Explicitly signing off will stop notifications (see the options). If the user is logged off automatically, however, because of the expiration of the Auto-LogOff timer, notifications will continue, even though the login screen is being displayed.

This button allows access to the 'Settings' window shown at right. Note that the app can sound an alert when information has changed. To enable an alert, check the checkbox labeled 'Notification Sound'. The status of new information is checked automatically, every 30 seconds.

Click this button to create a message for a selected recipient or recipients. Such a message is referred to as an 'Internal Message'. The primary difference between it and a note is that an 'Internal Message' can be marked 'In-Process' and 'Complete'.

Click this button to create a note for a selected recipient or recipients.

Click this button to print all or a subset of the retrieved messages and notes. The printer option window is shown below.

### Print Messages and Notes for All Clients

New
 In-Process
 Complete
 Notes
One per page

Start Date:

04/09/2015

End Date:

04/09/2015

← April 2015 →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

← April 2015 →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Print Cancel

Auto-LogOff Option

After 5 minutes

After 4 hours

After 1 day

Stay Logged In

Notes

Show for 1 day

Show for 3 days

Show for 7 days

Show for 30 days

Notification Sound

Change Password ➤

App Version 14.2.1.2

Close

The messages and notes selected for printing can be filtered by type and by date range. Most modern browsers will also allow the result to be saved to a PDF, in addition to printing.

## Secure Delivery Desktop

Messages will have an icon that indicates whether they are 'New', 'In-Process' or 'Complete'.

Clicking on a message icon will cause a pop-up menu to be displayed. The options on the menu will vary depending on whether the user was the recipient or sender of the message.

★ **Internal Message**  
 Subject: Testing a single message

Entered by Robert W. Vornberg  
 Wed Apr 8, 2015 at 01:56pm

This is the message

Posted: 08-APR-15 01:56 PM  
 Recipients:  
 Roger Young (No Message Actions)

Choose Message Action ...
Mark Viewed
Mark In-Process
Forward Message
Print Message
Cancel

At left is a sample message menu.

Messages can be marked as 'Viewed', 'In-Process', etc.

Notes also have an icon.

When the icon is clicked, a menu of options will appear.

👉 **Note from: Robert W. Vornberg**  
 To: Bob Zoellner  
 04/08/2015 13:13

Hi Bob!

At right is a sample note menu.

Again, the options will vary depending on whether you were the sender or a recipient of the note.

Choose ...
Add to your Note
Delete your Note
Print Note
Cancel

### Creating Admin Users

SDM's setup for Secure Delivery clients has been augmented to facilitate use of the Admin app.

Client ID:	<input type="text" value="BobV"/>	Password:	<input type="password" value="***"/>	App:	<input type="text" value="SDS"/>
Name:	<input type="text" value="Robert W. Vornberg"/>	Primary Account:	<input type="text" value="0000"/>		
Description:	<input type="text" value="Bob V's Test Client"/>				
Password Option:	<input type="text" value="Changeable by Client"/>	Logoff Option:	<input type="text" value="Changeable by Client"/>		
Message Format:	<input type="text" value="SMS-Style"/>	Admin:	<input checked="" type="checkbox"/>	Accounts:	<input type="text" value="0000,0001,0002"/>

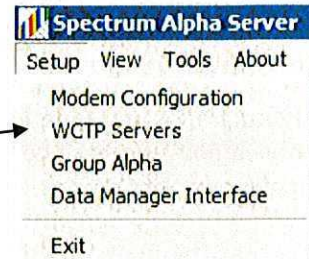
Note the checkbox 'Admin' and its companion field for listing the accounts that this Admin user will have access to. If 'Admin' is checked, but the 'Accounts' field is blank, the 'Primary Account' field will be used instead. If the 'Admin' checkbox is unchecked, the user will only have access to their own messages and notes.

## WCTP Interface in Alpha Server

The Alpha Server has been enhanced to support 1-way WCTP message transmission. This option gives a secure method for handing off a message to an alpha terminal or to any messaging system that provides a WCTP server for accepting messages.

A new option has been added to the Alpha Server's Setup menu.

When selected, the following window will appear. This window allows the definition of the connection information for a WCTP Server.



**WCTP Servers** [X]

Currently Defined Server ID's	WCTP Server ID:	Name:

Server URL: \_\_\_\_\_

DTD Address: \_\_\_\_\_

Sender ID: \_\_\_\_\_

Security Code: \_\_\_\_\_

Format Options:  SubmitClientMessage    SubmitRequest

Enable wctp-Token

Enable wctp-MessageControl

Save   Cancel

The 'WCTP Server ID' field and the 'Name' field are arbitrary, but the 'WCTP Server ID' field must be unique for each WCTP Server configuration. For example, you could put 'Halo' in the WCTP Server ID field to identify a particular server. You can define any number of WCTP servers, but each must have a unique ID assigned to them. The remaining fields are provided by the administrator of the WCTP Server you are connecting to.

To use a particular WCTP Server, you must establish an entry in SDM's Alpha Configuration table that corresponds to the 'WCTP Server ID' that you assigned to the WCTP Server in the Alpha Server's 'WCTP Servers' table (see above). In the example below, 'Halo' is the ID that was assigned to the WCTP Server. This is put in the 'Name' field of the Alpha Terminal Configuration entry.

I.D.	Port	Modem Number	Name	Modem Init String	Speed	DSP	Retries
2		WCTP	Halo				-

By placing 'WCTP' in the 'Modem Number' field, you identify this entry as referring to a WCTP Server. These are the only two fields that are required. All others are ignored.

To send a message to a client, you will need to know the PIN assigned to them by the administrator of the WCTP Server. This is similar to knowing the alpha PIN for a client's alpha pager. In every respect, from the operator's point of view, sending a message to the client is done as if you are sending an alpha page to them.

## Changes and Corrections

### Spectrum Data Manager

1. The 'Abandoned Call' message was recently enhanced to show the Caller ID and Caller Name, if available. Now, if either of the fields are not present, the associated field labels are not shown either.
2. For consistency, the 'Missed Call Notification' ticket now shows the operator ID as '000'. Prior to this update, if the call had been selected by an operator, it would show that operator's ID. If the call never made it to an operator, the ID would be blank.
3. The 'Disable Message Escape Per-Account' now works for scripted, as well as non-scripted, messages.
4. The 'Enable Originating Agent for Inbound' will now work with Secure Delivery replies, as well as SMS.
5. The 'Call Activity' display at the Agent will now properly label the 'Dial Hold' state for an outbound call.
6. A message entry form can contain a zip-code field that will automatically populate associated city and state fields. The processing has been changed such that if a city name is entered, either manually or automatically via the zip-code field, a subsequent visit to the zip-code field will not cause the city field to change, even if the zip-code is changed. In other words, the city field will only populate automatically if it is blank.
7. It was possible to cause the Agent program to display the 'Break' mode while SDM showed the operator to be in 'Standby'. This condition could be induced by double-clicking the 'On/Off' button while holding the 'Alt' key. This has been corrected.
8. If the 'Enhanced Message Display' mode was selected, the message display would be cleared if the 'Hypertext Selecting' mode was entered. This has been corrected.
9. The 'Prompt Operator' to 'File&Transmit or File-only' feature did not work properly when concluding a scripted message. This has been corrected.
10. When starting a non-free-form message from an 'Enter-Msg' menu, the page '1 of 1' was not displayed properly. This has been corrected.
11. When an Agent program is manually disconnected from the main SDM interface, the internal 'Break' and 'Intercom' status are now being properly cleared. If the disconnected station had been in either of these modes, the status displays would have continued to indicate such.
12. If SDM receives notification from Prism that it has gone through a reset, SDM will update Prism with the 'signed-on' status of all stations.
13. SDM will now try to detect and accommodate 'Attach Inbound' and 'Inbound-On-Hold' events from Prism that arrive in the wrong order. If an 'Attach Inbound' is received for a station and the station is already attached to a different call, the state of the station is saved with the currently attached call before detaching from it and attaching to the new call. The subsequent 'Inbound-On-Hold' event will be ignored.
14. SDM will no longer attribute 'Recalling Page' time to the totals for an account. It had been being attributed to time spent dispatching for the most recent account whose page ticket was viewed.
15. SDM will no longer display passwords when viewing and editing Secure Delivery clients.

### Secure Delivery

1. The 'posted' time of a message is now displayed above the 'Recipients' and their message actions. Since it is possible for a message to be marked for Secure Delivery based on a scheduled time, the 'posted' time can be different (and significantly later) than the time the message was taken and filed by an operator. And since notification occurs when the message is 'posted', this enhancement allows the client to see the difference. →

Posted: 20-MAR-15 02:49 PM

Recipients:

Bob Vornberg

\* Marked InProcess: 20-MAR-15 02:50 PM

\* Marked Completed: 21-MAR-15 07:19 PM


## Changes and Corrections

2. The interface to the Apple Notification Service (APNS) has been adapted to Apple's new minimum requirement for TLS version 1 security. Also, the recovery logic for connection errors to APNS has been improved.
3. The recovery logic for connection errors to Google's Cloud Messaging notification service for Android has been improved.
4. The exception handling in the Secure Delivery Server's interface to the Gateway has been improved.
5. Secure Delivery is now managed as a 'licensed feature', although current users are fully licensed by default.

### Communications Server

1. The Email Server timeouts have been reverted back to the 60 second timeout used in prior versions. Experience showed no benefit in varying them based on the existence of an attachment. The real issue is that some email services are 'very slow' to respond at times.
2. When establishing a secure connection to an SMTP server, the Email Server, by default, allows support for SSL versions 2 and 3, as well as TLS. Some SMTP servers will only allow connections if the Email Server has been configured to support SSL version 3 exclusively. In order to do this, a checkbox has been added to the connection information for the SMTP server.

Use a Secure Connection     Implicit     V3



For back-compatibility, this checkbox is 'unchecked' by default.

3. The Email Server's handling of inbound email has been enhanced to detect and filter out embedded CSS when processing inbound HTML-formatted email.
4. Improved exception handling was added to the SMS Server's processing of its file of recently transmitted messages. This file is used to pair-up inbound SMS replies from clients with the original outbound messages.

### Agent

1. The Agent can be configured to close its browser window at sign-off. Some improvements were made in this area to accommodate later versions of Internet Explorer.
2. The Agent installation/update program has been enhanced to support the writing of additional registry information. This additional information will allow the Agent to host in its 'Browser' window versions of Internet Explorer beyond Version 8. Prior to this, the Agent's Browser window was limited to Version 8 or lower. This will likely improve the Agent's Browser window's ability to display advanced web sites that use the latest capabilities of HTML5. After updating the Agent, it is suggested that you re-visit sites that previously did not display properly in the Agent Browser window.