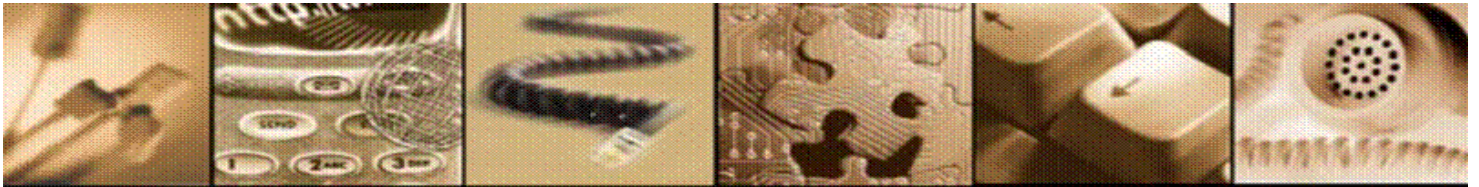




PowerConnect Software Release 9.0

Release Note

October 2007





Amdale Software Technologies

Amdale is a global developer of open Windows-based “building blocks” that enable quick development and deployment of integrated computer telephony solutions. Amdale’s PowerConnect™ is the core for its unique suite of products designed to provide unified solutions to all communications, information dissemination and call center needs.

PowerConnect™

PowerConnect™ provides unmatched flexibility to integrate all kinds of business support systems into single unified computer telephony applications. In fact, it is a sheer marvel in modularity. PowerConnect™ comprises “building blocks” of pre-packaged telephony features that facilitate easy and rapid development of solutions.

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About this Document

Purpose

This release guide provides information about the PowerConnect Release 9.0

Intended Audience

Target Audience of this Release Guide includes the

Business Group

Partner Installation Engineers

Amdale Solution Team

Amdale Quality Group

How to use this Release Notes

This Release update is organized into four sections

- **New Feature**
This Section summarizes the New Features and additions that are made to this release update.
- **Issues Resolved**
This Section lists issues that have been resolved since Last Release.
- **Executable Version Number's**
This section summarizes the version numbers of executables shipped with this release.
- **Known Issues**
This Section lists issues that may affect the performance of the PowerConnect Software.



New Features offered in Release 9.0

1. Amdale stands strongly committed to video enablement in all areas of PowerConnect.

With this release, PowerConnect™ is now **3G video compliant**. With Dialogic HMP™ v3.0, PowerConnect™ supports both up & down streaming. Application possibilities include Video Mail, down-streaming video content, video based VAS services.

This power-packed feature advantage over traditional voice & speech solutions will empower with new & exciting VAS opportunities. We look forward to working with our partners in this area.

2. PowerConnect™ journey in IP-enabling all aspects of its SCE continue. With this release, Audio conferencing services are now available over IP voice networks also.



Issues Resolved

	PTR #	Description
1.	7785	In Speech Enabled System if the Customer Grammar Count is more than 20 then it re-set to 0
2.	8869	In PowerConnect™ Client on menu node in case of Speech Enabled system, the option "Build Voice file path using Variable" stop working.
3.	5678	In PowerConnect™ Client on PVF & menu node incorrect Voice File format coming



Executables Version Number

Executable Name	Description	Version Number
PCServer®	PowerConnect™ Server (Runtime Application to execute Call Flows & various functionalities of PowerConnect)	9.0.0.1
PCClient®	PowerConnect™ Client (Client Application to create Call Flows & to define various functionalities of PowerConnect)	9.0.0.1
PCAgent®	PowerConnect™ Agent (Runs on Client PCs, used to interact with PowerConnect™ Server for exchanging data between the Server & the Client)	8.9.0.0701
Fax Monitor	Monitors the live fax Status in PowerConnect™ Fax Server Setup	6.6 Build 881
Report Generator	Generates PowerConnect™ Reports. Reports can be categorized into ACD Reports, IVR Reports & Customized Reports)	8.9.0.0701
Fax Scheduler	Runs on Client PCs in a Fax Server Setup for scheduling faxes	8.0 Build 001
Address Book	Address Book for Fax Scheduler	5.2 Build 359
Supervisor Console	Supervisor Console to view, monitor & track Agents in a PowerConnect™ Call Center Setup	8.0 Build 001
Operator Console	Operator Console to view, monitor & manage calls in an Office PBX Setup. This replaces the manual Phone Operator in a Office Setup	7.0 Build 048
iCRM Standard	Sample CRM Application that runs on Client PCs in a PowerConnect™ Call Center Setup	8.0 Build 001
PCLog®	PowerConnect™ Log Viewer to view logs generated by PowerConnect™	6.6 Build 939
License	PowerConnect™ Licensing utility to view & update the license information available with PowerConnect	7.3 Build 96
PCAssist.dll	PowerConnect Dll that is shipped with every PowerConnect Setup. This is used by PowerConnect Server	8.0 Build 001
PCAssistDemo.dll	PowerConnect™ Dll that is shipped with PowerConnect™ Setup. This is used by PowerConnect™ Preview (Demo) Server	6.5 Build 522
PCTTS1.dll	PowerConnect™ TTS Library For Real Speak	8.0 Build 001
PCTTS2.dll	PowerConnect™ TTS Library For Sakhr	8.0 Build 001
PCTTS3.dll	PowerConnect™ TTS Library For Microsoft	8.0 Build 001
PCTTS4.dll	PowerConnect™ TTS Library For ETI	8.0 Build 001
PCSLang.dll	PowerConnect™ Language Algorithm Dll. This contains the algorithms of all the languages that PowerConnect™ is integrated with	8.9.0.0701
PCASR.dll	PowerConnect™ ASR Dll for ASR (Automatic Speech Recognition) System	8.0 Build 001
PCASR_r.dll	PowerConnect™ ASR Dll for ASR (Automatic Speech Recognition) to implement distributed architecture.	8.0 Build 001
PCECCTapi.dll	Dll used to retrieve extension & group data from a Panasonic PBX in a Enterprise Call Center Setup	6.4 Build 733
PCACD.ocx	Integration OCX (used to integration CRM with PowerConnect™ Server) shipped default with PowerConnect	8.0 Build 001
PCMessage®	PowerConnect™ Message Utility that reports messages from PCMonitor® in case of abnormalities discovered in PowerConnect™ Server	5.7 Build 177
PCMonitor®	PowerConnect™ Monitor that monitors performance of PowerConnect™ Server	8.0 Build 001
PCConvrec®	PowerConnect™ Conversation Recording Viewer to view, delete, backup conversation recordings happening in a PowerConnect™ Call Center Setup	8.0 Build 001
PCSMDRGen®	PowerConnect™ SMDR generator to generate SMDRs from a Panasonic PBX	7.1 Build 311
PCSlimPhone®	PowerConnect™ Slim Phone (also known as Mini Operator Console)	6.6 Build 881



PCUMQ	PowerConnect™ Universal Multimedia Queues is used enable other forms of communication including fax, chat, e-mail etc in call center setup.	6.5 Build 525
PCUMQ.ocx	Integration OCX used to integrate PCUMQ® with PowerConnect™ Server	6.5 Build 525
PCRAC	PowerConnect™ Remote Administration Console to remotely administer the PowerConnect™ Server on LAN, WAN or dialup	6.6 Build 732
PCRAC.ocx	Integration OCX used to integrate PCRAC® with PowerConnect Server	6.6 Build 732
PCVL_Listener	For Listening Voice Recording in Voice Logging System	1.0.0.0

Known Issues

1. Sometime PCMonitor restart the PCServer when it's not able to communicate properly.
2. SIP agent unable to logged-in automatically after restore in case network connection break between SIP agent & SIP server.
3. Occasionally on Brooktrout TR1000 analog board call disconnection is improper in the case when the called party terminated the call
4. PowerConnect Stream Recorder not supported on Windows 2000 operating system.

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