

Firmware v5.24 for Telephone Desktop 9850

Issues addressed:

- 1) Not recognizing a busy signal in a timely fashion when a caller terminates a call by simply hanging up the phone without first pressing [ \*,#]
- 2) Caller hears "..please dictate.." followed 15 seconds later by "..the device will disconnect now.." even though they are speaking.

To solve these issues a new audio algorithm has been introduced.

Changes since v5.22.000:

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Loggingfile "trace.log" with date, time, and hang-up code ( plus user ID if used )  
will be stored on MMC / SD-card after every disconnection.

Example of log file "trace.log" contents..

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YY MM DD HH MM SS Discon UserID

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07-03-21 19:21:41 04 +1234

07-03-21 19:23:43 04 12

07-03-21 19:28:07 10 1

\*\*07-03-21 19:36:28 09 12

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The last/current entry is always prefaced by a \*\* for easy locating because once the listing reaches a maximum count of 1000, it begins replacing older entries beginning at the top of the list.

Menu item "BUSY" now with five levels instead four:

level 1: for short busy signals (some seconds), easy detection,  
also if user is whistling for about 4 seconds..may be too sensitive a setting !

level 2: longer analysis of busy signal, default level,  
should be adjusted for "standard" busy signals

level 3: use this level if hang-up occurs without busy signal  
(in case of misinterpretation with level 2)

level 4: long selective detection of busy, only if duration of busy-signal is longer than 10 seconds.

level 5: NEW - never interpret a busy signal, no hang-up caused by periodic frequencies like "tut- tut - tut ..."  
To be used in surroundings with periodic signals, e.g. when driving a car (motor sound) etc.

But still disconnect for other reasons like missing voice level during record, see Menu item "INACTIVE":

Menu item "INACTIVE" now with five levels instead four, meaning 1 / 2 / 5 / 10 / 30 minutes prompt before hang-up.  
Default value: 2 minutes

Now also used during RECORD mode (not only in pause state).  
After this time a prompt "Please dictate" will be heard.  
(instead of 30 seconds in previous firmware)

After that prompt there is another 25 seconds delay (instead of 15 seconds in the earlier firmware versions) for the user to continue recording either by speaking with a minimum voice level, or by pressing a phone key, e.g. key 2 for more recording.

Hint: when setting BUSY to level 5 (= never hang up on busy signal) and setting INACTIVE to 30 minutes the desktop will be blocked for 30 minutes, unless disconnect is performed by key \* and #.

Useful combinations:

BUSY = 5 + INACTIVE 1 or 2 to avoid blocking next call  
best choice >> BUSY = 3 + INACTIVE 5 or more to allow long speaking pause

Note: Microphone level must be set to the "middle" bar.