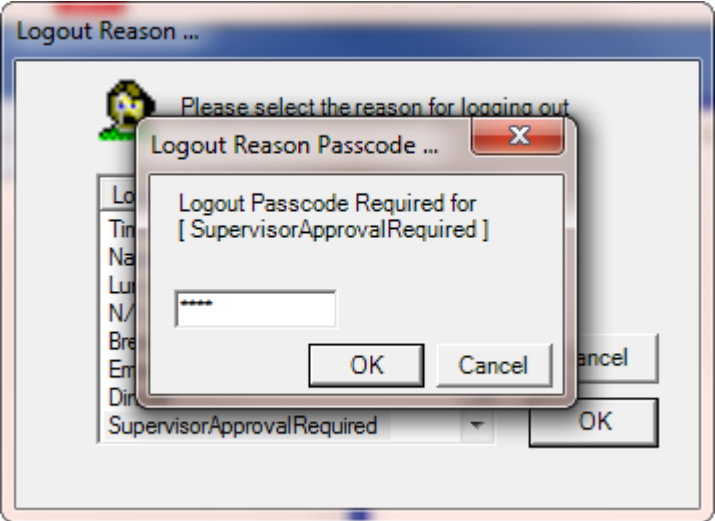
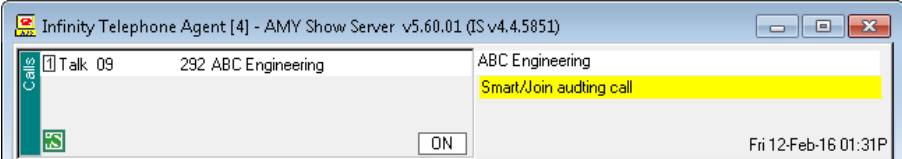
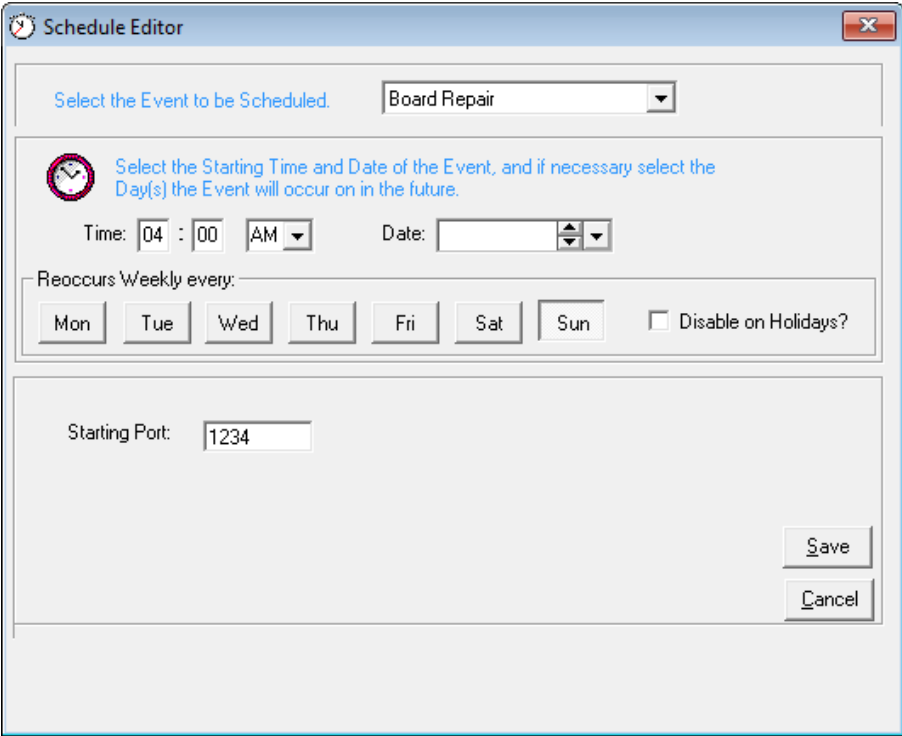


New Features in Infinity 5.61.16

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Please note that some of the following features may require additional licensing and hardware.

FEATURE	DESCRIPTION
<p>Logout Reasons Passcode</p>	<p>Support is added to the Infinity server to assign a Logout Reason a numeric passcode. When an operator attempts to log out using a reason that contains a passcode, the operator is prompted to enter the passcode. If the passcode entered is correct, the operator is permitted to log out of the Infinity system. If the passcode is incorrect, an error message is presented and the operator is not allowed to log out.</p> 
<p>SmartJoin Visual Alert</p>	<p>Support is added to the Infinity server to provide a visual alert in the Infinity Telephone Agent workstation application when the current call is being audited, and possibly could be joined, by a caller using the optional SmartJoin feature.</p> 

Additional Conference Resources	Support is added to the Infinity server to provide additional conference resources in systems equipped with the XDS Technologies Infinity Resource Board. Conference support is doubled from 84 to 168. The conference resources are available to Operator, Conference Bridge, Auditing, and Unity Logger conferences.
XDS Reset Schedule Option	<p>Support is added to the Infinity server to enable system supervisors to schedule a Reset XDS Board task in the System Schedule. This reset task currently only functions with the XDS Technologies VoIP Board.</p> 

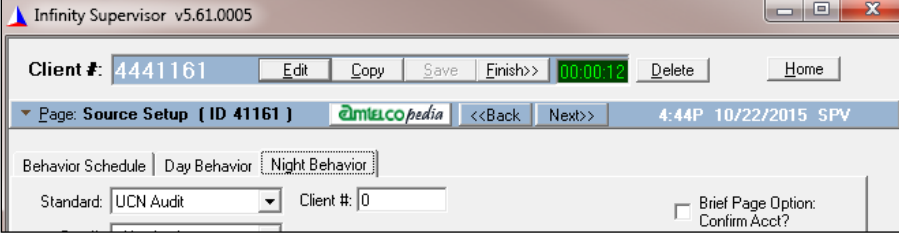
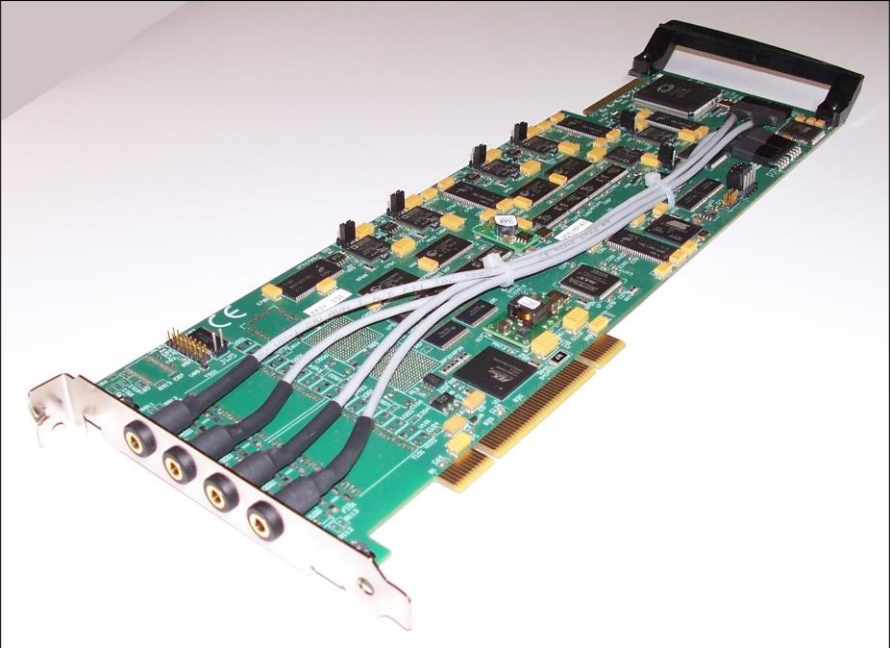
Requirements:


- Infinity 5.61.16 or later
- Infinity Supervisor 5.61.06 or later
- Infinity Telephone Agent 5.60.5750.04 or later

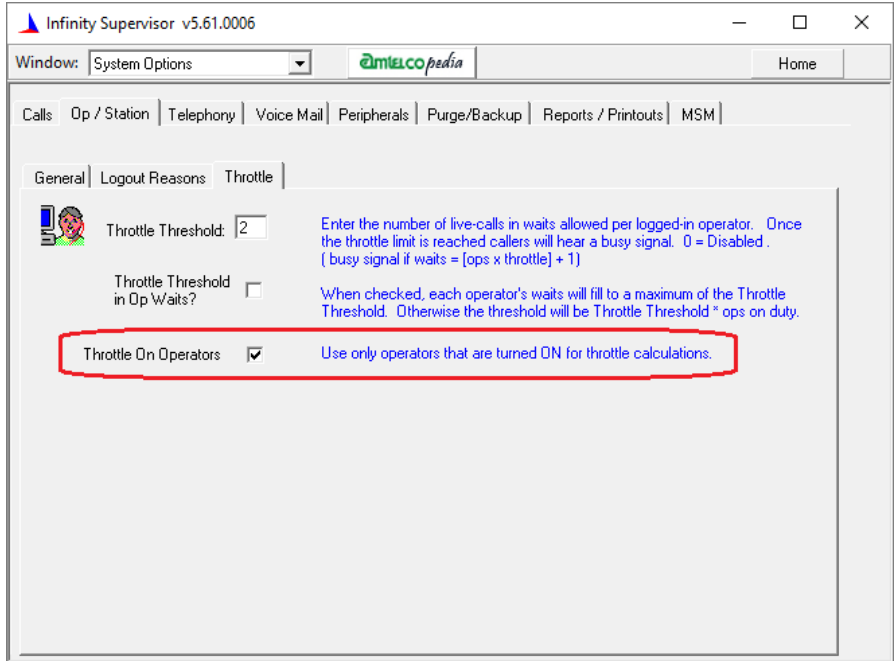
New Features in Infinity 5.61.15

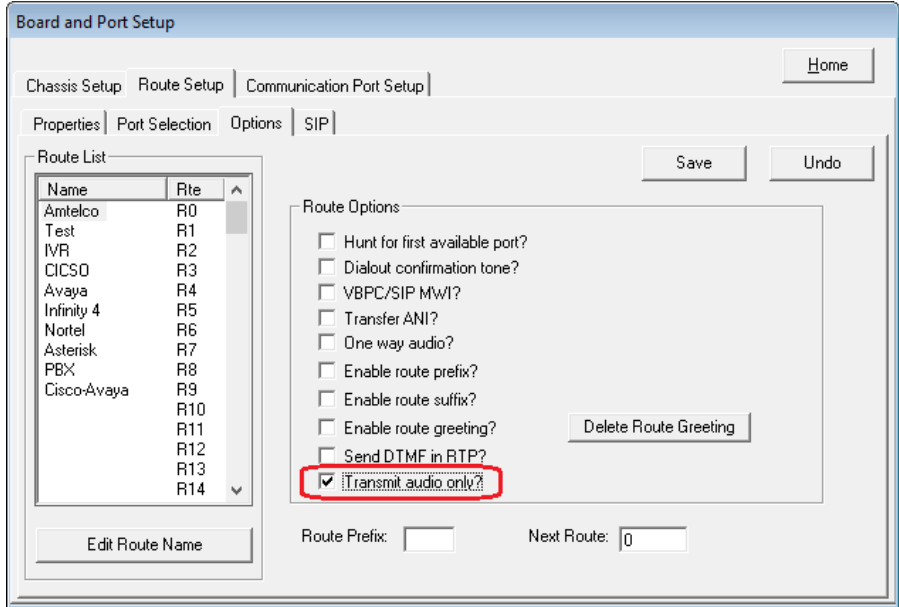
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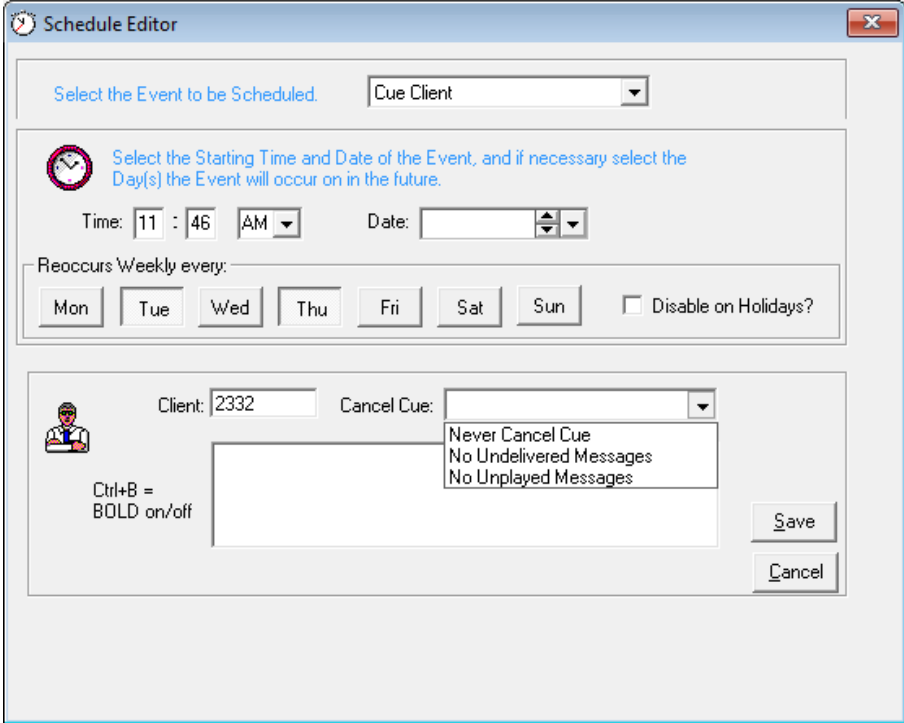
Please note that some of the following features may require additional licensing and hardware.

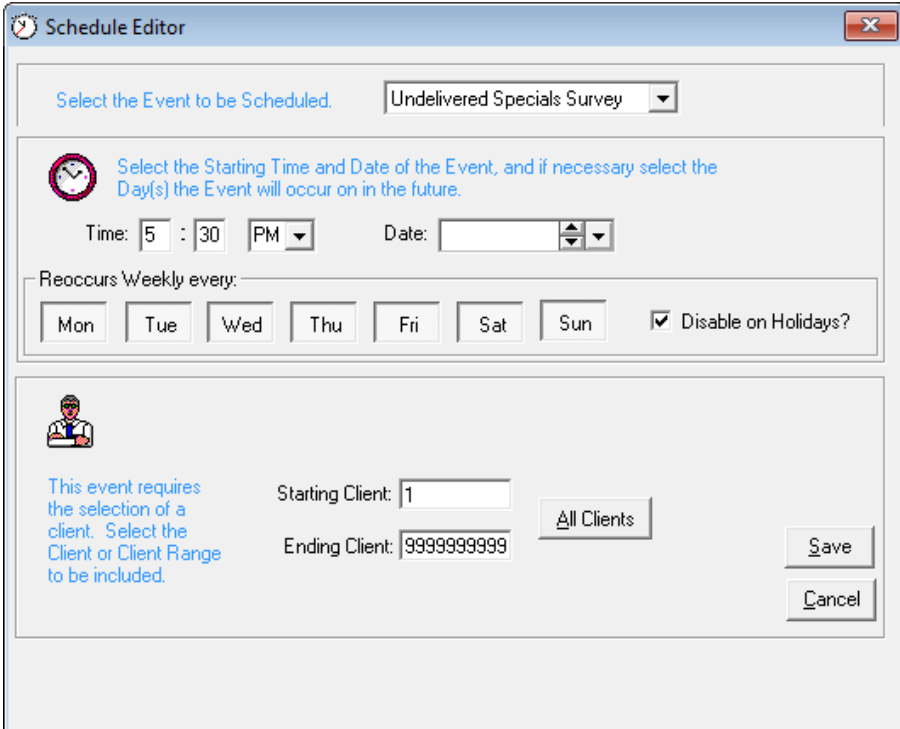
FEATURE	DESCRIPTION
<p>Smart Join Client Behavior</p>	<p>The Smart Join client behavior enables a caller to call into the system, enter the last four digits of an Infinity unique call number (UCN), and listen to the operator audio for the indicated call. Pressing the DTMF digit 5 can then join the caller with the operator on the inbound call.</p>  <p>The screenshot shows the 'Infinity Supervisor v5.61.0005' window. It features a 'Client #' field with the value '4441161' and buttons for 'Edit', 'Copy', 'Save', 'Finish>>', 'Delete', and 'Home'. Below this is a 'Page: Source Setup (ID 41161)' section with a 'mteco media' logo and navigation buttons '<<Back' and 'Next>>'. The date and time are shown as '4:44P 10/22/2015 SPV'. There are tabs for 'Behavior Schedule', 'Day Behavior', and 'Night Behavior'. A 'Standard:' dropdown is set to 'UCN Audit' and a 'Client #' field contains '0'. A checkbox for 'Brief Page Option: Confirm Acct?' is present and unchecked.</p>
<p>Infinity Resource Board Support</p>	<p>Server support is added for the XDS Technologies H.100 Infinity Resource Board. The board provides conferencing facilities for up to 254 conferences with a total of 512 participants, 256 ports for the recording and playback of audio signals, 4 analog ports for functions such as music on hold, and connectivity to support up to ~150 operators with a single Infinity server chassis.</p> <p>Intended a replacement for the XDS Technologies MC-3 Board in the Infinity server single chassis configuration, users program the Resource Board as type MC-3 and indicate a starting port in the system configuration.</p>  <p>The photograph shows a long, green printed circuit board (PCB) populated with numerous integrated circuits, capacitors, and other electronic components. On the left side, there are four gold-plated RJ45 ports. On the right side, there are several black cables connected to the board. The board is shown at an angle, highlighting its length and the density of components.</p>

FEATURE	DESCRIPTION
New 14-Slot Backplane	<p>A new backplane has been added option has been added for the Infinity server. The Tri Map International backplane has 2 CPU slots, 7 PCI slots and 5 ISA slots. Also on the board are a 5-pin keyboard connector, an AT power connector, and +5V, -5V, +12V and -12V power indicators. The Tri Map backplane is number 21 in the Infinity server configuration, which is configured in the STATION.INI file on the Infinity server.</p>
Multi-Tech MTC-EV3 Modem for Verizon	<p>Server support is added for the Multi-Tech MultiConnect Cell 100 Series MTC-EV3 modem for Verizon CDMA 3G network traffic. The MTC-EV3 modem is a replacement for the Multi-Tech MTCBA-C and MTCMR-C2 modems, which have been discontinued due to the unavailability of parts for manufacturing.</p> <p>After installing the MTC-EV3 modem in the Infinity server, reset the modem port option new CDMA option found in the modem settings in Infinity Supervisor.</p> 
SIP Proxy Authentication	<p>The XDS Technologies H.100 VoIP Board can now perform proxy authentication for SIP registration activities. A firmware update is required of all VoIP Boards that would use this capability. Proxy authentication is required for Infinity integration with the SIP-based GENBAND switch.</p>

FEATURE	DESCRIPTION
<p>Throttle On Ops</p>	<p>A new system option called Throttle On Operators provides the ability to throttle system traffic only by the number of operators who are available for calls (turned On). By default, call traffic in the Infinity system is throttled only according to the number of operators who are logged in.</p> <p>The Throttle On Operators option is set on the Throttle tab of the Op/Station tab on the System Settings screen of the System setup screens in the Infinity Supervisor application.</p>  <p>The screenshot shows the 'Infinity Supervisor v5.61.0006' application window. The 'System Options' window is open, showing the 'Throttle' tab. The 'Throttle Threshold' is set to 2. The 'Throttle On Operators' checkbox is checked and highlighted with a red box. The text next to it reads: 'Use only operators that are turned ON for throttle calculations.'</p>

FEATURE	DESCRIPTION
Route Transmit Audio Only	<p>A Transmit Audio Only route option has been added to the Infinity server that only passes audio from the operator to the caller when a dialout is created the server. The default One-way Audio route option is a one-way audio connection from the caller to the operator.</p> <p>The Transmit Audio Only route option is set on the Options tab of the Route Setup tab in the Boards and Ports setup screens in the Infinity Supervisor application.</p>  <p>The screenshot shows the 'Board and Port Setup' window with the 'Route Setup' tab selected. Under the 'Options' sub-tab, the 'Route Options' section contains several checkboxes. The checkbox for 'Transmit audio only?' is checked and highlighted with a red rectangle. Other options include 'Hunt for first available port?', 'Dialout confirmation tone?', 'VBPC/SIP MWI?', 'Transfer ANI?', 'One way audio?', 'Enable route prefix?', 'Enable route suffix?', and 'Enable route greeting?'. There are also 'Save' and 'Undo' buttons, and a 'Delete Route Greeting' button. At the bottom, there are input fields for 'Route Prefix' and 'Next Route'.</p> <p>This Route option was created to serve Infinity installations in tandem with certain brands of overhead paging equipment.</p>

FEATURE	DESCRIPTION
Cue Repeat Enhancement	<p>Three options are added to the Cue Client Schedule action in Infinity supervisor for handling e a cue when it gets cancelled: Never Cancel Cue (the only previous action), No Undelivered Messages, and No Unplayed Messages.</p>  <p>The screenshot shows the 'Schedule Editor' dialog box. At the top, there is a dropdown menu for 'Cue Client'. Below that, there are fields for 'Time' (11:46 AM) and 'Date'. A section for 'Reoccurs Weekly every:' includes buttons for 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun', along with a checkbox for 'Disable on Holidays?'. At the bottom, there is a 'Client' field with the value '2332' and a 'Cancel Cue:' dropdown menu. The dropdown menu is open, showing three options: 'Never Cancel Cue', 'No Undelivered Messages', and 'No Unplayed Messages'. There are also 'Save' and 'Cancel' buttons at the bottom right.</p>

FEATURE	DESCRIPTION
<p>Scheduled Undelivered Specials Report</p>	<p>A Scheduled Undelivered Specials Report has been added to the set of Infinity Server Reports. The new report can be programmed in the System schedule to run at specified times on indicated days.</p> 
<p>911 Center ALI UCN</p>	<p>A new System Option is added called ALI-UCN. When this option is enabled, the Infinity unique call number (UCN), is transmitted along with the Automatic Location Identification (ALI) information for a call when the Infinity server is used in a 911 center application.</p>
<p>Voice Mail Callback Now</p>	<p>A Client Option for a voice mail callback is added to remove the option to enable the caller to request for a future callback. This change means only an immediate voice mail callback can be requested.</p>
<p>Voice Mail Callback Calls Report</p>	<p>A report has been added to the Infinity server that can be printed or viewed that contains the current active voice mail callbacks in the system.</p>
<p>NEC 10-Digit Records</p>	<p>A Boards and Ports serial port option is added for to receive 10-digits telephone numbers for Infinity systems using the NEC MCI Link switch integration method.</p>
<p>Nortel 2100 Switch Integration</p>	<p>An XDS Technologies VoIP Board span option is available for Infinity systems that are integrated with a Nortel 2100 switch. This option needs to be set if the system is to accept calls over SIP channels from the Nortel 2100.</p>

Requirements:

- Infinity 5.61.15 or later
- Infinity Supervisor 5.61.02 or later
- Infinity Telephone Agent 5.60.4924.42 or later