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About This Software

Genesys Call Progress Detection (CPD) Server provides call-progress detection for switches that do not have built-in call-progress detection. It also provides Active Switching Matrix (ASM)-mode support for switches that have unacceptable call-transfer delay and force-tone problems.

New Features in 8.1.x

CPD Server 8.1.3 is a maintenance release. It does not contain any new features.

Some of the primary new features in release 8.1.2 are:

DTMF Tones Detection During and After Play of the Drop Announcement in ASM modes

Ability to detect DTMF tones during and after the playing of the drop announcement message in ASM modes when the called party presses buttons on the touch tone phone. Ability to deliver string of detected tones to OCS.

Enhanced Security features:

- Ability to use the `tag` option to hide sensitive information contained in logs.
 - Support for Transport Layer Security (TLS)
 - Compliance with Federal Information Processing Standards (FIPS).
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Some of the primary new features in release 8.1.1 are:

Detection of Answering Machine Final Beep

CPD Server used with DM3 boards or with HMP software can now detect the final beep following an answering machine greeting on a call. This ensures that a voice message left on the customer's answering machine device is recorded from the beginning and not truncated.

Enhanced Support for Caller ID and Display Name

CPD Server can now deliver Caller ID and Display Name to SIP Server in HMP transfer mode (as configured by the CPN Digits and CPN Display Name OCS settings). The Caller ID and Display Name information is then passed on further by SIP Server, so that it appears on the customer's phone display.

Support for a Host with Multiple NICs on Board
CPD Server used with HMP software is now capable of properly supporting a host with multiple Network Interface Cards (NIC) on board.

No new features were added to CPD Server in release 8.1.0.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are an Outbound Contact 8.1 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys Documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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Your Responsibility for Your System

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