



Customer Update Notices

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- New DigiTel Version Available - "Dtmf Sensitivity"

A software update, version 20.04.02 is available for DigiTel. It is available at "www.DigiTelSoftware.com" as a Full Installation (if it's not already installed) and as an Upgrade Installation (if it's already installed). Updated documentation for this version is also available there.

The updates in this version include:

1. A new "Dtmf Sensitivity" adjustment (located in the Service Menu) provides increased "touch-tone talk-off" rejection. Touch-tone talk-off is when a user's voice sounds like a touch-tone, which can trigger a function unexpectedly while dictating.

The Dtmf Sensitivity was set to 48 milliseconds (ms), which meant that a touch-tone had to sound for a minimum of 48 ms before it would be accepted as a touch-tone and acted upon.

The new Dtmf Sensitivity default is 64 ms which decreases the likelihood that a user's voice can sound like a touch-tone. The Dtmf Sensitivity can also be set to 80 or 96 ms if desired.

If you haven't experienced touch-tone talk-off, you do not need to install this upgrade. But to help ensure it doesn't happen to a new user in the future, it is recommended to install this upgrade.

If DigiTel has not yet been installed, the installation of the full version 20.04.02 will automatically set the Dtmf Sensitivity to the new default of 64 ms.

If DigiTel is already installed, install the upgrade for version 20.04.02. Then click on "Show Service Menu" from the TOOLBOX's GENERAL tab, set the Dtmf Sensitivity (which is at "3" for 48 ms) to "4" for 64 ms and click "Set". Then exit and restart DigiTel to engage the new Dtmf Sensitivity setting.

If you would like us to install this or any future upgrade for you remotely, we'd be glad to... just email Info@DigiTelSoftware.com to request assistance.

You can see previous Customer Update Notices (including one that describes our easy upgrade installation process step-by-step) by clicking on the "UPDATE NOTICES" link at www.DigiTelSoftware.com



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